



Falkirk Council

EQUALITY SCHEME (2009-2012)

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INTRODUCTION

Falkirk Council provides all local government services for the Falkirk area. Covering 112 square miles within the Forth Valley area, it has a population of 151,570 and extends from Banknock in the West to Blackness in the East and from South Alloa in the North as far as Limerigg in the South. Falkirk remains the 11th largest council in Scotland in population terms which grew by 0.6% overall from 2007/2008 figures.

The men, women and children who live, work, study in or visit the Falkirk area are diverse. They are of all ages, disabled and non-disabled, of different races and ethnic backgrounds, different sexual orientations, and from various faith and non-faith communities. While these different groups and their experiences overlap, their ideas about themselves and their communities can change over time.

These diverse communities are a great asset to our area. However, some experience disadvantage and discrimination which has a negative effect on their quality of life. This can affect everyone, but it most commonly affects women, black and minority ethnic communities, disabled people, young and older people, lesbians, gay men, bisexual and transgender people.

BACKGROUND

Equality Duties

Legislation, in the form of the Race Relations (Amendment) Act 2000 (RRAA), Disability Discrimination Act and Equality Bill, places general and specific duties on public authorities to remove discrimination in terms of race, disability and gender.

All 3 duties have the same intention behind them and each strand has specific general duties which focus on:

- The elimination of discrimination, harassment and victimisation;
- Advancing equality of opportunity between groups;
- Fostering good relations between groups.

Equality Scheme

To meet the Race Equality Duty (RED), the Council originally produced a Race Equality Scheme in November 2002. Following the introduction of the Disability (DED) and Gender (GED) equality duties, the Council developed a single Equality Scheme which incorporated all the duties in relation to the RED, DED and GED. Whilst the Scheme was introduced to cover these 3 duties, the Council ensures that our work is inclusive of all equality strands including age, sexual orientation and religion/belief.

We want to ensure that the outcomes make a difference to the lives of those discriminated against or treated unfairly and ensure continuation, where relevant, of efficient, effective and responsive services. The focus of Services' equality work will be on outcomes and tangible improvements and the Scheme is the delivery mechanism of the work being undertaken.

The Scheme incorporates all duties and commitments on different equality groups into one document and highlights how the Council meets our obligations under the appropriate legislation. The action plans within the Scheme also highlight the actions which will be taken to promote equality for all.

Equality Scheme Involvement & Consultation

A consultation and involvement exercise was carried out with community and voluntary groups regarding the content of the Equality Scheme (2009-2012). An outline of the process as well as the organisations who were contacted and a summary of responses are attached as Appendix 1.

Two involvement events were held in partnership with NHS Forth Valley and other partners in relation to seeking input to the Scheme from service users. The Council sought feedback in relation to how well it was meeting its equality duties, areas for improvement and general access to services.

The Scheme was also sent to Services and Trade Unions for comment.

LEADERSHIP & MANAGEMENT

People & Equalities Group

In 2007, the Council established a People & Equalities Group. This group took over the work of the previously established Equal Opportunities Working Group and provides a more strategic overview in relation to a number of areas of work within the Council including equality and people initiatives as well as providing a forum for discussing best practice. The group is chaired by the Director of Corporate and Neighbourhood Services and comprises of senior Managers from all Council Services and a representative who attends on behalf of Trade Unions.

The remit of the group includes areas such as:

- The introduction and implementation of the HR and Workforce Strategy: Better People, Better Services;
- The requirement for Services to prepare their own Workforce Plans to support the Strategy and address their own workforce priorities;
- The outcomes of the Employee Survey;
- The introduction of a Customer Charter and associated training;
- The introduction of the Achievement and Personal Development Scheme;
- Progress in respect of Race, Disability and Gender through the production and continual review of the Council's Equality Scheme and associated action plans;
- Progressing other related equalities issues such as age with new legislative developments taking place regularly;
- The on-going need to improve on equalities and other training, to address needs across the Council at all levels.

The group meet in advance of the Joint Consultative Committee to ensure any issues which arise out of discussions can be raised timeously with Trade Union representatives.

CONTEXT

Equality Scheme - Links to other Strategies

In setting the key priorities within the Scheme the Council is reflecting the commitment made within the Single Outcome Agreement (SOA). The SOA is an agreement between the Falkirk Community Planning Partnership and the Scottish Government which sets out what we want to achieve in our area in terms of national and local outcomes for the period 2009-2011. The commitments made within the agreement also demonstrate the Community Planning Partnership's collective commitment to providing the best quality public services at an affordable cost.

The goals within the Community Plan include:

- Further developing a thriving, sustainable and vibrant economy;
- Continuing to improve the health, safety and wellbeing of both our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination;
- Enhancing and sustaining an environment in which people want to live, work and visit.

Achieving our vision (examples from Community Plan):-

The most recent census information showed that 1% of the population in the Falkirk Council area was from an ethnic minority although this represents a significant increase in recent years. In the last few years there have also been a considerable number of people coming to live and work in the area from the new EU accession countries. The Council prides itself in being an inclusive and welcoming community and recognise the contribution that people from a diverse background bring. We are experiencing the benefit of citizen and community involvement and influence in decision-making. One of the most notable examples has been the involvement of children, young people and their parents in the re-design of children's services.

The Forth Valley Sensory Centre opened in Camelon providing a range of services for anyone with a sensory impairment, their carers, families and related service providers. The centre is operated by a trust comprising key partners from across the Forth Valley area who have long standing skills and experience in this field.

Our joint strategy to support young people who are not in a positive destination was commended for innovation by the Scottish Executive and levels are now at their lowest for five years.

We believe that the diversity of our community is an essential part of our values and we are committed to achieving equality for all citizens and employees as such “Equal Opportunity and Equity of Access” is included as an overarching theme within the Community Plan. The purpose of this is to ensure that all people in our community have equal access to services and can play an equal part in all aspects of community life, which includes:

- Taking specific action towards people or groups who may not normally be included in society, or whose circumstances may make it difficult to access facilities or services;
- Endeavouring to provide equal opportunities for everyone and make sure that no one person has a poorer standard of service than any other;
- Mainstreaming equal opportunities and equity of access into our policies, procedures, strategies and plans;
- Monitoring the impact of policies, procedures, strategies and plans on equal opportunities;
- Ensuring the diversity of service users is reflected in the information we provide;
- Operating in a manner consistent with statutory obligations and requirements in these areas.

Our Community Planning Strategy, which provides a framework for combining and integrating measures and policies to tackle disadvantage and discrimination, inequality of opportunity and social exclusion is an area of key priority with the Council. The Equality Scheme and the relevant action plans set out what we need to do in the long term by highlighting processes and practices to develop or improve upon and also the immediate action we are taking. These action plans link into the work already being undertaken through Service Performance Plans that ultimately link into the Council’s overall goals and values.

We will achieve our objectives and outcomes through the assessment of our functions and policies and feedback from service users and residents which will help to identify and remove barriers and ultimately improve the quality of our services.

Customer Satisfaction Survey

The Council regularly asks service users what they think about our services and our future plans through surveys, meetings and other forms of consultation. Every two years the Council carries out a customer satisfaction survey and in 2008 more than 4200 responses were received from local residents. The 2008 survey asked people about their experiences of dealing with the Council and to rate their satisfaction with a number of key services.

85% of respondents were very satisfied or satisfied with the helpfulness and courtesy of staff on the phone;

76% of respondents were very satisfied or satisfied with staff knowledge;

73% of respondents were very satisfied or satisfied with the overall standard of service;

74% of respondents were very satisfied or satisfied with the ease of getting through to someone who could help them.

Access to Council buildings and external signage were also highly rated, with more than 80% of respondents saying they were good.

Respondents indicated through the survey that they were interested in areas such as neighbourhood issues, adult learning, school performance, community care and home care.

Equalities Framework

In addition, the recent national Equalities Review produced a ten point capabilities framework which highlighted key dimensions of equality that have an impact on people's lives. These areas are:

1. Capability to be alive
2. Capability to live in physical security
3. Capability to be healthy
4. Capability to be knowledgeable, to understand and reason and to have skills to participate in society
5. Capability to enjoy a comfortable standard of living, with independence and security
6. Capability to engage in productive and valued activities
7. Capability to enjoy individual, family and social life
8. Capability to participate in decision making, have a voice and influence
9. Capability of being and expressing yourself and having self-respect
10. Capability of knowing you will be protected and treated fairly by the law

Action Plans

The Council will take account of the ten point equalities framework as well as local and national priorities within the Single Outcome Agreement in relation to work being undertaken. Evidence gathered by the Community Planning Partners as part of the SOA identified key areas of priorities for the Council and other partners and agencies. The SOA and supporting evidence (as below) will be used as a basis for the Equality Scheme Action Plans. Indicators set in the SOA will help identify progress and outcomes.

Evidence within SOA:

Growth in population

The population currently stands at 151,720 having grown by over 5% in the last decade. The population is expected to increase further to 152,500 by 2011, 156,000 by 2016 and 162,300 by 2031. This presents a major challenge to the Council and Community Planning Partners in providing services.

Compared to the rest of Scotland, the population of the Falkirk area has a younger profile with a higher proportion of children and smaller percentage of older people. However, along with the rest of Scotland, the population is ageing and the Council is challenged to provide services for the additional number of elderly people.

Economy - Unemployment in local area

The long term impact of the recent downturn will not be able to be fully measured for some time. However, monthly statistics from Office for National Statistics (ONS) show unemployment claimant data increasing by over 30% since the summer of 2008. Male unemployment is higher than female unemployment and has been increasing faster. It is likely that the numbers will continue to increase over the next year. Unemployment within the Falkirk area is now the 11th highest among the 32 Scottish local authority areas (from 16th highest in 2008).

Homelessness

There has been a 61% increase in homeless presentations over the period 2002-2003 to 2007-2008. A new homelessness strategy was implemented in 2008 with the vision that by 2012, no-one within the Falkirk Council area need be homeless. A key element of the strategy will be helping local people explore a range of housing options that are available locally. In this context the Strategic Housing Investment Plan (SHIP) and the new Local Housing Strategy will seek to increase the amount of affordable housing in the area.

Specialist Housing

In addition to affordable housing, we are committed to ensuring that there is a sufficient supply of housing to meet special needs. This will include housing for the increasing number of elderly people and housing adapted to meet the needs of those with disabilities.

Education

Overall attainment in secondary schools is below the Scottish average for Standard Grades and Highers. The proportion of children attaining 5+ Standard Grades at level 4 or better by the end of S4 in 2007/2008 was 71% (Scottish average was 76%) and those achieving 3+ Highers by the end of S5 was 18% (Scottish average was 22%). This has been the case for several years and raising attainment and achievement remains a key priority.

Another priority for the Community Planning Partnership has been to increase the number of young people leaving school and moving into positive and sustainable destinations and reduce the numbers who are not in a positive destination. Work already underway in this area has seen levels reducing steadily over recent years (from 25% in 2004 to 13% in 2008, better than the Scottish average of 14%).

In terms of adult qualifications, only 28% of the population in Falkirk have qualifications at NVQ level 4 (degree level) and above (Scottish average was 33%). However, the number of people with no qualifications was very similar to the Scottish average.

Health

Life expectancy in the area is similar to the Scottish average. However, whilst this has increased in the last ten years, the Falkirk ranking has fallen compared to other local authority areas. It is recognised that a growing older population will place increased pressure on our services, including health and social care services.

There is a clear link between health and life circumstances with people living in the most disadvantaged life circumstances experiencing poorest health across a range of health issues including life expectancy and mental health problems. The Health Improvement Plan continues to progress the long-term priorities of improving health and well being.

Community Safety

The Falkirk area has a lower crime rate than other parts of Scotland with only 642 crimes recorded per year per 10,000 population. Vandalism was one of the most frequently reported crimes but numbers are falling and most people are satisfied with what local agencies are doing to tackle anti-social behaviour.

Fear of crime is often higher than actual crime. In 2008, 89% of residents in Falkirk said they feel very or fairly safe in their local area during the day but this dropped to 51% at night. Both these figures represent an improvement compared to a previous survey (carried out in 2006).

Regeneration and Deprivation

The economy of our area faces significant challenges as the credit crunch and resultant economic downturn takes effect. The economic recession during 2009 and beyond could inhibit the regeneration of our local area. The Community Planning Partnership understands the potential impact and actions are underway to bolster the area's economy and key actions will be delivered to ensure our area's continued development.

Whilst not suffering the same concentrations of deprivation as other areas, there are still pockets of poverty within the Falkirk area and various projects are underway in identified areas. It is recognised however that many who suffer from deprivation do not live in the most deprived areas. The situation is continually monitored to ensure we have the right balance of services when and where people most need them.

Diversity/Equality

Ethnicity: The 2001 Census showed that only 1% of the population were from an ethnic minority. The largest ethnic community in Falkirk is the Pakistani population which makes up 48% of the total. This is followed by Chinese and Indian populations.

Migrant Workers: In the last few years there has been a considerable amount of interest in the number of migrant workers coming into the country. Over 900 migrant workers have registered in the Falkirk area in the last four years.

Religion: Census 2001 information showed that half the population indicated they were Church of Scotland with 12% Roman Catholic. 5% belonged to other Christian groups and only 1% belonged to other religions. Half of these were Muslims. 29% of the population indicated they had no religious affiliation.

Disability: The demographics highlight that 6.4% of residents are disabled, which is comparable with the Scottish average.

Gender: Mid year estimates in 2007 show that there is a gender split of 51.5% female and 48.5% male within the Falkirk area. The gender split of working age residents is 51.2% female and 48.8% male.

Violence against Women

Statistics indicate that between a quarter and a third of all women in Scotland will experience some form of domestic violence and/or abuse at some point in their lives and that it affects approximately 100,000 children.

The Council acknowledges that everyone should be able to live their lives free from violence or the threat of violence. Gender based violence such as domestic abuse, rape, human trafficking and forced marriage predominantly affect women disproportionately and, as such, there is a requirement for gender specific services and attention in the area.

The Council Chairs the Falkirk Multi Agency Domestic Abuse forum. The partners are all committed to tackling violence against women by ensuring that appropriate local services exist for women and children.

Whilst most services are aimed at women and children, support is also available in the area for men who are victims.

There are a number of specific projects across the area aimed at either eliminating or dealing with the consequences of violence against women. This includes the GIRFEC (Getting it Right for every Child) Domestic Abuse Pathfinder project, the CEDAR (Children Experiencing Domestic Abuse Recovery) project and the '16 Days of Action for the Elimination of Violence against Women' campaign. The Pathfinder and Cedar projects are innovative and new ways of ensuring appropriate multi agency support is available for children and young people and their mothers and the Council is a key partner in both.

Other examples of good practice include;

- Strengthened links with other partnerships including the Falkirk Child Protection Committee, Falkirk Substance Forum, the National Network Tackling violence against women, the National Children & Young People's (CYP) Network,
- The inclusion of a domestic abuse case study in the Council's Absence Management training for line managers,
- The development of toilet door stickers with local contact numbers for people affected by domestic abuse, rape, sexual assault or childhood sexual abuse.
- Larbert High Schools' participation in the development of a play for secondary schools. The play will be created & performed by Baldy Bane Theatre Company. Funding for this piece of work came from the Scottish Government as a result of a funding application by the National CYP Network.
- A workshop on domestic abuse at Falkirk's International Women's Day event. This was supported by a play - Jackie's Story - and availability of a range of information leaflets.
- Joint training with other partners.

Population Statistics (Age/Gender)

Age Group	Males	Females	Total	%
0-4	4,550	4,444	8,994	5.9
5-11	6,175	5,821	11,996	7.9
12-15	3,683	3,551	7,234	4.8
16-24	8,501	7,902	16,403	10.8
25-44	20,562	21,935	42,497	28.0
45-59	15,073	16,000	31,073	20.5
60-64	4,438	4,673	9,111	6.0
65-74	6,378	7,297	13,675	9.0
75-84	3,226	4,794	8,020	5.3
85+	781	1,786	2,567	1.8
TOTAL	73,367	78,203	151,570	100.0

Sexual Orientation: At present, no statistics are gathered in relation to sexual orientation. However, this is currently being reviewed as part of ongoing monitoring arrangements.

More specific information and detail surrounding these areas can be found within the SOA. The action plans which take account of these priority areas are attached as Appendix 2. The action plans identify targets, outcomes, timescales and who is responsible.

CONSULTATION, INVOLVEMENT AND ENGAGEMENT

Community Engagement - Community Planning Partnership

The Council, along with Community Planning Partners, engages with our citizens to shape and improve services. We consult and involve our major stakeholder groups on an ongoing basis and use the results to make service improvements. This information has informed the development of the SOA which also links into the actions and outcomes identified within this Equality Scheme.

Examples of the partnerships formal engagement process with the community are:

- Our biennial household customer satisfaction survey is one of the largest in Scotland, with over 4,300 responses in 2008;
- We engage with parents regularly through a range of activities, including a parents' focus group, an annual parents' conference and a bi-annual newsletter sent to all parents in the area and our parents' service is working towards Chartermark;
- We are rolling out a comprehensive community engagement strategy that will not only support the work of the Council but also the partnership;
- We carry out an annual budget survey through our website to inform our budget process;
- We produce Neighbourhood and Patch Plans for Council tenants and owners in mixed tenure estates and consult annually on the service priorities and improvements customers wish to see;
- We have effective and enthusiastic Pupil Councils;
- We regularly consult the 700 local businesses that are members of our Business Panel;
- We promote local community planning to inform strategic development of neighbourhoods;
- We have developed a partnership web site - Falkirk Online - that is regularly used to consult our communities on a variety of issues.

Community Voices Fund

Funds were allocated to the Falkirk Community Planning Partnership for the Community Voices Fund. This fund was designed to ensure that community representatives, volunteers and residents in the most disadvantaged communities in the Falkirk Council area could influence services and regeneration activities in their community. This has included a wide range of activities focused on training for community groups, community-based research and local information.

Some examples of project that were funded through the Community Voices Fund include:

- Falkirk & District Association for Mental Health (FDAMH) was awarded £4,900 to provide resources to run a Health Issues in the Community course. The course was run with a group of carers for people with mental health problems, who are already or may become members of the Reference Group for Mental Health Carers.
- Grangemouth Family Substance Abuse Support Group was awarded £3,515 from the Community Voices Fund to support a number of activities identified to address the needs of families affected by someone else's substance misuse, including: a Quarterly newsletter - to raise awareness of issues around substance misuse within the local community; Transport costs - to enable families to visit the Glasgow Association for Family Support to give family members the opportunity to share experiences and learn about process and support mechanisms used in other areas and the development of leaflets and other promotional materials to raise awareness of the group
- £900 was paid to Forth Valley College to cover placement costs for the first term of two individuals on the HNC Working with Communities course, which currently runs in Denny Community Flat. Funding has been approved for the whole of the two year course for each student.
- £2,168 was awarded to promote community spirit amongst the residents of Hallglen with a view to improving the environment, housing conditions and amenities, and also to promote the harmonious functioning of a multiracial community.

Development of shared engagement database - IDEAL

In order to further develop and support the shared consultation and involvement process within Forth Valley, the Council in addition to other community partners were involved in the development of an equalities database - **IDEAL**.

IDEAL is Information on Diversity and Equality Agencies Locally. It is a Forth Valley internet resource on equality and diversity for members of the public, voluntary and public sector organisations. It primarily consists of voluntary and community sector organisations in Forth Valley with expertise, an interest in or services relating to any or all of the equalities strands.

It is a free resource which was developed by a multi-agency partnership of community planning partners across Forth Valley.

What is it for?

Members of the public can find local organisations that have services or expertise in any of the equalities strands. They can access contact details for the groups. The website will be developed to provide links to national organisations and resources.

The data within the database is there for partners to use to engage with voluntary and community sector organisations, and their members and service users, on equality related issues. Partners can produce lists instantly for mail merge and related purposes.

Where do I find IDEAL?

It is on the internet at www.cvsfalkirk.org.uk/ideal

ASSESSING FUNCTIONS AND POLICIES

An exercise was undertaken in 2006 in which Services assessed the relevance of their functions and policies in relation to Race, Disability and Gender. This information is available as an Appendix within our Equality Scheme 2006-2009 which can be found on the Council's website (www.falkirk.gov.uk).

A review is taking place in 2009/10 which Services will review their current functions and policies to re-assess the impact in relation to the general duties and the results will be published on the Council's website. This information will also be used to inform the Council's Equality Impact Assessment timetable for 2010 onwards.

EQUALITY IMPACT ASSESSMENT

The Council has had an Equality Impact Assessment (EQIA) process in place for a number of years. The purpose of the Equality Impact Assessment is to assess the impact of a particular policy or function on different equality strands and where appropriate lessen or remove any potential adverse impact. The evidence gained from the initial screening will be used to inform the ongoing development of policies and/or functions and any adverse impact or barriers which are identified will be investigated and alternatives considered.

There may however be situations that due to a policy's or functions importance or to meet needs of particular groups that there is no other way of achieving the outcome. Therefore, Services may be able to justify the policy or function as it was originally proposed however any action taken and the reasons for this decision will be documented as part of the assessment process. The overall aim is the delivery of appropriate and accessible services, services which are provided effectively and efficiently within a framework of continuous improvement.

There are two stages to the Equality Impact Assessment process which has been implemented within the Council. The basic principles to be followed include:

Stage 1 - Screening

- What are we trying to do?
 - Purpose of the function/policy
 - Intended audience/client group/stakeholders
 - Intended outcomes
 - Indication of how the function or policy will be delivered
- What do we know?
 - Consideration of demographics, research, consultation, surveys, equality monitoring data, feedback, benchmarking, complaints, inspections and review reports.
- Will there be any differential impact?
 - Using policy intent and available evidence - does this indicate or suggest there might be a differential impact on different groups?
 - If so, decision has to be made whether or not to proceed to a full impact assessment.

The screening stage will look at the impact of the current policy or function, who uses the service, who doesn't and who should. Any evidence of over or under representation will also be considered as well as barriers, satisfaction levels and whether the way the policy or function provided needs to change.

Stage 2 - Full Equality Impact Assessment Toolkit

- Who do we talk to?
 - Consultation on proposals for policy, such as external consultation, internal review, focus groups

Example: Housing Allocations Policy

The basic strategy for carrying out the impact assessment was to identify what procedures should be put in place to minimise the disadvantage caused by the introduction of choice based lettings, present this proposal to relevant members of the community, and ask these members of the community their views on the proposal.

The proposal was made up of three main features as follows:

1. How are any potential negative impacts minimised e.g. use of plain English
2. How are people with support needs e.g. support needs assessment identified
3. How is support provided to those who need it e.g. outreach work

Through the assessment process, potential adverse impacts were identified and following consultation and involvement exercises remedies were identified on how these could be dealt with.

Lack of access to information on vacant properties	<ul style="list-style-type: none">○ Adverts on display in local housing offices, ARC, libraries, hostels and RSL offices;○ Adverts on the Council’s website;○ A Freephone service providing details of properties in each area;○ A summary listing of all available properties to be circulated to appropriate agencies, voluntary organisations and community groups as well as those living in temporary accommodation;○ A support worker will be available to routinely notify particular applicants about suitable properties.
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Lack of access to mechanisms for bidding	<ul style="list-style-type: none"> ○ Bidding forms can be completed at offices; ○ Bids can be emailed; ○ Bids can be recorded using the Freephone service; ○ Applicants can nominate another person to act on their behalf; ○ Applicants can authorise bids to be made automatically on their behalf.
Inability to make or articulate choices and adopt an appropriate bidding strategy	<ul style="list-style-type: none"> ○ Information leaflets to be in plain English; ○ Information to be provided in CD format; ○ Translation services made available; ○ Applicants will be offered a Housing Options interview where support requirements can be identified and discussed; ○ A support worker will be available to support applicants; ○ Regular monitoring to identify applicants who are not bidding; ○ Re-registration with information about support.

Impact Assessment - consultation methods

A range of consultation mechanisms were used to inform the development of the allocations policy and many of the consultation methods below were also used to consult on the homelessness strategy and these took place between July and October 2008:

- Focus groups with frontline Housing staff in Corporate and Neighbourhood services and other Falkirk Council staff who provide advice and information about housing issues to local people;
- A presentation to the Allocations and Voids Sub-group of the Scottish Housing Best Value Network. The Scottish Housing Best Value Network is a forum which enables housing staff from various local authorities to benchmark and share information and good practise to drive up performance and the quality of service delivery;

- Providing draft copies of the Draft Allocations Policy to participants in the Cross-stakeholder workshops held in May and June;
- Provided draft copies of the draft Homelessness Strategy to stakeholder organisations such as tenants' and local community groups, voluntary organisations and other housing providers;
- Inviting views on the draft strategy from members of the public via the Council's website;
- Holding a series of local "drop-in" events for local residents. These were publicised by writing to all applicants on the Council's waiting list, a poster campaign, radio adverts and the Council's website;
- A display at the Tenant's event which took place on 25th October 2008;
- A seminar for local Members;
- A presentation and discussion at a special meeting of Falkirk's tenants' Forum;
- A workshop for various groups that work with vulnerable people.

In response to the feedback, proposals for awarding priority for overcrowding were revised. It was recommended that each household member over 8 years of age was entitled to a bedroom of their own, instead of age 10 as initially proposed. Therefore priority for overcrowding will be awarded where a child over 8 years of age shares a bedroom with another household member. Similarly, the proposal that applicants should lose their priority if they refuse a property they have successfully bid for, has been reviewed. It was recommended that the number of offers an applicant should be able to refuse before they lose their award of priority should be increased to two.

All completed assessments will be available on the Council's internet page (www.falkirk.gov.uk) under the Equality link. Since 2006 to date, 53 impact assessments have been completed and these can be found on the Council's website.

ACCESS TO SERVICES AND INFORMATION

We aim to ensure that people, from all groups within the community, have access to information about all our public functions and policies and the services directly provided by us. This involves a continual process of identifying and focusing on people who may not know about our services or who face barriers in accessing them (e.g. language barriers) and aiming to remove these barriers.

Example: Interpreting Toolkit

Due to the increase in migrant workers within the local area, more Polish and Lithuanian service users were coming into local offices but were unable to communicate with staff regarding their query.

An interpreting toolkit was developed to help front line staff and service users with limited English communicate with each other. The toolkit included a number of simple “welcome” and “outcome” statements to let service users know the outcome for a search for an interpreter or request - such as whether the request is urgent or not, do they require immediate telephone support or information to be translated into a different language. A handbook was created for staff which included contact telephone numbers for interpreting and translation services. Training was also provided to staff on how to use the toolkit.

Feedback on the toolkit has been very positive from both staff and service users. Staff said that they feel more confident as they are able to identify more quickly the support required and know where to go to find the contact details. Service users who have used the toolkit have said that they have been able to clearly understand the statements and how it works. The toolkit has proven to help 2-way communication which has ultimately improved the effectiveness of the service. The toolkit also complements new Service literature which now includes prescribed wording (in 6 different languages) to let people know that the information is available in different formats and/or languages. It is anticipated that the toolkit will be rolled out to other Services over time.

Information on Council Services can be provided in a variety of formats and groups or individuals can request information in writing, email or by seeking an appointment with the appropriate Service. Information on Council Services provided is also made available through various routes, such as:

- Internal publications and newsletters;
- Libraries and one-stop shops;
- Use of media and local press;
- Council's Intranet and Internet site (www.falkirk.gov.uk);
- Falkirk Online - Community Portal (www.falkirkonline.net);
- Involvement in external events such as International Women's Day, Disabled Accessible Shopping Day, Community Conference, Annual Parents Conference;
- Contacts within local community/voluntary groups and partner agencies.

Our Web site ensures access to a wide range of information, including a link to Council Services that allows users to access specific service information, advice and guidance as well as the option of A-Z Search and Online Services. Latest news, including press releases and details of any consultation ongoing are available on the Home Page. The website's accessibility function provides different options in relation to text size, background colour as well as the option for people with visual impairments to access information via Readspeak XT or Adobe Read Out Loud. In addition, a Sign Language facility has been added onto the website as support to the Deaf Community.

Requesting Information

We have also produced a Publication Scheme, as required by the Freedom of Information Act (FOI), which outlines what types of information are available and how it can be accessed.

Our Publication Scheme sets out the categories of information that are generally available and includes the links and/or contacts to access information.

If the information required is not available within the Publication Scheme, a specific information request can be made. Requests must be made in writing and a request form is available on our Web site for downloading and completing. This can be submitted either hard copy or to a dedicated email address (foi@falkirk.gov.uk).

We aim to deal with all requests in 20 working days. There may be a number of exceptions that apply and any requests will be considered in light of these. We are entitled to charge a fee for requests which are complex. However, any charges would be communicated to individuals in the first instance.

In terms of access to information, arrangements are in place to enable translations into community languages to be provided on request and in other formats such as Braille or Audio Tape. As highlighted previously, we also have arrangements in place for interpretation support for service users, for example, if attending a meeting with Council Services. To request either interpretation or translation support, you should contact the Service you are dealing with to discuss your requirements.

TRAINING AND DEVELOPMENT

Training and Development Opportunities

Equality and Diversity training is provided to employees on an ongoing basis. The content of these training courses covers all strands of equality and is aimed at increasing employee skills and knowledge to enable them to be more confident and able to address discrimination, promote equality of opportunity and good relations within the local community. Examples of training courses which are provided include:

- General equal opportunities awareness;
- Race Relations Training;
- R.A.H.M.A.S (Racial Attacks and Harassment Strategy) Training, which includes Racist Incident Monitoring;
- Disability Awareness training (using internal resources and external providers);
- Engaging with Equality and Diversity (external provider);
- Stereotyping and Prejudice;
- Equality Impact Assessment Training;
- Cultural Awareness Training.

Equality aspects are also included in our Recruitment and Selection and Discipline and Grievance training courses as well as a separate Diversity Module within our Institute of Leadership (ILM) Certificate and Diploma courses for first line managers.

Equality training is made available to all employees although the main focus will remain on targeting managers who have a responsibility for their employees and overall service delivery and also front line employees who are dealing with service users and general queries on a daily basis.

Services include ongoing awareness training as part of their action plans. The training content is evaluated after every session to ensure it is meeting the needs of the employees attending and where appropriate changes are made to suit specific Service needs.

Training is evaluated at the end of every session in relation to content, delivery and learning outcomes. Feedback from all training undertaken has indicated that approximately 95% of attendees felt more confident about dealing with equality and diversity issues after undertaken online training or from attending group training sessions.

Engaging with Equality and Diversity

A training programme was delivered to Line Managers in respect of Engaging with Equality and Diversity. This training was an interactive session and the objectives were:

- To raise awareness, challenge assumptions and develop an understanding of the complexity of compliance with Diversity/Equality regulations in the workplace;
- To identify attitudes and behaviours which may be challenging;
- To explore the people interaction skills through which such attitudes and behaviours may be addressed in an organisation.

The learning outcomes from the programme were to develop awareness of behaviour, attitudes, assumptions and prejudice and ensuring the dignity of everyone in the workplace and respecting the rights of the individual.

Initial feedback from delegates was very positive. A survey will take place in the near future to ascertain the value of the training and identify how the learning from the training has been applied in the workplace.

PROCUREMENT

Procurement is a cross-service function and is relevant to the general duty in terms of any services that are provided under contract or agreement. The Council has a Procurement Toolkit in place and through this, we encourage the organisations we work with to promote equality within their own service delivery and employment practices.

It is expected that any proposed contract is impact assessed to determine the degree of relevance in relation to the various equality strands. Where equality is relevant in relation to the purchase of goods and/or services, the Council will ensure that providers adequately discharge the duty on behalf of the Council and that the performance of the contract is monitored.

All tender contracts include a statement to the effect that providers will act lawfully and comply within the scope of any equality legislation and that this applies to sub-contractors also. Providers are also expected to have the following minimum standards of equality in employment:

- An effective equal opportunities policy;
- An effective environmental policy;
- A grievance procedure for complaints of unlawful discrimination and harassment;
- The name of those responsible for putting these policies into place.

In the case of smaller/one person services it is expected they will comply with the Council's procedures.

Where equality outcomes are specified as part of the contract, the invitation to tender will request providers to indicate how these outcomes will be met as well as to submit equality impact assessments to demonstrate the suitability of their proposals.

As part of our Procurement Strategy we continue to ensure that there are no barriers in place that would cause adverse impact on contract opportunities for businesses owned or run by people from diverse backgrounds.

EDUCATION AND SCHOOLS DUTIES

EDUCATION AND SCHOOLS DUTIES

Education Services is the largest of Falkirk Council's services with approximately 2,850 employees. School education is provided for over 21,000 pupils in 48 primary, 8 secondary, 3 special schools and 3 day units. The service provides over 2,600 places in 11 nursery schools and day nurseries and 37 nursery classes for children in their pre-school years.

Education Services seek to provide learning experiences which will enable all young people to achieve their potential and participate in the development of a fair and caring society. The Services' main aims, particularly in relation to pupils, include:

- Providing a range of services and support which are planned to meet the needs of individuals and provide a coherent, balanced and progressive education for everyone;
- Improving access to Education Services to ensure that the principle of inclusiveness underpins our work and there is equality of opportunity for all regardless of their circumstances.

Education Services is committed to Falkirk Council's corporate equality objectives as well as the five national priorities for Education, which are:

- Achievement and Attainment
- Framework for Learning
- Inclusion and Equality
- Values and Citizenship
- Learning for Life

Education Services are part of Falkirk Council and as such are bound by the arrangements set out in the Equality Scheme. As such the various support mechanisms and processes are available and utilised that will assist the Service with regard to meeting the obligations of all equality duties. In terms of employment, Education Services will follow and meet the corporate objectives in relation to staff.

For the disability equality duty, responsibility is placed upon the Service to ensure that Schools:

- a) Assess the impact of its policies and practices, or the likely impact of its policies or practices, on equality for disabled pupils;
- b) Gather information on the effect of its policies and practices and the educational opportunities available to, and on achievements of, disabled pupils;
- c) Provide such a body or person with an annual report in respect of the matters contained in paragraphs (a) and (b);
- d) Carry out such steps which that the authority proposes to take towards the fulfilment of its section 49A(1) duty; and
- e) Maintain a copy of the Scheme.

Similar arrangements are in place in relation to the gender equality duty and Schools have responsibility to:

- a) Gather information on the effects of policies and practices on gender equality;
- b) Assess the impact of those policies and practices on gender equality;
- c) Carry out steps to meet the duty in line with the Equality Scheme/Education's responsibilities;
- d) Report on these activities.

ARRANGEMENTS FOR MEETING THE DUTIES

The arrangements for Education Services in relation to both disability and gender duties follow the same principles and are therefore highlighted below.

Equality Impact Assessment

Education Services has a number of functions and policies, which detail the way in which elements of the Services are provided, these ensure that the corporate objectives of the Council as well as the five key national priorities for Education are met.

The aim is to ensure that when these functions or policies are being developed or revised, the impact on pupils and other stakeholders are considered and, where relevant, incorporated. Education Services utilise the Equality Impact Assessment Toolkit which has been developed within the Council.

Gathering Information

Education Services work with a number of partners, both internal and external, to deliver the goals and objectives contained within the strategic community plan as well as collaborating to improve pupil achievement and attainment.

As part of this process, the Service will gather information and seek contribution to improve our service delivery in meeting the educational needs of children. The Secondary School Improvement Partnership has identified some key priorities, including:

- Improving the quality of teaching
- Engaging pupils
- Improving behaviour
- Offering more relevant and appropriate curriculum opportunities
- Improving literacy skills
- Tracking pupil progress
- Promoting a positive ethos and culture in schools
- Improving and managing attendance

Education Services also carry out service reviews, quality audits and scrutiny visits to gather information on achieving best value for pupils and measuring performance in meeting pupil needs.

Examples of how gathering of information and involving pupils, parents and other stakeholders have benefited pupils include:

- Providing continuing professional development for teachers and Support for Learning Assistants to empower each to provide support for individual pupils with additional support needs in mainstream schools;
- An audit of provision for children with additional support needs was undertaken.

- In conjunction with schools, the Service continues to promote an inclusive approach to education by supporting and monitoring the implementation of the Inclusive Education Policy. During the course of session 2006/07 our schools continued to show steady improvement in the percentage of pupils with additional support needs who were educated in mainstream schools.
- Joint partnership working with Integrated Learning Communities encourages greater co-operation between a range of services and agencies to deliver the main themes of the New Community Schools approach - to raise attendance, attainment and achievement and to reduce social exclusion.
- Continued participation in the Scottish Executive's Ambitious Excellent Schools programme, the aims of which are to heighten expectations, to give more freedom for teachers and schools, greater choice and opportunity for pupils and better support for learning.
- To enhance further work with parents, a Parents Officer was appointed. This person plays a prominent role in responding directly to parental enquiries and concerns and ensuring senior management are fully aware of any actual or potential areas of concern which may develop.
- Expanded childcare provision in the Braes and Falkirk area so providing accessible, affordable childcare across the Council area and so enables more parents/carers to take up employment opportunities. The above information is used as a focus for discussion in ongoing performance review meetings with Head Teachers to identify areas of actual or potential concern and to take appropriate action.

Annual Reporting

Education Services also has a range of methods in place to evaluate performance:

- Target setting/performance reporting at both school and authority level in relation to the five national priorities for Education;
- Baseline assessments;
- Monitoring overall pupil performance;
- Producing standards and quality reports at individual school level as well as at authority level;
- Quarterly reporting on a range of core performance measures to the Council's Best Value and Audit Forum;
- Full and half yearly reporting on the annual Service Performance Plan;

- Production and publication of core statistical information at both school and authority level;
- Yearly progress reports in relation to both corporate and education equality objectives which will form part of the annual progress report to Corporate Management and Council Committee.

The bulk of this information is available in school brochures or on the Council's website.

Meeting the Duties

The steps that Education Services will take to meet the duties will be in relation to the corporate equality objectives, as highlighted within Falkirk Council's Equality Scheme. In addition, further steps for schools are covered within a separate School's Action Plan (Appendix C) and these relate to the five national priorities for Education.

The action plan highlights the outcome of each priority as well as the steps that will be taken to achieve these. Progress will be reviewed and reported on an annual basis.

The key tasks highlighted by Education Services to meet the equality duties are noted in Appendix 2.

Maintain a copy of the Scheme

In reviewing our progress and taking into account evidence from our information gathering or feedback from stakeholders, we will determine whether any further action is required in order to meet the duties and update and maintain the Scheme and our objectives accordingly.

EMPLOYMENT DUTY

The race duty requires the Council to undertake ethnic monitoring of staff in relation to staff in post, applications for employment, applications for training and/or promotion as well as monitoring those who receive training, benefit or suffer detriment as a result of performance assessment procedures, are involved in disciplinary or grievance procedures and those who cease employment.

In terms of disability, the duty requires the Council to gather information on the recruitment, development and retention of disabled employees.

Under the Gender duty the Council is required to gather information on the effect of our policies and practices on men and women and the extent to which they promote equality of opportunity. In addition the Council is required to develop and publish an equal pay statement.

Employee Monitoring

The Council recognises the importance of monitoring in terms of helping to highlight possible inequalities within its employment practices, investigating any underlying issues and removing any unfairness or disadvantage. We value our workforce and want all employees and job applicants, regardless of their background, age, race, gender and ability, to achieve their full potential. To support the duties, we have systems in place to monitor, by race, disability status, gender and age:-

- Employees currently in post;
- Job applicants;
- Applications for, and those who receive, training;
- Employees involved in grievance procedures;
- Employees subject to disciplinary procedures;
- Employees who cease employment with the Council;
- Employees involved in accidents/incidents at work.

This data is captured from a number of sources (and is based on actual returns received), including:

- Employee equalities monitoring forms that includes questions on ethnicity and disability;
- Job applicant equal opportunities monitoring forms returned with job applications;
- HR Reporting system with regard to gender and age;
- Training attendance/evaluation forms;
- Discipline and Grievance and Dignity at Work tracking forms and spreadsheet;
- Leaver paperwork;
- Accident/Incident Reporting Forms.

A data matching exercise was undertaken in 2007/2008 to establish more detailed monitoring statistics for employees. Employees were all initially contacted to make them aware of the monitoring exercise and explanation given to the reason for gathering of the information and what this would be used for. Example of the data which was available was provided and regular updates are now provided via the Council Employee Magazine.

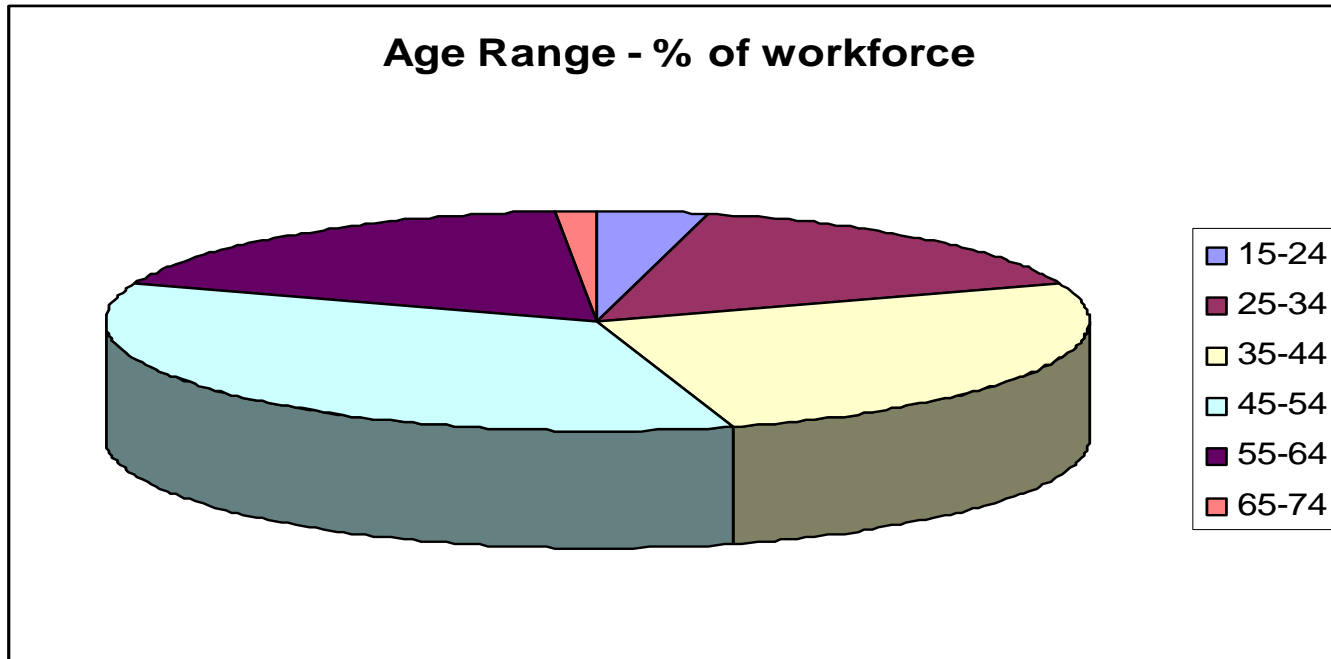
Following the initial correspondence, there was a 30% increase in the information held and current returns stand at 87%. This exercise is ongoing in relation to capturing any outstanding data as well as ensuring all newstarts complete the monitoring form as part of the induction process.

Workforce Statistics

The following provides some of the workforce statistics for the Council as at April 2009.

Performance Indicators	Gender		Disability		Ethnicity	
	Female	Male	Yes	No	White	BME
Overall workforce	71.5%	28.5%	3.77%	96.23%	99.4%	0.6%
Top 2% of Workforce:						
All Employees	58.06%	41.94%	0.8%	99.2%	100%	
Excluding Teachers	42.97%	57.03%	2.5%	97.5%	100%	
Teachers only	68.75%	31.25%	0%	100%	100%	
Top 5% of Workforce:						
All Employees	56.84%	43.16%	1.2%	98.8%	100%	
Excluding Teachers	45.70%	54.30%	3%	97%	100%	
Teachers only	67.20%	32.80%	1%	99%	100%	
Job Applicants	71.1%	28.9%	-	-	96.62%	3.38%
Disciplinaries	47.45%	52.55%	-	-	100%	-
Grievances			-	-	100%	-
Leavers	70.3%	29.7%	2%	98%	98.3%	1.7%
Dismissals (from no. leavers)	50%	50%	-	100%	100%	-
Accidents/Incidents	54.6%	45.4%	3.9%	96.1%	99.75%	0.25%

Age Profile of Workforce



The majority of employees are within the 35-54 age ranges this is comparable in terms of the local population statistics which show the highest age profiles within the area are within the 25-59 age ranges.

Publishing Employee Monitoring Data

The information is reviewed annually and compared with the Census figures to establish if there are any areas of disparity. Any relevant information received from surveys, questionnaires, consultation events or focus groups will also be used.

Results in relation to equalities monitoring of employees and job applicants are published through Performance Indicators. All statistics in terms of the above monitoring are included as part of the yearly update of the Scheme.

The Society of Personnel Directors Scotland (SPDS) Performance Indicators measure all of the above areas by ethnicity and the results enable benchmarking to take place with other Scottish Local Authorities.

Any patterns of inequality that are shown by our monitoring of employment processes are analysed and positive steps are taken to address any problems highlighted, and where appropriate make changes.

Confidentiality

All data stored is used solely for the purposes of informing and furthering the Council's policy of equal opportunities. Statistical data is also produced and made available as required within the data protection framework in a form that protects the identity of the individual.

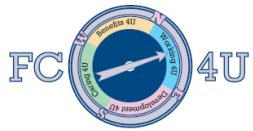
Gender Equality Objectives

Effect of policies and practices

The Council has a number of flexible working and leave options in place which are available to all employees, regardless of gender. These policies include Compressed Working Hours, Job Share, Part Time, Flexible Working Hours, Career Break, Term Time Working, Annualised Hours.

Employee Benefits and Flexible Working

The HR Team recently introduced a new marketing strategy called **FC4U** which highlights the many benefits, policies and support available to employees.



The main areas of focus on this are **Working 4U**, **Caring 4U**, **Development 4U** and **Benefits 4U**. This logo is used on all communications to employees and each aspect is colour coded to help identify with the particular areas and encourage higher awareness as well take up of benefits and other options.

At present 1.4% of staff undertake flexible working options such as Voluntary Reduced Working Hours, Compressed Working Hours, Career Breaks and Homeworking), from this 90% are female.

Whilst the flexible working options are available to all employees, it is recognised that the majority of employees undertaking flexible working are female however this is comparable with the gender split of the workforce which is predominately female.

The Council includes details on the different options available within Employee Magazines. Information is also available on the Council's intranet page as well as being included within Employee Handbooks.

It is hoped that with the launch of the **FC4U** branding, this will help increase employees awareness of the various benefits and flexible working options available and encourage take up of these options. This will be evaluated during the next employee survey which will take place in 2010.

Equal Pay Policy Statement

The Council is committed to the principle of equal pay for all employees and aims to eliminate any sex bias or any form of discrimination in all pay structures and systems.

Falkirk Council believes pay is one of the key factors affecting motivation and relationships at work and therefore considers it important to develop pay arrangements that reward employees fairly. The Council will work with Trade Unions to develop fair and non discriminatory pay and progression systems which are understood and accepted by employees and by the managers who operate the system.

All aspects of the pay package will be reviewed and monitored regularly to ensure it delivers equal pay. Any pay inequalities identified which cannot be justified will be eliminated.

In accordance with the Employment Act 2002, employees have the right to request information in relation to equal pay from their employer. As such, Falkirk Council will respond to Equal Pay Questionnaires quickly and transparently, whilst maintaining the privacy of others.

To meet this aim, all jobs will be evaluated using the appropriate national Job Evaluation Scheme. Those employees working with the scheme at local level will be trained in job evaluation and discrimination.

Occupational Segregation

The Council is currently developing workforce plans for all Services. These will take into account capacity and resource issues to deliver accessible services free from disadvantage and discrimination. The plans will also consider the knowledge and skills of employees in dealing with equality issues and ensuring training and awareness-raising is identified for both employees and Elected Members. Other related issues such as occupational segregation will also be addressed through such work.

Domestic Abuse Workplace Policy

The Council recognises that domestic violence and abuse is a significant issue in today's society. It is further recognised that whilst the majority of victims are women, men are also subjected to domestic violence and/or abuse, as are women and men in same sex relationships. The Council acknowledges that employees will be amongst those affected, either as an individual who is living with domestic violence and/or abuse or as an individual who perpetuates violence and/or abuse.

The Council introduced a Workplace Policy on Domestic Violence and Abuse. The main aims and objectives of this policy are to:

- Increase awareness of the main issues associated with domestic violence and abuse;
- Provide guidance and support to all employees of Falkirk Council who are experiencing domestic violence and abuse in their personal lives, whether as a victim or perpetrator;
- Help everyone (including managers, human resources and elected members) recognise potential victims or perpetrators of domestic violence and/or abuse and to provide a supportive environment for them;
- Reinforce that Falkirk Council is committed to the principle that domestic violence and abuse is unacceptable behaviour and that everyone has a right to live free from fear and abuse.

Whilst the Council acknowledges that domestic violence and abuse can occur in all areas of society, it is recognised that some employees may face additional barriers and issues in seeking help. This may be due to their ethnic background, religion, age, sexual orientation, disability or gender which might make them feel particularly vulnerable when talking about their situation. Any employee or manager training on the subject of domestic violence will incorporate an appreciation of these issues and how to effectively manage them.

REPORTING AND REVIEWING

The Equality Scheme will be reviewed on a 3-yearly basis however associated action plans will be reviewed on an annual basis.

A performance management and reporting framework has been established in relation to the Strategic Community Plan and Single Outcome Agreement which will be reported to the Scottish Government on an annual basis. Progress in relation to the actions identified throughout the Equality Scheme will be reported as part of the SOA. In addition progress and outcomes will be published within the Equality Scheme's year end report which will be published on the Council's web site.

The report will be produced on an annual basis in terms of the progress towards the agreed actions and will include areas of good practice and outcomes. The report will be available in line with SOA reporting each year and will be published on the Council's website (www.falkirk.gov.uk) under the Equality link.

This annual report is submitted to the People and Equalities group to scrutinise the document and thereafter will be submitted to the Council's Housing & Social Services Committee to ensure all equality duties are being met.

COMPLAINTS PROCEDURE

Falkirk Council has an external Council Complaints Procedure in place and details relating to this are on the Intranet and Internet. Any complaints alleging discrimination of any kind should be referred in the first instance to the appropriate Service.

A Dignity at Work Policy is in place to deal with internal complaints. The Council has a network of Harassment Support Officers and Mediators in place to support employees dealing with discrimination or harassment within the workplace.

As part of the RAHMAS Strategy, a Racial Incident Monitoring Form (RIMF) is in use for members of the public or employees to lodge any complaints of racial harassment. The Council works in partnership with the Central Scotland Racial Equality Council Ltd, Victim Support, Central Scotland Police and the Procurator Fiscals Office to ensure that any incidents within the local area are dealt with promptly. The RIMF Form and guidance for using this is available on the HR Intranet Page (Equality Section) or further advice can be obtained from the HR Policy Team. This strategy is currently being further developed to take into account all areas of Hate Crime and a new monitoring form and process will be introduced by partners during 2009/2010.

All information gathered through the complaints process is reported to Service's senior management to assist towards service and employment improvement.

Service Contact Information

Should you need to contact any of Services within the Council, please refer to the address and telephone details that are noted below. Contact information is also available via the Internet Page (www.falkirk.gov.uk).

Although there are several area offices for each Service, the information provided below is for individual Service Headquarters who will be able provide you with additional contact information.

Corporate Services

Municipal Buildings
Falkirk
FK1 5RS

Tel: 01324 506070

Education Services

McLaren House
Marchmont Avenue
Polmont
FK2 0NZ

Tel: 01324 506600

Neighbourhood Services

Suite 4 & 5
The Forum
Falkirk
FK1 1XR

Tel: 01324 590780

Community Services

Falkirk Stadium
Westfield
Falkirk
FK1 9DX

Tel: 01324 590900

Finance Services

Municipal Buildings
Falkirk
FK1 5RS

Tel: 01324 506070

Social Work Services

Brockville
Hope Street
Falkirk
FK1 5RW

Tel: 01324 506400

Development Services

Abbotsford House
Davids Loan
Falkirk
FK2 7YZ

Tel: 01324 504950

Law & Administration Services

Municipal Buildings
Falkirk
FK1 5RS

Tel: 01324 506078

FALKIRK COUNCIL

EQUALITY SCHEME - APPENDICES (2009-2012)

Consultation & Involvement Feedback Summary

Introduction

A consultation and involvement exercise was carried out with community and voluntary groups regarding the content of the Equality Scheme (2009-2012).

A questionnaire was initially issued to organisations and individuals that deal with equality issues summarising the proposed content of the Equality Scheme. The individuals/groups were asked to respond to whether they felt this was the correct approach and to add in any other comments or areas for inclusion. In addition, users of Council services were given the opportunity to highlight any feedback in relation to access to Services. Questionnaires were sent to 49 organisations which were registered on a community equality database (IDEAL) as well as other contacts within the community and Trade Unions. The questionnaire was also posted on the Council's website.

Summary of Responses

- A total of ten responses were received, of which 77.8% were on behalf of an organisation, 11.1% were on behalf of a family member and 11.1% responded on their own behalf.
- 100% of respondents agreed with the proposed sections within the equality scheme and felt that the proposed content within the sections is appropriate.
- 66.7% thought that there were no particular areas of the current Equality Scheme that should be included in the 2009-2012 Scheme and one commented that they were pleased that Falkirk Council's Scheme includes age, sex and religion/belief. Comments from the remainder of respondents included that age inclusive eg positive policies in relation to both children/young people/older people should be included. It was also suggested the Scheme should seek to provide learning experiences which will enable all young people to achieve their potential and participate in the development of a fair and caring society.
- 88.9% of respondents thought that there was no other information that should be included within the new Equality Scheme. One respondent thought that something about positive approaches, to include the views of and responding to children and young people was required.

- 100% of respondents agreed with the general approach in relation to how the Council will identify its priorities.
- 88.9% of respondents agreed with the proposals to ensure that the actions and priorities identified take into account all aspects of individual lives.

Suggestions of issues to take into account when identifying actions and outcomes included taking time to listen to people who have difficulty speaking or hearing; how the Council's Services and Policies influence age discrimination; not disregarding children and young people; helping to give a voice to hard to reach groups eg those with mental health issues; considering transport requirements for the elderly.

It was suggested by respondents that the Scheme could be effectively communicated using internet, email and online mailings, hard copy, seminars and local papers and that the communications should be in plain English, with other formats eg large print, braille, CD/DVD versions available.

General comments included "as individual needs are as diverse as they are, this Scheme appears to have taken most needs into account and there is a provision for amendment and change. A comprehensive document and scheme" and "no matter what colour, religion, disability or sexuality they should treat everyone as they would like to be treated".

Of the responses, 44.4% were very aware, 44.4% had some awareness and 11.1% had little awareness of the types of Services provided by Falkirk Council. 40% have faced difficulties in accessing Falkirk Council Services for reasons of disability or communication barriers.

Suggestions for improvements included:

- better signage for ramps;
- better physical access to swimming pools;
- improved information and advertising where information is available;
- better communication from Council representatives;
- communication and information through a range of methods;
- following through on the Equality policies.

The tables below show the breakdown of responses to the diversity monitoring questions.

Gender	Female 71.4%	Male 28.6%	Age Group	Response
Ethnicity	White Scottish 100%		16-19	0%
Religion	Church of Scotland 100%		20-29	14.3%
Sexual Orientation	Heterosexual 100%		30-39	0%
Disability	Disabled 14.3%	Not Disabled 85.7%	40-49	28.6%
			50-59	14.3%
			60-69	28.6%
			70+	14.3%

All of the feedback received has been considered and taken into account in the production of the new Equality Scheme. Any specific comments made have also been fed back to relevant Council Services.

APPENDIX 2

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National Outcome One - We live in a Scotland that is the most attractive place for doing business in Europe.

Equalities Framework – Numbers of relevant points from the following list will be listed:

1. Capability to be alive
2. Capability to live in physical security
3. Capability to be healthy
4. Capability to be knowledgeable, to understand and reason and to have skills to participate in society
5. Capability to enjoy a comfortable standard of living, with independence and security
6. Capability to engage in productive and valued activities
7. Capability to enjoy individual, family and social life
8. Capability to participate in decision making, have a voice and influence
9. Capability of being and expressing yourself and having self-respect
10. Capability of knowing you will be protected and treated fairly by the law

Local Outcome/s	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
This section describes the local outcome.	This section describes a range of local indicators to measure whether or not the local outcome has been achieved. The section also describes how often the data will be gathered and where it will be gathered from.	This section describes what the current data is for each local indicator. This work may still be in progress.	This section details the actual performance in 2007/08	This section details the progress towards the targets.	This section describes what the end target is and the expected timescales required to meet it.	This section describes which Council department has responsibility for delivering. In many cases responsibility is shared with partners through community planning arrangements.

Key Outcomes (highlight evidence of progress and practical examples where work has impacted on equality characteristics for service users, including EQIAs, consultation, involvement and monitoring carried out and how they have affected policies)

This section and the tick boxes below will be added for Services to provide updates for annual progress reports.

Equality Characteristics (tick relevant boxes to identify which equality characteristics have been impacted by these outcomes)

Age	Disability	Gender	Race	Religion & Belief	Sexual Orientation
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National Outcome One - We live in a Scotland that is the most attractive place for doing business in Europe.						
Equalities Framework – 5						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
The quality of our infrastructure will help promote the growth of the local economy (CP)	Net number and rate of new businesses formed in local authority area on an annual basis	+ 70 180 per 100,000 population	+ 185 259 per 100,000 population	At least Scottish average 2007 – 283 per 100,000 population	At least Scottish average	Corporate & Neighbourhood (Research & Information)
Ensured our profile reflects our area as a destination of choice (CP)	RSA awards accepted / paid Average no and value	4 £1m	3 £620,000	Increase	Increase	Community
Increased business investment, innovation and competitiveness and the diversification of our economy (SCP)	Business advice requests for consumer protection completed within 14 days	65.9%	88.7%	95%	95%	Development
	Increasing the total visitor expenditure to the area (per calendar year)	£76 m	Data not yet published	Increase	Increase	Community
	Increasing the number of bed nights taken up by tourism related visitors (per calendar year)	1.27m	Data not yet published	Increase	Increase	Community
Raised the profile and image of the area through promoting and marketing the area to attract new investment (SCP)	Falkirk Town Centre national ranking per CACI	10 th in Scotland	15 th in Scotland	Improve	Improve	Community
Raised the profile and image of the area through promoting and marketing the areas as a culture and leisure destination (SCP)	Total area of Vacant and Derelict land Total	52ha 90ha 142ha	138.5ha	Reduce	Reduce	Development
	Carriageway condition - % of network that should be	54% Falkirk	35% Indicator	Below 35%	Maintain	Development

Improved the image and quality of the physical environment including town centres (SCP)	considered for maintenance treatment	ranked 25 th in 2006/07	definition was changed. Falkirk ranked 12 th in 2007/08			
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National Outcome Two - We will realise our full economic potential with more and better employment opportunities for our people.						
Equalities Framework – 4, 5, 6						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
<p>Increasing the wealth and prosperity of our area(CP)</p> <p>Increase the number of people in jobs particularly the young and long term unemployed (SCP)</p> <p>Increase lifetime earning potential for all our citizens (SCP)</p>	Number of community benefit in procurement programmes with number of jobs and beneficiaries	0	24	60	Increase	Corporate & Neighbourhood (Commercial)
	The proportion of school leavers in a positive destination In worst 15% SMID (FSF)	84% n/a	86.8% 75.7%	Increase	Increase	Corporate & Neighbourhood
	% of 16-19 year olds not in education, employment or training (FSF)	19%	16%	Reduce	Reduce	Corporate & Neighbourhood
	Reducing the number of unemployed people relative to the Scottish average	Falkirk 2.1% Scotland 2.2% Sept 07	Falkirk 2.6% Scotland 2.5% Sept 08	Reduce	At or lower than the Scottish average.	Community
	Increasing satisfaction of business panel with events	93%	90%	Maintain	Maintain	Community
	Increasing the number of business start up support from the Council through national business gateway	300	278	300	Maintain	Community
	Increasing the uptake of work based training provision provided by the Council	432	560	600	Maintain	Community

National Outcome Three - We are better educated, more skilled and more successful, renowned for our research and innovation.						
Equalities Framework – 4						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
Our area will be recognised as having a culture of aspiration and ambition (CP) Support lifelong learning in the community (SCP)	The % of school leavers moving into Higher education Further education Training Employment	25% 16% 10% 33%	28% 19% 12% 28%	28% 20% 7% 31%	30% 24% 11% 30%	Education
	% of school leavers offered a guaranteed positive destination.	-	-	50% 2008 75% 2009 100% 2010	100%	Community
	Increasing the number of jobs created or secured by business development community planning activities	684	729	Increase	Increase	Community
	Increasing the numbers of new starts on national training programmes	201	227	300	Maintain	Community

National Outcome Four - Our young people are successful learners, confident individuals, effective contributors and responsible citizens.											
Equalities Framework – 4, 7, 8											
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility					
Our workforce will be highly skilled (CP)	Proportion of schools achieving 'good' or 'very good' or 'excellent' in the last 3 years in HMIE reports for: a) Structure of the curriculum b) The teaching process c) Leadership d) Expectations & promoting achievement e) Equality & fairness f) Partnership with parents & the community	a) 94% b) 89% c) 100% d) 89% e) 100% f) 94%	a) 94% b) 89% c) 94% d) 100% e) 100% f) 94%	Reporting measures changed by HMIE and will be reflected in the 2010 /11 SOA	Reporting measures changed by HMIE and will be reflected in the 2010 /11 SOA	Education					
Promote early learning experiences for all young children to enable them to have the best possible start (SCP)											
Provide appropriate and relevant learning experiences and child care for children and their families (SCP)											
Raise levels of attainment and achievement in education (SCP)						The % of pupils in P3, P4, P6 & P7 attaining or exceeding the appropriate levels for their stage in Reading Writing Mathematics	85% 81% 88%	85% 81% 87%	85% 80% 85%	5-14 measures under review.	Education
Provide high quality teaching in schools and early years establishments						Cumulative Attainment of National Qualifications by all pupils in publicly funded schools for S4 -					Education

Provide flexible curriculum that meets the needs of all young people.	% of the S4 roll gaining level 3 or better in English and mathematics;	91%	91%	96%	Improve	
	% of S4 roll gaining 5 or more awards as SCQF level 3 or better;	89%	89%	93%		
	% of S4 roll gaining 5 or more awards at SCQF level 4 or better;	73%	72%	77%		
	% of S4 roll gaining 5 or more awards at SCQF level 5 or better	30%	33%	36%		
	Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 –				Improve	Education
	% of the original S4 roll gaining 1 or more awards at SCQF level 6 or better	34%	37%	39%		
	% of the original S4 roll gaining 3 or more awards at SCQF level 6 or better;	17%	19%	22%		
% or the original S4 roll gaining 5 or more awards at SCQF level 6 or better	6%	7%	10%			
The % of young people who leave school without employment, further or higher education or training	16%	13%	Reduce	7%	Community	

	% of pupil attendance at school Primary Secondary	95.6% 89.9%	95.4% 90.8%	96% 92%	96% 92%	Education
	Number of young people in secondary schools involved in Pupil Councils.	251	375	450	450	Education

National Outcome Five - Our children will have the best possible start in life and are ready to succeed.						
Equalities Framework – 1, 3, 4, 5, 7, 9						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
<p>All our children will be happy and healthy and able to make positive decisions about their own health (SCP)</p> <p>All our children will achieve their potential through learning and being creative and developing the skills and knowledge to make them fulfilled happy adults (SCP)</p> <p>Ensure high quality early years learning experiences including sufficient provision for vulnerable young people and their families (SCP)</p>	<p>Proportion of children living in households that are dependent on out of work benefits or child tax credit more than the family element (finalised awards) number per 1,000 children aged 0-16</p>	<p>166 Child Tax Credit - 539</p>	<p>158 Child Tax Credit - 553</p>	<p>Monitor</p>	<p>Monitor</p>	<p>Corporate & Neighbourhood (Research & Information)</p>
	<p>Proportion of early years establishments achieving 'good', 'very good', or 'excellent' in the last 3 years in HMIE reports for:</p> <ul style="list-style-type: none"> (i) Improvements in performance (ii) Children's experiences (iii) The curriculum (iv) Meeting learning needs (v) Improvement through self evaluation 	<p>n/a</p>	<p>New indicator 2008/09 data to be established as baseline</p>	<p>Improvement on baseline data</p>	<p>Improvement on baseline data</p>	<p>Education</p>
	<p>Provision of a suitable mix of affordable, accessible and high quality of early learning and child care (0-4)</p>					

	(i) Pre-school education places;	100%	100%	100%	100% Maintain mix of public and private provision	
	(ii) toddlers places;	92	92	127		
	(iii) baby places	24	24	36		
	(iv) wraparound care	164	220	232		
	% of looked after children who on leaving care achieve at least one subject at SCQF level 3 or higher	48%	71%	Better than the Scottish Average 58.8%	Better than the Scottish Average	Social Work
	% of looked after children who on leaving care achieve both English and Maths at SCQF level 3 or higher	26%	44%	Better than the Scottish Average 37.9%	Better than the Scottish Average	Social Work
	School meals taken as % of school roll				Maintain	Corporate & Neighbourhood (Commercial)
	Primary	60%	59%	65%		
Secondary	50%	50%	55%			
% of schools with breakfast clubs	35%	35%	35%	Increase	Corporate & Neighbourhood (Commercial)	
% of eligible children who take up free school meals-registered and present					Corporate & Neighbourhood (Commercial)	
Primary	93%	99%	99%	99%		
Secondary	50%	87%	90%	90%		
The no and proportion of looked after and accommodated children in community placements rather than residential care	84%	86%	Better than the Scottish Average 81%	Better than the Scottish Average	Social Work	

	The proportion of young people who are looked after and accommodated who have a plan	100%	100%	Better than the Scottish Average 89%	Better than the Scottish Average	Social Work
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National Outcome Six - We will live longer, healthier lives.						
Equalities Framework – 1, 3						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
Our citizens will be supported to make positive health choices in order that they can live longer (CP)	Delayed Discharge from hospital greater than 6 weeks per 1,000 population admitted to hospital	1.1	0.2	Nationally set target of 0	0	Social Work
	% of schools designated as 'Health Promoting schools'	4%	98%	100%	100%	Education
Promoting healthy living within our communities (SCP)	Participation in organised culture and leisure activities	28,105	35,558	37,000	Increase	Community
Reduce health inequalities (SCP)	Leisure Centre admissions for adults	483,125	458,428	460,000	Increase	Community
	Leisure Centre admissions for young people	388,792	396,834	400,000	Increase	Community
Improve emotional health, psychological and social well being. (SCP)	Leisure Centre admissions for Leisure cards	54,108	59,061	60,000	Increase	Community
Reduce the level of alcohol, drugs and substance misuse (SCP)	The number of people participating in healthy lifestyle physical activity programmes	13,537	19,669	20,000	Increase	Community

	The number of participants in sports development classes	7,637	10,766	11,000	Increase	Community
	The number of young people participating in health promoting initiatives Falkirk Council	2,315	5,072	5,000	Maintain number engaged and increase quality of service provided	Community
	No and rate per 1,000 population of carer assessments carried out	266 2.3 per 1,000	1,236 10.6 per 1,000	Increase	Increase	Social Work
	Staff qualification – the percentage of care staff who are qualified, Working in care homes for older people (65+) Working in care homes other adults (18-64)	63.5% 90.0%	72.2% 80.0%	Better than the Scottish Average for 2007/08 65+: 53.9% 18-64: 56.4%	Better than the Scottish Average	Social Work
	% of older people aged 65+ with intensive care needs receiving services at home	33%	33.3%	Maintain level of service	Maintain	Social Work
	Home care - total hours as a rate per 1,000 population aged 65+	579.4	593.6	Maintain level of service	Maintain	Social Work
	Home care % home care clients aged 65+ receiving personal care	67.2%	71%	Maintain level of service	Maintain	Social Work
	Home care - % home care clients aged 65+ receiving care in evenings/overnight	28.6%	26.6%	Maintain level of service	Maintain	Social Work

	Home care - % home care clients aged 65+ receiving care at weekends	69%	59.9%	Maintain level of service	Maintain	Social Work
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National Outcome Seven - We have tackled the significant inequalities in Scottish Society.						
Equalities Framework – 4, 5, 6, 9						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
<p>Disadvantaged communities will benefit from better services (CP)</p> <p>Increase the number of individuals participating in the local labour market (FSF)</p> <p>Increase household income (FSF)</p>	Median earnings in £'s for residents living in the local authority area who are employed – full time weekly gross pay	Residents £429.60 Workplace £418.40	Residents £458.00 Workplace £428	Increase	Increase	Corporate & Neighbourhood
	Median earnings in £s for workforce based in the local authority					
	Reduce the earnings differential between male and female residents	£482.9m £406.20 f	£467.80m £434.40f	Reduce	Reduce	Corporate & Neighbourhood
	Number of people experiencing multiple deprivation i.e. people living in the worst 15% of areas in Scotland	13,225 (8.8%)	13,248 (8.8%)	Reduce	Reduce	Corporate & Neighbourhood
	% of households assessed as homeless who are in priority need	71%	78%	Increase	100% by 2012	Corporate & Neighbourhood (Housing)
	The % of homeless households provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	91%	93%	Increase	Increase	Corporate & Neighbourhood (Housing)

	% of households where respondent or partner has a bank or building society account	SHS 2005/06 91%	Not available – bi-annual update	Increase	Increase	Corporate & Neighbourhood
	The number of new learners participating in adult literacy programmes Falkirk Council	178	439	300	Maintain	Community
	Learning centres and learning access points A – number of users as a % of resident population B – the no of times the terminals are used per 1,000 population	8.9% 565.6	7.9% 640.7	Maintain Increase	Maintain Increase	Community
	Number of new IT learners from priority area and with special needs Falkirk Council	49.7% 777	23.7%	30%	Increase	Community
	Number of time the free public access terminals are used in libraries	84,360	95,899	96,000	Increase	Community
	The number of individuals obtaining Welfare benefits advice Debt advice – new cases	17,150 681	16,166 698	Target not appropriate	n/a	Social Work
	Number of benefit enquiries and benefit gains (FSF)	23,647 £7.7m	22,669 £9.4m	Target not appropriate	n/a	Social Work

	Number of new debt cases and total debt negotiated (FSF)	1,411 £26.7m	1,266 £32.3m	Target not appropriate	n/a	Social Work
	Average time (days) to process new housing benefit claims	29.8 days	26.8 days	Reduce	Reduce	Finance
	Average time taken in calendar days to process all new claims and change events in housing and council tax benefit from the date of first notification.	n/a	TBC	TBC	Awaiting data from DWP.	Finance
	Number of working age benefit claimants relative to Falkirk Council average in Priority areas – areas in worst 15% SIMD 2006	2,700 2.03:1	2,650 2.04:1	Reduce	Reduce	Corporate & Neighbourhood
	The number of benefit claimants in priority areas participating in work based training Falkirk Council	102	163	150	Increase	Community

National Outcome Eight - We have improved the life chances for children, young people and families at risk.						
Equalities Framework – 1, 2, 3, 5, 10						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
Vulnerable children will be protected (CP) People will have equitable access to local health, support and care (CP) All our children will grow up in a safe environment where they are protected and enabled to enjoy their lives(SCP)	Proportion of social background reports submitted to the Children's Panel within 20 days	42%	46.7%	Better than the Scottish Average 38%	Better than the Scottish Average	Social Work
	Number and rate per 1,000 of child protection referrals / investigations carried out during the year	486 15.2	484 15.1	Target not appropriate	n/a	Social Work
	Number and % of first contacts following supervision requirement within 15 working days	70 78%	133 82%	Better than Scottish average 82.1%	Better than the Scottish Average	Social Work
	Number and rate per 1000 of looked after children at home at 31 st March	129 3.30	218 5.54	Target not appropriate (Scottish average: 4.81)	n/a	Social Work
	Number and rate per 1000 of looked after and accommodated children at 31 st March	225 5.76	268 6.81	Scottish average 6.45	Scottish Average	Social Work
	Number of Children receiving Playscheme Respite sessions provided by the children with disabilities team	171	200	Maintain level of provision.	Maintain	Social Work

	Reducing the number and percentage of persistent young offenders	64 10.9%	40 6.8%	Better than the Scottish average 2007-08: 8.7%	Better than the Scottish Average	Social Work
	Number of Children's Panel Members appointed in a year.	27	34	Maintain	Maintain	Law & Admin

National Outcome Nine - We will live our lives safe from crime, disorder and danger.						
Equalities Framework – 1, 2, 5, 9, 10						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
Our citizens will be protected (CP) Improve crime reduction and community safety (SCP) Reduce fear of crime (SCP)	Confidence in individual safety in local areas During the day At night	2006 84% 47%	2008 89% 51%	Maintain increase	Maintain increase	Corporate & Neighbourhood
	The proportion of social enquiry reports submitted to court by due date	99.9%	99.9%	Better than the Scottish average 2007/08, 97.3%	Better than the Scottish average	Social Work
	Probation – the proportion of new probationers seen by a supervising officer within one week	87.5%	93.2%	Better than the Scottish average 2007/08, 69.3%	Better than the Scottish average	Social Work
	Community service – the average hours per week taken to complete community service orders	3.3	3.2	Better than the Scottish average 2007/08, 3.3	Better than the Scottish average	Social Work
	Food hygiene – the % of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	99.3%	97.1%	96%	Maintain	Development

	The number of casualties killed or seriously injured on our roads	84 – moving 5-year annual average 2002-2006	73 – moving 5 year annual average 2003-2007	Fewer than 67 – moving 5 year annual average 2006-2010.	No target set beyond the Local Transport Strategy 2006-2009	Development
	The number of persons, including children, killed or seriously injured per million vehicle kilometres	2002-2006 average 0.058 KSI per mVkm	2006 outcome – latest available 0.045 KSI per mVkm	Reduce No target has been set for this new measure	Reduce No target has been set for this new measure	Development
	The number of children killed or seriously injured per million vehicle kilometres	2002-2006 average 0.009 KSI per mVkm	2006 outcome – latest available 0.012 KSI per mVkm	Reduce No target has been set for this new measure	Reduce No target has been set for this new measure	Development
	The number of persons, slightly injured per million vehicle kilometres	2002-2006 average 0.238 persons per mVkm	2006 outcome – latest available 0.215 persons per mVkm	Reduce No target has been set for this new measure	Reduce No target has been set for this new measure	Development
	% communicable disease investigations started within time	98.4%	98%	95%	Maintain	Development
	Inspection of trading premises – the % in high and medium risk inspections that were inspected on time	97.9%	96.8%	95%	Maintain	Development
	Consumer complaints completed within 14 days of receipt	71.5%	51.8%	50%	Target revised to meet, realistically,	Development

					Falkirk's conciliation approach to consumer complaints	
	Cost of repairs on schools due to vandalism	£216k	£183k	Decrease	Decrease	Education
	Number and rate per 1,000 of adults at risk of harm investigations	13 1 per 1,000	123 5.2 per 1,000	Target not appropriate	n/a	Social Work

National Outcome Ten – We live in well designed, sustainable places where we are able to access the amenities and services we need.						
Equalities Framework – 5, 8						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
Our housing continues to meet the needs of people who live and may wish to live in our area (CP)	The % of residents stating their neighbourhood as a 'very good' or fairly good place to live.	2006 81%	2008 84%	Improve	Improve	Corporate & Neighbourhood
	In worst 15% SMID (FSF)	73%	68%			
Increase pride and satisfaction with their local community (FSF)	Total larger (4+ bedrooms) affordable homes completed	0	0	Targets to be developed each year	To be confirmed	Corporate & Neighbourhood (Housing)
	The number and variety of affordable homes	65	8	169 (subject to AHIP allocations each year and obtaining statutory consents) 41	Increase	Corporate & Neighbourhood (Housing)
• total rented RSL and Council new build units completed;						
Ensure the provision of a range of affordable housing options which meet the needs of local people including those with specific needs (LHS)	• total low cost home ownership new home build units completed	8	0		Increase	
	Total tender approvals completed for new build affordable homes	51	105	Increase	Increase	Corporate & Neighbourhood (Housing)
Improved and maintained the Council's core housing stock (LHS)	% of Council tenancies allocated to homeless people	37%	53%	Increase	Increase	Corporate & Neighbourhood (Housing)
	% of RSL tenancies allocated to homeless people	-	45%			

	% of Council tenancies allocated to other groups in housing need	-	-	50%	To be determined New indicator	Corporate & Neighbourhood (Housing)
	% or RSL tenancies allocated to other groups in housing need	-	-	50%	To be determined New indicator	Corporate & Neighbourhood (Housing)
	% of cases reassessed as homeless or potentially homeless within 12 months of previous cases being completed	4.1%	3.8%	Reduce	Reduce	Corporate & Neighbourhood (Housing)
	% of council house sales settled within 26 weeks	86.1%	90.1%	Increase	Increase	Law & Admin
	Privacy – percentage of residential care places that are in single rooms Older people (65+) Other Adults	88% 93.3%	92.3% 94.3%	Better than the Scottish average 2007/08 65+: 91.7% 18-64: 92.3%	Better than the Scottish average	Social Work
	The proportion of people in single rooms with ensuite provision in care homes older people (65+) other adults (18 -64)	72% 33%	72% 37%	Better than the Scottish average 2007/08 65+: 74% 18-64: 51%	Better than the Scottish average	Social Work
	The number and rate per 1,000 adult population of Mecs community alarms provided	703 6 per 1,000	683 5.9 per 1,000	Maintain level of service	Maintain level of service	Social Work

	The number and rate per 1,000 population of new adaptations provided during the reporting year	499 4 per 1,000	536 4.6 per 1,000	Maintain level of service	Maintain level of service.	Social Work
	% of householder planning applications dealt with within 2 months	85.1%	82.9% 12 th in Scotland	90% or first quartile of Scottish Councils	Top quartile in Scotland	Development

National Outcome Eleven – We will have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

Equalities Framework – 3, 4, 8, 10

Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
<p>Citizens and communities will be encouraged to take responsibility for their own health and well being (CP)</p> <p>Changing attitudes and modifying behaviour (SCP)</p> <p>Divert young people away from criminal activity and antisocial behaviour (SCP)</p>	The number and rate per 1,000 clients obtaining self directed support	43 0.4 per 1,000	39 0.3 per 1,000	Target not appropriate	n/a	Social Work
	Anti social noise complaints – average time to respond (in hours)	157	19	Average response time less than 2 hours. All response visits to be within 2 hours.	Average response times less than 1 hour. All response visits to be made within 2 hours.	Development
	No of community litter clean ups organised	16	20	25	Increase	Corporate & Neighbourhood (Estates)
	Levels of reported anti-social behaviour	3,474	3,320	Reduce	Reduce	Corporate & Neighbourhood
	% of tenancies sustained for at least 12 months	91%	93%	Increase	Increase	Corporate & Neighbourhood (Housing)
	ASB – % acknowledgement of new instruction issued within 1 day	100%	100%	Increase	Increase	Law & Admin

	ASB - % lodged in Court within 4 days of final instruction / information	100%	100%	Increase	Increase	Law & Admin
	% of homeless applicants fleeing domestic abuse	20%	22%	Monitor	Monitor	Corporate & Neighbourhood (Housing)

National Outcome Twelve - We value and enjoy our built and natural environment and protect it and enhance it for future generations.						
Equalities Framework – 3, 5						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
We will improve the built environment (CP)	% of non householder planning applications dealt with within 2 months	40.7%	49.5%	60%	60%	Development
	% of all planning applications dealt with within 2 months	64.5%	67.1% 10 th in Scotland	80% or first quartile of Scottish Councils	80%	Development
Our open spaces will be attractive accessible and safe (CP)	Traffic light failure repairs completed within 48 hours	90.6%	94.5%	95%	95%	Development
	Street light failure repairs completed within 7 days	96.2%	97.1%	93%	93%	Development
	% programmed watercourse assessments carried out	95%	97%	90%	90%	Development
	Assessment survey scores of cleanliness in public places	72	70	73	Maintain	Corporate & Neighbourhood (Estates)
	Abandoned vehicles removed within 14 days of notification	85.2%	89.4%	80%	85%	Development
	Special uplifts completed within 5 days	78%	92.8%	95%	95%	Corporate & Neighbourhood (Wastes)
Improving the quality of the built and natural environment for local neighbourhoods (SCP)						

National Outcome Thirteen - We take pride in a strong, fair and inclusive national identity.						
Equalities Framework – 4, 7, 8, 9						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
Our citizens continue to access critical services that meet their needs. (CP)	No of civil marriages	307	316	Monitor	Monitor	Law & Admin
	No of civil partnerships	6	9	Monitor	Monitor	Law & Admin
Develop our approach to local community planning in all our communities (SCP)	No of baby naming ceremonies	6	11	Monitor	Monitor	Law & Admin
	No of renewal of wedding vows ceremonies	11	7	Monitor	Monitor	Law & Admin
	No of people attending citizenship ceremonies	56	54	Monitor	Monitor	Law & Admin
	Public Access % of council buildings that are suitable and accessible to disabled people	56.0%	63.4%	78% by 2010	100%	Development
	Public Access % of schools that are fully or mostly accessible to disabled people	86%	86%	90%	After 90% target is achieved further progress will depend on school replacement programme	Education

National Outcome Fourteen - We will reduce the local and global environmental impact of our consumption and production.						
Equalities Framework – 3, 5						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
<p>We will be greener (CP)</p> <p>Promote a safety and efficient multi modal transport system that minimises on the local environment (SCP)</p> <p>Demonstrate commitment and direct contribution to the attainment and promotion of sustainable development (SCP)</p> <p>Improving our approach to waste management (SCP)</p> <p>A reduction in the numbers of people living in fuel poverty (LHS)</p>	CO2 emissions from Falkirk Council operations	37,877 tonnes (05/06)	TBC	Savings Tonnes 08/09 6,201 09/10 7,460 10/11 7,853	20% reduction in annual CO" emissions by 2012/13 from 05/06 baseline	Development
	Tonnage of municipal waste collected per 1000 population	760.9 tonnes	678.5 tonnes	Reduce	Reduce	Development
	The maximum total tonnes of biodegradable municipal waste allowed to be sent to land fill	45,142	38,633	50,470 - 08/09 48,144 - 09/10	Reduce	Development
	Proportion of municipal waste collected by the Authority: recycled or composted	35%	36%	Increase % of MSW recycled or composted 30% 2008 40% 2010	50% 2013 70% 2025 - aspirational	Development
	24.8%	24.3%				
	10.1%	11.7%				

	Proportion of adults travelling actively to work or education	2005/06 Walk – 11% Cycle – 2% Scotland Walk – 11.8% Cycle 1.6%	No update available Survey due during 2009	Increase	Increase	Development
	Percentage of children travelling actively to school (walking or cycling)	63.4% Primary 74.3% Secondary	No update available School survey due May 2009	Increase	Increase	Development
	Proportion of adults travelling to work or education by car or van	2005/06 69%	No update available. Survey due 2009	Decrease	Decrease	Development
	% of our vehicle fleet with reduced emission technology	80%	88%	100%	100%	Corporate & Neighbourhood (Commercial)
	Compliance with EU and UK government air quality directives	Sulphur dioxide (UK) objective exceeded at 2 monitoring sites in Grangemouth.	Sulphur dioxide (UK) objective exceeded at 2 monitoring sites in Grangemouth	Compliance with EU and UK government air quality objectives at all 9 monitoring sites within the Council area	Compliance with EU and UK government air quality objectives at all 9 monitoring sites within the Council area	Development

	% of educational establishments achieving Eco Schools awards: Bronze awards; Silver awards; Green Flags	73% 47% 12%	75% 52% 21%	80% 60% 30%	80% 60% 30%	Education
	Reported incidents of illegal tipping Refuse Accumulations	134 476	Awaiting update	Assuming all incidents are reported – reduce number	Assuming all incidents are reported – reduce number	Development
	Total number of dwellings brought up to SHQS by criteria: • Tolerable standard • Free from serious disrepair • Energy efficiency • Modern facilities and services • Healthy, safe and secure Total	0 541 2131 1514 1012 1491	0 308 1976 1221 208 1324	Increase	Increase	Corporate & Neighbourhood (Housing)

National Outcome Fifteen - Our public services are high quality, continually improving, efficient and responsive to local people's needs.						
Equalities Framework – 3, 5, 8						
Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	2007/08 Performance	'Progress' target/s to 2010-11	'End' target/s & timescale/s	Lead Responsibility
We are committed to <ul style="list-style-type: none"> • Public service • Performance • Partnership (CP) 	Sickness absence - % of working days lost through sickness absence for chief officers and local government employees	5.4%	6.0%	4%	4%	Corporate & Neighbourhood
	% of who people who contacted the Council that were satisfied with the service they received	n/a	72.7%	Increase	Increase	Corporate & Neighbourhood
	% of operational buildings of appropriate condition for current use.	89.4%	89.9%	Increase	Increase	Corporate & Neighbourhood (Properties)
	% of people who feel informed about the Council	n/a	75%	Increase	Increase	Corporate & Neighbourhood
	% of SPIs in upper quartile	33%	34%	Maintain	Maintain	Corporate & Neighbourhood
	Response repairs the % of housing repairs completed within the target times	77%	83%	Increase	Increase	Corporate & Neighbourhood (Properties)
	Tenancy changes – the % of rent loss due to voids	1.6%	1.5%	Reduce	Reduce	Corporate & Neighbourhood (Housing)

	% of homeless assessments completed within 28 days	39%	46%	Increase	Increase	Corporate & Neighbourhood (Housing)
	The % of not low demand dwellings that were re-let within 4 weeks	15%	11%	Increase	Increase	Corporate & Neighbourhood (Housing)
	% of tenants satisfied with the Council as a landlord		93%	Increase	Increase	Corporate & Neighbourhood (Housing)
	% of Council tax collected in the year	96.2%	96.4%	Maintain	Maintain	Finance

Employment Actions			
Activity	Review period	Lead Responsibility	Target Date
Employment Monitoring: Monitor workforce make-up by age, disability, gender and ethnicity in relation to: <ul style="list-style-type: none"> ○ Staff in post ○ Applicants for employment, training and promotion; ○ Those who receive training and gain promotion; ○ Those involved in disciplinary and grievance proceedings; ○ Cessation of employment; ○ Flexible working arrangements. 	6 monthly	Human Resources	December 2010
Equality Impact Assessments: Undertake equality impact assessments as outlined within the EQIA timetable;	Ongoing – quarterly review	All Services	Ongoing – review December 2010
Develop and support implementation of EQIA Toolkit	April 2010	HR Policy Team	April 2010
Provide training to staff in relation to EQIA process and toolkit	Ongoing – quarterly review	HR Policy Team	December 2010

Violence against Women: Continue to develop services to support Violence against Women issues			
Occupational Segregation/Equal Pay:			
Equality and Diversity training: All new employees to complete e-diversity Module as part of Induction programme; All current employees to undertake e-diversity training; Monitor overall uptake	Ongoing – quarterly review Ongoing – annual review Annually	All Services All Services HR Policy Team – monitoring uptake	December 2010 December 2010 December 2010
Performance Indicators: Consider appropriate opportunities for gathering employment data related to sexual orientation and religion/belief	April 2010	HR Policy Team	October 2010
Flexible Working: Promote work/life balance policies and flexible working; Recording uptake on Resourcelink; Monitor uptake	Ongoing – annual review Ongoing – annual review Annually	All Services All Services HR Policy Team	December 2010 December 2010 December 2010

