

**WEST  
DUNBARTONSHIRE  
COUNCIL**

**Equalities  
Mainstreaming  
and  
Outcomes  
Report  
2021-25**



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# Foreword



As Chair of the West Dunbartonshire Equality and Diversity Working Group, I am pleased to present the Equality Outcomes Report for 2021-2025.

In the current environment, ensuring equality and protecting human rights and fairness is more important than ever.

The COVID 19 pandemic has brought into sharper focus pre-existing and persistent inequalities especially for younger people, black minority ethnic people, severely disabled people, and women.

Whilst the challenges are significant, they provide an opportunity to reflect on what our priorities should be and how we will move forward. The Council will take and make opportunities to 'build back better' and tackling inequalities will be central to that work. We can address this in partnership with people and communities and organisations across West Dunbartonshire.

In doing so we will build on past work, and the energy and commitment demonstrated by the residents, employees and volunteers during the Covid-19 pandemic.

This report also details progress made by West Dunbartonshire Council, our education services in particular, and the Licensing Board on mainstreaming equality and delivering the equality outcomes we committed to in 2017.

We also map our priorities for the next four years as we see them now through our renewed equality outcomes for 2021-2025, at all times acknowledging the challenges faced.

We appreciate that that the situation is still rapidly developing, and recognise the need to continue to respond to circumstances using an equalities and human rights perspective to make the best decisions we can.

**Councillor Caroline McAllister**  
**Chair of the West Dunbartonshire**  
**Equality and Diversity Working Group**



# West Dunbartonshire Council Equality Statement 2021-25

We are committed to fulfilling the three key elements of the general equality duty as defined in the Equality Act 2010:

- 1 Eliminating discrimination, harassment and victimisation**
- 2 Advancing equality of opportunity between people who share a protected characteristic and those who do not, this means removing barriers, meeting different needs, encouraging participation**
- 3 Fostering good relations between people who share a protected characteristic and those who do not, improving integration, building understanding and reducing bullying and harassment**

Protected characteristics:

- **age**
- **disability**
- **gender reassignment**
- **pregnancy and maternity**
- **race, this includes ethnicity, colour and national origin**
- **religion or belief**
- **sex**
- **sexual orientation**
- **marriage/civil partnership** (*for which only the first duty applies*)

Everyone has 'protected characteristics', but it is the treatment individuals and groups receive, the level of autonomy they have, and the positive or negative outcomes for them, that are its focus. Therefore the Council will:

- **remove or minimise disadvantages experienced by people due to their protected characteristics**
- **meet the needs of people from protected groups where these are different from the needs of other people**
- **Encourage people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low**
- **develop better policies and practices, based on evidence**
- **be transparent, accessible and accountable**
- **deliver improved outcomes for all**

As well as being legal requirements, these steps contribute to fairer, more efficient and more effective services.



# Equality Challenges Scotland and West Dunbartonshire



**The re-opening of the economy and society, as well as limiting damage, will in the medium to longer term provide an opportunity to do things differently to address long standing structural inequalities'**

Scottish Government, July 2020

These same long-standing structural inequalities exist in West Dunbartonshire, as detailed in our West Dunbartonshire in Numbers 2020 resource and Child Poverty Report for example.

## Poverty

We know that nationally the risk of poverty is much higher for women, disabled people, black minority ethnic people, lone parents, and children and young people.

## Women

Women in Scotland face multiple discrimination, including disabled women, women from Black Ethnic Minority (BME) communities, refugees and asylum seekers, lesbian, bi and trans (LGBT+) women and men, and older women. In the pre-COVID-19 labour market, women were unequal in pay, participation and progression due to drivers including occupational segregation, job evaluation, discrimination, and time available to work.

In West Dunbartonshire we know that women face all these challenges. It is also well documented that domestic abuse is a particular issue in our area, and that national evidence points to a rise of domestic abuse generally during the pandemic.

## Children and young people

Many families will experience increased financial hardship with impacts for the current and longer term health and wellbeing of children. 90% of lone parents are women and 45% of lone parents in Scotland face financial hardship.

## Disabled people

Disabled people face barriers across four dimensions: physical or environmental; attitudinal; communicational; and organizational. In West Dunbartonshire we know that we have a higher proportion of disabled people than the Scottish average.

## Minority ethnic people

Minority ethnic people are disproportionately employed in the NHS and other key worker industries, and have a higher risk of unemployment. We also know that in West Dunbartonshire Black minority ethnic people are significantly under represented in the Council workforce, making up over 1.6% of the working age population but less than 0.3% of the Council workforce.

## Child poverty

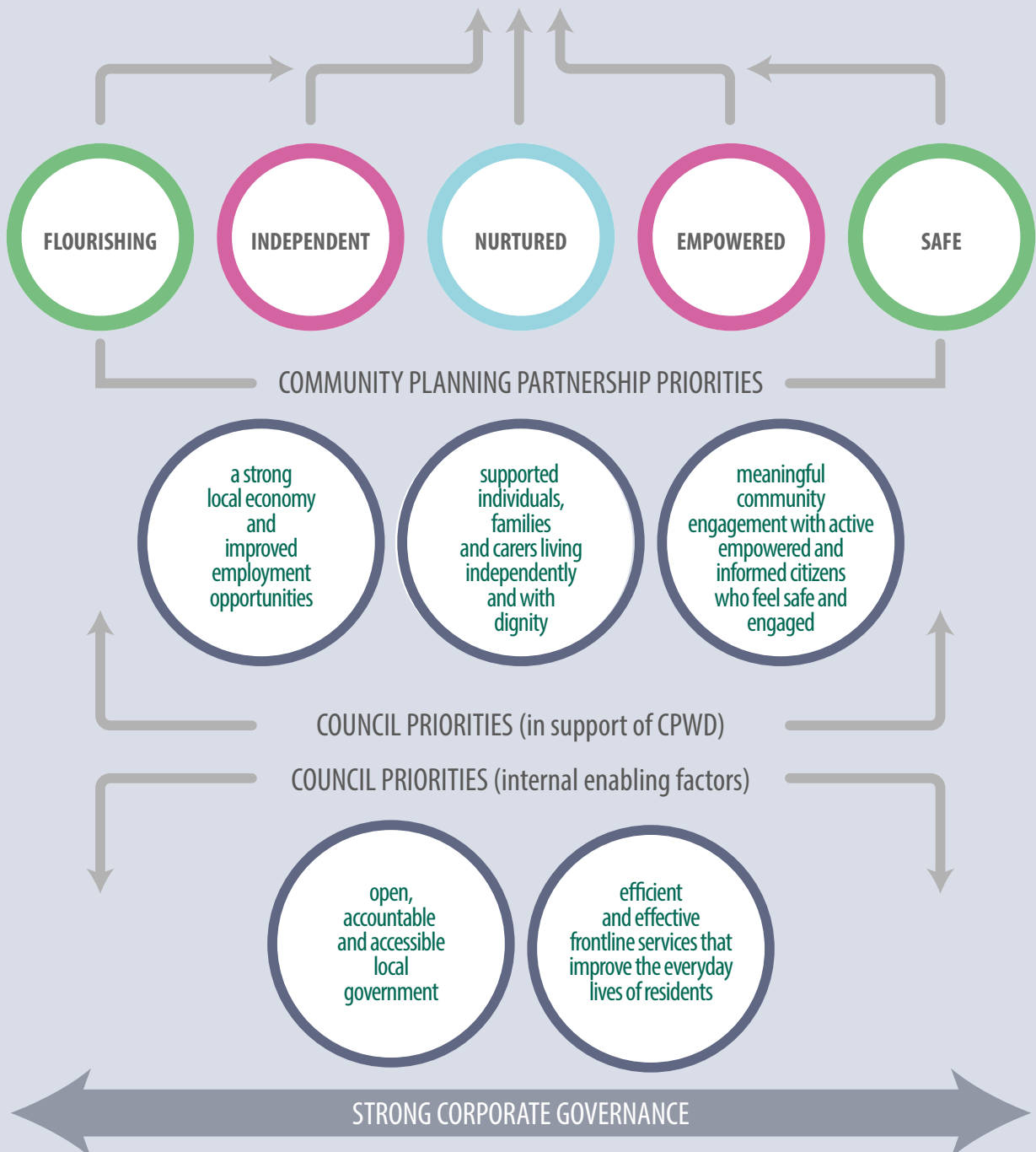
All of these inequalities link to higher child poverty risk. They cross-cut and multiply disadvantage and lead to poorer outcomes for people and communities. We know that in West Dunbartonshire we have higher levels of child poverty than the Scottish average.

The diagram on the right illustrates our strategic priorities:



## COMMUNITY PLANNING WEST DUNBARTONSHIRE

Overarching priority: REDUCING INEQUALITIES FOR THE PEOPLE OF WEST DUNBARTONSHIRE



## National Policy Context

In January 2021 the Social Renewal Advisory Board published their report '**If not now, when?**' encapsulating how Scotland should recover from the pandemic. It has 20 calls to action for what the Scottish Government and local government should do for social renewal, many of which are relevant directly to equality.

This report and many other sources show that returning to business as usual is not an option.

Tackling inequality is already central to Scottish Government policies, with many actions being taken forward or planned.

These include:

- **the Race Equality Action Plan**
- **the Gender Pay Gap Action Plan**
- **A Fairer Scotland for Disabled People**
- **Employment Action Plan**
- **the British Sign Language (BSL) National Plan**
- **A Fairer Scotland for Older People**
- **A Connected Scotland**  
the strategy for tackling social isolation and loneliness.



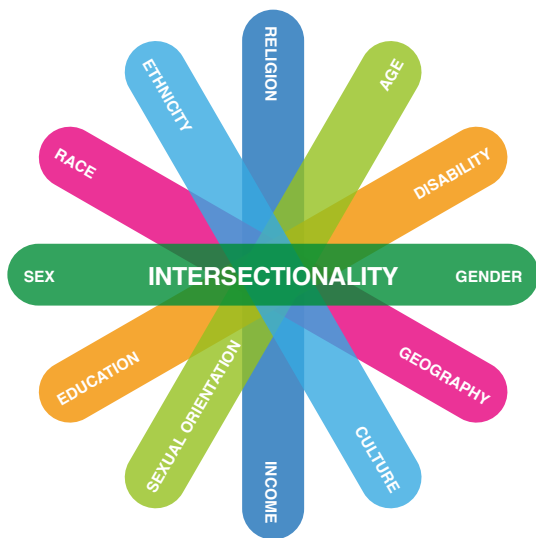


Since our Equality Outcomes were adopted in 2017, Scottish Government has enacted the socio-economic duty of the Equality Act 2010 - known as the **Fairer Scotland Duty**.



The new **National Performance Framework** makes clear links to Human Rights, with further work underway to review the national approach to Human Rights and possible new legislation.

# Our Council's Commitment to Mainstreaming Equality



Mainstreaming is about consideration of equality as part of everything we do. By bringing an equality perspective we add value to our existing work, such as tackling child poverty, to make interventions and longer-term changes more effective and sustainable. By considering how the intersection of different factors affects people's lives, multiply relative disadvantage for some groups and relative advantage for others we can help make sure we identify the best interventions.

We recognised that without intervention, Women, BME, Disabled and Young People are more likely to suffer more deeply over the short, medium and long term due to affects of COVID-19.

Whilst we believe we have made significant advances in mainstreaming equalities during 2017-2021, as detailed below, we are determined to maintain progress in the next four years and not lose the gains made.



There is no such thing as a single-issue struggle, because we do not lead single-issue lives.

Our struggles are particular, but we are not alone.

Audre Lordes

Our approach to planning for equalities is in line with the four themes adopted in 2020 by Community Planning West Dunbartonshire:



COMMUNITY PLANNING WEST DUNBARTONSHIRE



## Mainstreaming areas



### Leadership

Our Elected Members have responsibility for championing and promoting equality and diversity within the Council and externally. They engage and listen to the views of our local communities in a number of ways, allowing them to take a more collective approach to addressing inequalities in West Dunbartonshire.

The Chief Executive leads the Strategic Leadership Group (SLG) which has collective responsibility for ensuring accountability of the whole organisation in delivering our equality duties.

### Co-ordination and scrutiny - Equality and Diversity Working Group

The Council's Equality and Diversity Working Group (EDWG), chaired by an Elected Member, is a key vehicle for ensuring strategic implementation and coordination of plans to improve equality locally. This group monitors delivery of the Equality Outcomes, and mainstreaming.

### Assessing Impact

To drive fairness and to help policy to be as co-ordinated as possible West Dunbartonshire Council's approach goes beyond the legal requirements of the Specific Equality Duties in Scotland, and integrates Human Rights, Health and Socio-Economic ('Fairer Scotland Duty') considerations. Our approach emphasises asking the right questions, and using evidence and consultation to inform our work.

We provide specific training, guidance and support for those involved in impact assessment, and use a custom online system for recording assessments.

You can view our published Equality Impact Assessment records on our website.

We are aware that there will need to be much service review and redesign, for example through the Council's Fit for Future reviews: we will ensure that these processes are informed by our integrated approach to assessing impact not just on services users but also employees and partners.

## Raising and Maintaining Awareness

It is important in mainstreaming equality that the Council takes every opportunity to build and maintain awareness of our duties as an employer and provider. This helps deliver on our ambition to support the aspirations of our communities.

All employees joining the Council undertake an induction which includes equalities awareness. This is complemented by specific equalities training online, and tailored face-to-face sessions. We have risen to the challenge of COVID in 2020 by providing completely new online equalities courses, and webinars. We have been able to ensure that the number of Council employees participating has been maintained and extra flexibility added.

The Equality and Diversity Working Group cascades information across services, through its membership, and provides updates as required through bulletins and updates to services and Elected Members.



## Sports and fitness

West Dunbartonshire Leisure Trust (WDLT) is a partner with East Dunbartonshire Leisure and Inverclyde Council in providing the Disability Sports Finder designed to help people of all ages find activities in their local area. WDLT is producing British Sign Language (BSL) titled orientation videos for all three of their major facilities for 2020/2021 with an emphasis on disability access.

## Community participation and Involvement

To strengthen the profile of equalities in the community, the Council supports the West Dunbartonshire Equality Forum. This is a partnership of statutory organisations such as Police Scotland, Scottish Fire and Rescue, Skills Development Scotland, and West Dunbartonshire Health and Social Care Partnership and community organisations with a focus on equality, such as ISARO Community Initiative, Y- Sort-It, West Dunbartonshire Ethnic Minority Association, West Dunbartonshire Access for All and Women's Aid.

### CASE STUDY

#### Review of Community Councils Scheme of Establishment

We will review the scheme during 2021-22, and will utilise and make opportunities to widen and deepen involvement in Community Councils and other community anchor organisations.

We will set up a Stronger Voices group, with representatives from existing groups and forums including West Dunbartonshire Equality Forum, the Community Alliance, and Community Councils forum to co-produce the finalised scheme.

This builds on work for our equality outcome from 2017-21 on increasing participation of under represented groups, and takes this forward into mainstreaming work for 2021-2025.



### Tackling gender based violence

West Dunbartonshire has historically one of the highest rates of domestic abuse reports to the Police in Scotland. We have introduced ‘**No Home for Domestic Abuse**’ a zero tolerance policy on domestic abuse within our properties; these measures ensure those experiencing abuse have immediate access to practical help and specialist legal assistance and support.

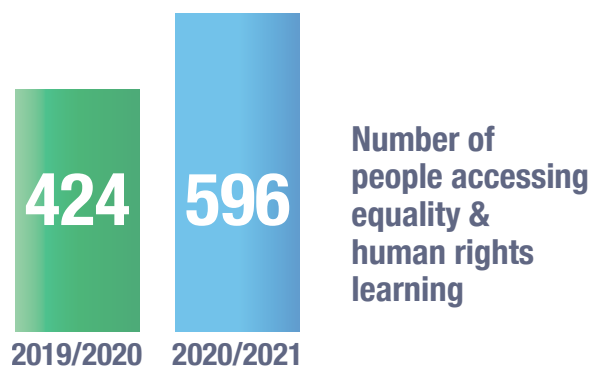
In the last 2 years West Dunbartonshire has put in place Multi Agency Risk Assessment Conferences (MARAC) to support people at high risk.

West Dunbartonshire Council continues to participate in Equally Safe at Work shadow group, for their pilot participation programme supporting the implementation of Equally Safe, the Scottish Government and COSLA joint strategy to prevent and eradicate violence against women and girls. The Council developed specific guidance for managers and employees for anyone experiencing abuse during the COVID-19 pandemic.

Tackling gender based violence will remain a focus for 2021-2025.

### Training, learning and development

The event of COVID-19 has accelerated the use of more flexible methods such as online courses and webinars, so despite the challenges we have increased the numbers of people accessing equality and human rights learning;



During 2020 we introduced completely new in-house online training courses on Equality and Human Rights and Equality Impact Assessment.

The feedback has been positive with all employees who started the courses completing them, and providing positive feedback. Learning has been blended with a series of follow up webinars.

## Service design and accessibility



**For some people, the restrictions brought about by COVID-19 allowed them to pause and take stock of what they want to do next with their lives. It is important to recognise that individual experiences of the last year will be different and that everyone's voice is important in deciding what happens next. For some, going back to the status quo is not what they want.'**

From Fraser of Allander's blog on Learning Disabilities, January 2021

West Dunbartonshire Council will work to make our services as accessible as we can. We have an anticipatory legal duty to ensure that our services are accessible to disabled people, and to ensure that they do not discriminate against any other protected group. The way we provide services must also support human rights.

Our approach is to go beyond legal compliance, using equalities and human rights perspectives, including feedback from service users and protected groups to continuously improve services.

We will redouble our efforts from 2021-2025 to design with equality in mind, and work collaboratively with communities and equality groups. During the 2019 consultation process for the creation of our Community Empowerment Strategy there was a clear desire for this involvement in service redesign.

We see this as a clear opportunity for the Community Empowerment Act, and Public Sector Equality Duty, to positively inform each other in practice.



## CASE STUDY

### Videos about our services in BSL

We will further expand the range of information available about services in BSL video, and actively promote this content to BSL users. We will also encourage BSL users to suggest content they would like to see. We have directly mailed BSL users we have contact with and publicise the work through the West Dunbartonshire Equality Forum and to Council management teams

During 2021-2025 we intend to expand the breadth and depth of information available in BSL video.

We will review how we meet spoken language communication requirements, and information provision more widely, informed by the reduction in face-to-face contacts and the increase in phone and electronic media use during 2020. This builds on past work on broadening and deepening digital inclusion, for more excluded groups. At the same time it recognises that 'digital only' cannot meet everyone's needs at all times, but will have an increasing role to play beyond COVID.

## Safe and accessible transport, travel and moving about

We need to ensure that the response to COVID does not unduly limit people's ability to get out safely and access open spaces, these are equality and human rights issues. This applies to pedestrians, wheel chair, scooter and guide dog users, and across all modes of transport.

In response, and in line with our existing approach, plans are being developed and implemented for three key transport locations in West Dunbartonshire - including the major transport interchange centred on Chalmers Street in Clydebank.

We will widen footways within the shaded areas on each plan to allow pedestrians to exercise social distancing whilst they use local shops in town centre areas. The plans are currently being developed with input from various stakeholders, including equality groups.

Licensed Taxi and Private Hire Cars (PHCs) are available across Scotland to help meet the needs of disabled people, and we are proactive in ensuring accessibility.



## Service Monitoring Improvement Work

Even though there had been some delay in introducing our integrated Housing Management Information System, we have now been able to consolidate historical information from disparate systems into one place. This gives us useful baseline information to build on for the next stages of implementation and use of data.

## CASE STUDY

### Responses to diversity monitoring questions

Results show that overall response rates to surveys do not seem to correlate positively or negatively with the number of diversity questions we have asked.

All our diversity monitoring questions include a 'prefer not to answer option', but we found that if a person answers one diversity question they tend to answer the entire set. This holds true for training monitoring, employment monitoring, service monitoring, consultation monitoring, and the Council staff survey.

Testing equality monitoring question sets suggest that it only takes one minute to fill. This means that including equality questions does not significantly increase the time people need to fill surveys.

Taking all of the above into account there would appear to be no evidence of a significant disadvantage in terms of the format we use.

To increase disclosure rates from our staff and service users, the evidence supports concentrating on explaining why we are asking and the benefits of knowing about diversity, to support fair employment and services with examples, rather than concerns about length of surveys, or overall response rates being lowered by asking diversity questions.

During 2021-2025 we will endeavour to widen and deepen service monitoring to better help us judge access, impact and need, and plan services.

# Mainstreaming Equality in Education

## Training, learning and development

### CASE STUDY

#### Training for teachers

We delivered 4 professional development sessions (2019-2020) on Equalities and Diversity to all of our Probationer teachers developing awareness on equality and human rights, challenging inequalities and ultimately improving practice. 143 newly qualified teachers have undertaken this professional learning in the last 2 years, an increase on the two years before, despite the challenges presented by COVID-19.

Education services have increased use of more flexible learning opportunities including online learning and collaboration as well as professional forums and webinars. We will continue to develop our programme of professional learning in this way for 2021-2025.

All staff in schools are aware of their PREVENT duty within safeguarding procedures. An annual refresh of Child Protection and Safeguarding procedures for all staff in all establishments ensures a sound understanding of our role in keeping children safe.

A number of staff from a range of Council services for Children and Young People are members of the Equal Protection Steering

Group. These staff groups planned and delivered 3 drop-in sessions for 76 participants, and plan for regular updates for the ever evolving protocols of Equal Protection for Children and Young People.

Almost 90 staff have been identified as local Adverse Childhood Experiences (ACE) hub members raising ACE awareness, and 762 staff have undertaken training. Almost all participants report they are more knowledgeable and prepared to support those members of their community impacted by ACEs.

#### Improving Inclusion

WDC Curriculum for Excellence Health and Wellbeing progression pathways have been in place since March 2018 in all schools. Learning and teaching issues of equality and diversity has taken place through rights based curriculum, enhanced by wider school virtual assemblies. This is further emphasised through the participation of all schools in Anti-Bullying week and Mentors in Violence Prevention activities and promotions.

Implementation of a range of approaches and initiatives has improved inclusion and as a result reduced the risk of exclusion. Evaluations show a decrease in the total difficulties scores, positive increase in prosocial behaviour and improved staff knowledge, and an understanding and increase in skills in implementing nurture principles.

There is robust evidence that learners who attend nurture groups report that they feel safe, can talk openly to staff, are better engaged, have improved time-keeping and increased attendance and are more ready to learn.





### **Reducing exclusions**

Exclusions across all sectors have reduced in the past four years with a notable reduction of more than 50% in the secondary sector. Rates have declined across all secondary schools, with one school reducing exclusions by two-thirds.

### **Focus for 2021-2025**

For 2021-2025 we will work to mainstream equalities and will ensure alignment with new equality outcomes to add value. We will do this with an awareness of how COVID-19 may differentially impact on different groups and as such require different approaches to support interventions.

### **BSL Mainstreaming in Education**

The Hearing Impairments (HI) team are working with our education support staff on the 1 Plus 2 approach to languages.

We will use the well regarded Highland Council BSL training pack and help non BSL users to deliver to pupils. Makaton sessions

have been made available on the WDC Continuing Professional Development website and have been well received, with dates added to meet demand. Alongside this we have a Google Classroom set up for Makaton support with video clips and other support.

Two of our Hearing Impaired teachers were involved with schools with Hearing Impaired pupils at Christmas in teaching signing to the class as they could not sing during the restrictions.

A specific BSL video about the services provided by education was created and posted on our website during 2020.

### **Joint working across services and organisations on BSL**

Education services are active members of the Council's BSL working group, which includes colleagues from West Dunbartonshire Health and Social Care Partnership, West Dunbartonshire Leisure Trust, and a range of Council services.

# Mainstreaming Equality in Licensing



## Licensing

Although the Licensing Board has a separate legal status from West Dunbartonshire Council it is resourced entirely by the Council.

The close connection between Board and Council allows the Board to benefit directly from actions already taken or proposed by the Council's Equality Mainstreaming Report.

The Licensing Board staff are employees of the Council and benefit directly from the Council's attempts to build awareness of the Council's actions, already taken or proposed by the Council with regard to equalities.

This means taking equality into account in the way the Board, and its supporting officers, go about their business when considering alcohol and gambling licences. In other words, equality should be a component of everything the Board does, to ensure fairness for all.

For 2021-2025, examples of work include upcoming consultation work on the potential licensing of Sexual Entertainment Venues, and ensuring joint working on related agendas, for example the West Dunbartonshire Substance Use Prevention Strategy.



# British Sign Language Action Plan 2018-2024 Progress

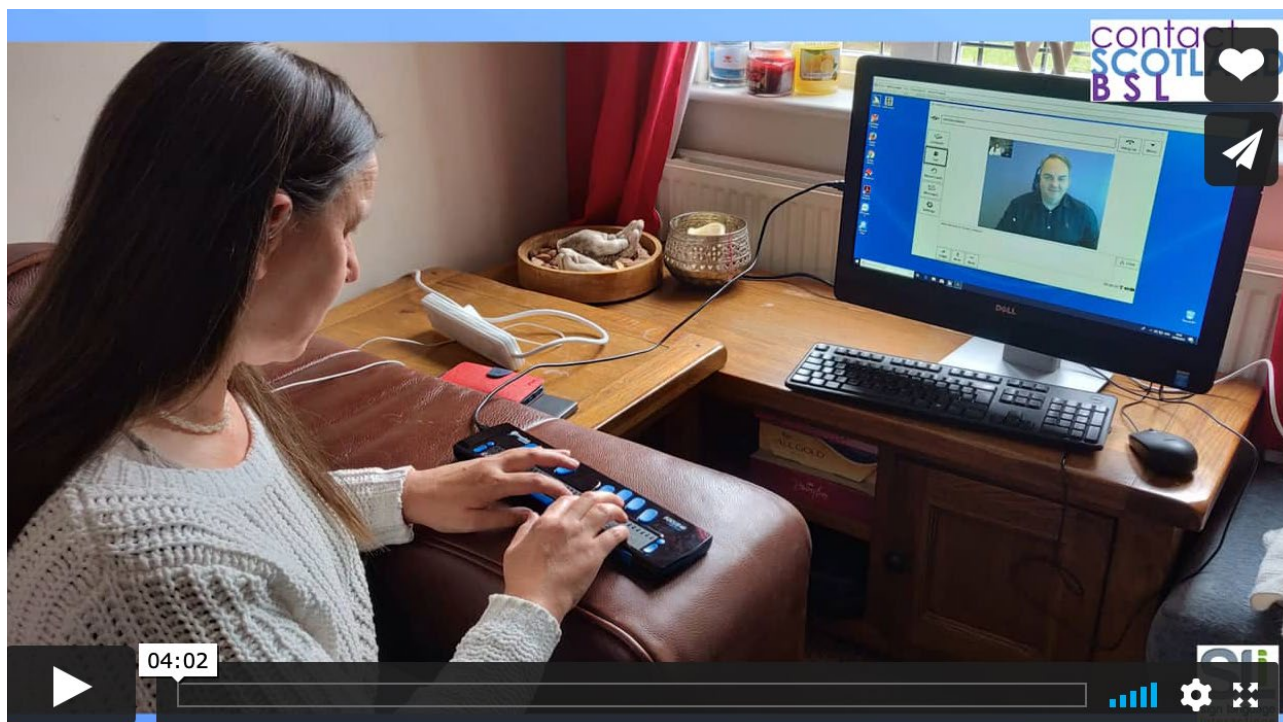


Photo courtesy of BSL

Deaf/BSL users engaged with us during the first and second rounds of public consultation on the development of the Council's Community Engagement Strategy consultation in 2019. The feedback we received has been shared with Council services and built into our revised 'Communicating Effectively' guidance.

This guidance has been updated twice during 2020 to reflect the increased use of web meetings, with specific advice on making sure that these are inclusive of Deaf/BSL user's needs. For example, the guidance advises employees to use clear face masks when communicating with Deaf/BSL users face-to-face.

In late 2019 we contracted with Language Line to provide video interpreting services on demand that could be used from Council devices. This is not intended to replace face

provides near instant accessibility for Deaf/BSL users who present physically at Council locations.

We have also continued to encourage Deaf/BSL users to use Contact Scotland BSL to get in touch with us if they prefer, and to register on the Contact Scotland BSL directory. At the end of 2020 we began adding BSL video descriptions of Council services to our webpages. This helps increase service accessibility, and mainstreaming of equality considerations. We directly contacted Deaf BSL users for whom we have contacted details and cascaded information through West Dunbartonshire Equality Forum, and British Deaf Association (BDA), Scotland.

We have and will work proactively to supply information to local Deaf/BSL users on COVID-19 vaccination and testing, including the use of bespoke BSL videos.

# Equality Outcomes 2021 - 2025



## Why these equality outcomes?

We are committed to pursuing objectives that make real improvements for people by reducing inequalities and increasing inclusion, whilst fostering good relations and whilst building bridging connections within and between communities.

We believe that there is an opportunity, in fact a necessity, to respond to historical inequalities and the impact of Covid 19.

Our set of equality outcomes are designed to focus on the areas that we consider most important, and that we have a power to realistically influence in the next four years. That will be as an employer, as a services provider, and as a partner with communities and other statutory organisations.

Whilst COVID-19 has disrupted some of our usual ways of gathering views, in the run up to finalising our outcomes we consulted with the West Dunbartonshire Equality Forum on the areas they considered important. In addition we reviewed national evidence and local information to inform our choices; this has included looking at information from recent consultations that are relevant to equalities such as those for

the creation of our BSL Action Plan, and other community consultations. We have also reviewed information gathered for Equality Impact Assessment processes during the last two years. All of this was considered by our Equality and Diversity Working Group which is comprised of Elected Member and Council Officers from across services.

We have also kept in mind the opportunities that will present themselves around employment diversity and segregation - for example the expansion in child care places, increased digital working, and churn in the labour market more generally. The three sets of outcomes have also been designed to work together.

We note that the following outcomes do not cover all protected groups and that is because we have assessed the most pressing inequalities in West Dunbartonshire, and the groups subject to these, and focused on them. Through our mainstreaming detailed in the rest of the report, we will continue to forward the public sector equality duty, using Equality Impact Assessment to inform policy design, implementation and monitoring.

# Council, Education and Licensing Equality Outcomes 2021 - 2025

## Council equality outcomes

**1**  
**Increase participation of BME people, disabled people and young people in Community Empowerment and Capacity Building, and Community Budgeting in West Dunbartonshire.**

“Tackling inequalities in power is a key step in tackling all other inequalities. And bringing to life people’s rights to get involved in democracy and to fully participate is the hallmark of a fair society.”

The Cabinet Secretary for Communities and Local Government COSLA/Scottish Government, joint statement 18th March 2021.

We want to build on the success of our 2017-2021 Equality Outcome on widening participation by focusing on this central process of empowering communities going forward.

**2**  
**Better meet accommodation needs of Gypsy/Travellers travelling through and staying in West Dunbartonshire.**

We aim to replicate the success of our last Equality Outcome in this area from 2012-2017 which helped ensure improvements for tenants on our Dennystoun Forge site. This will look at our approach to unauthorised encampments, and future housing provisions for the travelling community in future, to ensure equality and support Human Rights. This is in line with approach agreed through COSLA, and the aspiration of the Scottish National Action Plan on Human Rights.

**3**  
**The Council aims to attract more diverse talent by reviewing our policies and practices to ensure that there are no barriers to entering employment for these groups.**

The Council recognises that our current workforce profile shows an under representation of Black minority ethnic employees in comparison to the WDC working age demographic which is currently 1.6%. In formulating this Outcome we have taken into account the ‘Race Equality, Employment and Skills: Making Progress? Report from the Scottish Parliament Equality and Human Rights Committee.

**4**  
**The Council will aim within the next four years to reduce occupational segregation within predominantly male/female roles.**

The Council identifies from its current Equalities annual report, and from horizontal and vertical segregation analysis, that there are roles that are predominantly occupied by either males or females.

**5**  
**Reduce the Disability Pay Gap.**

The Council’s disability pay gap has increased over the past year and as a result the Council aims to review its policies to ensure that there are no barriers to those with disabilities remaining in employment or disclosing their disability.



## Education Equality Outcomes 2021 - 2025

**Equality outcome 1**  
Young women, disabled and black minority ethnic young people are supported and leave school with positive destinations.

Not just school educational qualifications, but also positive destinations on leaving school need to be considered when ensuring positive outcomes for young people. Participation measures vary across ethnic groups, sex and are lower for disabled young people.

**Equalities Outcome 2**  
Raise Attainment in Male pupils in Literacy and Numeracy

Across Scotland and in West Dunbartonshire Male students do less well than female students and we want to address this imbalance.

**Equalities Outcome 3**  
Raise Attainment in BME pupils in Literacy and Numeracy

We want to address gaps between different groups.

## Licensing Equality Outcomes 2021 - 2025

**Equality Outcome 1**  
We will work with license holders, partners and other Council services, to ensure inclusive and safety behaviour and environments on and around licensed premises, supporting community safety priorities.

We want to go beyond legal compliance to make sure our practice makes a positive difference to people and communities across West Dunbartonshire. We particularly seek improvements that will impact on women, disabled people, young people and Black minority ethnic people.

**Equality Outcome 2**  
Widen participation in shaping services among under represented groups

We want to widen both direct participation from across protected groups for example on the Licensing Forum, and wider participation in line with the Community Engagement Strategy, in particular involvement from women, disabled people, young people and Black minority ethnic people.

# Council Equal Pay Statement

West Dunbartonshire Council supports the principle of equal opportunities in employment to ensure that employees are not discriminated against irrespective of their age, race, disability, sexual orientation, gender, gender re-assignment, marriage/civil partnership, pregnancy, maternity, religion or belief.

West Dunbartonshire Council is committed to ensuring that men and women should receive equal pay for the same or broadly similar work, for work rated as equivalent and for work of equal value.

The Council's equal pay objectives are to:

- **Eliminate any unfair, unjust or unlawful practices that impact on pay**
- **Take appropriate action to address these accordingly**
- **Regularly monitor and review the application of policies and procedures**
- **Conduct an equal pay review to monitor existing pay practices in line with the Equality and Human Rights Commission's Equal Pay Statutory Code of Practice.**

In order to achieve equal pay for employees, the Council will operate a pay system which is transparent, based on clear criteria and free from unlawful bias through the application of the nationally agreed job evaluation scheme and relevant legislation. For Teachers and Craft Operatives the Council will comply with nationally agreed pay and conditions of service.

West Dunbartonshire Council is committed to ensuring equal pay structures for all of its employees and will continue to:

- **Conduct regular audits to monitor the impact of its pay structure**
- **Provide training and guidance for those involved in determining pay**
- **Inform employees of how their pay is determined**
- **Respond to grievances on equal pay in accordance with the Council's Grievance Policy**
- **Work in partnership with its recognised trade unions to ensure that the Council provides equal pay**
- **Review progress every four years**

# Appendix 1

## Equalities Mainstreaming Progress and Key Focus Areas

Objective	Aspiration for 2017-2021	Progress to 2021
<b>1 Equality Impact Assessment</b>	EIA processes continue to improve in quality, using local and national evidence to inform outcome delivery	Quality of EIAs has been reviewed and has improved, supported by updated online training and more focused second tier support.
	EIA processes reach a continually expanding group of stakeholders, including drawing from user groups where this is appropriate, introducing a corporate online system for completion and progressing	The number of EIAs completed has grown steadily with increased integration of work with the WDHSCP  2018/19    32 2019/20    99 2020/21    104
	EIA which also considers socio-economic impact/Fairer Scotland Duty, Human Rights and Health	The introduction of new online training supported by webinars has resulted in an increase in the numbers of officers, and WDHSCP colleagues trained in the use of the system
	The online system is used for all impact assessments	Integrated into system  Achieved
<b>2 Employment monitoring and use of data</b>	Joint communication with the Trade Unions, utilising the 'What's it got to do with you?!' material will increase the number of employees disclosing their protected characteristics.	Work was carried out but has so far not had a significant impact. Use of physical materials to promote disclosure has been halted by COVID impacts. As a result, this area will remain on the agenda for 2021-25
	EIAs on employment policy and practice will be improved through the inclusion of expanded information.	After completing our new EIA online training, HR staff attended follow up webinars. In common with other areas there has been noted improvement in the content of EIAs
	Employment benchmarking will be utilised more effectively through the use if expanded information	Benchmarking information was used in the formulation of the 2021-25 equality outcomes
	Integrate consideration of Human Rights, socio-economic impacts and health impacts into impact assessments for procurement processes	This process has been fully integrated



Objective	Aspiration for 2017-2021	Progress to 2021
<p><b>3 Training, learning and development</b></p>	<p>A greater proportion of employees access the appropriate level of equalities training including refresher and specific work area training every year.</p> <p>We will aim to ensure 10% of the total workforce access equalities related training annually by 2021</p>	<p>The number of people taking part increased as follows:</p> <p>516 in 2017/18 596 in 2020/21</p> <p>Despite the challenges presented by COVID preventing face to face training being delivered in 2020/21 we created new online courses on equalities and on EIA, and delivered webinars. 596 were trained which is in excess of 10% of the Council head count of 5875 in September 2020</p>
<p><b>4 West Dunbartonshire Council approach to equalities; as judged by our employees</b></p>	<p>Increase the proportion of employees who think we have a good or very good approach to equalities to 80% by 2021. The proportion of each protected group who feel we have a good or very good approach to equalities should be consistent with the overall figure of 80%</p>	<p>This measure was removed from the last staff survey carried out in 2019.</p> <p>A new measure has been used to explore direct experience 'I am treated fairly and consistently at work.' This measure was down 6% to 78% between the 2017 and 2019 surveys</p> <p>We plan to explore this area further through the new employee engagement platform during 2021 to 25.</p>
<p><b>5 Access to Council Services</b></p>	<p>Ensure employees are better trained and equipped to identify and meet the needs of our increasingly diverse communities, through increased training</p> <p>Continue to expand and standardise monitoring across all protected characteristics. This information will help the organisation gauge if we are meeting needs in the local community and across Services</p> <p>Ensure increased accessibility of Council buildings and ensure more prominent public display of information and signage. This will be achieved by continued awareness raising of accessibility across all employee groups, and through targeted equality training</p>	<p>'During 2019 'Providing Accessible Services' training was introduced. Some of the content from this has now been fed into online equalities training and webinar sessions. Accessibility considerations have been taken into account when re-opening services.'</p> <p>We have increased and standardised diversity monitoring in public consultations carried out online. Service monitoring during COVID presents significant barriers and has not expanded in the last year</p> <p>Addressed via training noted above and ensuring that these considerations feed into EIA processes.</p> <p>Online accessibility has become even more important and this is reflected in guidance, training and support given to services.</p>

Objective	Aspiration for 2017-2021	Progress to 2021
<p><b>5 Access to Council Services</b></p>	<p>Make more use of website and social media to promote equality, diversity and fairness</p> <p>We will introduce an online form to Let residents highlight any areas of concern around equality and fairness, and any ideas for improvements</p> <p>Ensure that services have more tailored information on duties in relation to Equality and Human Rights, relevant to service planning, delivery and evaluation. This should also be made available through the Council website and relevant publications</p> <p>We will also update 'Communicating Effectively' in 2017/2018</p>	<p>We have made extensive use of our website to provide increased information on services for example in BSL video</p> <p>During lockdown we have reposted regular updates from the British Deaf Association on social media</p> <p>This was discussed as a way forward with West Dunbartonshire Equality Forum, but was overtaken as an approach by the 'Your Communities' approach to identifying and addressing issues</p> <p>Increased and updated EIA training has addressed this need, along with second tier support</p> <p>'Communicating Effectively' has been regularly updated, including twice since April 2020 to address COVID and increased use of digital communication</p>

# Appendix 2

## Overview of progress

In 2017 West Dunbartonshire Council set itself an ambitious set of outcomes which matched its commitment in this area. At that point the organisation had no way of knowing that 2020 and 2021 would be so dramatically disrupted by the Covid-19 pandemic.

For some outcomes COVID-19 has provided opportunities to advance, for example on digital inclusion. In other areas notably employment related outcomes, the last year has been a substantial challenge, and at the same time the very inequalities we sought to reduce are of increased concern.

To maintain focus therefore we will recast some of our outcomes up to 2025 to meet these challenges.

### Council Equality Outcomes 2017 - 2021 - Final Progress Report

Outcome	Progress to 2017-2021
<p><b>1 Increase participation and the voice of under-represented groups</b></p>	<p>Membership of the West Dunbartonshire Equality Forum (WDEF) is wider than in 2019 especially from community organisations, including groups focused on supporting carers and supporting mental health. We achieved our target for increasing satisfaction with involvement opportunities by BME groups to 50%.</p> <p>WDEF has continued to function through COVID-19, embracing digital communications, providing a valuable forum for information exchange, and for consultation on our Equality Outcomes and Mainstreaming focus for 2021-2025.</p> <p>Deaf/BSL users fed into consultations on the creation of a new Community Empowerment Strategy for West Dunbartonshire.</p> <p>We also set a target to increase satisfaction with involvement opportunities by disabled people of 40% by 2019/20, and achieved 33%; it was not practical to measure this during 2020/21 due to the impact of COVID.</p> <p>The Council was involved in the Climate Ready Clyde work, social justice impact assessment workshop, with local groups, including ISARO community network, which links black and white communities. In some respect this work cross cuts with the next outcome.</p> <p>Increasing involvement will remain a focus during 2021-2025 by continuing to grow the WDEF, increasing digital inclusion and adopting an Equality Outcome specifically on Community Budgeting participation.</p>
<p><b>2 Increase Diversity in the Council Workforce</b></p>	<p>We aimed to Increase the proportion of BME people and disabled people in our workforce to better reflect the population of West Dunbartonshire</p> <p>Available data from our staff survey suggests that LGB people continue to be represented in our work force proportionately to the general population, with the most up to date information being 2.38% just short of our 2.5% target</p>

Outcome	Progress to 2017-2021
<p><b>2 Increase Diversity in the Council Workforce continued</b></p>	<p>There has been steady growth in those stating they are disabled to 2.71% in 2019/20. This exceeds our target for that year of 2%. It is likely the true proportion is greater still based on proxy measures such as our staff survey.</p> <p>2020/21 2.71%</p> <p>The proportion of BME workers at the Council 0.34% is short of our target of 0.5%, but has shown accelerating growth every year since 2017/18. We still face challenges around increasing disclosure of diversity characteristics and we will continue to focus on this measure moving forward.</p> <p>2020/21 0.34%</p> <p>The West Dunbartonshire BME working age population in 2011 was 1.6%. Analysis suggest that there is no shortage of BME applicants, and that the proportion short listed is similar for white ethnic groups, but success rates are significantly lower at interview.</p> <p>West Dunbartonshire Council's Housing team has an agreement with Positive Action Through Housing (PATH) Scotland This provides a pathway for young people to gain experience in an area that is currently under represented by BME individuals.</p> <p>Going forward we are examining our approach to recruitment to take account of demand side measures rather than just supply side measures for all under-represented groups.</p> <p>We compare success rates for job applications by protected group to inform this work.</p>
<p><b>3 Reduce the disability pay gap</b></p>	<p>From our baseline of 12.4% 4 years ago we reduced the disability pay gap in 2019/20 to 10.3%. This is just short of our target of 10%.</p> <p>This gap remains significantly higher than our gender pay gap which was 0.9%.</p> <p>Reducing the disability pay gap and increasing disclosure of disability will remain a twin focus.</p>
<p><b>4 Reduce Occupational Segregation</b></p> <p>Occupational segregation refers to the differences in the distribution of women and men across different occupational categories and job types. The Council profile is consistent with national trends, with the highest concentration of females within support and care roles.</p>	<p>We have taken steps to reduce occupational segregation by reviewing:</p> <ul style="list-style-type: none"> <li>• The ways in which jobs are advertised</li> <li>• Revisions/review of job profiles</li> <li>• Introduction of training/ mentoring / coaching</li> <li>• Increased access to flexible working</li> <li>• Introduced homeworking policy</li> </ul> <p>Progress has been mixed, with variations in the number of men and women in care and trades Apprentice positions. The disappointing outcome has highlighted that there can be considerable variation from year to year, partly driven by varying number of opportunities and places magnifying changes. There has been varying levels of female participation in Trades since 2007 and there are many factors which might influence this; for example joinery and electrical apprenticeships have historically been more popular with women compared to other trades, and in years were there are fewer of these apprenticeships, there have been less women applicants. It is widely recognised that</p>

Outcome	Progress to 2017-2021								
<p><b>5 Increase digital inclusion of under represented groups</b></p>	<p>particularly within these two strongly segregated areas environmental factors have significant influence including family beliefs, social stereotypes and attitudes around traditional roles. The early years are key to shaping and influencing these factors. This area will remain a focus, and we will work with partners such as Skills Development Scotland to understand drivers and address the disparity.</p> <p>Male Apprentice starts in Care has declined over the last four years against a target of 30%.</p> <table border="0"> <tr> <td>2019/20</td> <td>4.1%</td> </tr> <tr> <td>2020/21</td> <td>info will be available in June</td> </tr> </table> <p>The picture is the same for Female Apprentice starts in Trades with a decline over the past four years against a target of 30%.</p> <table border="0"> <tr> <td>2019/20</td> <td>0%</td> </tr> <tr> <td>2020/21</td> <td>info will be available in June</td> </tr> </table> <p>Since 2019 the Council has continued to work through our libraries and Working 4U services to support the learning of digital skills by a wider range of people. We exceeded our target of 60% on the related indicator of older people's internet access with a figure of 63%.</p> <p>We have worked using the Connecting Scotland initiative to supply devices, broadband connections and support to those most in need.</p> <p>The pandemic increased reliance on digital communications and there is evidence in West Dunbartonshire that community groups which did not have contact or awareness of each other now do. It is also the case that many older people, a focus for us, are now regularly attending online meetings, but there are still gaps for some older people and groups.</p>	2019/20	4.1%	2020/21	info will be available in June	2019/20	0%	2020/21	info will be available in June
2019/20	4.1%								
2020/21	info will be available in June								
2019/20	0%								
2020/21	info will be available in June								

### Education Equality Outcomes 2017 - 2021 - Final Progress Report

In the area of education we also set ourselves stretching outcomes. In 2019 we were able to provide an extensive update, unfortunately due to the impact of COVID-19, we were unable to provide the numerical updates we envisioned.

We are acutely aware that COVID has deepened already existing inequalities, and we have worked to ensure as best we can that our most vulnerable pupils do not fall further behind, and of course we have built this into our work moving forward.

Outcome	Progress to 2017-2021
<p><b>6 Continue to reduce identity based bullying and harassment in schools</b></p>	<p>For school session 2019-20 we had 31 incidents reported - this is approximately three times the number of recorded incidents in 2016/17. During this period a great deal of training and awareness raising has been carried out in schools, and we acknowledged that there was a high probability of an increase in incidents being recorded. We do not have comparable data for 2020/21 which in a normal year would have allowed us to gauge trends.</p> <p>We have continued to work to make our schools inclusive and safe with large range of work detailed in our section on mainstreaming equality in education</p>

Outcome	Progress to 2017-2021
<p><b>7 Reduce the poverty-related attainment gap</b></p> <p>The poverty related attainment gap cuts across different areas, including sex, ethnicity, disability and ASN.</p>	<p>COVID has increased these challenges. However we can report:</p> <p><b>In relation to literacy</b></p> <p>In relation to P1,4,7 reading, the poverty related attainment gap is 4% lower than the national average and attainment has improved for learners in SIMD Quartile 1 by 5% since 2017.</p> <p>In relation to P1,4,7 writing, the poverty related attainment gap is 1% narrower than the national average and attainment for learners living in SIMD Quartile 1 has improved by 2% since 2017.</p> <p>In relation to P1,4,7 listening and talking, the poverty related attainment gap is 1% narrower than the national average and the attainment of learners living in SIMD Quartile 1 has increased by 3% since 2017.</p> <p>In relation to combined literacy at P1,4,7, the poverty related attainment gap is 8% lower than the national average and attainment for learners living in SIMD Quartile 1 has increased by 3%.</p> <p>In relation to S3 literacy at third and fourth level, attainment of learners living in SIMD Quartile 1 is the same or better than national averages.</p> <p>The very small number of learners living in SIMD Quartile 5 means that it is not possible to determine the gap between those living in the most and least deprived areas.</p> <p>By June 2019 the National Improvement Framework 2020 stretch aims for combined P1, P4 and P7 literacy had largely been met.</p> <p><b>In relation to numeracy</b></p> <p>The poverty related attainment gap is on par with the national average.</p> <p>Since 2017 attainment in P1 in numeracy has remained steady at around 83%; attainment in P4 in numeracy has increased from 71% to 75%; attainment in P7 in numeracy has increased from 63% to 71% and attainment in S3 in numeracy has remained steady at around 85%.</p> <p>At S3 numeracy attainment of learners living in the most deprived areas is higher than national averages .</p> <p>Attainment at S3 in numeracy at both level 3 and 4 improved by 6% over 3 years. In 2019 the attainment gap between SIMDQ1 and SIMDQ5 in numeracy decreased compared to 2018 for numeracy at all stages.</p> <p>The attainment gap between SIMDQ1 and SIMDQ5 for P1, P4 and S3 numeracy is narrower than in 2017 and 2018.</p> <p>By June 2019 the poverty related attainment gap had decreased by 4.7% relative to attainment in 2017/18 for P1, P4, and P7 numeracy. The National Improvement Framework 2020 stretch aims for combined P1, P4 and P7 numeracy had been met for learners living in SIMDQ2, 4 and 5.</p>

Outcome	Progress to 2017-2021
<p><b>8 Reduce educational attainment gap of pupils with Additional Support Needs (ASN) compared with those who do not have these needs</b></p>	<p><b>Senior Phase Pupils</b> Based on 2018/19 data at SCQF 4 or above (1 or more on leaving school) the poverty-related attainment gap is 3% lower than national average.</p> <p>At SCQF 5 or above (1 or more on leaving school) the poverty related attainment gap is 3% lower than the national average.</p> <p>The gap between the percentage of school leavers living in the most and least deprived areas achieving one or more qualification at SCQF level 5 or better has decreased by 5% in the past two years.</p> <p>At SCQF 6 or above (1 or more on leaving school) the poverty-related attainment gap is 6% higher than national average.</p> <p>Performance in relation to the National Improvement Framework stretch aims for each SIMDQ based on performance data for session 2017/18 at SCQF level 4, 5 and 6 was ahead of the 2019/20 stretch aim with respect to every quintile except SIMDQ 1 where performance was between 0.3% and 1.8% below the stretch aim.</p> <p>The percentage of school leavers in a positive follow up destination has increased by 2% ahead of the national trend.</p> <p>The gap in positive destinations for leavers living in the most and least deprived areas has decreased by 3.4%. The percentage of school leavers in a positive destination reduced by 0.53% from 94.15% in 2017/18 to 93.62% in 2018/19.</p> <p>The Council and its partners have worked hard to ensure that we support the most disadvantaged children and families:</p> <p>Achievement of children with ASN in literacy and numeracy in the SNSAs is mixed and there are no clear trends across the years 2017-18 and 2018-19 for all stages assessed. Variation is expected due to variation in the numbers of these Children and Young People (CYP) year on year, the numbers of CYP with ASN assessed year on year, and the specific needs of each cohort.</p> <p>Our Collaborative Support Service (CSS) works with schools to support them in addressing GIRFEC and ASN related requirements. Specifically, they are working to develop learning and best practice in dyslexia.</p> <p>We continue to work with the National Deaf Children’s Society and the Scottish Deaf Society.</p> <p>In four of our specialist provisions, the “Parents, Pamper and Patter” project has delivered to families of pupils with additional support needs. This gives parents the opportunity to get to know one another and enhanced opportunities for family learning together time.</p>

## Licensing Board Equality Outcomes 2017 - 2021 - Final Progress Report

These outcomes were previously reported separately by the Licencing Board, but are now presented alongside Council and Education Outcomes.

Outcome	Progress to 2017-2021
<p><b>9 Greater participation and involvement of the public and licence holders in meetings and other statutory processes of the Licensing Board.</b></p>	<p>Licensing engaged with the West Dunbartonshire Equality Forum on licensing issues during the past 4 years, for example through consultation.</p> <p>Feedback from licensing forum members has contributed to the planned equality outcomes and mainstreaming actions for 2021-2025</p>
<p><b>10 An increased proportion of Licensing Board communication is available digitally as part of the Council's commitment to "Communicating Effectively".</b></p>	<p>Good progress is noted on this outcome, with more information being available digitally, and following the Council's guidance. We have been able to ensure that meetings have been carried out digitally during lockdown.</p>



# Appendix 3

## Performance indicators for 2021/2025

After the agreement of Equality Outcomes and mainstreaming priorities for 2021-25, a detailed scorecard and containing agreed actions and performance indicators to support these will be created. Indicative Performance Indicators already discussed are listed below for information.

For all the outcomes below a range of potential actions have been discussed and when finalised they will be built into the Equalities Scorecard reviewed by the Equality and Diversity Working Group

### Council Equality Outcomes

Outcome	Performance indicators
<p><b>Increase participation of BME people, disabled people and young people in Community Empowerment and Capacity Building, and Community Budgeting in West Dunbartonshire</b></p>	<p>A baseline exercise and options for measuring progress have been discussed with the Council’s Communities Team, including a range of participation measures.</p> <p>This will include surveying participation in future, by theme and group, allowing.</p> <p>This will be taken forward before the next round of Community Budgeting, and allow measurement of progress.</p> <p>This will form part of the work under the West Dunbartonshire Community Empowerment Strategy</p>
<p><b>Better meet accommodation needs of Gypsy/Travellers travelling through and staying in West Dunbartonshire</b></p>	<p>Existing measures such as satisfaction with the Council as landlord will form part of this work.</p> <p>Implementing a refreshed approach to planning and responding to unauthorised encampments will also be a measure.</p> <p>Ensuring that the needs of Gypsy/Travellers are taken into account by the new Local Housing Strategy</p>
<p><b>The Council aims to attract more diverse talent by reviewing our policies and practices to ensure that there are no barriers to entering employment for these groups</b></p>	<p>Aim to increase the proportion of BME workers</p>
<p><b>The Council will aim within the next 4 years to reduce occupational segregation within predominantly male/female roles</b></p>	<p>Aim to decrease occupational segregation.</p>
<p><b>Reduce the Disability Pay Gap</b></p>	<p>Aim for a sustained reduction in the gap between disabled and non disabled workers’ pay</p>

## Note on employment diversity performance indicators

Employment target setting for 2021/25 is dependent on a number of elements and needs to be informed by 2019-21 employment data when available in late April, past performance in related areas of Modern Apprenticeships, available June 2021. It will need to take into other elements such as likely staff turnover and effects

## Education Equality Outcomes

Outcome	Performance indicators
<b>Young women, disabled and black minority ethnic young people are supported and leave school with positive destinations.</b>	<p>Education services will baseline, set aspirations and report</p> <p>This will include: Applications to modern apprentices by different protected groups</p> <p>Uptake of STEM subjects by different groups</p>
<b>Raise Attainment in Male pupils in Literacy and Numeracy</b>	<p>Education services will baseline, set aspirations and report</p> <p>This will include measuring attainment gaps between males and female in primary and secondary schools</p>
<b>Raise Attainment in BME pupils in Literacy and Numeracy</b>	<p>Education services will baseline, set aspirations and report</p> <p>This will include measuring attainment gaps between different groups in primary and secondary schools</p>

## Licensing Equality Outcomes

Outcome	Performance indicators
<b>We will work with license holders, partners and other Council services, to ensure inclusive and safety behaviour and environments on and around license premises, supporting community safety priorities.</b>	<p>Clearing links will be established with other relevant agenda in West Dunbartonshire; reduce substance use, gender based violence, fostering good relations. Progress will be reported to the licensing board.</p>
<b>Widen participation in shaping services among under represented groups</b>	<p>Service will baseline involvement and monitor change</p>

# Appendix 4

## Employment monitoring data for 2019/20 and 2020/21

This data runs to March 31 and now has been extracted from the Workforce Management System. It is now being collated and analysed, then checked. It will be available week beginning 26 April. Data for previous years is published on the employment data page of our website

The trends indicated from currently available data for 2016-2019 are:

- Overall balance of the workforce has remained around 70% female to 30% male, indeed this has been the case since at least 2004. There is no Local Authority in Scotland that has more male than female workers
- The workforce is still heavily segregated in terms of gender particularly within the Care and Trades sectors, in common with other Local Authorities
- There has been small reported increases in the proportion of BME and Disabled employees
- Modern apprenticeships in common with other areas are still heavily segregated, but the gender make up since 2007 in Trades has varied significantly at some points back and forward
- Lesbian, Gay and Bi people are represented at a similar proportion to the best information and estimates on the Scottish population, around 2.5%
- In common with other Local Authorities and much of the public sector, our information on the diversity of our workforce is far from complete with the exception of age and sex. Encouraging sharing of information will continue to be a focus in 2021-25
- The proportion of our workforce identify as Black Minority Ethnic, or as Disabled has grown steadily since 2017/18, though both measures are below the proportion in our local population, in common with most of public sector.

### Gender Pay Gap

2017/18			2018/19			2019/20		
Female hourly	Male hourly	Pay gap	Female hourly	Male hourly	Pay gap	Female hourly	Male hourly	Pay gap
£13.98	£14.36	2.66%	£14.78	£15.08	1.8%	£15.50	£15.64	0.9%

**2020/2021 information will be available in June 2021**

**This document is also available in other languages, large print and audio format on request.**

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

## **British Sign Language**

BSL users can contact us via [contactSCOTLAND-BSL](mailto:contactSCOTLAND-BSL),

the online British Sign Language interpreting service.

Find out more on the [contactSCOTLAND](http://www.contactSCOTLAND.org.uk) website.

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