

Equality and Diversity Framework

for

**Shetland Islands Council (SIC)
SIC Schools Service
Shetland College
Shetland Islands Area Licensing Board
ZetTrans**

March 2011

Contents

	Page No.
1. Introduction and Purpose	1
2. National and Local Context	2
3. What do we know?	4
4. Equality Outcomes	8
5. Where do we want to be?	9
6. How will we know when we have got there?	15
Appendix 1: Equality and Diversity Consultation of Shetland's Community 2010	17
Appendix 2: Equality and Diversity Consultation of Shetland Islands Council Workforce 2010	28
Appendix 3: Summary of Research prior to 2010	38
Appendix 4: Addressing the Issues	44
Appendix 5: VOiCE Analysis	46
Appendix 6: Equality Impact Assessment	51

1. Introduction and Purpose

As a result of new equality legislation (see Section 2.0) and with the aim of ensuring equality outcomes are based on evidence and involvement of equality groups and Shetland's communities, this document provides a joint Equality and Diversity Framework for Shetland Islands Council (SIC), SIC Schools Service, Shetland College, Shetland Islands Area Licensing Board and ZetTrans.

The production of this framework establishes where the gaps are in the support and services provided to Shetland's communities. It develops and updates understanding of equality and diversity in Shetland. It forms a baseline from which performance can be measured and improvements can be made. With reference to up-to-date research, data and community engagement, Shetland Islands Council and its legally obliged services have set out in this Framework how they will achieve their equalities duties.

This framework provides:

- A summary of equality issues taking into account baseline data and research under each protected characteristic;
- Establishes equality outcomes based on these issues;
- Establishes a set of actions required to meet outcomes; and
- Puts in place a performance monitoring framework to be able to measure and report progress.

In order to comply with legislation, an update of the Equality & Diversity Framework will be provided on a two yearly basis, providing an opportunity to report on progress and ensure continued dialogue between the organisations who have compiled this piece of work. Each review will take into account new consultation or research into equality and diversity in Shetland, ensuring that the Council's baseline information is up-to-date and relevant. The full Framework and its outcomes will be reviewed every four years.

2. Context

2.1 National Context

Up until now, legislation has required Equality Schemes to stand alone as single frameworks, but the implementation of the Equality Act 2010, which has aimed to harmonise previous equality legislation, provides an opportunity to draw together the Council's planning, implementation and reporting mechanism into one single Framework.

Prior to the Equality Act 2010, the Council, SIC Schools Service, Shetland College, the Licensing Board and ZetTrans have produced joint Race, Gender and Disability Equality Schemes¹. These have now been amalgamated, and extended to include a wider number of protected characteristics, to form the joint Equality and Diversity Framework for Shetland.

2.1.1 The Equality Act 2010

The Equality Act 2010, which has aimed to restate and simplify the various different pieces of equality legislation that has been produced over the last 40 years, replaces the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995, and a number of sets of Regulations.

It extends previous strands of anti-discrimination to produce what is known as 'protected characteristics', which are protected under equality law. These are:

- Gender (and Pregnancy and Maternity);
- Disability;
- Race;
- Age;
- Sexual Orientation (and Gender Reassigned); and
- Religion and Belief.

The Equality Act 2010² states that Local Authorities must have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2.1.2 Best Value 2

Equality and Diversity outcomes for Shetland (see Section 4), which are included in this Framework, have been formed with reference to the Best Value 2 Equalities Toolkit³.

The objective of Best Value (BV) is to ensure that management and business practices in local government deliver better and more responsive public services. Best Value in local government is about local authorities ensuring equal opportunities, being accountable and transparent by engaging with the local community, and continuously improving the outcomes

¹ All previous Schemes can be found at:

<http://www.shetland.gov.uk/equalopportunities/documents.asp>

² The Equality Act 2010 can be found at:

http://www.opsi.gov.uk/acts/acts2010/pdf/ukpga_20100015_en.pdf

³ The BV2 Equalities Toolkit can be found at: http://www.audit-scotland.gov.uk/docs/best_value/2010/bv_100809_equalities_toolkit.pdf

of the services they provide. Best Value became a statutory duty following the Local Government in Scotland Act 2003.

Within the 'Proposed Characteristics of a Best Value Council' that would be looked for during a BV2 corporate assessment¹, local authorities must be able to demonstrate that:

- The Council understands the needs of its different communities and involves them in developing a local vision, setting priorities and shaping services. It has clear strategies for consultation, representation and participation, which reflect the national standards for community engagement.
- The Council is clear about the outcomes it wants to achieve from its community engagement activity and adopts appropriate engagement approaches to achieve them.
- The Council uses a range of approaches to inform the community about its services, activities, performance and decision-making, which are accessible to all.
- The Council provides relevant information in understandable and appropriate languages and formats. Information promotes positive images of all population groups in the community, avoiding stereotypes.
- The Council regularly evaluates its communication methods and adapts these in response to citizens' feedback.

The BV2 characteristics also state that all managers must be aware of their responsibilities under the equality legislation.

2.2 Local Context

2.2.1 Shetland's Single Outcome Agreement (SOA)

As a cross-cutting Community Planning theme for all partners, equalities forms an integral part of Shetland's Single Outcome Agreement. Throughout each of the six national strategic themes of the SOA, there are local outcomes that seek to promote equality of opportunity, with indicators developed to monitor progress. Through the Single Outcome Agreement approach, all Community Planning Partners have committed to embedding equalities in their service delivery.

3. What do we know?

3.1 Previous Achievements

Through previous Equality Schemes and Annual Reports⁴ the Council has reported on a number of achievements that have been made in the effort to improve equality and diversity within Shetland's communities and within the Council's workforce. A few of the highlights are detailed below:

- A professional translation/interpreter service known as Language Line is now in use within Shetland Islands Council. Using a telephone based professional interpreter, Language Line allows staff within the Council and their clients to communicate confidentially, in over 170 languages, 24 hours a day. Accessibility to Council services for those who do not speak English has significantly improved.
- The 2011 Youth Conference and Community Planning Partnership brought together a number of young people and professionals from the public and private sector to explore the issues young people face in Shetland and discuss what support needs to be in place to allow young people to thrive in Shetland. A number of actions are now underway, as a result, including ensuring the Council assists with career developments and that young people are more involved in democratic processes.

3.2 Summary of Research and Consultation

Current research indicates that individuals believe progress has been made in terms of equality and diversity within Shetland⁵:

- Equality and Diversity Consultation of Shetland's Community 2010 (see Appendix 1);
- Equality and Diversity Consultation of Shetland Islands Council Workforce 2010 (see Appendix 2); and
- Research and baseline data held by the Council up until 2010 (see Appendix 3).

Therefore within the Shetland community, the majority feel that discrimination is not a problem, and that equality and diversity is valued within the wider community and within Shetland Islands Council. The general impression is that Shetland is a welcoming community, and celebrates diversity.

However, a number of issues have been raised, suggesting there are still problems, and that improvement can still be made. The following section states the main issues that individuals currently face in Shetland in terms of equality and diversity, and within the protected characteristics of the Equality Act 2010.

Many of the issues raised in each protected characteristic are not unique to individual equality groups, but affect the wider community as a whole. It is therefore constructive to take a comprehensive approach, working to improve barriers to access employment, services and other opportunities, for everyone in Shetland.

3.2.1 Issues within the Shetland Islands Council workforce

The following summarises the issues faced by the Shetland Islands Council (SIC) workforce. These include operational issues as well as public perception.

⁴ All previous equality schemes and annual reports can be found at: <http://www.shetland.gov.uk/equalopportunities/documents.asp>

⁵ The original and full consultation and research documents can be found at: <http://www.shetland.gov.uk/equalopportunities/documents.asp>

- The main issues are around **age, gender and race**. Respondents felt that both indirect and direct discrimination can still be experienced when it comes to gender equality, and issues around race equality exists between Shetlanders and non-Shetlanders, with animosity, and perceived inequality in treatment of both groups in a number of situations.
- A '**face fits**' **culture** still persists within Shetland Islands Council workforce (i.e. favouritism in recruitment and selection, 'boys club' and the Shetlander versus non-Shetlander conflict).
- Barriers persist for those with **caring responsibilities**: parenting is seen by a number of individuals within the SIC workforce as an obstacle to employment, and there is a perceived lack of opportunity to progress to senior positions if in a parenting role. Statutory Performance Indicators illustrate that Shetland Islands Council performs poorly in the promotion of women to senior positions. However, it is recognised that this is skewed due to Shetland's marine staff.
- There are inconsistencies in the **monitoring of flexible working requests**, which means it is difficult to audit this activity and gauge whether equality in usage of this system exists across Council services.
- There are inconsistencies in **treatment of employees** by managers. For example, a lack of consistency across the Council in carrying out employee review and development meetings, inconsistencies in the support for flexible working, and inconsistencies in support for returning maternity leavers across the Council. As such, there is a lack of trust and confidence in management among a number of employees.
- **Poor people management**: employee and employer may be unable to find common ground for suitable working arrangements. As well as improvements in communication between the employer and the employee, employees should have realistic expectations of working arrangements and understand why requests might be turned down.
- **Poor communications**: decisions are poorly translated back to employees. For example, in terms of interviews, individuals may make their own conclusions for not being successful, perceiving an action to be discriminatory when a decision was based on merit.
- Lack of **support given to management** on having difficult conversations with employees (i.e. finding common ground in terms of expectations and communicating why decisions have been made that has affected their employment).
- Lack of training and support for implementing **policies** that promote equality and diversity, to assist in mainstreaming equalities into everyday activities.
- Limited opportunity for **professional development and access to training** for older age groups.

3.2.2 Issues within the wider Shetland Community

This section summarises the issues faced by the wider Shetland community.

The following points feature under a number of protected characteristics:

- Individuals do not have the **confidence to be different**. For example, women or men entering or pursuing a traditionally male or female working role or young people feeling confident to be themselves no matter their sexual orientation.
- Lack of **understanding of people's capabilities**. For example, in terms of treatment of disabled clients by staff, respondents felt that staff judgement can sometimes over or underestimate an individual's capabilities, therefore causing barriers to opportunities. Understanding a person's capabilities is also relevant to both gender and racial equality, with traditionalism and perceived gender roles in employment proving a barrier to both men and women when pursuing careers, and immigrants

feeling discriminated against due to misunderstanding of foreign qualifications or of skills achieved elsewhere.

- Community perceptions around **positive discrimination** (i.e. individuals with protected characteristics receiving preferential treatment).
- Lack of **consistent information** provided about support services for equality groups (e.g. inconsistencies in knowledge and poor signposting across reception/front line staff).
- **Gaps in data/knowledge** of certain groups (e.g. sexual orientation).

In terms of gender equality, the issues raised by the Shetland community included:

- **Traditionalism/gender roles** still persist in employment and decision making. Invisible barriers, in terms of perceptions and attitudes of others, may prevent both males and females entering workplaces where one gender dominates. There is a lack of confidence to do something not the 'norm'.
- Suggestions included challenging gender stereotypes at an early age (i.e. in schools/college).
- Individuals feel those in a **parenting role are unable to progress to senior positions**. Barriers to flexible working and childcare, and the perception that senior positions are unattainable for those in a primary parenting role, or those who wish to work part-time, mean individuals are reluctant to pursue career routes. This highlights the importance of childcare.

In terms of disability equality, the issues raised by the Shetland community included:

- There is limited **support for those living outwith Lerwick**, in terms of accessing employment opportunities and transport to work or leisure and recreational opportunities.
- There is a lack of understanding of the **capabilities of individuals** with disabilities; understanding the activities they are or are not capable of carrying out.
- **COPE** is perceived as the only destination in terms of employment opportunities.
- People are not signposted well or quickly enough when accessing support services. **Individuals feel they are 'passed around' departments**. There is a lack of consistency in information provided about the support available and inconsistencies in the knowledge of front office/reception staff. Front office/reception staff and others need to have sufficient support in providing the correct information.
- Individuals with disabilities **lack confidence in accessing services** (e.g. transport and leisure and recreation), and in the support that will be provided.

In terms of race equality, the issues raised by the Shetland community included:

- **Media reporting can strengthen stereotypes** (e.g. troublemaker stereotype of Eastern Europeans in Shetland). This can influence their potential to be integrated into local communities.
- There can be a **negative local attitude towards 'people from elsewhere'** (including those from elsewhere in the UK). For example, there is a strong attitude, particularly among the younger generation, that incomers 'use up' opportunities for employment and accommodation. However, conversely some incomers believe locals are favoured and get preferential treatment over anyone that's 'not from here'. This seems to be particularly significant in terms of employment.
- **Services are perceived to be restricted to Lerwick** (e.g. ESOL). While the majority of provision is in Lerwick, ESOL actively support learners from rural Shetland to access their service to suit individual circumstances, and continue to promote their service and access solutions for those outside of Lerwick. Examples of provision include: transport provided for learners from the West Mainland and North of Shetland, a Saturday group for dispersed rural learners, and the use of Skype.

In terms of age equality, the issues raised by the Shetland community included:

- Young people **lack support to return and thrive in Shetland**. For example, limited employment opportunities, lack of support to move from graduate placements to permanent employment, and lack of affordable accommodation.
- **Shetland's ageing population** increasing the demand on support services.

In terms of sexual orientation equality, the issues raised by the Shetland community included:

- Young people do not always have the **confidence to be themselves**. This is particularly for those who are exploring their sexuality.
- **Gaps in data**: not enough is known about Shetland's lesbian, gay, bisexual and transgender (LGBT) community.

In terms of religion and belief equality, the issues raised by the Shetland community included:

- **Fairness in funding** (historic anomalies) for religious groups. There appears to be a lack of clarity and transparency on the criteria for funding⁶.

Appendix 4 sets out how the issues raised will be addressed, either through the Equality and Diversity Framework, or how they are being addressed through other existing strategic documents.

In order to address the issues raised in this section, a number of outcomes have been developed. These are detailed in Section 4 below. The action plan in Section 5 sets out actions in order to achieve each of these equality outcomes.

⁶ Grant Aid is provided to those groups that promote community cohesion. There are criteria that all groups applying for funding are required to meet. Those groups, including religious groups, that do not meet the criteria set will be refused funding.

4. Equality Outcomes

To ensure that Shetland's equality outcomes are based on evidence and the involvement of equality groups a number of equality outcomes and actions have been compiled in response to the issues highlighted through the Equality and Diversity Consultation 2010. This section outlines the outcomes that have been developed in the context of Best Value 2 equality indicators.

BV2 Indicator 1: Shetland Islands Council knows the profile and needs of its diverse communities

Outcome 1.1 Equality Outcomes are Based on Evidence and Involvement of Equality Groups

BV2 Indicator 2: Shetland Islands Council and its Partners Lead Improvements in Equality Effectively

Outcome 2.1 Shetland Islands Council provides Leadership to Equality and Diversity

Outcome 2.2 The Equality Impact Assessment (EqIA) Process is Up-To-Date and Reflects Changes to Equality Legislation

Outcome 2.3: Improvements in Equality and Diversity are Communicated Effectively and through the Appropriate Reporting Mechanisms

BV2 Indicator 3: Shetland Islands Council Provides Equality of Opportunity within a Diverse Workforce

Outcome 3.1: There is Consistent Treatment of Employees across Services

Outcome 3.2: There is Gender Equality in Employment (focused on work flexibility)

BV2 Indicator 4: Shetland Islands Council Delivers Positive Outcomes for its Diverse Communities

Outcome 4.1: There is Gender Equality in the Community

Outcome 4.2: All Individuals Feel Equally part of Shetland's Society

Outcome 4.3: Young People Feel Confident to be Themselves

Outcome 4.4: Information is Available to Access Services

Outcome 4.5: Transport Meets the Needs of our Local Communities

5. Where do we want to be?

This section covers the areas which require improvement, in terms of equality and diversity, for Shetland's communities and for Shetland Islands Council staff.

The table has been split into four sections according to the overarching indicators of Best Value:

1. The organisation knows the profile and needs of its diverse communities;
2. The organisation and its partners lead improvements in equality effectively;
3. The organisation provides equality of opportunity within a diverse workforce; and
4. The organisation delivers positive outcomes for its diverse communities.

Action	Responsibility	Task	Timescales
BV2 Indicator 1: Shetland Islands Council knows the profile and needs of its diverse communities			
Outcome 1.1: Equality Outcomes are Based on Evidence and Involvement of Equality Groups			
1.1.1 Systematically collect information (gathered on an ongoing basis).	Policy Unit	Contact services to update current understanding.	Every six months
1.1.2 Collect systematic information through the Equality and Diversity Consultation.	Policy Unit	Review and implement questionnaire.	Every two years. Next community consultation planned for November 2012.
1.1.3 The Council and partner organisations approach to community engagement systematically includes all relevant equality groups.	Community Engagement Project Team (SIC and Partner Organisations)	Develop database of all organisations.	June 2011
1.1.4 Continue dialogue with LGBT forum, ensuring dialogue informs equality and diversity outcomes.	Policy Unit	Dialogue with LGBT forum coordinator, and attendance at meetings, as required.	Ongoing
BV2 Indicator 2: Shetland Islands Council and its Partners Lead Improvements in Equality Effectively			
Outcome 2.1: Shetland Islands Council provides Leadership to Equality and Diversity			
2.1.1 Review Equality and Diversity Training for elected members, senior officers, and management.	Human Resources/Policy Unit	Review training and ensure issues raised in consultation are addressed.	June 2011
2.1.2 Equality and Diversity integrated	Human Resources	Review course material, using feedback	Front line management

into Front Line Management Training.		from equality and diversity consultation to identify gaps in training.	training pilot to be held in March 2011.
2.1.3 Ensure equality and diversity is incorporated into Management Development Programme.	Human Resources	Develop Management Development Programme through Improvement Plan.	March 2012
2.1.4 Equality and diversity is integrated into Policy Training.	Human Resources	Ensure training providers incorporate and highlight equality and diversity to a sufficient degree within training programme. Mainstreaming equality aspects of policies into day-to-day management.	March 2012
2.1.5 Democratic bodies better reflect the diversity of Shetland's communities	Policy Unit and Communications Unit	Promotion of standing for election	From June 2011 onwards
Outcome 2.2: The Equality Impact Assessment (EqIA) Process is Up-To-Date and Reflects Changes to Equality Legislation			
2.2.1 Review and update the Equality Impact Assessment (EQIA) process for Shetland Islands Council.	Policy Unit	Reflect on outcomes of recent consultation and changes to equality legislation and develop as part of Integrated Impact Assessment (IIA).	June 2011
Outcome 2.3: Improvements in Equality and Diversity are Communicated Effectively and through the Appropriate Reporting Mechanisms			
2.3.1 Ensure progress on equality and diversity outcomes are reported at least every two years.	Policy Unit/Human Resources SIC Schools Service Shetland College Shetland Islands Area Licensing Board ZetTrans	Report to relevant committee and to public through Public Performance Report (PPR).	November 2012 and two yearly thereafter.
BV2 Indicator 3: Shetland Islands Council Provides Equality of Opportunity within a Diverse Workforce			
Outcome 3.1: There is Consistent Treatment of Employees Across Services			
3.1.1 Review, monitor and record flexible working requests.	Human Resources, CHRIS project team	Explore use of CHRIS to record flexible working requests (recording home working, reduced hours etc).	March 2012
3.1.2 Employee and employer	Personnel Liaison Group	Continue to develop guidance and	September 2011

understand flexible working policies are able to compromise and consider realistic flexible working requests.		FAQs on policies (including in plain English).	
3.1.3 Creation of Managers' Handbook (inc. Practical application of policies – maternity/paternity, flexible working, training and employee and review development meetings, and people management).	Human Resources	Incorporate feedback from equality and diversity consultation. Promotion and training for managers.	September 2011
3.1.4 Explore guidance for managers on considering training requests.	Human Resources	Develop guidance note for managers handbook.	September 2011
Outcome 3.2: There is Gender Equality in Employment (focused on work flexibility)			
3.2.1 Explore gender specific management development programme.	Human Resources	Focused consultation on employment and promotion for those in a parenting role.	November 2012
BV2 Indicator 4: Shetland Islands Council Delivers Positive Outcomes for its Diverse Communities			
Outcome 4.1: There is Gender Equality in the Community			
4.1.1 Gender stereotypes are challenged and become less of a barrier to employment.	Schools Service Youth Service	Develop the successful presentations where people in non-traditional gender roles promote their work.	2011
	Shetland College	Shetland College to continue to work in partnership with SIC's Schools Service to meet learners' needs through Curriculum for Excellence (CfE) (i.e. delivery of the Employability training provision within schools).	2011/12
4.1.2 Barriers to employment are lessened due to improved childcare.	Childcare Strategy	This is being achieved through the Childcare Strategy.	As set out in Childcare Strategy.
Outcome 4.2: All Individuals Feel Equally part of Shetland's Society			

4.2.1 Young people are supported to return, remain and thrive in Shetland	Community Planning Partnership through Skills and Learning Partnership and Youth Empowerment role Shetland College	Actions through Skills & Learning Partnership include review of Graduate Placement Scheme, and development of volunteering opportunities in schools and Shetland College. Actions through Youth Service include youth surgeries, politics days in schools and participatory budgeting event for young people. Improve approach to learner involvement, ensuring the views of students are heard through a Learners' Association.	2011/12
4.2.2 Raise awareness that English for Speakers of Other Languages (ESOL) classes are available throughout the Shetland Isles.	Adult Learning and Shetland College	Technology and transport support in place. Further promotion of support available detailed within Welcome Pack. Improve referral system.	Ongoing actions and Welcome Pack to be finalised by June 2011.
4.2.3 Shetland is challenged about its perceptions and stereotypes of incomers.	Policy Unit/Communications Team	Interesting and engaging articles on incomers (of different nationalities/non-Shetlanders).	Ongoing
4.2.4 Ensure people with disabilities get the right information and services at the right time.	With You For You, Community Care Service	Continued effective implementation.	Ongoing
4.2.5 Ensure people with disabilities are supported in accessing the outdoors.	Planning	Where terrain is suitable, core paths ensure accessibility for disabled groups.	Ongoing
Outcome 4.3: Young People Feel Confident to be Themselves			
4.3.1 Parents are supported to allow their children to explore their identity, in terms of sexual orientation, and challenge negative perceptions.	Parenting Strategy	Incorporated into relevant actions within the Parenting Strategy.	Approval in June 2011

4.3.2 Shetland College learners are challenged about perceptions and stereotypes.	Shetland College	Delivery of equality and diversity awareness raising to learners.	2011/12
4.3.3 Schools Service more active in challenging perceptions of sexual orientation through Curriculum for Excellence (CfE).	Schools Service Youth Services	Review of Personal Social Development programmes, delivered to pupils through PSE classes. Further promote sharing of resources between pupil support staff (e.g. Stonewall guidance on sexual orientation).	2011
4.3.4 Complete review of the bullying policy, and ensure that homophobia and homophobic bullying is addressed.	Schools Service	Working group to complete review.	2011
4.3.5 Ensure cyclical training opportunities for School staff to support them in addressing bullying issues.	Schools Service	Cyclical training on hold.	2011
Outcome 4.4: Information is Available to Access Services			
4.4.1 Training of front line/reception staff in equality, customer care and improved signposting (including knowledge of hearing loop systems)	Human Resources	Review training and ensure feedback from consultation is incorporated.	June 2011
4.4.2 Consistent information is provided to all migrants to Shetland (on basic information, signposting, support services and language line).	Policy Unit, Economic Development Unit and Promote Shetland	Finalise Welcome Pack for Shetland and promote to services and communities.	June 2011
Outcome 4.5: Transport Meets the Needs of our Local Communities			
4.5.1 Ensure transport meets the needs of young people, disabled and other groups facing inequality of access.	Shetland Transport Strategy	Increase efficiency of services within Shetland through packaging service runs, and ensure equality and diversity consultation findings are fed in this process.	
		Demand Responsive Transport pilot	September 2013

		<p>project to augment the scheduled services in place.</p> <p>Carry out scoping exercise to establish potential for shared services between partner organisations to enable reduction in costs and provide additional services for access to healthcare as well as contributing to Outcome 4.5.1.</p>	<p>September 2011</p>
--	--	---	-----------------------

6. How will we know when we have got there?

This section sets out the measures and current baseline to be used to monitor progress.

Indicator	Source	Baseline
Outcome 1.1: Equality Outcomes are Based on Evidence and Involvement of Equality Groups		
All community engagement includes equality strands as target groups, if relevant.	VOiCE	To be established
Outcome 2.1: Shetland Islands Council provides Leadership to Equality and Diversity		
Consistent application of policies (fewer issues around recruitment and selection and flexible working requests).	Less complaints and grievances and improved feedback in future equality and diversity consultation.	To be established
Equality is built into decision making.	Council reports and strategies.	Not currently consistent
EqlA adequately assesses the impact on all protected characteristics.	Full EqlAs carried out on all service plans and strategic documents.	Not currently consistent
Outcome 3.1: There is Consistent Treatment of Employees Across Services		
Uptake of flexible working amongst Shetland Islands Council employees.	Recording system to be established within CHRIS. Positive feedback through further equality and diversity consultation.	Recording system within CHRIS to be established. 20% of female respondents felt that there are obstacles that prevent parents continuing their employment with the Council.
Outcome 3.2: There is Gender Equality in Employment (focused on work flexibility)		
Number of women returning to work following maternity leave.	CHRIS reports	Of those returning from Maternity leave during 2010, 56 returned to their post and 10 resigned.
Number of men taking up paternity leave.	CHRIS reports	To be established. Reporting to commence from April 2011 once amendments to maternity/paternity legislation in place.
Number of part-time posts with managerial responsibility.	CHRIS reports	28% of females with managerial responsibilities are part-time.
Percentage of women in the highest paid 2% and 5% of earners among Council employees.	Statutory Performance Indicators	2010: % of women in the highest paid 2% of earners within the SIC = 13% % of women in the highest paid 5% of earners within the SIC = 20.3%
Outcome 4.1: There is Gender Equality in the Community		
Number of respondents that believe there are barriers to pursuing traditionally male/female roles.	Equality and Diversity Consultation (2-yearly)	79.4% of respondents felt individuals have opportunity to pursue or enter a career in traditionally male or female roles in Shetland. 20.6% said

		no.
Outcome 4.2: All Individuals Feel Equally part of Shetland's Society		
Percentage of young people who feel supported to remain, return and thrive in Shetland	Equality and Diversity Consultation (2-yearly)	50.8% of respondents felt the Council is providing sufficient support to ensure young people are able to stay in Shetland to live and work. 47.6% said no.
Percentage of respondents that have negative perceptions towards incomers to Shetland.	Equality and Diversity Consultation (2-yearly)	87.5% of respondents felt their local area is a place where people from different nationalities get on well together. 12.5% said no.
Number of settled migrants (particularly Eastern Europeans) in schools.	2010 Schools Census	79 children whose main language is not English. 67 children from a minority ethnic group and a further 87 classed as 'white (non UK)'. 79 children whose main language is not English. 67 children from a minority ethnic group and a further 87 classed as 'white (non UK)'.
Outcome 4.3: Young People Feel Confident to be Themselves		
Percentage of respondents who feel the local community is inclusive of LGBT individuals and incomers.	Equality and Diversity Consultation (2-yearly)	59.7% of respondents felt their local area is inclusive of lesbian, gay, bisexual and transgender individuals. 40.3% said that it was not.
Outcome 4.4: Information is Available to Access Services		
Percentage of respondents who are aware of the services available to them and feel there are no barriers to access. Consistency in information provided by services to members of the public.	Equality and Diversity Consultation (2-yearly)	Disability: 31.4% said of respondents felt the Council does not provides sufficient support to provide information to the visually or hearing impaired. Race: 12.9% of respondents felt there were obstacles ⁷ that prevented the black and ethnic community from using Council services.
Outcome 4.5: Transport Meets the Needs of our Local Communities		
Percentage of respondents who feel transport is less of a barrier to opportunities (particularly for young people and for those with disabilities).	Equality and Diversity Consultation (2-yearly)	Unable to quantify, a qualitative assessment will be made following the equality and diversity consultation 2012.

⁷ Poor signposting, local intolerance of incomers, the Council has historically had a poor track record in systematically providing information about its services and activities

Appendix 1: Equality and Diversity Consultation of Shetland's Community 2010

1. Introduction and Background

1.1 Introduction

The following Section details the responses to Shetland Islands Council's Equality and Diversity Consultation, which took place in November and December of 2010. The consultation consisted of two questionnaires, one sent to all Shetland Islands Council (SIC) staff, and another targeted at the wider community. Questions differed in focus between the two surveys. This Section forms one part of the consultation response; the community consultation. The SIC staff consultation forms the second Section and can be found in Appendix 2.

The following details the information provided in each section of this report:

- Section 1 provides some background to the consultation, describes why the consultation was carried out, and details the recent changes to equality legislation and what that means for local authorities;
- Section 2 provides a breakdown of the respondents to the Community Questionnaire. The breakdown is in terms of a respondents' gender, race, age, sexual orientation, their religion or beliefs and whether they have a disability;
- Section 3 provides an overview of quantitative responses, under each protected characteristic (gender, disability, race, age, sexual orientation, and religion and belief); and
- Section 4 provides an overview of the qualitative responses; the issues and challenges, and what is working in terms of equality in the Shetland community⁸.

The Policy Unit, at the Shetland Islands Council would like to thank all of those who responded to the survey, and the agencies that helped in the consultation process.

1.2 Background

The purpose of the Equality and Diversity Consultation 2010 was to seek any gaps in addressing equality in Shetland's local communities, and the services the Shetland Islands Council provides. Shetland Islands Council needs to ensure that equality outcomes are based on evidence and involvement of equality groups and communities, and also ensure improvements in monitoring, in terms of equality and diversity, of Shetland's communities and within the Council's workforce.

1.2.1 The Consultation

The Equality Act 2010 covers a wider number of protected characteristics than previous discrimination law, therefore the Council, through consultation, has sought to fill the gaps in data (both qualitative and quantitative) to inform Shetland's equality outcomes.

Distribution of the community questionnaire targeted the wider public through local publications and media, through Council staff, and to the following groups:

- The Disability Forum;

⁸ This consultation focuses on equality and diversity in Shetland's communities, any comments made on matters relating to internal Council business have been incorporated into the analysis of the SIC Staff Questionnaire.

- Adult Learning - ESOL (English for Speakers of Other Languages);
- Youth Voice;
- Shetland Interfaith; and
- Lesbian, Gay, Bisexual, Transgender (LGBT) Forum

2. Breakdown of Respondents

A total of 360 questionnaires were returned during the consultation process. Respondents were given the option to skip questions, answering those only relevant to them. Therefore, there was a variation in the number of respondents answering each section.

- 360 individuals answered the section relating to Gender equality
- 155 individuals answered the section relating to Disability equality
- 113 individuals answered the section relating to Race equality
- 152 individuals answered the section relating to Age equality
- 82 individuals answered the section relating to Sexual Orientation equality
- 98 individuals answered the section relating to equality in Religion and Belief.

There were more females than males completing the survey, 63% and 37% respectively.

Of the 155 individuals completing the disability section of the community survey:

- 70% did not have a disability;
- 17% described themselves as having a disability;
- 12% were carers for those with disabilities; and
- 1% were members of a disability group or organisation.

Of the 113 individuals completing the race section of the community survey:

- The majority were of white race (94%);
- 3% were of black or mixed race; and
- 4% of respondents preferred not to answer.

Of the 152 individuals completing the age section of the community survey, there was representation from all age groups:

- 18% were under 21;
- 4% were 22 – 24 years;
- 10% were 25 – 30 years;
- 13% were 31 – 40 years;
- 22% were 41 – 50 years;
- 27% were 51 – 60 years;
- 5% were 61 – 70 years; and
- 1% was over 70.

Of the 82 individuals answering questions relating to sexual orientation:

- 4% were bisexual;
- 7% were gay; and
- 77% were heterosexual.
- 12% preferred not to answer.

A wide number of religions were represented in the 98 individuals completing the section relating to religion and belief:

- The following religions/beliefs were represented: Atheist, Baha'i, Buddhist, Church of England, Church of Scotland, Hindu, Humanist, Jewish, Methodist, Muslim, Other Christian, Pagan, Roman Catholic, Sikh and Scottish Episcopalian.

- 31% of respondents answered as having no religion, 6% preferred not to say, 1% answered atheist, and the remaining 62% identified a particular religion or belief.
- Of the 62% the Church of Scotland and 'other Christian' were the religions that were most prevalent (21% and 23% respectively).

3. Summary of General Questions

The following section provides an overview of questions that featured under each protected characteristic of the survey. See full Community Consultation Analysis report for more detailed analysis of these responses:

<http://www.shetland.gov.uk/equalopportunities/documents.asp>.

Section 4 will then provide an overview of the issues and challenges summarised into each protected characteristic.

Summary

There is a general feeling, from respondents to this questionnaire, that equality and diversity is valued, and progress has been made in terms of equalities in Shetland. Relatively few individuals feel that discrimination is a problem in Shetland.

The majority of respondents, no matter which protected characteristic they were referring to, felt they were treated with respect all, or most of the time, in a variety of situations in Shetland (i.e. at work, school, using public transport, using Council services etc).

Although the majority of respondents felt that a protected characteristic does not affect opportunities, a number of individuals felt that a person's age, either young or older, was felt to positively affect a person's ability to influence decision-making, and feel valued for the work that they do, and a person's disability was felt to negatively affect their opportunity to choose the type of job you would like and are qualified to do.

The majority of individuals said they had not felt discriminated against in terms of seeking employment in Shetland. Disability and race stood out with a higher, yet still reasonably low, percentage of respondents that had experienced discrimination.

3.1 Being Treated With Respect

All sections began with a question asking if they had been treated with respect, in regards to a protected characteristic⁹, in the following settings:

- At work;
- At school, college or university;
- Using public transport;
- Dealing with Council staff;
- Using Council services; and
- In shops, pubs or in other premises providing goods or services.

Table 1 provides a breakdown of the percentage of respondents that said they had been treated with respect "all the time" or "most of the time" in various settings, in regards to a protected characteristic.

⁹ their gender, disability, race, age, sexual orientation and religion or belief

For each of the protected characteristics, the majority of respondents (79% - 96%) said they had been treated with respect "all", or "most of the time" in each of the settings listed in Table 1. However, with regards to an individual's disability, a lower percentage of individuals (79%) compared to other protected characteristics felt they had been treated with respect all or most of the time "at work" and "in shops, pubs or in other premises providing goods or services".

Table 1: Percentage of those who have been treated with respect all, or most of the time, with regards to the following protected characteristics, and in a variety of settings.

	Gender	Disability	Race	Age	Sexual Orientation	Religion or Belief
At work	89%	79%	84%	91%	93%	87%
At school, college, university	90%	88%	89%	88%	88%	88%
Using public transport	87%	84%	87%	87%	94%	93%
In dealing with Council staff	89%	81%	86%	85%	94%	88%
Using Council services	89%	84%	88%	90%	96%	93%
In shops, pubs or in other premises providing goods or services	83%	79%	83%	85%	93%	90%

3.2 How a Protected Characteristic Affects Individual Opportunities

Respondents were asked whether each of the protected characteristics affected an individual's opportunity to:

- Influence decision-making in their local area;
- Choose the kind of job they would like and are qualified to do;
- Feel valued for the work that they do (paid or voluntary); or
- Participate in community activities.

The majority of respondents said no, or were not sure, that a protected characteristic affects individual opportunities, however, a number of individuals that a protected characteristic could have a positive or negative effect.

Table 2 provides a breakdown of the percentage of respondents that said a protected characteristic affects an individual's opportunity in a **positive way**.

In terms of "influence decision-making" and "feel valued for the work that they do", a person's age was perceived by a large proportion of respondents to have a **positive** effect (20% and 20% respectively).

Both younger and older age groups felt they have good opportunities to influence decision-making. Younger individuals noted that there has been a recent big increase in willingness to hear the views of young people, and older individuals felt that as an individual gets older they have more confidence in voicing their opinions and influencing decision-making. However, despite this positive view, a number of respondents felt that ageism in recruitment still exists for both older and younger generations. Respondents felt that young people are less likely to be favoured for employment or be valued for the work that they do, due to a perceived lack of ability to take on responsibility. Comments also highlighted that young people can sometimes be discriminated against due to the prevailing "trouble maker" stereotypes.

Table 2: Percentage of respondents that feel their gender/disability/race/age/sexual orientation/religion or belief POSITIVELY affects their opportunities to influence decision-making, participate in community activities, pursue a career, or feel valued in the work that they do.

	Gender	Disability	Race	Age	Sexual Orientation	Religion or Belief
Influence decision-making in your local area?	10%	11%	10%	20%	11%	12%
Choose the kind of job you would like and are qualified to do?	12%	12%	11%	17%	11%	9%
Feel valued for the work that you do (paid or voluntary)?	17%	15%	13%	20%	11%	13%
Participate in local community activities?	13%	19%	13%	19%	13%	15%

Table 3 provides a breakdown of the percentage of respondents that said a protected characteristic affects an individual's opportunity in a **negative way**.

25% of respondents who answered the disability section of the questionnaire felt that a person's disability **negatively** affects their opportunity to "choose the type of job you would like and are qualified to do". This was the highest percentage in the table below.

A number of respondents felt that individuals with disabilities are provided with the support and opportunities to use their skills. However, employment opportunities are often restricted to schemes such as COPE, which can sometimes be seen as a care setting rather than a workplace. There were also concerns about a lack of public transport and premises that do not provide the infrastructure to accommodate individuals with additional needs. It was felt that this gap in service prevented people with disabilities accessing the type of work they would like to.

Table 3: Percentage of respondents that feel their gender/disability/race/age/sexual orientation/religion or belief **NEGATIVELY affects their opportunities to influence decision-making, participate in community activities, pursue a career, or feel valued in the work that they do.**

	Gender	Disability	Race	Age	Sexual Orientation	Religion or Belief
Influence decision-making in your local area?	9%	10%	14%	12%	3%	3%
Choose the kind of job you would like and are qualified to do?	12%	25%	13%	16%	3%	8%
Feel valued for the work that you do (paid or voluntary)?	5%	10%	14%	5%	3%	3%
Participate in local community activities?	5%	14%	7%	7%	4%	3%

3.3 Seeking employment in Shetland

Respondents were asked whether they had ever felt discriminated against in terms of seeking employment in Shetland, because of a protected characteristic. Responses are provided in Table 4.

The majority of individuals said they had not felt discriminated against in terms of seeking employment in Shetland. The protected characteristics for which a higher proportion of respondents had experienced discrimination were disability and race (20% and 17% respectively).

Table 4: Percentage of respondents that feel they have been discriminated against in terms of seeking employment in Shetland, due to a variety of protected characteristics.

	Yes	No	Number of respondents
Gender	10%	90%	155
Disability ¹⁰	20%	80%	45
Race	17%	83%	90
Age	12%	88%	114
Sexual Orientation ¹⁰	4%	96%	53
Religion or Belief	6%	94%	72

In terms of disability, a large number of people feel that the discrimination was due to the recruitment decision made on the job they applied for. Others said they had felt discriminated against during job advertisement, or during the interview process, or felt the Council would not accommodate their needs whilst in employment. For example, one individual with mental health problems explained how she “normally gets told that she would not be able to cope with the job”.

In terms of race, the largest number of people felt discrimination due to the recruitment decision that was made on the job they applied for.

For age, respondents felt ageism still exists in recruitment. Some individuals felt a person’s age should not be included in job application forms, as this can wrongly sit too high in interviewers’ priorities of whether to invite someone to the interview process.

For sexual orientation and religion or belief, discrimination in this area was not recorded as being as high, with only two to four individuals having felt discriminated against.

4. Summary of Questions under each Protected Characteristic

The following section provides an overview of what respondents felt were issues and challenges, in terms of equality in Shetland. It also sets what respondents felt is working. A full Staff Consultation Analysis document, with more detailed analysis of these responses is available here <http://www.shetland.gov.uk/equalopportunities/documents.asp>.

4.1 Gender

79.4% of respondents felt that individuals have the opportunity to pursue or enter a career in traditionally male or female roles in Shetland. **20.6%** of respondents said no. Reasons for this include:

- Old-fashioned perceptions/traditionalism;
- Men and women get treated differently at work; and
- Few women in senior positions within the Council.

Respondents recognised that the Council supports equality and diversity within the Shetland community and its workplace, however, some issues still arose in terms of gender equality:

- Respondents felt the perception that certain jobs or roles are “for men” or “for women” still lingers in many workplaces. For example, comments noted the strong Masonic tradition in Shetland. This perception of traditionalism extended to roles within the

¹⁰ A large number of individuals answered “not applicable” when asked to answer in terms of disability and sexual orientation, therefore making the sample size small.

community, with mothers expected to have surplus time to help with school activities, and concerns over the messages that Up Helly Aa send out.

- The majority of respondents felt that both men and women have the opportunity to pursue or enter a career in traditionally male or female roles (79% of respondents), and recognised the support available in terms of grants and training opportunities. However, although the opportunities are there, respondents felt that not many are brave enough to overcome the barriers that still exist when entering traditionally male or female roles. For example, an individual may be able to pursue a traditionally male or female career, but the prejudice may only occur once they have entered that workplace through negative attitude from colleagues. Respondents felt that more could be done at an early age in schools to eliminate occupational segregation.
- Respondents felt there are relatively few women that have held or currently hold senior positions in the SIC. They felt that if you wish to work part-time or job share, there is less opportunity to progress to these senior roles. Respondents also felt that men dominate local decision making.

4.2 Disability

79.8% of respondents felt there is sufficient support for those with disabilities to enter further education, training programmes or work placements in Shetland. **17.2%** felt there was not. Reasons for those who felt support was insufficient include:

- Poor access for those out with Lerwick;
- Too dependent on people in charge of the workplace; some will be good, some bad; and
- Restricted to special schemes such as COPE.

66.7% of respondents felt the Council provides sufficient support to provide information to the visually or hearing impaired (i.e. documents or leaflets in Braille, large print, via sign language). **31.4%** said no, while **1.9%** were unsure. Reasons for those who felt the support was insufficient include:

- Insufficient signposting/information sharing; and
- Not enough hearing loop systems in place, or access to portable hearing loops.

The points below identify some of the issue, as well as what is working in terms of disability equality:

- Respondents welcomed the opportunity to be involved in this consultation, noting that local disability groups are widely identified as a target group for public consultation.
- Whilst respondents recognised that the Council has ensured that its infrastructure is accessible to individuals with disabilities, respondents felt that access was still poor in terms of transport and access to the outdoors. Respondents felt there were limitations on the type of community activities they can be involved in, and that very few beaches or footpaths are suitable for those with limited mobility.
- Respondents felt that in Shetland, as a small community, there is more social awareness and integration of individuals with disabilities. However, there was a perception that community awareness of mental health issues, or disabilities such as Aspergers, remains poor. There were also examples of prejudice given towards those with learning disabilities, where individuals underestimated (or wrongly assumed) their capability in certain situations.
- The majority of respondents felt there is support for individuals with disabilities to pursue training/learning opportunities in Shetland (79.8%) as well as supported employment, but a number of individuals felt there were limitations, for example, these opportunities can be restricted to special schemes such as COPE, and access to opportunities are poor for those who live outside of Lerwick.
- There was a perception amongst a number of respondents that there is positive discrimination against those with disabilities, in terms of employment, access to

services and accommodation. In terms of accommodation, respondents felt that unless you are in a specific need category, housing opportunities are not available.

- Although the majority of respondents felt the Council provides sufficient support to provide information to the visually or hearing impaired (i.e. documents or leaflets in Braille, large print, via sign language) (66.7%), a proportion of respondents felt that support for those with visual/hearing impairments was insufficient. For example, perceived lack of portable hearing loop systems within the Council.
- Respondents felt there was not enough communication between departments to ensure that people with visual/hearing impairments are consistently and appropriately informed about the services and support available to them.

4.3 Race

87.1% of respondents felt there is adequate support for speakers of other languages to learn English in Shetland. 12.9% felt the support was not adequate. Reasons for those who felt the support was not adequate include:

- Poor access for those out with Lerwick; and
- Lack of public transport in the evenings.

87.1% of respondents felt there are no barriers to the black and ethnic community using Council services. 12.9% felt there were. Reasons for those who felt there were obstacles include:

- Poor signposting;
- Locals are intolerant of incomers; and
- The Council has historically had a poor track record in systematically providing information about its services and activities.

87.5% of respondents felt their local area is a place where people from different nationalities get on well together. 12.5% of respondents said no. Reasons for those who felt their local area was inclusive include:

- Shetland is very welcoming and inclusive;
- Shetland is fairly inclusive; discrimination is dependent on individuals, on a one-to-one basis, rather than an entire community; and
- Shetland is a cosmopolitan community

Those who felt their local area was not inclusive noted:

- Discrimination towards immigrants from elsewhere in the UK;
- Locals are favoured over immigrants and those who are 'not from here';
- Cliquey community; and
- Suspicion towards Eastern Europeans.

The following points detail some of the issues, as well as what is working in terms of race equality:

- Respondents identified incomers from elsewhere in the UK as a group that faced discrimination.
- Respondents recognised that the majority of the Shetland population are welcome and accepting of new people to the isles; 87.5% of respondents felt their local area is a place where people from different nationalities get on well together. However, a number of respondents felt that some individuals have a negative attitude towards incomers. These include the suspicion targeted towards incomers (particularly Eastern Europeans), and the stereotypes that remain in people's perceptions of those who "aren't from here".
- Whilst a number of respondents felt that discrimination was targeted at "Soothmothers", a number of respondents who described themselves as Shetlanders felt victimised. These respondents felt that locals are disadvantaged through positive discrimination of those from elsewhere in the UK (for example, more

jobs given to incomers than local people); this survey highlighted the perception that incomers from “south” exhaust the job and housing supply to the detriment of locals.

- The majority of respondents felt there were no obstacles preventing the black and ethnic community using Council services (87.1%). However, a reoccurring theme was that signposting in terms of providing information on the services the Council provides, and providing information Council activities, needs to be improved. This related to both incomers and locals.
- The majority of respondents felt there is adequate support for speakers of other languages to learn English in Shetland (87.1%), however it was felt these opportunities are limited to Lerwick, and not enough support is given to people living in outlying areas.
- Some respondents noted that the race section of the consultation should have included questions about an individual’s nationality, or an opportunity to state where they are from at a more localised level, rather than just their race.

4.4 Age

91.7% of respondents said that they have not felt discriminated against in terms of access to training in Shetland, because of their age. 7.6% said that they have. Reasons for those who have felt discriminated include:

- Too old to do training;
- Computer systems too difficult to understand; and
- People think young people are troublemakers and can’t take on responsibility.

95.6% of individuals said that they had never felt discriminated against in terms of accessing services provided by the Council, because of their age. 4.4% of individuals said they had. Reasons for those who have felt discriminated focused on the difficulties in obtaining accommodation.

50.8% of respondents felt the Council is providing sufficient support to ensure young people are able to stay in Shetland to live and work. 47.6% said no. 1.6 % said this question was not applicable to them. Reasons for those who said no included:

- No housing for young people;
- Limited job opportunities or support to enter permanent placements;
- Poorly run graduate placement scheme;
- Poor variety of training opportunities;
- High cost of living;
- Poor public transport; and
- Limited social activities.

A number of respondents felt it was a combination of a number of the above factors. In particular, the lack of housing solutions for young people and lack of job opportunities preventing young people from returning to, or remaining in, Shetland.

The following points detail some of the issues, and what is working in terms of race equality:

- Respondents felt the Council has made a recent push to hear the views of young people in Shetland, with a number of respondents noting an increase in opportunities to be involved in the decision-making process of the Council.
- A number of respondents felt that ageism still exists in Shetland, particularly in recruitment for both younger and older individuals. Young people said it is generally more difficult for younger individuals to enter employment. For example, employers perceive a lack of experience or ability to take on responsibility. Conversely, a number of older individuals said in the current job climate, they are being pushed out of jobs to accommodate younger individuals.
- Respondents felt that older individuals do not have the same training opportunities as those who are younger. While other respondents felt the support for young people to

enter training opportunities is insufficient. This insufficiency was in terms of the variety of courses on offer at Shetland's Colleges, and the poorly suited Council graduate placement scheme. Respondents also felt there is little support to ensure young people can move into more permanent employment within Shetland after these schemes.

- Respondents felt the cost of accommodation and limited housing supply means it is very difficult for young people to get accommodation.
- Respondents felt disadvantaged due to poor public transport, particularly in the evenings. They felt this prevented them from accessing social/recreational opportunities in Shetland, and according to some respondents, proved a barrier for young people accessing employment (for example, young apprentices that rely on early morning, or late evening services).

4.5 Sexual Orientation

59.7% of respondents felt their local area is inclusive of lesbian, gay, bisexual and transgender individuals. **40.3%** said that it was not. Reasons for those who said no included:

- Resistance in older generations;
- Insular/closed minded communities;
- Negative comments made by the public; and
- Lesbian, Gay, Bisexual and Transgender (LGBT) individuals are scared to express themselves, fearing the abuse they may face.

The following points detail some of the issues, and what is working in terms of sexual orientation equality:

- Respondents felt Shetland was "behind the times" when it comes to acceptance of LGBT individuals; homophobia and narrow-mindedness is believed to still persist in a large part of the Shetland community.
- Respondents noted that negative comments are made towards LGBT individuals in the Shetland community, and that LGBT individuals are scared to express themselves, fearing the abuse they may face. Respondents felt that negative attitudes, or closed-mindedness, towards LGBT individuals are more prevalent in older generations.
- Respondents indicated there are still young people moving south to the Scottish Mainland due to the intolerance experienced growing up in Shetland. As well as discrimination in the wider Shetland community, they highlighted that negative attitudes towards LGBT individuals are still prevalent amongst their peers at school.

4.6 Religion or Belief

97.7% of respondents said they had not felt discriminated against in terms of accessing services provided by the Council, because of their religion or beliefs. **2.3%** said that they had felt discrimination. In this particular question reasons were not given on why.

98.8% of respondents said that there are no obstacles that prevent religious groups from using Council services. **1.2%** of individuals said that there were. The only comment made following this question was the inappropriate use of Council funding by providing support to religious groups.

89.7% of respondents said that they have not felt disadvantaged or offended by Council actions, policies or procedures in regards to their religion or beliefs. **10.6%** of respondents said they had. Reasons include:

- Good Friday and Easter Monday not recognised as public/school holidays; and
- Conflict between beliefs and other rights, such as gay rights.

- Historical anomalies in terms of funding for religious groups, namely between Christian groups (i.e. Guides, Boys Brigade and funding to maintain local churches), and those of other religions.
- A number of respondents felt the Council or Trusts providing funding to religious groups is an inappropriate use of funding.

Appendix 2: Equality and Diversity Consultation of Shetland Islands Council Workforce 2010

1. Introduction and Background

1.1 Introduction

The following report details the responses to Shetland Islands Council's Equality and Diversity Consultation, which took place in November and December of 2010. The consultation was made up of two questionnaires, one sent to all Shetland Islands Council (SIC) staff, and another targeted at the wider community. Questions differed in focus between the two surveys. This report forms one part of the consultation response; the "staff consultation". The "community consultation" forms the second report and can be found in Appendix 1.

The following details the information provided in each section of this report:

- Section 1 provides some background to the consultation, describes why the consultation was carried out, and details the recent changes to equality legislation and what that means for local authorities;
- Section 2 provides a breakdown of the respondents to the Staff Questionnaire. The breakdown is in terms of a respondents' gender, race, age, sexual orientation, their religion or beliefs and whether they have a disability;
- Section 3 provides an overview of quantitative responses, under each protected characteristic (gender, disability, race, age, sexual orientation, and religion and belief); and
- Section 4 provides an overview of the qualitative responses; the issues and challenges, and what is working" in terms of equality in the Shetland community.

The Policy Unit, at the Shetland Islands Council would like to thank all of those who responded to the survey, and the agencies that helped in the consultation process.

1.2 Background

The purpose of the SIC Staff Equality and Diversity Consultation 2010 was to seek any gaps in equality within the Council's workforce. Shetland Islands Council needs to ensure that equality outcomes are based on evidence and involvement of equality groups and communities, and also to improve on the SIC's equalities monitoring of the SIC's workforce.

1.3 The Equality Act 2010

The Equality Act 2010, which aims to support progress on equality by harmonising and strengthening all previous discrimination law, extends the previous strands of antidiscrimination (race, gender and disability) to produce what is now known as "protected characteristics". The characteristics, which are now protected under equality law, are:

- Gender (and Pregnancy and Maternity);
- Disability;
- Race;
- Age;
- Sexual Orientation (and Gender Reassigned); and
- Religion and Belief.

The Equality Act 2010 states that Local Authorities must have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act;

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.4 The Consultation

The Equality Act 2010 covers a wider number of protected characteristics than previous discrimination law, therefore the Council, through consultation, has sought to fill the gaps in data (both qualitative and quantitative) to inform Shetland's equality outcomes.

The questionnaire was targeted at all Council staff,

The staff questionnaire was made up of six sections, each focusing on one of the protected characteristics detailed in Section 1.3 above. Questions sought to identify any issues and areas for improvement within each of the survey sections.

2 Breakdown of Respondents

A total of 476 questionnaires were returned during the consultation process. Respondents were given the option to skip questions, answering those only relevant to them. Therefore there was a variation in the number of respondents answering each section.

- 272 individuals answered the section relating to Gender equality;
- 140 individuals answered the section relating to Disability equality;
- 157 individuals answered the section relating to Race equality;
- 254 individuals answered the section relating to Age equality;
- 136 individuals answered the section relating to Sexual Orientation equality; and
- 158 individuals answered the section relating to equality in Religion and Belief.

Since the implementation of Single Status the Council does not have details of staff groupings as staff are either categorised as Local Government Employees (LGE), or Teachers, Lecturers or Instructors. However, from the Quarterly Joint Staffing Watch figures from September 2010, the following Full Time Equivalent (FTE) breakdown by category is available:

Table 1: Full Time Equivalent (FTE) breakdown of SIC staff by Category

Category	FTE	Percentage
Education: Teachers	415	14.62%
Education: Other Staff	400	14.09%
Social Work	871	30.69%
Other Staff	1053	37.10%
Construction Staff	99	3.49%

The survey asked respondents to state which category best described their job, the results are summarised in Table 1 below. There are a wide range of professions represented.

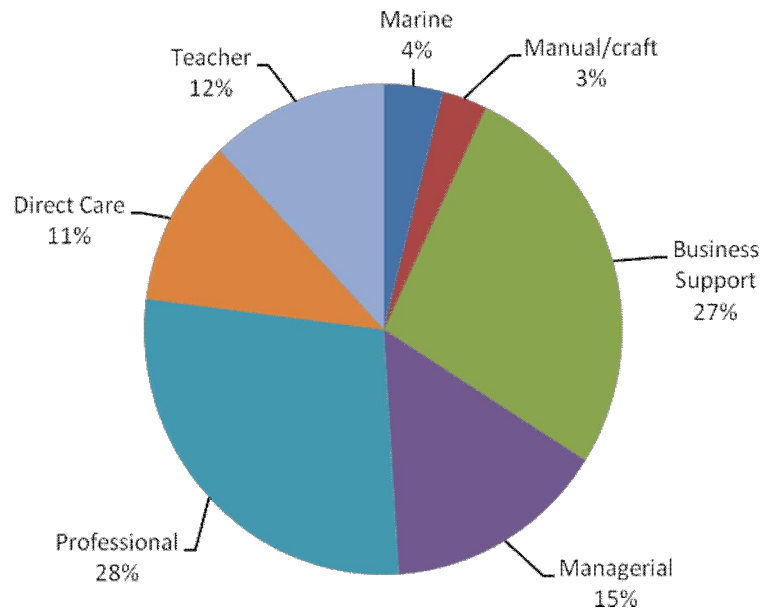


Table 1: Occupational Category of all SIC staff

65% of respondents were Female, with 35% Male. The Council's workforce comprises 70% Female and 30% Male, so the survey responses represent the gender profile of the Council.

Of the 165 individuals completing the disability section of the staff survey:

- 76% described themselves as not have a disability;
- 16% described themselves as having a disability;
- 7% were carers for those with disabilities, and
- 1% were members of a disability group or organisation.

This compares favourably with the Disability profile of Council staff: 6.41% of staff declared they have a disability and 4.86% did not disclose.

Of the 174 individuals that completed the race section of the staff survey:

- The majority described themselves as white (92%);
- Only 1% were of black or mixed race; and
- 7% of respondents preferred not to answer.

254 individuals completed the age section of the staff survey, with representation from all age groups. The table below compares the age range of those who completed the survey against the workforce of the Council. This is generally similar and therefore gives a good comparison to the Council workforce age range.

Table 2: Age profile of survey respondents compared with the workforce of the Council

Age Range	Survey	Workforce
Under 21	2%	4%
Under 25	3%	7%
25-30	11%	10%
31-40	24%	21%
41-50	27%	27%
51-60	26%	23%
61-69	7%	7%
Over 69	1%	1%

Of the 136 individuals answering questions relating to sexual orientation:

- 3% described themselves as bisexual;
- 5% described themselves as gay;
- 85% described themselves as heterosexual; and
- 8% preferred not to answer.

A wide number of religions were represented in the 158 individuals completing the section relating to religion and belief.

- The following religions/beliefs were represented: Buddhist, Church of Scotland, Humanist, Jewish, Other Christian, Pagan, and Roman Catholic.
- 34% answered as having no religion, 8% preferred not to answer, and the remaining 59% identified a particular religion or belief.
- The religions Church of Scotland and 'other Christian' were the most prevalent in (26% and 19% respectively).

The Council does not hold staff information on Sexual Orientation, or Religion/Belief, therefore it is not possible to make a comparison for those characteristics.

3. Summary of General Questions

The following section provides an overview of questions that featured under each protected characteristic.

Section 4 provides an overview of the issues and challenges summarised into each protected characteristic.

Summary

The majority of the staff feel that the Council is good at promoting equalities and that discrimination is a problem within the Council.

12.6% of respondents (33 staff) felt discriminated against during their employment within the Council because of their Gender.

30% of respondents (15 staff) felt that reasonable adjustments were not made to accommodate their disability during employment with the Council.

7 respondents felt that their gender had a negative impact on taking part in training or developing their learning potential. 8 individuals also felt that their age has a negative impact.

The majority of respondents were against monitoring of staff sexual orientation and religion/belief, 75.3% and 65.1% respectively.

14% of respondents (37 staff) felt that the Council did not promote gender equality, 69% (182 staff) thought it was promoted to a satisfactory level; and 16% (44 staff) thought it was actively promoted.

20% of female respondents (50 staff), and 18% of male respondents (37 staff) felt that there were obstacles that prevent both men and women in a parenting role continuing their employment with the Council.

3.1 Areas of Interest

At the beginning of each section, each respondent was given the option to answer the questions in that section or allow them to move onto the next section. This information can be used to assess the areas which people feel are the most important to them.

The table below summarises which areas staff wished to answer questions on:

Table 3: Percentage of respondents who wished to answer questions relating to each protected characteristic (i.e. those who answered yes), and percentage of those who skipped each section (i.e. those who answered no).

	Gender	Disability	Race	Age	Sexual Orientation	Religion / Belief
Yes	62.5%	35.0%	40.5%	65.5%	36.6%	42.9%
No	37.5%	65.0%	59.5%	34.5%	63.4%	57.1%

In the case of Age and Gender, more staff wished to answer questions on those areas than not, while for Disability, Sexual Orientation and Religion/Belief only 35% - 43% of respondents chose to answer.

3.2 Being Treated Fairly When Looking for Work, or for Gaining Promotion

All sections began with a question that asked staff if they felt they had been discriminated against in terms of seeking employment or for gaining a promotion in regards to their gender, disability, race, age, sexual orientation and religion or belief.

For each of the protected characteristics, the majority of respondents said they had never felt discriminated against during their employment with the Council.

The table below shows the percentages for each protected characteristic:

Table 4: Percentage of respondents who have (or have not) felt discriminated against in terms of seeking employment or gaining a promotion in regards to a number of protected characteristics

Characteristic	Yes	No
Gender	8.8%	91.2%
Disability	9.5%	50%
Race	5.4%	94.6%
Age	11.9%	88.1%
Sexual Orientation	0.7%	91.9%
Religion/Beliefs	1.2%	92.9%

Of the 8.8% that felt discriminated against in terms of seeking employment/gaining a promotion in regards to their **gender**:

- 44.4% (8 individuals) said they had felt discriminated against whilst in interview; and
- 55.6% (10 individuals) felt discriminated against because of the recruitment decision that was made on the job that they applied for.

Of the 9.5% that felt discriminated against in terms of seeking employment/gaining a promotion in regards to their **disability**:

- 9.1% (1 individual) felt that there were no suitable positions;
- 9.1% (1 individual) said that they had difficulties with the job application form;
- 9.1% (1 individual) said that the Council would not accommodate their needs during the interview process;

- 18.2% (2 individuals) felt discriminated against because of the recruitment decision that was made on the job that they applied for; and
- 54.6% (6 individuals) said that the Council would not accommodate their needs whilst in employment with the Council.

Of the 5.4% that felt discriminated against in terms of seeking employment/gaining a promotion in regards to their **race**:

- 100% (5 individuals) felt discriminated against because of the recruitment decision that was made on the job that they applied for.

Of the 11.9% that felt discriminated against in terms of seeking employment/gaining a promotion in regards to their **age**:

- 22.7% (5 individuals) felt discriminated against whilst in interview; and
- 77.3% (17 individuals) felt discriminated against because of the recruitment decision that was made on the job that they applied for.

Of the 0.7% that felt discriminated against in terms of seeking employment/gaining a promotion in regards to their **sexual orientation**:

- 100% (1 individual) felt discriminated against because of the recruitment decision that was made on the job that they applied for.

Of the 1.2% that felt discriminated against in terms of seeking employment/gaining a promotion in regards to their **religion or beliefs**:

- 100% (1 individual) felt discriminated against whilst in interview.

3.3 Being Treated Fairly at Work

Staff were asked to indicate whether they had ever felt discriminated against during their employment with the Council, in relation to each of the protected characteristics.

The table below summarises the responses:

Table 5: Percentage of respondents who have (or have not) felt discriminated against during their employment with the Council

	Yes	No
Gender	12.7%	87.3%
Race	6.8%	93.2%
Age	7.9%	92.1%
Sexual Orientation	2.0%	98.0%
Religion/Belief	2.4%	97.6%

It would appear that the characteristic which staff feel most discriminated against is Gender with 12.6% (33 staff) feeling they had been discriminated against. Age and Race is lower, at 7% and 8%, and Sexuality and Religion/Belief very low at around 2%.

Comments from staff feeling discriminated against because of their gender included:

- Being a mother of a child is a barrier to promotion;
- Poor male/female balance when it comes to employee benefits (i.e. maternity/paternity and reduced working hours);
- Women have to work harder to prove their worth; and
- Have felt in a vulnerable position whilst on maternity leave.

Comments from staff feeling discriminated against because of their race included:

- Not being from Shetland: "I have got picked on because I was a soothmother"; and

- Being a Shetlander: “Shetlanders don’t seem to get any high up officials’ jobs. They are mostly given to incomers.”

Comments from staff feeling discriminated against because of their age included:

- Young people aren’t given jobs as they are deemed to be overqualified (i.e. degree) and under experienced in the workplace, and this puts us in a catch 22 situation; and
- I have been told that further training would be a waste of time at this stage in my career.

There was a slightly different question in relation to Disability, in order to determine if reasonable adjustments had been made to accommodate an employee’s disability during employment with the Council. Those responses are summarised below:

Table 6: Percentage (and numbers) of respondents who felt that reasonable adjustments had been (or had not been) made to accommodate their disability during employment with the Council

	Yes	No
Disability	70% (35)	30% (15)

Comments relating to why individuals felt that reasonable adjustments had not been made to accommodate their disability during employment included:

- Being dyslexic, employer was reluctant to support me in getting the right equipment and materials to ensure I was not struggling;
- My disabled colleague experienced difficulty in finding secure employment within the Council;
- Lack of understanding of mental health; and
- Purchase request for equipment denied, and asked to work from home rather than affect an open plan office.

3.4 Training and Developing Full Learning Potential

Staff were asked if they felt their opportunity to take part in training or develop their full learning potential had been affected by a protected characteristic:

- 2.8% (seven staff) thought that their gender had negatively impacted on this, while no-one thought that their gender had a positive impact.
- 3.2% (eight staff) felt that their age had a negative impact, while 1.6% (four staff) thought their age had had a positive impact.
- With regard to Sexual Orientation, of the staff who responded, no-one thought that their sexuality had impacted on this, either negatively or positively.
- 1.2% (two staff) thought that their religion/belief had had a negative impact, while no-one thought it had had a positive impact.

3.5 Monitoring of Protected Characteristics

Staff were asked whether they felt that the Council should ask individuals to disclose information on their protected characteristics on the Employee Equal Opportunities Monitoring forms. The table below summarises the responses:

Table 7: Percentage of staff that felt the Council should (or should not) ask individuals to disclose information on the following protected characteristics: disability, sexual orientation and religion/belief.

	Yes	No
Disability	83.3%	16.7%
Sexual Orientation	24.7%	75.3%
Religion/Belief	34.9%	65.1%

A high proportion of staff felt that the Equal Opportunities Monitoring form should ask for employees disability, however, three quarters of respondents thought that Sexual Orientation should not be asked for. Similarly, 65% thought that Religion/Belief should not be asked for.

3.6 Promotion of Gender Equality

Staff were asked whether they felt that the Council promoted Gender Equality, and to what level:

- 14% (37 staff) thought that the Council did not promote Gender Equality;
- 69% (182 staff) thought that it was promoted to a satisfactory level; and
- 16% (44 staff) thought that it was actively promoted.

3.7 Obstacles Preventing Parents Continuing their Employment with the Council

Staff were asked whether they felt that there are any obstacles that prevent both men and women in a parenting role continuing their employment with the Council. The table below summarises the responses:

Table 8: Percentage of respondents who felt that there are (or are not) obstacles that prevent both men and women in a parenting role continuing their employment with the Council.

	Yes	No	Not Sure
Women	20%	43%	37%
Men	18%	48%	34%

Nearly half of those who responded thought that there were no obstacles to the parenting role for both genders. However, **20% of female respondents (50 staff)** and **18% of male respondents (37 staff)** felt that there were obstacles that prevented individuals in a parenting role from continuing their employment.

3.8 Flexible arrangements for Religious Festivals/Days of Worship

We asked staff whether they had ever felt discriminated against in terms of taking advantage of flexible arrangements to accommodate time off for days of worship and religious festivals whilst in employment with the Council:

- 6.7% said that they had felt discriminated against in terms of taking advantage of flexible arrangements for days of worship or religious festivals, and
- 93.3% said that they had not.

4. Summary of Questions under Protected Characteristics

4.1 Gender

91.2% of respondents (271 staff) felt they had not been discriminated against in terms of seeking employment with the Council because of their Gender, or that their Gender had prevented them from gaining a promotion. **8.8%** (26 staff) felt that they had been. Reasons included:

- Strong bias for females in Social Work Management; and
- Concerns about the lack of opportunity for women generally.

Below are some of the other comments made in relation to gender:

- There is a lack of childcare/crèche facilities in some areas, particularly in rural areas of Shetland;
- Perceived discrepancies between services in relation to making up time after taking time off for sick dependants;
- Managing flexi-time can be difficult, but it is recognised as an employee benefit;
- Lack of flexibility when returning from Maternity, options are limited forcing some to resign from post;
- Men do not get enough time off when a baby is born, and more flexible benefits for childcare;
- Policies and Procedures are just paying lip service and hide the real issues; and
- Low number of men employed in Social Care and Social Care Management.

4.2 Disability

Of those who answered whether they felt the Council had made reasonable adjustments to accommodate disability, 70% (35 staff) thought that the Council had, while 30% (15 staff) did not, among the reasons were:

- Interviews are unfair; alternatives could be made, but not widely known;
- Not all Council buildings have appropriate wheelchair access;
- Perception that Management do not make necessary adjustments for disabilities, and that more effort could be made; and
- Mental Health is lagging well behind Physical Disabilities in people's knowledge and understanding.

4.3 Race

93.2% of respondents (151 staff) said they had felt discriminated against during their employment with the Council. 6.8% (11 staff) felt they had. The reasons given were whether staff were (or were not) from Shetland:

"It appears to me that Shetlanders face discrimination in gaining promotion"

"I have felt that the fact that I am not a Shetlander has gone against me in the way I have been treated"

The two quotes above suggest that there were two distinct, opposing themes, with both Shetlanders and non-Shetlanders feeling that preferential treatment was given to the other in terms of getting jobs within the Council.

A conclusion is that there is a perception amongst some of the Council workforce that recruitment to jobs with the Council is unfair, and that Policy and Procedures, particularly in relation to Equal Opportunities are not complied with. Appointments to posts are not perceived as based on merit.

4.4 Age

88.1% of respondents (229 staff) said they had not been discriminated against seeking employment, or promotion. 11.9% (31 staff) felt they had. Comments included:

- Told bluntly at interview that panel were surprised someone of my age would apply;
- Training not seen as important for older people; and
- Felt age counts against staff for getting recognition.

Other general comments with regard to age included:

- Perception that there are certain jobs which are aimed at certain ages. For example: children and youth services are generally staffed by young people and community care by older women;
- Training is not always encouraged for older staff members, with some managers favouring younger people for training opportunities;
- Assumption that older staff are stuck in their ways and are not be open to new ideas, or new legislation. For example, care standards;
- Management tend to assume younger is better;
- Younger people feel as though they are made to carry out menial tasks and are perceived to not know as much so are treated differently; and
- Highly qualified younger people struggle to gain employment due to lack of experience.

4.5 Sexual Orientation

99% of respondents (137 staff) felt that they had not been discriminated against in terms of seeking employment or promotion, with regard to their sexual orientation. 1% (1 staff member) felt they had.

98% (144 staff) felt that they had not been discriminated against during their employment with the Council because of their sexual orientation, 2% (3 staff) felt they had.

There were no comments from any individuals who had, themselves been discriminated against, however, a few respondents said that they had been witness to some sexual orientation discrimination.

The issue of positive discrimination was raised here, with a member of staff member feeling that a bias is in place to make up gay numbers of staff, without appointing on merit.

4.6 Religion or Belief

97.6% of respondents (163 staff) felt that they had not been discriminated against during their employment because of their Religion or Belief, 2.4% (4 staff) felt they had. Comments given were:

- Being forced to work on Good Friday and Easter Monday; and
- Having to participate in school assemblies.

Appendix 3: Summary of research and baseline data held by the Council up until 2010.

1. Introduction and Background

1.1 Introduction

As a result of the Equality Act 2010, Shetland Islands Council wished to conduct a review of the data and research that the Council held on equality and diversity in Shetland. This would assist in establishing, what is known, what has been achieved in terms of equality and diversity in Shetland, and what is still required.

The purpose of this document is to draw together all the research the Council holds on the following protected characteristics:

- Gender (inc. Pregnancy and Maternity)
- Disability
- Race
- Age
- Sexual Orientation (inc. Gender Reassigned)
- Religion and Belief

1.2 Background

Since the Equality Act 2010 covers a wider number of protected characteristics than previous discrimination law, undertaking a review of existing knowledge helped to determine where the gaps were in data (both qualitative and quantitative) and which areas required further research or consultation.

This report covers the six protected characteristics of the Equality Act (detailed in Section 1.1 above). The draft duties of the Equality Act previously included a socio-economic duty, but this has since been excluded from the final Equality Act 2010. Despite its exclusion, the Shetland Islands Council recognises the importance of socio-economic equality, and has produced a Fairer Shetland Framework which aims to develop understanding of poverty, social exclusion and deprivation in Shetland, and also update on progress and improvements in socio-economic equality. The Fairer Shetland Framework can be found here:

<http://www.shetland.gov.uk/policy/Poverty.asp>

1.3 Sources of Information

This report can be broken down into two sections: “what we know about the Shetland Community” and “what we know about the Shetland Islands Council workforce”.

Data sourced to inform the community aspects of this report come from a variety of national and local sources. These include the General Registry of Scotland, Scottish National Statistics and the Census, but also departments within the Shetland Islands Council, Your Voice citizen’s panel, Jobcentre Plus and NHS Shetland, to name a few. The data includes data on demographics, but also on softer data and perceptions of the Shetland population taken from consultation.

Shetland Islands Council workforce data has been taken from the most recent equality monitoring report. Equality Monitoring Reports are compiled each year for the Shetland Islands Council and can be found via the following link:

2. What do we know about the Shetland community?

2.1 Summary of Population Structure

The following provides a summary of what is known about the population structure of the Shetland community, under each protected characteristic, as of December 2010.

Gender:

- There are more men than women in Shetland (50.5% are men and 49.5% are women)².
- The trend of an increasing skew in the male to female ratio is projected to continue.
- The gender profile found in Shetland is different from Scotland as a whole; in Scotland there are slightly more women than men across all age groups³.
- The skew in gender found in Shetland is partly due to the out migration of women of childbearing age.
- There has been an overall increase in the number of births per year between 2002 and 2009 (209 and 273 respectively). The birth rate in Shetland (12.3 births per 1000 population) exceeds the birth rate in both Orkney and the Western Isles (10.0 and 8.7 respectively) and the Scotland average at 11.4⁴.

Disability:

- The number of individuals with disabilities living in Shetland is increasing year on year. For example, those known to have a learning disability, those known to have a physical disability through the Blue Badge for Parking Scheme, and those who are visually impaired⁵.
- The percentage of the population with a limiting long-term illness¹¹ is lower than the Scottish average (Shetland - 15.7%, Scotland - 20.3%)⁶.
- A large number of households with a person with a limiting long-term illness have no carers living within the household (82.7%). 88.3% of all households with a resident above the age of 75 with a limiting long-term illness have no carer in the household (515 households)⁷.

Race:

- Shetland has a low black and ethnic minority population (1% of the population)⁸.
- 99% of Shetland's population are of White Ethnicity.
- Despite low numbers, Shetland has seen an increase in both the number of minority ethnic people, and the diversity of races⁹.
- There are an increasing number of immigrants described as European or 'Other White'¹⁰.
- The ethnic minority population tends to be widely spatially distributed¹¹.

Age:

- The breakdown of age as percentage of the total population is as follows¹²:
 - Children (aged 0-15) – **19.2%**
 - Working age (aged 16-64 (M), 16-59 (F)) – **61.0%**
 - Pensionable age (aged 65+ (M), 60+ (F)) – **19.8%**
- By 2033, there is expected to be:
 - A 33% decrease in 0-15 year olds;
 - A 18% decline in the number of working age; and
 - A rapid and continuing increase in the elderly of more than 50%¹³.

¹¹ This figure includes both disabilities and chronic medical conditions

- Projected population figures do not take into account the increase in working age population expected following recent developments in the oil and gas sector¹².

Sexual orientation:

- There is currently no statistical information available on sexual orientation in Shetland. However, anecdotal evidence of people moving away rather than moving to Shetland suggest that numbers could be lower than the national average.
- There is no accurate data on Shetland's transgender population, or knowledge of the issues that they face. Demographics may be of little use in progressing towards transgender equality; instead the focus should be on people's attitudes and openness to difference.

Religion and belief:

- 39% of the Shetland population state that they have no religion. The Church of Scotland is the most prominent religion in Shetland, followed by 'other Christian'¹⁴.

2.2 Summary of Issues Currently Known

The following section brings together a number of issues highlighted from previous community consultation, the majority of which are public perception, but others have been concluded from trends in statistical data.

Issues regarding **gender** equality include:

- The skew in gender found in Shetland is partly due to the out migration of women of childbearing age.
- A combination of negative net migration and negative natural change will further influence the population structure of Shetland.
- Certain workplaces are still dominated by either males, or females¹⁵.
- General perception that there is a lack of registered child minders throughout Shetland, and that there are gaps in childcare provision particularly for the 0-3 year age group.

The following details issues regarding **disability** equality. These are perceptions of respondents to a disability survey carried out in 2009¹⁶.

- There is insufficient support for those with disabilities wishing to transfer from School to College or work placement. Respondents felt that support services are provided only to the young or the elderly, with gaps in provision for those between those age groups.
- The provision available for disabled applicants to the Shetland College is not widely publicised, and more needs to be done to encourage those with disabilities to take part in training and learning programmes.
- There are still gaps in provision for transport. For those with more serious mobility problems a door-to-door service has been widely requested.
- There are some serious issues regarding external transport for those with hearing or visual impairments, i.e. lack of deaf translation for tannoy messages on the Northlink ferries. Also, there is no logging system for passengers with mobility, deaf or hearing problems on ferries. This causes problems in an emergency.
- There is insufficient support for unpaid/voluntary carers, particularly young individuals.
- Children who care for adults (siblings, parents or grandparents) are not normally given any official recognition as carers.

¹² TOTAL Laggan-Tormore Project: <http://www.laggan-tormore.com/>

The following points detail issues regarding **race** equality. These are perceptions of respondents to a survey carried by NHS Shetland in 2009¹⁷ and the Your Voice citizen's panel¹⁸.

- Communication and access to information; there is a marked rise in the number of people from the A8 states, and many do not have a clear grasp of the English language, or do not speak English at all.
- Level of English: long and unsociable working hours, transport and childcare prevent ethnic minorities from benefiting from the learning opportunities that are available to them.
- Feelings of isolation: networks of support need to be expanded in response to an increasing ethnic minority population.
- Inclusion of ethnic groups: some groups are not yet fully integrated into the community.
- Individuals are not aware how to raise concerns about public services, as many have no experience of taking part in public consultations and are unaware of the various mechanisms used by the Council to seek the views of local people.
- Some groups are still hard to reach, i.e. Asian women. A number of these women don't appear to access local services or be in employment locally and this may be down to their distinctive cultures. There are exceptions however, as most Thai, Filipino, Malay migrants are in the workforce and are accessing local services and ESOL. Some are married to Shetlanders which helps with integration.
- Many of the issues faced by black and ethnic minority populations are not unique to this group, but affect the wider community as a whole. These are housing, transport, childcare, provision of health and social care services.
- With the Indian/Bangladeshi community there are cultural difficulties that are the same as in other areas of the UK. Barriers include: childcare and caring responsibilities, perceived lack of skills and experience, poor experience of learning (and often limited initial education), family dynamics and expectations. Adult learning provides individual support for people who do not want to learn in a mixed class, but currently there are few Indian/Bangladeshi learners in Shetland, and their spoken English tends to be very good and their written English very poor.

Issues regarding **age** equality include:

- The projected demographic trends expected in Shetland in the next couple of decades will have a significant impact on service provision.
- The current low numbers of young adults will subsequently have an impact on future working age populations (16-74 age group) and therefore the fertility of the population.
- There will be a reduction in birth rate and an overall ageing population.
- The economic implications of these trends will need to be considered in order to promote equal opportunities for our ageing population, with particular attention to the impact on the housing market, the labour market, the delivery of public expenditure and the education system. These demographic trends are not unique to Shetland; an ageing population is expected across Scotland.

In terms of **sexual orientation** equality, the following details perceptions of respondents to a Stonewall Scotland community engagement carried out in 2010¹⁹.

- A large proportion of respondents believe homophobia and transphobia is a problem in Scotland, and 80% of gay young people surveyed said they have experienced discrimination.
- 63% of respondents felt that religious attitudes are to blame for public prejudice against gays and lesbians. Over half of respondents would be unhappy if a member of their family married a transgender individual.

- The percentage of the Shetland population that is gay, lesbian, bisexual and transgender is not known. There is little knowledge of the issues that they face. This gap in knowledge is a major barrier in providing equal opportunities for this group.

Issues regarding **religion and belief** equality include^{20, 21}:

- There is demand for a permanent place of worship particularly from the Muslim community. This is a significant issue for all religious groups. Lack of quiet space in primary and secondary schools for prayer continues to be a barrier to equality.
- Lack of information of the measures in place to ensure equal opportunities for different religious groups and beliefs.
- Celebrations that form part of an individual's culture or religion are typically held as family events in Shetland. More information is needed as to whether there is a demand for community led events.

3. What do we know about the Shetland Islands Council workforce?

At the last Quarterly Joint Staffing Watch Survey (in the last quarter of 2009), the SIC had a total of 3,944 employees or 2,534 full-time equivalents²².

Gender:

- 75.14% of the SIC workforce are female, and 24.86% are male (2009/10).
- Shetland ranks 32nd, the poorest performing Local Authority in Scotland, for the percentage of council employees in the top 5% and top 2% of earners that are women (20.3% of the top 5% of earners are women, and 13.0% of the top 2% of earners are women¹³).
- Of the 5574 training applications received from SIC staff in 2009/10, 79.8% were from women, and 21.2% were from men.
- Of all job applications received in 2009/10, 70.65% were from women, and 25.22% were from men. Of successful applicants, 81.61% were women, and 16.09% were men.
- Of all employee review and development meetings that took place in 2009/10, 80.6% were with female employees, and 19.37% were with male employees.

Disability:

- 7.80% of SIC staff are known to have a disability in 2010, an increase from 6.21% in 2009.
- 2.17% of job applications received in 2009/10 were from individuals known to have a disability.
- 4.09% of training applications received from SIC staff in 2009/10 were from individuals known to have a disability.
- 5.41% of employee review and development meetings in 2009/10 were from individuals known to have a disability.

Race:

- The large majority, 76.92% of SIC employees are Scottish, 10.26% are English, and others include the following ethnicities (in order of highest percentage of staff):
 - Welsh
 - Irish
 - Pakistani
 - Chinese

¹³ These figures are due to the merging of Shetland Towage with the Shetland Islands Council, which brought in a significant number of additional marine staff in the top pay bracket's, who were all male

- African
- Indian.
- 61.74% of all job applicants received in 2009/10 were Scottish, and 14.13% were English. Of the other 24.13% of job applicants the following ethnic origins featured:
 - Other (11.09%)
 - Undisclosed (6.52%)
 - Irish (2.61%)
 - Chinese (1.74%)
 - African (0.87%)
 - Indian (0.87%)
 - Caribbean (0.22%)
 - Welsh (0.22%).
- 69.78% of all training applications received in 2009/10 were from Scottish individuals.
- 82% of employee review and development meetings carried out in 2009/10 were with Scottish employees.

Age:

- Over 50% of the workforce is aged between 36 and 55.
- There is relatively few job applications received from the 36-65 age group¹⁴, despite this age group making up the largest proportion of the SIC workforce. The largest proportion (29.35%) of job applications received in 2009/10 was from those aged between 16 and 25. The second largest proportion of job applications was received from those aged 26-35.
- For the age group 56 to 65, there are fewer training applications received than the proportion of the workforce that this group makes up. For all other age groups, the proportion of training applications exceeds the proportion of the workforce that each age group makes up.
- As with training applications, the proportion of employee review and development meetings that are carried out with the 56 to 65 age group under represents the proportion of the workforce that this age group makes up.

Sexual Orientation (inc. Gender Reassignment)

- There is no publicly available data at present on employee sexual orientation or gender reassignment for the Shetland Islands Council.
- The sexual orientation profile of the Shetland the SIC's workforce may be of little use in progressing towards equality. Monitoring factors such as: attitudes of employees towards providing services to lesbian, gay, bisexual, or transgender (LGBT) people, or working alongside LGBT colleagues, may better reveal progress towards equality in sexual orientation and the gender reassigned.

Religion and Belief:

- There is no publicly available data at present on employee religion or beliefs within the Shetland Islands Council.

¹⁴ Compared to the 16-25 age group and the 26-35 age group.

Appendix 4: Addressing the Issues

The table below sets out how issues raised in the consultation, and detailed in Section 3.2, Page 4, will be addressed in the Equality and Diversity Action Plan in Section 5, Page 9.

Issues	To be addressed through:
Shetland Islands Council workforce:	
'Face fits' culture (favouritism in recruitment and employment, 'boys club' and the Shetlander versus non-Shetlander conflict)	2.1.2, 2.1.3, 2.1.4, 2.1.5 3.1.3 and 3.2.1
Poor communication on decisions made after interview for those applying for work	2.1.2 and 3.1.3
Parenting seen as a barrier to employment and promotion	3.1.2
Inconsistencies in monitoring of flexible working requests	2.1.4, 3.1.1, 3.1.2 and 3.1.3
Inconsistencies in support for returning maternity leavers	2.1.2 and 3.1.3
Inconsistencies in employee review and development meetings	2.1.2 and 3.1.3
Lack of trust and confidence in management.	2.1.3 and 3.1.3
Poor people management; employer and employee unable to find common ground in terms of expectations	2.1.2, 3.1.2 and 3.1.3
Training and support for policies that promote equality and diversity	2.1.4, 3.1.2, 3.1.3 and 3.1.4
Promotion of opportunities for employees of older age groups to access training	3.1.4
Shetland Community:	
Overarching:	
Individuals not having the confidence to be different (sexual orientation and pursuing traditionally single gender careers)	1.1.4, 4.1.1 and 4.3.1 to 4.3.5
Lack of understanding of people's capabilities (disability, gender and race)	4.4.1
Perceived positive discrimination towards those who possess a protected characteristic	2.1.1, 2.1.2, 2.1.4, 3.1.3 and 4.2.3
Lack of consistency in information provided about the support available to individuals with protected characteristics (particularly disability and race)	4.2.4 (WYFY), 4.4.1 and 4.4.2
Gender:	
Traditionalism/gender stereotypes in employment	4.1.1
Barriers to accessing employment (childcare)	4.1.2 (Childcare Strategy)
Disability:	
Support for those living outside of Lerwick (employment and recreation)	4.2.5 and 4.4.1 (Shetland Transport Strategy)
COPE perceived as only destination	Employability Group (action to go in Action Plan still)
Individuals with disabilities lack confidence in accessing services	4.2.4 (WYFY)
Race:	
Media reporting strengthening stereotypes and negative local attitudes towards 'people from elsewhere'	4.2.3
Support for those living outside of Lerwick (ESOL)	4.2.2
Age:	
Young People lack support to return and thrive in Shetland	4.2.1 (CPP and S&LP) and 4.4.1 (Shetland Transport Strategy)

Out migration of young people	4.2.1
Ageing population	Single Outcome Agreement
Sexual Orientation:	
Young people are confident to be themselves	1.1.4, 4.3.1 (Parenting Strategy) and 4.3.2 to 4.3.5
Gaps in data	1.1.1 and 1.1.2
Religion & Belief:	
Fairness in funding (historic anomalies)	Dialogue with Interfaith

Appendix 5: VOiCE Analysis



Analyse

Title: Equality Consultation 2010

Start Date: 01/11/2010

Review Date: 31/01/2010

1. Background:

Under the new legislation, the Equality Act 2010, one of the key elements of the public duty placed on local authorities, is to promote equality. Shetland Islands Council wishes to ensure that equality outcomes are based on evidence, and that evidence is obtained through involvement of equality groups and communities. This consultation will form an indication as to where the gaps are in terms of equality, and confirm which areas are working well.

Contact:

Louise Gall, Policy Unit, Shetland Islands Council. Tel: 01595 743728

Robert Erasmuson, Human Resources, Shetland Islands Council. Tel: 01595 744559

2. Our purpose for engagement is:

Seek out and address any gaps in equality in our local communities, the services in which Shetland Islands Council provides, and within workplaces of the Council.

3. Which is the right level of engagement for your purposes?: Consult

4. Before we plan the process of engagement - what do we need to think about?:

What we know:

The information that the Council holds on equality is out of date and now that the Equality Act 2010 extends the public sector duty to include a wider number of protected characteristics, the Council's data and information base is incomplete.

What we need to know:

Information on issues faced by individuals in the community in terms of equality (i.e. within the following protected characteristics - race, gender, disability, age, religion and belief, pregnancy and maternity, sexual orientation and gender reassignment). We need to know where the gaps are in terms of equality in Shetland's communities, within workplaces and in the services that Shetland Islands Council provides.

5. Who has an interest in our focus of engagement?:

Agency Stakeholders:

Shetland Islands Council

Human Resources

ZetTrans

Shetland Islands Area Licensing Board

Shetland College

Schools Service

Community Stakeholders:

Males & Females
People with disabilities
Migrants to Shetland
Young people
Older people
Lesbian, Gay, Bisexual and Transgender (LGBT)
Religious groups
Shetland Islands Council staff

6. **Who needs encouragement?:**
LGBT individuals. Older people. Younger people. Black and ethnic minority.
7. **Are there any conflicts of interest that might emerge?:** No
8. **What locality or thematic group is this engagement targeted at?:**
Equality groups within the Shetland Community, and SIC staff.
9. **Postcode(s):**
ZE
10. **What is the engagement theme?:**
Equality and diversity in Shetland
11. **What is the purpose of the engagement?:**
Gain new understanding

Plan

1. **What outcomes are Stakeholders looking for and what will success look like?**
 - *Outcome:* Equality outcomes are based on evidence and involvement of equality groups and communities.
Outcome indicators: All equality groups are contacted and fully represented in the survey response. All responses are fed into Shetland's Equality Framework 2011, and inform the action plan and equality outcomes.
 - *Outcome:* Full and complete information, where possible, on the protected characteristics of the Equality Act 2010.
Outcome indicators: Issues and areas for improvement are identified within each equality strand.
2. **What physical or financial barriers might affect anyone who should be involved?**
 - The forums (Disability, LGBT, ESOL, Youth Voice, Interfaith) will need more resources and time allocated in order to collect responses. LGBT, ESOL, and Youth Voice have regular meetings with their members, but the Disability Forum and Interfaith does not.
 - We will try where possible to minimize cost by providing electronic copies of the questionnaire to individuals and equality groups, but it may be necessary to send out paper copies.
 - There has been experience of poor return rates when using paper copies to consult, but paper copies may be necessary for disabled or elderly individuals.

- The questionnaire is quite lengthy which means some groups may have difficulties completing the entire document (i.e. individuals with disabilities who require their carer to complete the survey for them, and ESOL learners who have a poor level of English).

3. What resources might be needed to overcome these barriers?

- Discussion will have to take place with the Disability Forum and Interfaith on how to distribute the surveys.
- An option to request a paper copy of the consultation will be provided.
- Respondents are encouraged to pass on the questionnaires to anyone they feel would like to provide their views, to widen distribution.
- Since the questionnaire is quite lengthy, individuals will be given the option/encouraged to answer only those sections relevant to them.

4. What resources are available to us? e.g. skills, experience, budgets, facilities, time etc.

- Robert Erasmuson will provide knowledge of Survey Monkey
- Commitment of time from Louise Gall (Policy Unit), Robert Erasmuson (HR), and the Equality Working Group (members: Emma Perring, Denise Bell, Louise Gall, Robert Erasmuson, Emma Manson)
- Cooperation of the equality forums (Disability, LGBT, ESOL, Youth Voice, Interfaith) during distribution and collection of surveys.
- We have until January 2011 to collect and analyse survey responses.

5. What methods will we use and what actions will be taken?

The consultation will take the form of two questionnaires, one targeted at Shetland's community and equality groups, and the other targeted at Shetland Islands Council staff. Robert Erasmuson will be responsible for carrying out the SIC staff consultation. Louise Gall will be responsible for the community consultation.

The community consultation will require contact will local equality groups (Disability, LGBT, ESOL, Youth Voice, Interfaith). Louise Gall will contact equality groups and make arrangements for discussion during November and December 2010. Paper copies and electronic copies will be distributed as appropriate.

Gender (inc. pregnancy and maternity)

Gender should be covered, through wide distribution with SIC staff and the Shetland community.

Disability

Contact: The Disability Forum

Sarah Johnston from the disability forum, the coordinator for this group, will help to distribute the questionnaire. Questions regarding disability, age and gender will be extracted from the questionnaire to form a smaller set of questions. These will be sent out by mail (and freepost return) to the mailing list for the disability forum. The reason for the shortened questionnaire was that, through the experience of the disability forum, it would largely be the carers that would fill out the questionnaire, and the initial 12 pages was thought too lengthy. The community consultation will feature as an item on the agenda of the next Disability Forum Panel meeting where open discussion of current issues would be encouraged.

Race

Contact: ESOL (English for Speakers of Other Languages)

As with the disability forum, the community questionnaire will be shortened to feature questions on race, gender and age. The reason for this is that a large number of ESOL learners are still limited in their understanding of the English language, and would have difficulties with some of the complex questions in the questionnaire. Nancy Heubeck and a teacher of ESOL will facilitate a meeting with their ESOL learners to discuss the issues that migrants and ethnic minority groups have in Shetland, and to help them fill out the questionnaire.

Age

Contact: Youth Voice, SIC Graduate Group.

The equality questionnaire will form part of the agenda for the November (or December) Youth Voice meeting. Questions will be extracted from the questionnaire around age inequality to form the basis of this discussion, and attendees will each complete the full questionnaire. The community questionnaire, as well as the staff questionnaire will be sent to all 2009 and 2010 Shetland Islands Council Graduates.

Sexual Orientation (inc. gender reassignment)

Contact: LGBT forum.

A meeting will be set up with the LGBT forum to discuss current issues and to encourage discussion over additional concerns that the LGBT forum and its members have around LGBT equality. Since information around this equality group is limited the discussions will be left open for broad discussion. This forum has only recently formed and is in its infancy, Louise Gall is in contact with the coordinator and will plan to have the consultation on the agenda at their next meeting (a date has not been set yet).

Religion & Beliefs

Contact: Interfaith

The equality questionnaire will form part of the agenda for the November (or December) Interfaith meeting. Each of the members of the Interfaith steering group have agreed to distribute the questionnaire through personal relations, distributing either through the church they represent or through friends. Louise Gall will attend the next meeting of Interfaith (date not set yet) to collect questionnaires and discuss the main themes that arose during their discussions/the completion of the questionnaire.

Do

1. Method:

The consultation will take the form of two questionnaires, one targeted at Shetland's community and equality groups, and the other targeted at Shetland Islands Council staff. Robert Erasmuson will be responsible for the carrying out the SIC staff consultation. Louise Gall will be responsible for the community consultation.

What actions have we taken so far?

The questionnaires (both the staff and the community questionnaire) have been sent out, via Survey Monkey, to all Council staff. The Policy Unit has been liaising with local forums (Disability, ESOL, LGBT, Interfaith, Youth Voice) to distribute the questionnaire to their mailing lists/members. Meetings have been set up with the Interfaith group, Youth Voice and ESOL to discuss in general the issues that these equality groups face in Shetland.

What issues have arisen?

We have received good feedback for the staff equality questionnaire from members of staff. But there has not been as much response to the community equality questionnaire. The questions are much more complex to answer, with a large number of matrix style

questions. Almost half of those who have opened the survey have closed the survey before the questionnaire was complete.

What remedial action are we taking?

The community equality questionnaire has been sent to Shetland News to feature as an advert for a week on their public notices section of their site. This will hopefully target a larger audience, and so increase the number of individuals that complete the survey. The Disability Forum has sent out paper copies to their mailing list, Youth Voice have targeted their members through their monthly meetings, ESOL are working through the questionnaires with each of their learners, and Interfaith are distributing the questionnaire to the interfaith community through church, family and friends.

2. Method:

The community consultation will require contact with local equality groups (Disability, LGBT, ESOL, Youth Voice, Interfaith). Louise Gall will contact equality groups and make arrangements for discussion during November and December 2010. Paper copies and electronic copies will be distributed as appropriate.

What actions have we taken so far?

All equality forums have been contacted, and consultation is either complete, in process, or (in the case of LGBT forum) awaiting a date in which we can meet members. All actions detailed in the 'Plan' section of this report have been done.

What issues have arisen?

The community survey was too long for a number of forums (namely ESOL and Disability). The reasons for this is that ESOL learners would struggle with the language, and the ESOL teachers would not have time to go through the full questionnaire with each learner. A large number of the disabled respondents will have their carers filling the forms out for them, so a 12 page questionnaire would have been a lot to ask of these individuals.

What remedial action are we taking?

Due to the difficulties detailed above, the questionnaires have been shortened to feature only the most relevant sections of the questionnaire (i.e. disability section for the disability forum, and the race section for ESOL learners). This will mean the questionnaire will be easier to complete. The forums will communicate to their members that the full questionnaire will be made available to any individuals who wish to complete other sections of the questionnaire.

Appendix 6: Equality Impact Assessment

Equality Impact Assessment

Examination of Available Data

Data collection could include: consultations; surveys; datashare site; Your Voice; Ethnic Minority Profile; in-depth interviews; pilot projects; reviews of complaints made; user feedback; academic publications; consultants' reports etc

9.a) What do we know from existing data and research?

See Section 3.2.1 and 3.2.2, Page 4 and 5, and Appendices 1 and 2.

9.b) What gaps in knowledge are apparent?

The aim of the Equality and Diversity Consultation 2010 was to improve the Council's knowledge and widen the information and data that the Council holds on the "protected characteristics" which are now protected under equality legislation. However, knowledge of the needs of Lesbian, Gay, Bisexual and Transgender (LGBT) groups is not extensive. This is perhaps due to respondents' hesitations in voicing personal issues around this protected characteristic. This group does face prejudice and discrimination within the Shetland community. Further consultation and dialogue with the LGBT forum should improve the Council's understanding of this group.

Another gap in data appears within the race section of the consultation analysis. Through consultation design, the analysis failed to pick up race/ethnicity to a meaningful level. Options for respondents to describe their race were limited to 'white', 'black', or 'mixed' race, whereas ideally, and in hindsight it should have been down to a more specific level, picking up nationalities such as Eastern European, or the various definitions of 'white people'. This will be kept in mind for future equality and diversity consultation.

9.c) If there are any potential difficulties in getting the data to fill these gaps, please describe these.

There are challenges around reaching LGBT groups, as the LGBT forum is in quite an early state of its establishment, and are not keen to allow Council representatives to sit in on their meetings.

10. Use the table to indicate:

(a) where you think that the service / strategy / project / policy could have a **negative impact** on any of the equality target groups i.e. it could **disadvantage them/unlawful racial discrimination**.

(b) where you think that the service / strategy / project / policy could have a **positive impact** on any of the groups or contribute to **promoting equality, equal opportunities or improving/promote good relations** within equality target groups.

	Positive impact – it could benefit	Negative impact – it could disadvantage	Reason
Gender			
Women	Yes		Improved gender equality within the workplace. Actions to improve gender equality within

			recruitment and selection, as well as consistent treatment of employees across departments.
Men	No specific impact		
Race			
Asian or Asian British people	Yes		Improved access to services, through Welcome Pack, promotion of ESOL, training of front line/reception staff and other initiatives to improve information.
Black or Black British people			
Chinese people			
People of mixed race			
White people			
People who's first language is not English			
Disabled people			
Learning Disabilities	Yes		Improved access to services, for example, through With You For You, and training for all front line staff.
Physical Disabilities			
Sensory Impairment			
Elderly/ Infirm			
Mental Health			
Lesbian, Gay, Bisexuals and Transgender individuals (LGBT)	Yes		Improved ways in which LGBT individuals can share their views, be confident to be themselves and hence for issues to be dealt with.
Age			
Older people (60+)	No specific impact		
Younger people (17-25), and children	Yes		Improved support to pursue careers in Shetland.
Faith groups	No specific impact		
Equal opportunities and/or improved relations	Yes		By ensuring all groups have equal status. Improved transport that meets the needs of Shetland's local communities.

11. If you have indicated there is a negative impact on any group, is that impact:

N/A

12. a) Could you minimise or remove any negative impact that is of low significance? Explain how:

N/A

b) Could you improve the strategy, project or policy's positive impact? Explain how:

Not with the information currently available.

13) If there is no evidence that the strategy, policy or project promotes equality, equal opportunities or improved relations – could it be adapted so that it does? How?

Not with the information currently available.

14) Do you have any further comments to make:

N/A

Please sign and date this form, keep one copy and send one copy to the Policy Unit.

Signed: Louise Gall

Date: 11 March 2011

References

- ¹ Audit Scotland, 2010. *The Proposed Characteristics of a Best Value Council we would look for during a BV^o Corporate Assessment – Consultation Version (March 2009)*. [Online] http://www.audit-scotland.gov.uk/docs/local/2009/bv_090331_bv2_consultation_char.pdf
- ² GROS, 2010. *Mid-Year Population Estimates Scotland*. [Online] <http://www.gros-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-year/index.html>
- ³ GROS, 2010. *Mid-2009 Population Estimates Scotland; Estimated population by sex, five year age group and administrative area: 28 April 2010. Table 2*. [Online] <http://www.gros-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-year/mid-2009-pop-est/list-of-tables.html>
- ⁴ GROS, 2010. Population and birth statistics [Online]
- ⁵ SIC, 2010. Education and Social Care. Transport.
- ⁶ GROS, 2001. *Census, 2001*. [Online] http://www.gros-scotland.gov.uk/files1/stats/key_stats_chareas.pdf
- ⁷ GROS, 2001. *Census, 2001*. [Online] http://www.gros-scotland.gov.uk/files1/stats/key_stats_chareas.pdf
- ⁸ GROS, 2001. *Census, 2001*. [Online] http://www.gros-scotland.gov.uk/files1/stats/key_stats_chareas.pdf
- ⁹ NHS Shetland, 2009. *Mapping Minority Ethnic Communities in Shetland*.
- ¹⁰ Jobcentre Plus, 2010.
- ¹¹ NHS Shetland, 2010. Shetland GP Practice Registrations.
- ¹² SNS, 2010. Area Profile report for Local Authority Shetland Islands. [Online] <http://www.sns.gov.uk/Reports/Report.aspx?ReportId=2&MetaIndicatorCode=GR-sapepensperc#Meta>
- ¹³ GROS, 2009. *Population Projections Scotland (2008-based)*. [Online]
- ¹⁴ GROS, 2001. *Census, 2001*. [Online] http://www.gros-scotland.gov.uk/files1/stats/key_stats_chareas.pdf
- ¹⁵ GROS, 2001. *Census, 2001*. [Online] http://www.gros-scotland.gov.uk/files1/stats/key_stats_chareas.pdf
- ¹⁶ Disability Shetland, 2010. *Disability Consultation Forum, 2009; Consultations with Disabled groups/individuals*.
- ¹⁷ NHS Shetland, 2009. *Mapping Minority Ethnic Communities in Shetland*.
- ¹⁸ SIC, Policy Unit, 2009. *Your Voice Spring 2008*. [Online] <http://www.shetland.gov.uk/consultation/documents/shetland2008yourvoice.pdf>
- ¹⁹ Stonewall Scotland, 2010.
- ²⁰ NHS Shetland, 2009. *Mapping Minority Ethnic Communities in Shetland*.
- ²¹ Shetland Interfaith, 2010.
- ²² SIC, 2009. *2009 Equalities Monitoring Report*. [Online] <http://www.shetland.gov.uk/equalopportunities/documents/2009EqualitiesMonitoringReport.pdf>

This document can be made available in a variety of languages and formats (Braille, Large Print) on request. Please contact Policy Unit (Shetland Islands Council), on:

Tel: 01595 743728

Email: policy@shetland.gov.uk

Mail: Policy Unit
Town Hall
Hillhead
LERWICK
Shetland
ZE1 0HB

Or, for an electronic copy, download from the web at: [\[insert webpage\]](#)

Or if you require the services of an interpreter please also contact the Policy Unit.