

Shetland Islands Area Licensing Board

Equality Outcomes and Mainstreaming Report

2025 - 2029

Table of Contents

Purpose of this Report	3
Legal Context	4
The General Equality Duty:.....	4
The Specific Duties:	4
Organisational Profile	6
Statutory Governance	7
Statutory Position.....	7
Equality Considerations.....	8
Procedural Safeguards	8
Alignment with Licensing Objectives	8
Development of this Report	9
Focus Group Methodology.....	9
Mainstreaming Equality	10
Mainstreaming Outcomes	11
Mainstreaming Outcome 1.....	11
Mainstreaming Outcome 2.....	12
Equality Outcomes	13
Equality Outcome 1	13
Equality Outcome 2.....	14
Monitoring and Review	15
Governance	15
Publication cycle.....	15
Monitoring methods	15
Improvement and accountability.....	15
Accessibility and Publication	16
Appendix A.....	17

Purpose of this Report

This Report outlines the Shetland Islands Area Licensing Board (“The Board”) plans for promoting equality and advancing fairness and inclusion during the period 2025–2029. It demonstrates how equality considerations are embedded into the Boards work and decision-making processes. By doing so, the Board fulfils its statutory responsibilities under the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. These duties protect individuals from discrimination, advance equality of opportunity, and foster positive relations across diverse groups within the community.

The Board has a separate legal status from the Shetland Islands Council (“The Council”). However, the Board is fully resourced by the Council, and therefore benefits directly from the actions already taken, or planned by, the Council in meeting its equality duties. This close connection ensures that the Board’s policies and practices reflect the Council’s wider equality commitments, and this alignment is reflected throughout this Report.

The Board must, like the Council, prepare and publish a set of equality outcomes, ensure these outcomes are informed by relative evidence and involvement of people with protected characteristics and publish new outcomes at least every four years and report on progress every two years. This report complies with legal requirements.

These outcomes represent tangible goals designed to bring about measurable improvements in the lives of people who experience discrimination or disadvantage. By focusing on outcomes, rather than abstract objectives, both the Council and the Board aim to ensure that equality work results in practical, lived improvements for the people of Shetland.

Legal Context

The Public Sector Equality Duty, referred to as the *General Equality Duty*, is set out in the Equality Act 2010. In Scotland, this is supplemented by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended. The Specific Duties are designed to support listed public authorities in meeting their obligations under the General Duty.

The General Equality Duty:

The General Duty requires public authorities, in exercising their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment, victimisation, and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and
- Foster good relations between people who share a protected characteristic and those who do not.

The Duty applies across the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

It also applies in respect of marriage and civil partnership, though only in relation to eliminating unlawful discrimination in employment.

The Specific Duties:

In addition to the General Duty, The Board, as a listed public authority, must comply with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. Accordingly, the Board publishes this mainstreaming report and its equality outcomes for 2025–2029. As a listed authority, the Board is required to meet the following Specific Duties:

- Report on mainstreaming the equality duty;

- Publish equality outcomes and report on progress;
- Assess and review the equality impact of policies and practices;
- Gather, use, and publish employee information;
- Use information on the protected characteristics of members or board members, as gathered by the Scottish Ministers;
- Publish gender pay gap information;
- Publish equal pay statements;
- Consider award criteria and contract conditions in relation to public procurement;
- Publish equality information in a manner that is accessible.

Organisational Profile

The Shetland Islands Area Licensing Board is constituted in accordance with the Licensing (Scotland) Act 2005. The Board is made up of 8 councillors elected to Shetland Islands Council, who are appointed to serve as Board members for the duration of the Council term. The Board is supported in its work by the Clerk, Depute Clerk, Assistant Clerk, and licensing officers drawn from Shetland Islands Council staff.

The Licensing Board recognises the importance of understanding the demographic make-up of its members, the staff who support its work, and the licence holders and applicants who engage with the licensing system.

At present, the Board does not collect or publish demographic data about its members, supporting staff, or licence applicants and licence holders. While workforce data is gathered and reported at Shetland Islands Council level, there are limitations in how far this can be disaggregated to reflect the Licensing Board's specific functions. Similarly, demographic information relating to licence holders and applicants is not recorded.

The Board aims to improve its evidence base over the reporting period. This may include exploring proportionate and appropriate ways to gather demographic data, while ensuring compliance with data protection requirements and maintaining public confidence. In the meantime, this Report draws upon local population data, census information, and engagement feedback to inform its equality outcomes.

Statutory Governance

The Licensing Board operates within a clear statutory framework. The key statutory provision that shapes the Board's functions is the:

- Licensing (Scotland) Act 2005

This Act establishes broad licensing objectives, which underpin and guide all of the Board's functions and decision-making. They also align closely with the principles of equality, fairness, and inclusion.

Licensing (Scotland) Act 2005 – Five Licensing Objectives

1. Preventing crime and disorder;
2. Securing public safety;
3. Preventing public nuisance;
4. Protecting and improving public health;
5. Protecting children and young persons from harm.

Together, these objectives provide the statutory foundation for the Licensing Board's work and align with the Board's equality duties by ensuring that regulated activities are conducted in a manner that protects the public, promotes fairness, and safeguards the interests of vulnerable groups.

The Licensing Board has a statutory responsibility to ensure that individuals and organisations involved in the sale of alcohol and other licensable activities are suitable to hold such authorisations. This is commonly referred to as the requirement that applicants be "fit and proper persons."

The Licensing Board has a statutory responsibility to ensure that individuals and organisations involved in the sale of alcohol are suitable to hold such authorisations. This is commonly referred to as the requirement that applicants be "fit and proper persons." The Shetland Islands Area Licensing Board's Licensing Policy Statement 2024–2029 confirms that high standards of conduct, fairness, and transparency underpin the Board's approach to licensing and decisions are taken with reference to the statutory licensing objectives.

Statutory Position

Under the Licensing (Scotland) Act 2005, and as reflected in the Board's Licensing Policy Statement, the Board must refuse an application for a premises licence, personal licence, or other relevant authorisation if it is satisfied that the applicant is not a fit and proper person. This test is central to the integrity of the licensing system, ensuring that

licences are not granted to individuals or bodies whose conduct, background, or circumstances may present a risk to the licensing objectives.

Equality Considerations

In line with the Board's policy commitment to fairness and transparency, the fit and proper person test must always be applied consistently and without discrimination. This means that:

- Decisions are based on relevant evidence (such as criminal convictions, compliance history, or police reports) and never on assumptions or stereotypes relating to protected characteristics;
- Applicants are treated with dignity and respect, and clear reasons are provided for decisions;
- Processes are made accessible, with reasonable adjustments provided where necessary to enable full participation by applicants with a disability or other protected characteristic.

Procedural Safeguards

To maintain fairness and avoid discriminatory outcomes, the Board will:

- Publish guidance on the factors it will consider when assessing whether an applicant is fit and proper, consistent with its Licensing Policy Statement;
- Ensure applicants have the opportunity to respond to any concerns raised about their suitability;
- Record and, where appropriate, publish the rationale for decisions, showing how both the licensing objectives and equality duties have been considered;
- Provide training for Board members and officers on equality law, unconscious bias, and the application of the fit and proper person test.

Alignment with Licensing Objectives

As set out in the Board's Licensing Policy Statement 2024–2029, the fit and proper person requirement directly supports the statutory licensing objectives. These include the prevention of crime and disorder, the securing of public safety, the protection of public health, and the safeguarding of children and young persons from harm. By applying the test fairly and rigorously, the Board not only fulfils its statutory role but also advances wider equality outcomes and safeguards the wellbeing of the Shetland community.

Development of this Report

The development of this Report has been led by the Assistant Clerk to the Licensing Board, in collaboration with officers across Shetland Islands Council services.

The content of the Report has been developed by:

- Assessing progress in achieving the outcomes set out in the Equalities Outcomes and Mainstreaming Report 2021–2025 (Progress Report Update, see Appendix A);
- Drawing on profiles for each Protected Characteristic, which include:
 - Census data
 - Research reports
 - A series of focus groups

Focus Group Methodology

The methodology adopted was to run focus groups for each of the protected characteristics identified in the Equality Act 2010. The purpose of this was to enable people to share information about the key issues, challenges, and opportunities they face in Shetland with regard to discrimination, the advancement of equality of opportunity, and the fostering of good relations.

The ethos was to reach people where they are, rather than expecting them to attend specific events. This was achieved by working with services and community groups who already support individuals with protected characteristics. A facilitation guide was created to ensure a consistent approach but was adapted for accessibility and inclusivity where necessary. Specific detail on the approach used for each focus group can be provided on request.

Mainstreaming Equality

Mainstreaming equality means integrating equality into the day-to-day work of the Licensing Board. It requires equality to be taken into account in the way the Board exercises its licensing functions and must be a core component of everything it does.

Mainstreaming the equality duty has several benefits, including:

- Equality becomes part of the structures, behaviours, and culture of the Board;
- The Board can demonstrate how, in carrying out its licensing functions, it is promoting equality across communities;
- Mainstreaming equality contributes to continuous improvement and strengthens the effectiveness of licensing decisions.

Mainstreaming equality is also an integral part of the wider Shetland Islands Council Corporate Plan, *Our Ambition*, and Shetland's Partnership Plan. While the Board is a separate legal entity, its work aligns with these strategies to embed a commitment to equality, diversity, and inclusion. The Shetland Partnership Plan is driven by the goal of reducing inequalities, while *Our Ambition* includes a dedicated priority aimed at delivering a Fairer Shetland.

Progress in achieving equality outcomes to date is set out in the Equalities Outcomes and Mainstreaming Report 2021–2025 (see Appendix A).

Mainstreaming Outcomes

To support mainstreaming, the Licensing Board will work towards the following strategic outcomes:

Mainstreaming Outcome 1	
Equality is embedded into licensing processes, including consistent use of Equality Impact Assessments (EQIAs) in policy reviews.	
Why do this? (i.e. Rationale)	
Embedding equality considerations into the Board's processes ensures that the potential impacts of policies and strategies are assessed in advance. By applying EQIAs consistently when reviewing or updating the Licensing Policy Statement, the Board can demonstrate compliance with its statutory equality duties and make decisions that are fair, transparent, and inclusive.	
Who does this impact? (i.e. which Protected Characteristic)	
Age Disability Gender Reassignment Marriage & Civil Partnership Pregnancy & Maternity Race Religion or Belief Sex Sexual Orientation	
What will we do?	By when?
<ul style="list-style-type: none"> • Apply EQIAs systematically to all reviews of the Licensing Policy Statement and other strategic Board policies. • Provide training and guidance to members and officers on effective use of EQIAs. • Monitor the completion and quality of EQIAs to ensure they meaningfully inform decision-making. • Publish EQIA outcomes in an accessible format to demonstrate transparency. 	<ul style="list-style-type: none"> By the end of the reporting year. By the end of the reporting year. By the end of the reporting year. Ongoing.
Legal Entities with Individual Responsibility for this Outcome	
Shetland Islands Council and Shetland Island Area Licensing Board	
General Equality Duty	
<ul style="list-style-type: none"> • Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010; • Advance equality of opportunity between people who share a relevant Protected Characteristic and those who do not; and • Foster good relations between people who share a Protected Characteristic and those who do not. 	
How will we measure progress and know we've made a difference?	
<ul style="list-style-type: none"> • Number of EQIAs completed for policy reviews. • Evidence of EQIA findings shaping policy decisions. • Feedback from stakeholders on transparency and inclusivity of policy development 	

Mainstreaming Outcome 2	
Board members and officers have the capacity and awareness to promote equality in all licensing functions.	
Why do this? (i.e. Rationale)	
Training and awareness are essential to ensure decisions are fair, unbiased, and consistent. Equality and diversity training builds confidence in decision-making, helps identify unconscious bias, and strengthens public trust in the Board's processes.	
Who does this impact? (i.e. which Protected Characteristic)	
All protected characteristics	
What will we do?	By when?
<ul style="list-style-type: none"> • Deliver equality and diversity training for all new Board members and officers as part of induction. • Provide refresher training covering unconscious bias, inclusive decision-making, and fair treatment of applicants. • Incorporate case studies and lived experience into training to strengthen relevance and practical understanding. • Keep training materials updated to reflect changes in law and good practice. 	<p>Ongoing.</p> <p>Biennial and upon request.</p> <p>Ongoing</p> <p>Ongoing</p>
Legal Entities with Individual Responsibility for this Outcome	
Shetland Islands Council and Shetland Island Area Licensing Board	
General Equality Duty	
<ul style="list-style-type: none"> • Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010; • Advance equality of opportunity between people who share a relevant Protected Characteristic and those who do not; and • Foster good relations between people who share a Protected Characteristic and those who do not. 	
How will we measure progress and know we've made a difference?	
<ul style="list-style-type: none"> • Training completion rates for Board members and officers. • Feedback from training participants. • Evidence of equality considerations being raised and addressed in Board decision-making. 	

Equality Outcomes

An equality outcome is a result that the Licensing Board aims to achieve to further one or more of the needs of the General Duty: eliminating discrimination, advancing equality of opportunity, and fostering good relations. These equality outcomes have been developed to address specific issues identified for people with protected characteristics, based on local data, research, and engagement.

Equality Outcome 1	
Improved accessibility of licensing services.	
Why do this? (i.e. Rationale)	
Licensing services must be accessible to all residents, including people with disabilities and those with limited digital access. Feedback from engagement highlighted the need for simpler application processes, plain English communication, and alternatives for people unable to use online systems. Ensuring services are inclusive helps advance equality of opportunity and supports trust in the licensing system.	
Who does this impact? (i.e. which Protected Characteristic)	
Age Race Disability	
What will we do?	By when?
<ul style="list-style-type: none"> • Provide licensing application materials in plain English and Easy Read formats. 	Ongoing and upon request.
<ul style="list-style-type: none"> • Ensure information is available in alternative formats (e.g. large print, audio, translations) on request. 	Ongoing and upon request.
<ul style="list-style-type: none"> • Offer assisted digital support for applicants unable to complete online processes. 	Ongoing and upon request.
<ul style="list-style-type: none"> • Review Board communications and public notices to ensure accessibility standards are met. 	Ongoing.
Legal Entities with Individual Responsibility for this Outcome	
Shetland Islands Council and Shetland Island Area Licensing Board	
General Equality Duty	
<ul style="list-style-type: none"> • Advance equality of opportunity between people who share a relevant Protected Characteristic and those who do not; and • Foster good relations between people who share a Protected Characteristic and those who do not. 	
How will we measure progress and know we've made a difference?	
<ul style="list-style-type: none"> • Uptake of accessible and alternative formats for licensing applications. • Number of people supported through assisted digital routes. • Feedback from applicants with disabilities and other protected characteristics on accessibility of services. 	

Equality Outcome 2	
Safer licensed venues for women and vulnerable groups.	
Why do this? (i.e. Rationale)	
<p>Focus group engagement highlighted concerns around women’s safety in alcohol-related environments, reports of harassment in licensed venues, and a perceived lack of effective responses. Vulnerable groups, including younger people and those from minority backgrounds, also reported feeling unsafe in some public spaces linked to alcohol consumption.</p> <p>The Board has a statutory duty to secure public safety, protect children and young persons from harm, and protect and improve public health. Promoting safety within licensed premises directly supports these licensing objectives and advances equality of opportunity.</p>	
Who does this impact? (i.e. which Protected Characteristic)	
Sex Age Race Religion or Belief Sexual Orientation Disability Age	
What will we do?	By when?
<ul style="list-style-type: none"> Encourage and promote participation in the Ask for Angela scheme within licensed premises, raising awareness among licensees and customers. Explore inclusion of specific licence conditions (where appropriate) requiring staff training on harassment, safeguarding, and responding to sexual assault. Work with Police Scotland and community safety partners to promote “safer venue” standards. Share good practice examples with licensees to encourage uptake of initiatives that protect vulnerable patrons. 	<p>By the end of the reporting year.</p> <p>By the end of the reporting year.</p> <p>Ongoing.</p> <p>By the end of the reporting year.</p>
Legal Entities with Individual Responsibility for this Outcome	
Shetland Islands Council and Shetland Island Area Licensing Board	
General Equality Duty	
<ul style="list-style-type: none"> Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010; Advance equality of opportunity between people who share a relevant Protected Characteristic and those who do not; and Foster good relations between people who share a Protected Characteristic and those who do not. 	
How will we measure progress and know we’ve made a difference?	
<ul style="list-style-type: none"> Number of licensed premises participating in the Ask for Angela scheme. Feedback from women and vulnerable groups on their sense of safety in licensed venues (e.g. via surveys or engagement). Reports of harassment/incidents in licensed premises (trend monitoring). 	

Monitoring and Review

The Licensing Board is committed to monitoring progress against the equality outcomes and mainstreaming outcomes set out in this Report. Monitoring and review will ensure that actions remain relevant, measurable, and capable of delivering meaningful improvements for people with protected characteristics.

Governance

- The Assistant Clerk to the Board will oversee delivery of actions and provide updates to the Board as required.
- Progress will be reviewed annually at officer level and reported to the Board on a biennial basis.

Publication cycle

In line with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, the Board will:

- Publish a progress report on mainstreaming equality every two years; and
- Set and review equality outcomes every four years, with interim progress updates included in biennial reports.

Monitoring methods

The Board will monitor:

- Completion of agreed actions (e.g. training, accessibility improvements, safer venues initiatives).
- Uptake of accessible formats and assisted digital support.
- Participation in initiatives such as the Ask for Angela scheme.
- Feedback from stakeholders, licence holders, and people with protected characteristics on their experiences of the licensing system.
- Broader data and research, including census and engagement findings, to inform future action.

Improvement and accountability

Where gaps or challenges are identified, the Board will take proportionate steps to address them. This may include adapting actions, enhancing data collection, or strengthening collaboration with partners.

Accessibility and Publication

This Report, and all subsequent progress updates, will be published on the Shetland Islands Council website. The Board is committed to ensuring its equality publications are accessible to all. Copies will be made available in alternative formats, including large print, audio, or community languages, upon request. Easy Read summaries will also be provided where appropriate to support wider engagement.

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Appendix A

Shetland's Equality Outcomes Progress & Mainstreaming Report

2021-2025

This document can be made available in a range of formats including large print, Braille, audio and in a variety of community languages. Please contact anna.sutherland@shetland.gov.uk or 01595 744510.

TABLE OF CONTENTS

1. Introduction	3
2. Equality Statement	3
3. The Legal Context	4
4. Mainstreaming Equality – Progress	5
5. Licensing Board Statement	7
6. Progress on Equality Outcomes 2013-2017	8
7. Equality Outcomes 2021-25	12

1. Introduction

This report is intended to deliver a further update on the past two years progress against the outcomes for 2017-21, as well as progress in mainstreaming equalities. The report also sets out our outcomes for the period 2021-25.

To provide context for this Shetland's Community Planning Partners have set out their overall commitment to equality through their joint Equality Statement below.

2. Joint Equality Statement

Shetland's Community Planning Partners are committed to fulfilling the three key elements of the general equality duty as defined in the Equality Act 2010:-

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity between people who share a protected characteristic and those who do not
- Fostering good relations between people who share a protected characteristic and those who do not

The protected characteristics are –

- age
- disability (including physical impairment, learning disabilities, mental health issues and long-term conditions)
- gender reassignment,
- pregnancy and maternity
- race, this includes ethnicity, colour and national origin
- religion or belief
- sex
- sexual orientation
- marriage/civil partnership (for which only the first duty applies)

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

- Remove or minimise disadvantages experienced by people due to their protected characteristics
- Meet the needs of people from protected groups where these are different from the needs of other people

- Encourage people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

As well as being legal requirements, these steps contribute to fairer, more efficient and more effective services. Therefore, Shetland's Community Planning Partners will:-

- take effective action on equality
- make the right decisions, first time around
- develop better policies and practices, based on evidence
- be transparent, accessible and accountable
- deliver improved outcomes for all.

3. The Legal Context

The public sector equality duty, referred to as the 'general equality duty,' is set out in the Equality Act 2010. Under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, public authorities are also covered by specific duties, which are designed to help public authorities meet the general equality duty. Shetland Islands Council is covered by both the general and specific equality duties.

3.1 The Equality Act 2010 and the General Equality Duty

The Act brings together the areas of race, disability, sex, sexual orientation, religion and belief, age and gender reassignment in one legislative entity.

At the same time, the Act clarifies the approach that should be taken on issues around ensuring fair treatment with regards to marriage/civil partnership and pregnancy and maternity. Shetland Islands Council in the exercise of its functions must;-

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not, by tackling prejudice and promoting understanding

(Only the first duty applies in the case of marriage/civil partnership.)

These are the three fundamental elements of the general duty.

3.2 The Specific Equality Duties

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force on May 2012. These specific duties are designed to help public sector organisations meet the general duty effectively.

The key legal duties are that Shetland Islands Council must;-

- Report on mainstreaming the equality duty
- Publish equality outcomes and report progress
- Assess and review policies and practices
- Gather and use employee information
- Publish gender pay gap information
- Publish statements on equal pay
- Consider award criteria and conditions in relation to public procurement

4.0 Mainstreaming Equality

Mainstreaming equality simply means integrating equality into our day-to-day working. This means taking equality into account in the way we go about our business when acting as an employer, or planning and providing services.

As part of the Equally Safe at Work pilot programme, the Council has:

- Developed Violence Against Women (VAW) policies and introduced support mechanisms for victim-survivors;
- Reviewed and updated equality policies to include information on occupational segregation, VAW, sexism, misogyny, and intersectionality;
- Reviewed employment policies to ensure they are gender and VAW sensitive;
- Updated flexible working policies to ensure the needs of different groups of women, including victim-survivors, are met;
- Provided training to line managers on flexible working and VAW;
- Supported quantitative and qualitative data gathering on employees attitudes and behaviours around gender equality and VAW, and experiences of working in the Council;
- Reviewed practice on progression, recruitment and development to ensure it addresses the barriers women face;
- Developed improved data gathering systems to capture the experiences of different groups of women in the workforce;
- Developed systems to collect data on flexible working, disaggregated by gender;
- Developed initiatives to address occupational segregation; and

- Delivered internal awareness raising campaigns on VAW and gender inequality.

The Council uses an integrated impact assessment to assess the potential impacts of its policies and services. During 2021/22, the assessment guidance and process will be reviewed. Training will also be rolled out to support the refreshed guidance. Refreshed guidance will also benefit from the work to build a stronger evidence base for equality and diversity.

The Fair Work Convention's Fair Work Framework defines Fair Work as work that offers effective voice, respect, security, opportunity and fulfilment; that balances the rights and responsibilities of employers and workers; and can generate benefits for individuals, organisations and society. The Council has taken the opportunity to embed equality and diversity considerations and further its work, particularly on gender equality, through its Fair Work action plan.

As part of the Council's work to build a stronger equality evidence base, an equality audit will be carried out to map equality data collected. This will complement planned work by the Scottish Government to improve equality data across the public sector.

Work on increasing the different ways that the Council communicates with the community was disrupted by the pandemic. While new things have been tried, such as using more visual methods rather than just text, and lessons have been learned – we realise that there is much more to do and this will remain a focus for 2021-25.

A new Council website was launched which has increased its accessibility for people with a range of communication needs, including using text to speech software. The previous website had an accessibility rating of 29%, with the new website this has risen to 96%. The new website has been recognized by SOCITM (the Society for Innovation, Technology and Modernisation) with an award for most improved accessibility score.

Unison have run British Sign Language courses for council employees and a short course on BSL has been run in the Anderson High School.

Within schools, Shetland Rape Crisis has run a series of workshops.

Within the Health and Social Care Service, the Council has provided a pool of cars for social care workers to use when providing care at home. This has enabled more women, particularly those from lower incomes, to return to employment.

ZetTrans is trying to establish ongoing, inclusive two-way engagement with communities. To this end in 2019 ZetTrans established, what should be twice yearly

area transport forums at 16 locations across Shetland with transport provided where needed to facilitate attendance. (This approach is on hold due to Covid-19)

In relation to single-issue consultations, ZetTrans has invited detailed input from informed stakeholders, and (under Covid) used public online surveys with options to participate on paper/verbally.

Shetland has undertaken a Bus Network Review to develop the specification for new Public Bus contracts. This review, which was carried out within financial constraints acknowledged gaps in service provision, which may result in inequalities, and committed to addressing them over the course of the contracts.

ZetTrans has developed an Active Travel Strategy in partnership with multiple local agencies, and key stakeholders. This strategy has accessibility at its heart, acknowledging that women and disabled users can benefit significantly, when areas are designed to facilitate active travel.

ZetTrans is currently undertaking a review of Public Transport Fare Policy, which has set the following, 4 (of 6) objectives:

- A. Reduce fare costs for existing trips and/or enable new trips in order to reduce inequalities faced as a result of geographic location, specifically islands and remote rural areas of mainland Shetland.
- B. Reduce fare costs for existing trips and/or enable new trips in order to reduce inequalities faced as a result of social or economic disadvantage.
- C. Improve/sustain access to employment, learning and well-being opportunities, contributing to inclusive economic growth.
- D. Fares must be affordable for the general population.

5.0 Licensing Board Statement

The Shetland Islands Area Licensing Board is committed to working along with partner organisations, which serve the public of Shetland to advance equality and fairness. In so doing, the Board has two equality outcomes it is working to advance:

- 1. To raise awareness of equality and diversity;
- 2. To improve access to the service of the Board for people with protected characteristics.

These equality outcomes will help promote the general duty in relation to the promotion of good relations, the elimination of discrimination and the advancement of equality of opportunity.

These equality outcomes are informed by the information gathered and analysed by the Council and the separate surveys of users of the Board's services conducted by the Board.

The staff, property and services required by the Board, the Clerk to the Board and the Licensing Standards function, are provided by the Council. There are no separate staff employed by the Board and details of the composition of the staff with respect to protected characteristics are contained within the information published relating to the Council.

The Board itself is comprised of elected members of the Council. They are subject to an ongoing training programme, which, whilst not specific to the Board's business, includes equalities issues.

Actions of the Board, which will help achieve the identified outcomes, include ensuring that the staff who deal with licensing matters have been trained to recognise and be sensitive to the needs of people arising from protected characteristics. In addition, the Board carries out equality impact assessments when introducing new policies and procedures and makes any required adjustments to reduce any unfair negative impacts arising from the changes.

6.0 Progress on Equality Outcomes 2017-2021

Equality Outcomes are aimed at producing concrete improvements in people's lives that contribute to a fairer, more inclusive and more prosperous Shetland. Since our last report in 2019, we have done the following.

Outcome 1

People have equal access to employment in all sectors.

The Council has updated the Employee Code of Conduct so that it explains the link between women's labour market inequality, violence against women and wider gender inequality and sets out the standards of behaviour expected of all Council employees and the consequences of failing to uphold these standards.

In receiving the bronze accreditation in the Equally Safe at work programme, the Council has been recognized as a sector leader on gender equality at work in local government, due to our commitment to women's labour market equality.

The Council's gender pay gap has fallen to 5.9%, from 7.99% in 2017/18. The gender pay gap has consistently fallen from a high of 11.21% in 2015/16.

The Council is the host business for Project Search. Project Search is a one-year programme, supporting young people with additional needs to gain skills and experience aimed at helping them move into sustainable employment. As the host

business, the Council provides students with three ten-week work placements. This gives students the opportunity to learn transferable employment skills in a variety of settings. Two students from the first cohort have been successful in securing employment before the end of the course. The main goal of Project Search is to gain integrated employment:

“Project Search is really good and has helped me so much with finding a job, doing interview prep, doing CV work and it has also made a positive change in my self-confidence. I’m super proud of myself for coming to Project Search and I was over the moon when I got the job”.

Outcome 2

Childcare is accessible for those who need it.

From August 2020, all early learning and childcare settings in Shetland offered the full entitlement of 1140 hours.

Of all funded early learning and childcare placements in Shetland, 40% of families have opted to use their full 1140 hour per year entitlement. A further 43% have opted for some additional hours on top of their previous entitlement of 600 hours. Parents and carers can choose their preferred provider, and can set a weekly pattern to suit their needs. There is the option of year round or term-time provision. In addition to the Council’s settings, four private or voluntary sector providers and childminders are delivering funded hours. Families have options of split placements between more than one provider and blended placements between a setting and a childminder.

ZetTrans is participating in the Strategic Childcare Working Group to explore and address transport related barriers.

Outcome 3

Shetland is a safe place to live for all our people.

The Council, NHS Shetland and Integration Joint Board approved a new Domestic Abuse and Violence Strategy 2018-23, in 2019. The overarching aim of the strategy is to reduce the number of children, young people and adults affected by gender based violence, particularly domestic abuse and sexual violence, and to minimize the consequences.

The objective of the strategy are to:

- To raise public and professional awareness of, and challenge attitudes towards, gender based violence and its consequences on an ongoing basis through a local communications plan, a staff-training plan and development of organizational Gender Based Violence policies.
- To protect and support those who experience or are affected by gender based violence.

A week-long tour of dramatic performances of 'Jackie's Story' – a play to raise awareness of issues surrounding domestic abuse. Performances were seen by 237 pupils in schools across Shetland, as well as staff in schools and members of the public at a community performance. Workshops around healthy relationships also run by Shetland Women's Aid following performances. Pupils reported increased confidence in recognising abusive relationships, in knowing where to access help, and were able to access direct support from Women's Aid at the events or at follow up drop in sessions provided.

Shetland Rape Crisis Delivery of Sexual Violence Prevention workshops in Shetland schools. The workshops provided education to young people in relation to

- sexual violence and how to recognise it,
- consent and how to recognise it, and
- breaking taboos around discussing grooming and exploitative behaviour so that young people can raise issues with trusted adults.

Aims of the workshops included:

- Improving health and wellbeing by openly discussing sexual health; healthy relationships; healthy sexual behaviours; the impacts of sexual violence, and where to get support.
- Prevention of offending behaviour through direct intervention, awareness raising and attitude changes in the community.
- Improved outcomes for survivors of sexual violence and those affected by changing attitudes towards disclosure.
- To develop capacity and improvement in the community by working to change harmful cultural norms.

Locally based forensic medical examination and healthcare services have been implemented for the victims of rape and sexual assault.

The Council has achieved bronze accreditation in Close the Gap's Equally Safe at Work Employer accreditation programme. As part of this work the Council has developed a Violence Against Women policy, supporting procedures, guidance and training – to help staff to talk about their experience of domestic abuse so they can get the help and support they need. As an employer, the Council takes a zero tolerance approach towards employees who commit violence against women.

ZetTrans Spaces for People project is trialling speed limit reductions in two areas of Shetland to improve safety for people walking and cycling.

Outcome 4

We communicate with people using a wide range of communication methods.

Our Ambition, the Council's corporate plan for 2021-26, includes a commitment to ensure that "our communications will enable us to clearly explain the challenges and opportunities to our workforce, community, partners and other key stakeholders and to engage them in being a part of the solutions, further strengthening these vital relationships and collaborative working."

This year has seen a dramatic change in the way the Council communicates with communities. The pandemic has also meant that this issue has received increased attention, with those who are visually impaired, British Sign Language users, for people who primarily speak languages other than English or who have limited fluency in English, and people with learning disabilities identified as groups who are likely to be particularly impacted by the lack of inclusive communication.

Due to planned work in this area being delayed by the pandemic and a decrease in requests for translations during the past year, this outcome will remain a focus for the 2021-25 outcomes. This is also a Scottish government outcome

ZetTrans is participating in the Scottish Government Real Time Transport information project with Traveline.

ZetTrans has become a member of the Scottish Government Accessible Travel Steering Group.

ZetTrans has begun participating in online 'Future Journeys' conversations around transport with disabled service users, established in the light of the impacts of Covid-19 on the disabled population.

ZetTrans participated in the 'Voices for Equity' Project led by Community Planning and Engagement, which has resulted in an ongoing constructive relationship with disabled service users.

Outcome 5

Shetland's local democratic bodies are more representative of their communities.

In September 2019, the Town hall hosted a regional hub event as part of the Parliament Project's #ScotWomenStand project. Linking into an event at the Scottish Parliament participants took part in an event to discover more about standing for election.

A project was carried out to raise awareness of the work of community councils and to encourage people to stand for their local community council. Three approaches were used to raise awareness: an article in Shetland Life magazine, leaflets in the

Shetland Times newspaper, and the production of three short films, which were distributed through YouTube and shared on social media. The films were viewed over 11,000 times, there were 7,500 leaflets distributed throughout Shetland and Shetland Life had a readership of circa 1,000 each month. In the election, all eighteen community councils were returned and there were contested seats during a subsequent by-election process.

ZetTrans is currently undergoing a governance review.

Outcome 6

We have better methods to assess the impact of what we do.

Work has been ongoing to improve the equality and diversity data the Council collects and uses. This has included conducting a detailed equal pay audit for the Council’s workforce. During the past year, work has been started to attempt to understand the effect of the pandemic on people with protected characteristics. This has highlighted data gaps, which the Council will continue to work to fill. The Scottish Government is also planning work in this area that local authorities will be able to work on and benefit from. This will form the basis for our work in this area for the next outcome cycle.

7.0 Equality Outcomes 2021-2025

Equality Outcome
People will be accessing employment in all sectors in innovative ways designed to minimize the barriers to involvement for all.
General equality duty
Will help to eliminate discrimination, advance equality of opportunity and foster good relations
Context
Adverse labour market effects ensuing from lockdown measures are likely to have a disproportionate longer-term impact on women. This is because women dominate in many ‘shut down’ sectors, and those that are employed are more likely to work part-time; less likely to be in secure employment; earn less on average than men and are less likely to be eligible for sick pay, hence, a reduction in income due to job losses or furloughing may be particularly harmful.
Women are also more likely to have caring responsibilities, which may make it hard to maintain or take on employment. Evidence suggests that with school and

nursery closures, housework and childcare has fallen more on women than men. **Scottish Government Potential Impacts of Covid-19 on Equality & Diversity, 2020.**

The largest proportion of jobs in Shetland belong to **male full time workers** (42.2%). The next largest demographic is **female part time workers** at 28.4%. **Female full time** and **male part time** workers account for 19.7% and 9.8% of all jobs respectively.

From the figures above, there is a male/female split in total jobs of 52:48 percent. This is a significant shift since 2011 when the male/female split was 49:51 percent.

When calculated as full time equivalents, males account for 61% and females account for 39% of all FTEs. This is a slight shift from 2011 when the male/female split in FTEs was 60:40 percent.

Thirty-eight percent of all jobs are part time and 62% are full time. **Shetland Employment Survey 2017**

Expectations on women were seen to be ‘tremendous’ at this moment in time. Whilst this is nothing new, the combination of juggling so many different pressures was seen to be taking a major toll on many. There is also a complete lack of wellbeing measures for those working from home (as at May 2020).

There needs to be a major societal understanding of what women can reasonably achieve during this time. Where women have partners, the burden of caring still tends to fall on themselves, despite them doing just as much homeworking. There is pressure to do more around the home, work and juggling childcare. This leads to increased anxiety and stress.

Home schooling is daunting and places pressure on mothers who are not teachers. With older children, many feel less qualified to help and worry about their children’s future outcomes. **Scottish Womens Convention Northern Isles Roadshow, May 2020.**

Due to data lag, all the effects of Covid and the pandemic are not yet clear. Therefore, we will continue to monitor and review, with an opportunity to update outcomes and actions at the next time of reporting progress in two years time.

Outputs

Through gender analysis -

Deliver a strategy that focuses our work on overcoming barriers to recruiting and retaining working age people

Work to understand the effects of the pandemic on the type and amount of work women are able to do

Ensure that as the local economy diversifies, new opportunities are available to everyone.

Ensuring there are no barriers to obtaining the required skills and experience to be able to take advantage of opportunities created through developments in the local economy

Deliver on the actions identified in the Council's Equal Pay Action Plan, including:

- Equality data is accurate and up to date at the time of reporting
- Our employment application processes provide the opportunity to request reasonable adjustments. These are put in place when requested
- We understand whether there are barriers in our recruitment adverts or employment practices which contribute to occupational segregation
- We understand why our disability data is not currently reflective of the wider Shetland population
- We can demonstrate that we are a family friendly employer
- We are closing the gender pay gap
- We are an Equally Safe at Work employer at Bronze level.

Develop a new Regional Transport Strategy that identifies the present and future transport needs of the region and the practical means of addressing these needs. The strategy also sets out how transport in the region will be provided, developed, improved and operated so as to promote safety, enhance social and economic well-being, promote sustainability, conserve and enhance the environment, promote social inclusion and equal opportunities, and improve access to healthcare and integration between modes.

Develop demand responsive, shared and integrated transport options and digital journey planning/booking/ticketing (Mobility as a Service)

Support and encourage increased Active Travel through infrastructure development and behaviour change initiatives.

Measuring progress

- | | |
|----------------------------|------------------------------|
| • SIC workforce statistics | SIC gender pay gap reporting |
| • Employers survey | RTS performance monitoring |

Organisations involved

- | | |
|----------------------------|------------------------|
| • Shetland Islands Council | Schools service |
| • ZetTrans | Integrated Joint Board |
| • Shetland College | |

Equality Outcome
People will be able to access the information they need, when they need it, in a wide range of different ways
General Equality Duty
Will help to eliminate discrimination, advance equality of opportunity and foster good relations
Context
<p>We have seen the importance of clear and accessible communication during the pandemic, making sure everyone – including those who are visually impaired, British Sign Language users, and those whose first language is not English – can get the information or support they need, when they need it. Public bodies should improve their approach to make sure communications are as inclusive as possible. To address this, we call on national and local government to build ‘inclusive communication’ into all frameworks, including funding requirements. The public sector and recipients of funding should have to demonstrate how they will ensure inclusive communication and accessible processes in their work. Social Renewal Advisory Board</p> <p>The Equality and Human Rights Committee on the Impact of Covid-19 on equalities and human rights provided multiple sources of written evidence of the need to embed an inclusive communications approach across the public sector. Evidence from the Scottish Commission for People with Learning Disabilities (SCLD) outlined that “people with learning disabilities may struggle to understand information on the news and must rely on information from friends and family. As such, SCLD said this information can at times be inaccurate leading to confusion, increased levels of anxiety, and some people not following advice regarding shielding. Scottish Government</p> <p>Area Transport Forums and the Scottish Youth Parliament ‘All Aboard’ survey identified issues with transport information provision, particularly the difficulty of understanding timetable information and the need for improved digital provision of information and journey planning options. ZetTrans</p>
Outputs
<p>Produce a guide to inclusive communication</p> <p>Gather lived experience of people with different communication needs</p> <p>Actions from the Scottish Government review of the Public Sector Equality Duty</p>

Streamline transport information provision encompassing all modes of public, active and accessible transport.

Provide accessible digital transport information and journey planning capabilities.

Measuring Progress

Development of principles for effective communication with involvement from people with lived experience.

Development of a tool to measure the effectiveness of the Council's inclusive communication.

Organisations involved

- | | |
|----------------------------|------------------------|
| • Shetland Islands Council | Schools service |
| • ZetTrans | Integrated Joint Board |
| • Shetland College | Licensing Board |

Equality Outcome

Outcomes will be improved by developing better methods to assess the impact of what we do

General Equality Duty

Will help to eliminate discrimination, advance equality of opportunity and foster good relations

Context

Preliminary findings from the Scottish Government's Provision of Research to Audit Equality Data Collection in the Scottish Public Sector 2020, found that barriers to collecting data included:

- The introduction of the Data Protection Act 2018 has had a major impact on how the collection of protected characteristics and socio-economic disadvantage data are viewed
- There are a range of operational considerations and challenges in relation to the collection of equality data
- The capacity of the organisation to engage with this agenda.

Using equality evidence and data more effectively, including intersectional data is a key strand of the new strategy for enhancing our approach to mainstreaming equality and human rights, which will be developed over the next year.

This is partly based on feedback from equality stakeholders about instances when they think that data and evidence have not been used as effectively as they would have expected. The Covid-19 pandemic has also underlined the importance of evidence-based decision-making. **Scottish Government**

Outputs

Audit of equality data collected within the Council

Monitor the ongoing effects of the pandemic on people with protected characteristics

Training on using external data, including the Scottish Government's Equality Evidence Finder

Gather information of the lived experience of people with protected characteristics

Performance indicators for the new Regional Transport Strategy with appropriate baseline performance data and monitoring and evaluation plan.

Measuring Success

Development of a good evidence base to understand the experience of people with protected characteristics in Shetland

Services have the data, knowledge and skills to use the evidence base when planning services

Direction of increased ZetTrans resources to assessing and monitoring impacts of transport policies and projects.

Organisations involved

- | | |
|----------------------------|------------------------|
| • Shetland Islands Council | Schools service |
| • ZetTrans | Integrated Joint Board |
| • Shetland College | Licensing Board |

Equality Outcome

The number of children, young people and adults affected by gender based violence, particularly domestic abuse and sexual violence will be reduced, and the consequences will be minimised

General equality duty

Will help to eliminate discrimination, advance equality of opportunity and foster good relations

Context
<p>Reports of domestic abuse in Scotland in 2019-20 were the highest for five years, figures released by the Crown Office and Procurator Fiscal show.</p> <p>Over 100 cases of domestic abuse take place in Shetland every year.</p> <p>Towards A Safer Shetland, a 2020 report by Shetland Rape Crisis' young activists group included 65 stories of sexual assault.</p>
Outputs
<p>Multi agency training programmes</p> <p>Comprehensive education programmes for young people</p> <p>Signposting and referral pathways</p> <p>Review perpetrator programmes</p> <p>Better understanding of the travel needs/habits and challenges faced by women – e.g. in relation to journey mode, purpose (including trip-chaining) and personal safety concerns.</p>
Measuring success
<p>Increased proportion of people experiencing domestic abuse and sexual violence who report these incidents to the police</p> <p>Reduced harm to children and young people as a result of gender based violence, through identification of those at risk and provision of appropriate dedicated services</p> <p>Prevent offending and re-offending through violence reduction programmes and criminal justice work</p> <p>Increased number of women choosing to use active and public transport options.</p>
Organisations involved
<ul style="list-style-type: none"> • Shetland Islands Council • Integrated Joint Board • Schools service • ZetTrans