

Renfrewshire Council – Equalities Outcomes Action Plan 2026-2029

Equality Outcome 1: New Scots and our ethnically and culturally diverse communities feel welcomed, supported, and have equity of opportunity to thrive in our communities

We will:	Because you told us:	The difference we will make by 2029:	Responsible Council Service(s)
Collaborate with community partners to develop a community cohesion work programme.	That the negative rhetoric around refugees, asylum seekers and migrants is impacting feelings of safety and belonging for New Scots and our ethnically and culturally diverse communities	New Scots and our ethnically and culturally diverse communities feel they are safe and belong due to improved community cohesion.	Strategy, Policy & Insight Communications, Marketing & Events
Integrate the celebration of the cultural wealth brought to Renfrewshire by New Scots and our ethnically and culturally diverse communities into the existing events programme (Sma' Shot day, Paisley Halloween Festival, and the Paisley Food and Drink Festival).			Communications, Marketing & Events
<p>Deliver actions identified within the Fairer Renfrewshire Action Plan to better support New Scots and our ethnically and culturally diverse communities moving to Renfrewshire:</p> <ul style="list-style-type: none"> Complete a Strategic Needs Assessment which will allow us to develop local priorities and actions to better support New Scots and our ethnically and culturally diverse communities 	<p>There is a lack of local activity (that individuals are aware of) to support the integration of New Scots and our ethnically and culturally diverse communities.</p>	Support offered to New Scots and our ethnically and culturally diverse communities is responsive to their needs and easily found in a comprehensive information pack.	Strategy, Policy & Insight Connected Communities
	<p>Information about support and services available is challenging to find and difficult to understand due to complex language.</p>		

<ul style="list-style-type: none"> Support development of information pack for New Scots and our ethnically and culturally diverse communities, which is accessible for all Expand the provision of English Speakers of other Languages (ESoL) 	<p>New Scots and our ethnically and culturally diverse communities experience language barriers when arriving in Scotland.</p>	<p>Expanded ESOL course offerings.</p>	
<p>All schools will have anti-racism on school improvement plan.</p>	<p>Schools need to enhance their understanding of racism and how to respond to racist incidents.</p>	<p>Increased the racial literacy and challenging of discrimination in schools.</p>	<p>Children's Services</p>
<p>Implement the self-evaluation toolkit designed by The West Partnership to engage staff in bespoke anti racist activity.</p>			<p>Children's Services</p>
<p>Share feedback with Renfrewshire Council Education employees from the anti-racist training programme developed in partnership with West of Scotland Development Education Centre.</p>			<p>Children's Services</p>

Equality outcome 2: Disabled and older people experience improved access to public buildings, services, and transport, ensuring greater independence and participation in community life.

We will:	Because you told us:	The difference we will make by 2029:	Responsible Council Service(s)
<p>Continue to advertise council events through non-digital methods.</p>	<p>A digital first approach does not suit many disabled and older people</p>	<p>More disabled people and older people can access information about</p>	<p>Communications, Marketing & Events</p>
<p>Continue to develop digital inclusion actions identified within the Fairer Renfrewshire Action Plan:</p>		<p>services, transport and events.</p>	<p>Digital, Transformation & Customer Services</p>

<ul style="list-style-type: none"> • Identify and develop new supports for those who are digitally excluded including in relation to skills development, online safety and wider barriers such as affordability. • Continue to support Digital Champions Programme to expand reach • Expand DigiZones as a mechanism to access free devices, support and connectivity 			
<p>Deliver actions identified within Renfrewshire Local Transport Strategy 2035 which seek to address accessibility:</p> <ul style="list-style-type: none"> • Working with SPT and operators; make buses, trains and taxis accessible and easier for all to use, including through reducing physical accessibility barriers and improving the accessibility of travel information • Working with Transport Scotland, ScotRail and Network Rail; improve accessibility at all rail stations, including ramp access on all platforms and between platforms (as applicable), including at Lochwinnoch station • Prioritise pedestrian safety through a review of crossing facilities on the local road network at locations identified in the Annual Accident 	<p>Public transport is not always accessible for disabled and older people due to accessibility barriers on the way to and at the location of public transportation stops/hubs.</p>	<p>More disabled people and older people can access public transport safely.</p>	<p>Environment, Housing and Infrastructure</p>
	<p>Infrastructure is a barrier to disabled and older people being able to walk or wheel in their local community.</p>	<p>More disabled people and older people are able to walk and wheel in their local area.</p>	

<p>Assessment and through working with local communities</p>			
<p>Deliver actions identified within Renfrewshire Local Transport Strategy 2035 which seek to address availability of public transport:</p> <ul style="list-style-type: none"> • Working with partners; explore opportunities to expand network coverage of bus services in rural areas of Renfrewshire and between areas of deprivation and employment such as AMIDS • Support provision of existing and new Community Transport and Demand Responsive Transport, with a focus on rural areas and access to health and providing transport that is fully accessible • Support the expansion of car club schemes across Renfrewshire, including clubs with electric vehicles 	<p>Public transport links to more rural areas are lacking.</p> <p>Demand responsive transport is not meeting needs of users.</p>	<p>More disabled people and older people can access public transport safely in rural areas.</p> <p>There are more transport options available which can meet personal requirements.</p>	<p>Environment, Housing and Infrastructure</p>
<p>Further explore barriers to disabled residents using local taxi services and utilise this information to identify possible solutions.</p>	<p>There is not enough provision of taxis which are able to accept powered wheelchairs.</p>	<p>Partnership work has taken place to seek improved experiences for disabled residents</p>	<p>Licensing</p>
<p>Deliver action identified within the Fairer Renfrewshire Action Plan to better respond to the needs of disabled residents:</p>			<p>Connected Communities</p>

<ul style="list-style-type: none"> Consider further programme of work to better understand barriers and experiences of disabled residents 			
<p>Deliver actions identified within Renfrewshire Community Learning and Development Partnership Plan 2024 - 2027 which seek to deliver initiatives to reduce social isolation in older people and disabled people:</p> <ul style="list-style-type: none"> Provide a tailored range of health and wellbeing programmes for older people; people with a disability; and identified excluded groups with health improvement needs Develop community capacity and resilience by supporting community groups to form, grow and connect 	<p>Lack of (knowledge of) events in local community</p>	<p>Disabled and older people are supported to engage and participate in initiatives to reduce social isolation.</p>	<p>Connected Communities</p>
<p>Deliver action identified within the Fairer Renfrewshire Action Plan to build community capacity:</p> <ul style="list-style-type: none"> Develop sustainable models for supporting community connection through the winter period, considering longer-term model for Winter Connections programme. 	<p>Connected Communities</p>		

Equality Outcome 3: Improved economic prospects for women, minority ethnic people and disabled people

We will:	Because you told us:	The difference we will make by 2029:	Responsible Council Service(s)
<p>Deliver actions identified within the Fairer Renfrewshire Action Plan to address barriers to employment:</p> <ul style="list-style-type: none"> Support parental employability and progression in work. E.g. by working with employers to create family/parent friendly working conditions and working patterns e.g. school hour posts. Identify and reduce barriers for those needing additional support to move into and progress in work, across groups identified by the Local Employability Partnership 	<p>Finding roles which allow enough flexibility to fit around childcare is challenging.</p>	<p>Parents in Renfrewshire have access to and can pursue employment opportunities which fit around their childcare responsibilities.</p>	<p>Invest in Renfrewshire Local Employability Partnership</p>
<p>Deliver actions identified within the Fairer Renfrewshire Action Plan to agree sustainable models for delivery:</p> <ul style="list-style-type: none"> Review Breakfast Club provision and develop a consistent and sustainable model of provision Develop sustainable models for the delivery of summer holiday activities for children and young people from low-income families 	<p>The cost and provision of childcare are barriers to finding employment.</p>		<p>Connected Communities</p>
<p>Continue to provide traineeship opportunities as paid placements within Renfrewshire Council to allow parents to re-enter the job market to develop skills and confidence to support them to progress towards gaining employment.</p>			<p>Invest in Renfrewshire</p>

			Local Employability Partnership
<p>In line with the Community Learning and Development Plan 2024 - 2027 deliver actions to help citizens develop skills to enhance employability:</p> <ul style="list-style-type: none"> Explore opportunities across Council Services for closer joint working with Local Employability Partnership, particularly around supporting parental employability and supporting No One Left Behind (NOLB) approaches. 			Connected Communities
<p>Continue to provide targeted support to tackle the increased challenge of in-work poverty through:</p> <ul style="list-style-type: none"> Supporting parents already in work to remain active in the workplace The provision of ongoing training and employability support. Partners to identify opportunities for local people to gain work experience and career progression opportunities across respective organisations 	<p>There are a lack of suitable roles that are flexible and pay enough to allow individuals to fully come off benefits.</p>	<p>Increased engagement with the support provided to tackle challenges of in-work poverty.</p>	Connected Communities
<p>Continue to enhance understanding of disabilities and reasonable adjustments through:</p> <ul style="list-style-type: none"> Identifying and reducing barriers for those needing additional support to move into and 	<p>There is a lack of support and understanding of disabilities and reasonable adjustments from local employers</p>	<p>Sustained employment for disabled people as workplaces are supportive and have a good</p>	Local Employability Partnership

<p>progress in work, across groups identified by the Local Employability Partnership</p> <ul style="list-style-type: none"> • Continue to provide training for Local Employability Partnership colleagues to enhance understanding of how to more effectively support clients with different disabilities and health conditions. • Embedding lived experience into the Local Employability Partnership by working with Lived Experience Panel, co-producing materials, and hosting focus groups as required. 		<p>understanding of reasonable adjustments.</p>	
<p>Continue to translate qualifications from abroad into English.</p>	<p>Qualifications from abroad are often not recognised by UK employers, leading to underemployment</p>	<p>Individuals with qualifications from abroad can demonstrate their skills to UK employers</p>	<p>Local Employability Partnership</p>
<p>Develop and deliver a sectoral employability programme alongside ESOL provision.</p>	<p>Language barriers can lead to difficulty finding employment</p>	<p>Those experiencing language barriers have routes into employment.</p>	<p>Local Employability Partnership</p>

Equality outcome 4: All residents can access information and services in an inclusive and accessible manner.

<p>We will:</p>	<p>Because you told us:</p>	<p>The difference we will make by 2029:</p>	<p>Responsible Council Service(s)</p>
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<p>Continue to ensure there are available alternatives to digital contact and advertise the different ways people can contact the council (face to face, phone etc).</p>	<p>Digital first approach is not suitable for everyone.</p>	<p>Digital services are only a part of our offering, and other channels remain accessible for those who need it.</p>	<p>Communications, Marketing & Events Various council services</p>
<p>Prepare for implementation of the new Inclusive Communication Duty.</p>			<p>Communications, Marketing & Events</p>
<p>Deliver action identified within the Fairer Renfrewshire Action Plan to ensure services are inclusive and accessible:</p> <ul style="list-style-type: none"> Identify available supports, including community services, for people, both digital and physical and work with stakeholders to develop an awareness campaign. 			<p>Digital, Transformation and Customer Services</p>
<p>Provide accessible information on council services for people facing barriers through disability and language on Renfrewshire.gov.uk by:</p> <ul style="list-style-type: none"> Ensuring that when old website content is migrated to the new council website the content is written in accessible language. Council services to ensure communications are accessible and in plain English 	<p>Lack of plain English used within council communications</p>	<p>Council communications on new website and promotional materials are accessible and written in plain English.</p>	<p>Communications, Marketing & Events Digital, Transformation and Customer Services Various council services</p>
<p>Deliver action identified within the Fairer Renfrewshire Action Plan to ensure services are inclusive and accessible:</p>			<p>Communications, Marketing & Events</p>

<ul style="list-style-type: none"> Work with services on more inclusive communications in line with Residents Research findings 			<p>Connected Communities</p>
<p>Provide key information, including the Council Plan and the Community Plan in accessible formats (E.g. Easy Read, BSL, Braille, large print, audio). Review what information is provided in accessible formats on a yearly basis.</p>	<p>Initial communication in English and individuals not aware of how to request communication in a different language or format</p>	<p>Residents can access key information in accessible formats and are aware of how to ask for communications in an alternative format.</p>	<p>Communications, Marketing & Events Connected Communities</p>
<p>Review/create translation and interpretation guidance and develop a central way to ask for communications to be provided in an alternative format, translated or interpreters to be booked.</p>			<p>Communications, Marketing & Events Digital, Transformation and Customer Services Various council services</p>
<p>Ensure that the new Council website and online services more broadly are accessible by:</p> <ul style="list-style-type: none"> When old website content is migrated to new council website that content is in an accessible format Conducting a yearly accessibility audit against the Web Content Accessibility Guidelines (WCAG 2.0) and making any required improvements. 	<p>The current website can be challenging to navigate</p>	<p>New council website is easy to navigate and information is easy to understand.</p>	<p>Communications, Marketing & Events</p>
<p>Create examples of forms that are easy for people to read and use. We will share these examples so that staff across the organisation can use them to improve their own forms.</p>	<p>Council forms can be jargon heavy and challenging to navigate.</p>	<p>Council forms are easy to read and fill in.</p>	<p>Connected Communities</p>

			The Promise Team
Ensure that equality and diversity are considered, and required mitigations are embedded when rolling out AI tools across council services.	Implementation of AI and public facing digital tools have been a barrier to communicating with the council	Our customers are meaningfully involved in developing public facing digital tools, and their needs are influential and at the heart of decision-making	Digital, Transformation and Customer Services
Complete user testing with public facing digital tools.			Digital, Transformation and Customer Services

Equality Outcome 5: Our workforce better reflects the diversity of our community, in terms of ethnicity and disability

We will:	Because you told us:	The difference we will make by 2029:	Responsible Council Service(s)
Encourage employees to share their personal equality information through targeted communications campaigns.	There is a lack of visible diversity within council especially in terms of disability and minority ethnic people	We can more accurately identify if Renfrewshire Council's employees are representative of the Renfrewshire population.	People & OD Communications, Marketing & Events
Within Public Sector Equality Duty reports continue to compare council workforce equality data to Renfrewshire census data to establish where the Council's workforce can become more reflective of the communities we serve.			People & OD
Review the application to interview process to ensure any areas for potential bias are addressed.		There is improved representation within the	People & OD

		recruitment process from equality groups	
Implement the Employee Suggestion Scheme allowing employees to share ideas to improve efficiency, enhance wellbeing, and deliver Best Value.		Council employees are aware of more diverse mechanisms to share feedback.	People & OD
Review and evaluate the Council's Employee Engagement Forums to ensure they are giving employees a space to share ideas, raise concerns, and contribute to service improvements.			People & OD
Develop an engagement framework to identify how different employee voice mechanisms feed into decision making.			People & OD
Create guidance to support the establishment of Employee Equality Forums (e.g. LGBT+ Forum, Neurodiversity Forum).			People & OD
Review the impact of the EDI Strategy across the protected characteristics and review where additional work is required.			We have a better understanding of the experiences of minority ethnic and disabled staff and have an action plan in place to address any negative experiences.

Continue to ensure plain English is used in job descriptions where possible	Jargon in job descriptions is a barrier to applying	Council job descriptions are easy to understand.	People & OD
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Equality outcome 6: People with lived experience of inequality and exclusion will be more involved in informing and co-designing policy and practice that affects them

We will:	Because you told us:	The difference we will make by 2029:	Responsible Council Service(s)
Implement the new Consultation and Engagement Policy, which will better engage equalities communities in local decision-making.	Equality groups feel disillusioned and a lack of trust with the consultation and engagement process.	Better engage equalities communities in local decision making through implementing a standardised high-quality approach to consultation and engagement activity within Renfrewshire Council.	Strategy Policy & Insight
Establish a Consultation and Engagement Advisory Group (CEAG) to act as a ‘community of practice’ providing training, sharing best practice, coordinating a consultation calendar, and embedding consistency of approach across the organisation.			Strategy Policy & Insight
Deliver actions identified within the Fairer Renfrewshire Action Plan to use insight to drive targeted action: <ul style="list-style-type: none"> • Apply learning from lived experience and practitioner feedback to shape services, with a focus on customer facing services • Continue to embed lived experience and lesser heard voices as part of corporate approach to consultation and engagement. 			Connected Communities Fairer Renfrewshire Officer Group

<ul style="list-style-type: none"> • Ensure the voice of young people are captured and acted upon, including Care Experienced Young People • Ensure communities see how their input influences decisions 			
<p>Deliver action identified within the Fairer Renfrewshire Action Plan to use insight to drive targeted action:</p> <ul style="list-style-type: none"> • Ensure communities see how their input influences decisions 	<p>A lack of feedback loop means you are unsure how your feedback makes a difference.</p>	<p>Communities know how their feedback has shaped decision making.</p>	<p>Connected Communities</p>
<p>Increase information sharing of how to give feedback on council decisions, communication, and services.</p>			<p>Consultation and Engagement Advisory Group</p>
<p>Increase engagement from marginalised communities in local decision-making through a range of participatory approaches using appropriate data such as SIMD and Census</p>	<p>Inflexible approaches to engagement and consultation mean that equality groups face</p>	<p>Engagement and consultation is delivered in ways that allows equality groups to participate fully.</p>	<p>Consultation and Engagement Advisory Group</p>

<p>Develop a small grant programme to commission local organisations who engage with/represent equalities groups to share the experiences and perspectives of diverse groups.</p>	<p>barriers to participating in consultation and engagement.</p>		<p>Connected Communities</p>
<p>Work in partnership with the Integration Network Renfrewshire (IN-Ren) on priority actions determined through the Partnership and Collaboration Event. Initial focus will be to progress partnership work in relation to Tackling Stigma, Prejudice and Safety Concerns.</p>			<p>Connected Communities</p>
<p>In line with the Community Learning and Development Plan 2024 - 2027 :</p> <ul style="list-style-type: none"> • Explore options to develop a CLD Voice Forum/ forum arrangements to inform future planning • Explore options for further roll-out of participatory budgeting and decision making opportunities in Renfrewshire • Progress the Local Plans, Local Voices, Local Priorities campaign through Local Partnerships 		<p>Residents in Renfrewshire have diverse mechanisms to contribute to decision making.</p>	<p>Connected Communities</p> <p>Local Partnerships</p>
<p>Ensure opportunities to influence and feed into council services are advertised including through the Third Sector Interface.</p>	<p>It can be difficult to know how to get involved or how to provide feedback to the council or council services</p>	<p>Information on how to influence and feed into council services is shared through different channels.</p>	<p>Consultation and Engagement Advisory Group</p>
<p>Increase information sharing of how to give feedback on council decisions, communication, and services.</p>			<p>Consultation and Engagement Advisory Group</p>

<p>Improve public reporting of Equality Impact Assessments carried out across Council services.</p>	<p>There is a lack of understanding of how equality groups are considered in decision making.</p>	<p>Improved capability within Renfrewshire Council to consider equality groups within decision making.</p>	<p>Connected Communities</p>
<p>Update and refresh supporting resources (toolkit and training) for the completion of Equality Impact Assessments.</p>		<p>Increased transparency within decision making process.</p>	<p>Connected Communities</p>
<p>Improve transparency of monitoring and reporting of equality work across the Council by establishing a regular reporting cycle to Leadership Board for key equality commitments.</p>			<p>Connected Communities</p>