

Progress report on Equality Outcomes for the Moray Council, the Moray Council Education and Social Care Department and the Moray Licensing Board, April 2015

Introduction

In April 2013 the three authorities - Moray Council, the Moray Council Education and Social Care Department and the Moray Licensing Board - published their joint equality outcomes. The decision to opt for joint outcomes arose from the need for a co-ordinated approach with regards to bullying and domestic violence to ensure that repeat or escalating incidences are identified and acted upon.

Various departments and Community Planning Partners often have different reporting mechanisms. The evidence used in developing the Moray Council's equality outcomes suggest that where incidents of harassment, bullying or domestic violence have the most severe outcomes, it is often because information from the different reporting channels isn't shared in a way that enables authorities to identify repeated and escalating incidences.

The outcomes centred around three themes which had been identified following consultation with the Moray Equalities Forum.

The themes were:

- Bullying
- Domestic violence
- Access to streets

This report is the first update on progress against the outcomes set in 2013.

Summary of the outcomes

All three listed authorities were active in delivering on this outcome. In addition, the Licensing Board contributes by linking incidences of underage drinking to bullying behaviour, and feeding these into the overall reporting system.

Bullying

Outcome 1. Through 2013 and 2014 it is expected that the number of reported incidences of bullying for all protected characteristics will increase through better awareness and reporting mechanisms. The baseline figures will relate to all incidences and will enable us to identify repeat and escalating incidences.

Throughout the period there has been an increase in reports of bullying from the schools, particularly from the first quarter in 2014-15 onwards. The reports identify

the relevant protected characteristics. Within Moray Council, between quarter 2 and quarter 3 of 2014/'15 there has been a sharp drop in the number of bullying incidents relating to vulnerable adults. Unfortunately the reports do not record all protected characteristics, focussing instead on the victim's disability. Over the next two years, the Equal Opportunities Officer will work with the Adult Protection Unit to collect data covering the other protected characteristics. During the last two years there has been closer partnership working between the Adult Protection Unit and other departments within the Moray Council, particularly Trading Standards and Employee Support Services and among partners such as Police Scotland, NHS Grampian and GP practices. This has led to a greater awareness among these services of adult protection issues. One issue that has emerged as a result of this is a greater focus on tackling financial abuse of vulnerable adults.

It has not been possible to establish the link between underage drinking and bullying. During 2013 the Moray Licensing Board promoted that this was explored by agencies involved in reporting this, but this has as yet not been followed up, to a large extent due to organisational changes among Community Planning Partners. The establishment of the Moray Community Safety Hub will give an opportunity to develop this further over the next two years.

An organisation-wide survey was held among employees of the Moray Council in June 2013, with a follow up survey in April 2014 to determine the extent to which bullying took place within the organisation. The analysis included a breakdown by protected characteristic.

Outcome 2. By April 2014 onwards a baseline figure for the number of incidences for all protected characteristics will be established.

The recorded number of incidents within Moray Council through The Adult Protection Unit still shows too much variation to enable a meaningful baseline figure. More departments across the Moray Council, as well as Community Planning Partners now report to The Adult Protection Unit. The Moray Adult Protection Committee, in its Biennial report for 2012-2014 commented on the need for more consistency in the definition of what incidents fall within the remit of The Adult Protection Unit. This was being addressed, resulting in the reduction in the number of reported incidents between quarter 2 and quarter 3 of 2014/15.

The Moray Council is currently working with the schools in Moray to establish a comprehensive anti-bullying approach. This will involve a survey across all the schools in Moray and a consultation to be completed by December 2015. The results of the survey will be used as a baseline figure for future annual surveys.

Outcome 3. *From April 2014 the number of repeat incidences of bullying related to protected characteristics will decrease.*

For all three listed authorities it's too early to say that this is happening without a baseline figure. Much work is being done through the Moray Adult Protection Committee and the Community Safety Hub to ensure that repeat incidences are identified and dealt with.

Outcome 4. *From April 2014 the number of escalating incidences of bullying related to protected characteristics will decrease.*

As with the previous outcome, it is too early to draw conclusions before a baseline figure is established. Much work is being done through the Moray Adult Protection Committee and the Community Safety Hub to ensure that escalating incidences are identified and dealt with.

Outcome 5. *From April 2014 the overall number of incidences of bullying related to protected characteristics will decrease.*

The number of bullying incidents involving vulnerable adults has halved between quarter 2 and quarter 3 of 2014/2015. However, this is more a result of fine-tuning of the definition between the partners involved in Adult Protection in Moray than an indication of a real decline.

Within the Moray Education Authority it is expected that the number of bullying incidences will still go up as the awareness of the need to report all incidences is being raised, and awareness of the procedures improves.

Outcome 6. *From April 2013 onwards victims of bullying will be supported in developing better ways of dealing with bullying behaviour.*

Outcome 7. *From April 2013 onwards people who display bullying behaviour will be supported in addressing their own bullying behaviour.*

For both these outcomes a corporate approach to anti-bullying is being established in partnership with the Respect Me Scotland organisation and Moray Integrated Children Services. A survey and consultation will take place during 2015 with draft guidance to be produced by December 2015.

Domestic abuse *All three listed authorities will contribute to this. The Moray Licensing Board to provide information about the link between alcohol and domestic abuse in Moray. The Moray Council Education and Social Care Department will follow up on evidence of children suffering from the effects of domestic abuse.*

The outcomes for this section are:

Outcome 1. Gain a better understanding of the number of incidences of domestic violence disaggregated by protected characteristic.

The figures regarding domestic violence are reported to the Moray Council's Communities Committee as part of the Community Safety and Antisocial Behaviour Strategy performance reporting. Incidents of domestic abuse involving alcohol (victim or perpetrator) are also reported to this committee, which has resulted in the creation of an awareness raising programme aimed at victims and perpetrators. Cases where there is a risk of violence or where it has occurred are brought to the weekly meetings of the Moray Community Safety Hub for further action by one or more of the partner organisations.

Integrated Children Services are represented on this Hub group, providing a route for action where there is a concern about children suffering from the effects of domestic violence. Any concerns will be followed up by Integrated Children Services as part of the Moray Education Authority:

Outcome 2. Gain a better understanding of the number of repeat and escalating incidences as part of the total number of incidences.

Repeat incidences are reported to the Communities Committee as part of the Community Safety and Antisocial Behaviour Strategy performance report. There was an initial increase in the number of repeat incidences followed by a sharp fall in the first two quarters of 2014-2015. This would indicate that there are still issues to be resolved between the partners involved in the Community Safety Hub around the definitions.

Cases where there is a risk of violence or where violence has occurred are brought to the weekly Hub meetings for further action by one or more of the partner organisations. These meetings ensure that any repeat of escalating incidents that may be reported through different channels are identified.

Outcome 3. Raise awareness of incidences of domestic abuse and reporting mechanism among front-line officers who are not currently engaged in tackling domestic violence and the public. *All three authorities are encouraging uptake of GIRFEC and Vulnerable Adult training.*

Outcome 4. Reduce the overall number of incidences of domestic violence. *All three listed authorities will contribute to this outcome, but at this stage it's too early to draw conclusions about trends.*

Outcome 5. Reduce the number of escalating incidences of domestic violence. *All three listed authorities will contribute to this outcome, but at this stage it's too early to draw conclusions about trends.*

Outcome 6. Reduce the number of repeat incidences of domestic violence. *All three listed authorities will contribute to this outcome, but at this stage it's too early to draw conclusions about trends.*

Outcome 7. Victims whose first language is not English will have better access to interpretation services when seeking help.

Interpretation and translation services are in place with the Moray Council and the Moray Education Authority. Developing resources for the relevant voluntary sector organisations still needs to be developed.

Outcome 8. Victims who have special needs will have quicker access to an assessment by an occupational therapist.

No work has been done on this outcome.

Access to streets

All three listed authorities will contribute to this.

Outcome 1. Work with community groups to carry out street audits to gain insight into the physical and psychological barriers that prevent pedestrians or wheelchair users from using the pavements in Moray.

Training for community groups on carrying out community street audits was delivered in September 2014. About 30 participants took part representing various community councils and area forums including Moray Women's Aid, TSI Moray, Moray Disability Forum, North East Sensory Services, Community Wardens and Moray Council Traffic Engineers.

The groups have identified priority areas in Elgin, Dufftown, Lossiemouth and Findhorn for street audits from the spring of 2015 onwards.

Outcome 2. Improve access to streets for all users in Moray.

The street audits will help identify and prioritise physical and psychological barriers to be addressed from Summer of 2015 onwards.

Outcome 3. People feel safe using the streets in Moray.

Street audits will help identify and prioritise physical and/or psychological barriers to be addressed from Summer of 2015 onwards.

Outcome 4. Provide easily accessible information about safety and accessibility of the streets in Moray.

A successful application was made by the Moray Council in partnership with the University of the Highlands and Islands to the Digital Health Institute. The Digital Health Institute will provide the technical support needed to use the information from the community street audits to produce an app which will help people plan accessible routes according to their mobility requirements.

The progress and the data

Bullying

This is being addressed in three areas:

- Vulnerable adults;
- Schools
- Moray Council workforce.

The following sections give the data collected for each of these.

Vulnerable adults

The Moray Adult Protection Committee is a partnership between Police Scotland, The Moray Council and NHS Grampian. The establishment of the Adult Protection Unit as a single point of contact for all Adult Support and Protection referrals is aimed at ensuring such consistency. Such partnership working presents its challenges in ensuring that consistent definitions are used across the partners. It is noted that there has been a significant drop in the number of incidents during 2012 as a result of a screening process whereby only those incidents requiring intervention are recorded. A further reduction was noted during the 3 Quarter of the last year. This is the result of a further refinement of the definition, allowing more appropriate referrals to other services.

A corporate strategy to address bullying and harassment of vulnerable adults was published in March 2014. The full text can be accessed [here](#). The following data has been published by the Moray Adult Protection Committee, and the Biennial Report for 2012-2014 can be accessed [here](#).

Table 1: reported incidents of harassment involving vulnerable adults

	Number of people (aged 16 and over) who have been subject to a referral	Rate per 10,000 population aged 16+
Q4 2013-2014	61	8.4
Q1 2014-2015	53	7.3
Q2 2014-2015	56	7.7
Q3 2014-2015	27	3.7

The Community Safety Hub has proven an important factor in identifying and dealing with repeat and escalating incidents in relation to bullying of vulnerable adults.

Schools

When the outcomes were first proposed there was concern that there may have been an under-representation of incidents in schools. This was based on the relatively low number of reported incidents when compared with research commissioned by the Moray Council in 2011, and by anecdotal evidence from the Moray Equalities Forum. Following the publication of the equality outcomes, work has started on producing a corporate anti-bullying strategy for schools. This work is still ongoing but it should be noted that since this work has started the number of reported incidences has increased significantly. Greater awareness of the reporting process and definitions of bullying may have contributed to this rise.

Table 2: Reported incidents of bullying in schools

EIMF	incidents per quarter
Q1 - 12/13	1
Q2 - 12/13	1
Q3 - 12/13	2
Q4 - 12/13	1
Q1 - 13/14	1
Q2 - 13/14	0
Q3 - 13/14	3
Q4 - 13/14	3
Q1 - 14/15	6
Q2 - 14/15	5
Q3 - 14/15	6
Q4 - 14/15	4

Table 3: graphic representation of reported incidents in schools

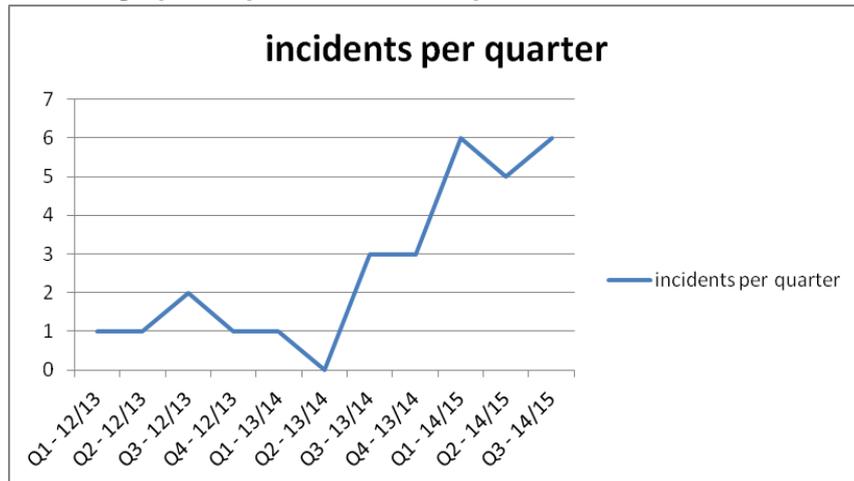


Table 4: reported incidents in schools by protected characteristic

protected group	Total
Sex	2
Race	24
Religion or Belief	2
Several Incidents	1
Sexual Orientation	3
Transgender	1
Grand Total	33

Table 5: breakdown of racial incidents

Basis for bullying incidents ¹	Total
Skin colour	9
Asian	6
Unspecified	3
English	2
Gypsy/Traveller	2
Polish	2
Other	2

Moray Council Workforce

In June 2013 The Moray Council undertook an organisation-wide opinion survey of all employees. One of the key points to come from the survey was that 8% of respondents stated they had experienced what they felt was harassment or victimisation in the workplace.

To assess the extent of this issue across the organisation, a further survey was undertaken with all employees in April 2014.

In total 5181 surveys were issued and 1506 were returned giving a response rate of 29%.

Of those who completed a questionnaire and answered the question, 30% stated that they had felt bullied or harassed within the previous 12 months, 62% stated that they hadn't and 8% did not answer the question.

Respondents were asked if they believed that this behaviour was a result of the protected characteristics as defined under the Equalities Act 2010. Of the 30% who

¹ Some incidents made reference to more than 1 nationality/colour

indicated they had experienced bullying or harassment, just under a quarter of those responded this question. 10% felt that the main reason for their treatment was because of age, 5% gender and 3% race.

The findings were presented to the Moray Council at a special meeting on 2 July 2014. At this meeting the development of a programme of cultural change was agreed, with the establishment of a senior working party to produce an action plan, monitor progress and investigate training issues.

Domestic Violence

The figures regarding domestic violence are reported to the Communities Committee as part of the Community Safety and Antisocial Behaviour Strategy performance.

	Number of incidences	Number of repeat incidences	Number of incidences involving alcohol victim	Number of incidences involving alcohol perpetrator
Q4 2012-2013	184	78	46	88
Q1 2013-2014	118	77	42	58
Q2 2013-2014	187	79	25	45
Q3 2013-2014	173	126	36	54
Q4 2013-2014	179	133	40	68
Q1 2014-2015	177		31	55
Q2 2014-2015	155		29	54

The figures given show a drop from 133 in Q4 13/14 to 2 in Q1 14/15. There has been a change in contact person at Police Scotland who provides this information and this may have resulted in a different definition of what constitutes a repeat incident. Reduction of incidents involving alcohol is linked to recent awareness raising campaigns by Moray Drugs and Alcohol Partnership, targeting victims and perpetrators of domestic violence

As with bullying, the establishment of the Community Safety Hub in Moray has been instrumental in developing a joint approach across Moray Council departments and the Community Planning Partners.

Access to Streets

Access to streets was identified as a priority theme in the Moray Council's Equality Outcomes, in partnership with the Moray Equalities Forum comprising local groups representing the various protected characteristics. The forum felt that the theme had the potential to promote equal opportunities within the wider community and, in partnership with the Moray Council's Equality and Diversity Corporate Advisory Forum, developed proposals to implement the theme. The Moray Equalities Forum felt that the theme is of special interest to elderly people, people with a disability and families with pushchairs but also has wider benefits to the community. Improved access to streets can enhance the perception of safety within a community. The Moray Council's safer communities surveys of 2006 and 2009 found that the perception of safety was more related to physical features of and familiarity with neighbourhoods than with actual crime figures. Increased footfall within certain areas can also benefit local businesses.

In partnership with the Moray Equalities Forum it was agreed to undertake a three year programme which includes the following activities:

- Invite the various community groups in Moray to take part in training on community street audits, to be delivered by Living Streets Scotland;
- Liaise with those groups to carry out a systematic programme of street audits aimed at identifying accessible routes and barriers to accessible routes.
- Prioritise actions to be taken to improve accessibility, based on the street audits.
- Raise awareness of how the general public can contribute to improving accessibility.
- Produce a map of accessible routes in Moray, possibly using different grading of accessibility. The criteria for those gradings will be established in partnership with the community groups taking part in the programme.
- Use the information from the community street audits to develop a local knowledge base of accessibility issues which can assist in the design of future developments in Moray.

The training took place in September 2014. More than 30 individuals took part representing various community councils and area forums as well as Moray Women's Aid, TSI Moray, Moray Disability Forum, North East Sensory Services, Community Wardens and Moray Council Traffic Engineers. The training was made available thanks to funding from Change Fund and Living it Up Moray.

A successful application was made in partnership with the University of the Highlands and Islands and NHS Grampian to the Digital Health Institute (DHI). The DHI aims to create innovative partnerships between industry, professionals and academics. The DHI offers technical assistance in developing the map of accessible routes in Moray.

Work done towards achieving the outcomes

When the equality outcomes were first published the Moray Council, The Moray Council Education and Social Care Department and the Moray Licensing Board made a conscious decision to publish joint outcomes. This was on the understanding that for the chosen themes, partnership work is the key to achieving outcomes.

Moray Community Safety Hub

When the themes relating to bullying and domestic violence were developed, the main concern was to develop an approach that joined up different methods of reporting, identified and supported repeat victims or perpetrators, and dealt with incidences of escalated domestic violence.

The intention was initially to create a 'virtual' hub to facilitate consistency of reporting across the Moray Council departments and the Community Planning Partners. However, due to issues around management of confidential information this was not progressed. In its place the 'physical' Moray Community Safety Hub was established in October 2014 as a multi-agency partnership where representatives meet to

- Allow early identification of issues or persons causing concerns to agencies or services:
- Allow early interventions to be identified and implemented across agencies and services to prevent escalation of problems
- Gain a holistic view of problems which may impact on a number of agencies or departments
- Offer a multi-agency solution and response
- Ensure free flow of information and intelligence across agencies and services.

Current members of the Community Safety Hub are: The Moray Council's Anti-Social Behaviour Unit, The Moray Council Housing department, private social landlords, The Moray Council Adult Protection, NHS Grampian, Police Scotland, The Moray Council Early Engagement Team, The Moray Council Trading Standards, Moray Council Child Protection.

Moray Licensing Board

The decision to publish joint equality outcomes has helped in establishing partnership relations within the Moray Council and among its partners and has resulted in a more effective approach to repeat incidences of bullying and domestic violence. However, it has become clear that this approach took insufficient account of the constraints under which the Moray Licensing Board operates.

The link between domestic violence and alcohol abuse can clearly be demonstrated from the data that have been produced. More work needs to be done through the Moray Community Safety Hub to establish the link between bullying and underage

drinking. The Moray Licensing Board will also advise on survey questions about underage drinking to best inform the anti-bullying policy for schools.

The Moray Licensing Board recognises that more can be done to contribute to achieving the equality outcomes through its policy measures and delivering messages to trade and the general public. For example, at present it operates self-exclusion agreements for problem gamblers where addicts can sign up to self-exclusion agreements with individual establishments. It is proposed that a similar approach is adopted in relation to problem drinking, especially where this leads to domestic violence.

Areas for improvement

The following areas will need to be addressed over the next two years.

Recording and monitoring require to be more consistent across partners. All partners need to use the Equality and Diversity Corporate Advisory Forum to gather and to publish progress on equality outcomes at quarterly intervals. This will include achieving greater clarity among the various partners on criteria for reporting harassment of vulnerable adults and repeat incidences of domestic violence. In addition more information will be sought on the extent to which harassment of vulnerable adults is linked to protected characteristics other than disability.

Develop an anti-bullying policy for schools in Moray.

Establish a clearer link between underage drinking and bullying.

Establish resources to facilitate access to interpretation and translation for voluntary organisations dealing with bullying and domestic violence.

Actions need to be developed to improve access to OTs for victims of domestic abuse who have special needs.

Next steps

Moray Education and Social Care are developing Corporate anti bullying strategy in partnership with Respect Me Scotland.

Agreement reached to ensure that new strategy reflects the national standards for an anti-bullying approach.

A Steering group has been established to oversee consultation, development and implementation of the corporate anti-bullying policy for schools. The steering groups comprises Equal Opportunities Officer, Inclusion Manager, Children's Wellbeing

Manager, Elected Members, Pupils, Parents, Educational Psychologist, Early Engagement Team.

Before the start of the consultation a survey will be held among pupils in all the schools in Moray to establish to what extent bullying takes place in schools. The results of the survey will be used during a wider consultation on bullying after the summer holidays. The consultation will involve pupils, parents, teaching and auxiliary staff in schools and relevant services within the Moray Council, such as community wardens and Integrated Children Services.

The draft anti-bullying policy for schools is expected to be published in December 2015.