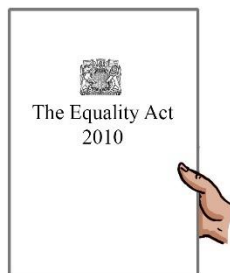


# Equality Outcomes - our priorities

## Introduction

### Protected Characteristics



The Equality Act 2010 protects everyone. It is a law that says you cannot treat someone unfairly because of a protected characteristic.



A protected characteristic is something about a person like their age, disability, race or religion.

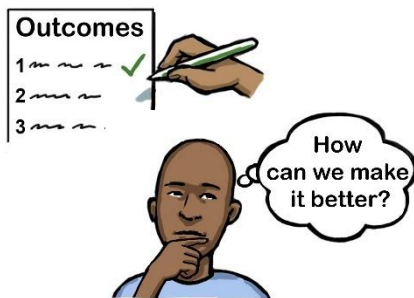


This short film explains what protected characteristics are.

## Our Equality Outcomes



We want everyone to feel welcome in Edinburgh, whether they live, work, study, or visit here.



The Council publishes equality outcomes every 4 years. Outcomes are a list of things we want to do. They say what we will do to reduce inequalities and make services better.



We want to base our equality outcomes for 2026-2030 on research and what people tell us.

## Edinburgh Health and Social Care Partnership



The Edinburgh Integration Joint Board (EIJB) directs this work. They provide health and social care services for adults. They aim to promote good health and wellbeing.



They are a partnership of Edinburgh Council and NHS Lothian.



You can find out more information about the EIJB by visiting their website.

## Why your views matter



Groups that support different people in the city have told us about issues affecting communities. These issues affect areas of day-to-day life for everyone.



This includes access to Council services that help people with employment, housing, personal safety and voting.

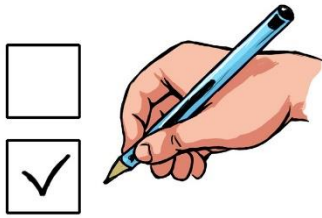


We now want to hear about your experiences to help us set our future equality outcomes.



Your feedback can show us how to make services better. We want to make sure everyone feedback no matter their needs.

## Survey



The only section of the survey that you need to answer is the 'Your details' section. You can then choose which parts you would like to complete.

## Questions in the form that came with this one



### **Your details**

You need to answer these questions so we know some important things about you.



### **About you**

If you are responding as an organisation or for a group, please skip this section. We want to get a wide range of views from different people to help us understand what is important to you.



## Education

This section asks about your experience of education services. These include schools, early learning and childcare, additional support needs and our adult learning programme.

Have you used, or tried to use, any of these services in the last year?

Yes

No

If yes, how would you rate the service?

Very good

Good

Fair

Poor

Very poor

Please explain your answer in the box below:

Do you think anything made it harder to use these services?

Yes

No

Don't know

If yes, please tell us more about your experience in the box below:

What could we do to help make these services better? Please tell us in the box below:



## Work

This section asks about your experience of services that help people find a job. This includes help with applying for jobs, interviews, support for people with disabilities and apprenticeships.

Have you used, or tried to use, any of these services in the last year?

Yes

No

If yes, how would you rate the service?

Very good

Good

Fair

Poor

Very poor

Please explain your answer in the box below:



Do you think anything made it harder to use these services?

Yes

No

Don't know

If yes, please tell us more about your experience in the box below:

What could we do to help make these services better? Please tell us in the box below:



## Living standards

This section asks about your experience of family and household support services like housing, debt advice, benefits, family relationships, neighbour disputes and health and wellbeing.

Have you used, or tried to use, any of these services in the last year?

Yes

No

If yes, how would you rate the service?

Very good

Good

Fair

Poor

Very poor

Please explain your answer in the box below:

Do you think anything made it harder to use these services?

Yes

No

Don't know

If yes, please tell us more about your experience in the box below:

What could we do to help make these services better? Please tell us in the box below:



## Justice and personal safety

This section asks about your experience of justice services that protect the public and stop crime.

Have you used, or tried to use, any of these services in the last year?

Yes

No

If yes, how would you rate the service?

Very good

Good

Fair

Poor

Very poor

Please explain your answer in the box below:

Do you think anything made it harder to use these services?

Yes

No

Don't know

If yes, please tell us more about your experience in the box below:

What could we do to help make these services better? Please tell us in the box below:



## Taking part in city life

This section asks about your experience of using services like libraries, community centres, museums and galleries.

Have you used, or tried to use, any of these services in the last year?

Yes

No

If yes, how would you rate the service?

Very good

Good

Fair

Poor

Very poor

Please explain your answer in the box below:

Do you think anything made it harder to use these services?

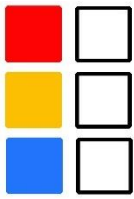
Yes

No

Don't know

If yes, please tell us more about your experience in the box below:

What could we do to help make these services better? Please tell us in the box below:



## Democratic process

A democratic process is when people have a say in how things are run. This section asks about your experience of taking part in committees, community councils, elections and voting.

Have you used, or tried to use, any of these services in the last year?

Yes

No

If yes, how would you rate the service?

Very good

Good

Fair

Poor

Very poor

Please explain your answer in the box below:



Do you think anything made it harder to use these services?

Yes

No

Don't know

If yes, please tell us more about your experience in the box below:

What could we do to help make these services better? Please tell us in the box below:

## Recent contact with the Council

This section asks about your experience of contacting and communicating with the Council.



Which is your preferred method of contact with the Council?

- In-person at a Council office
- Telephone
- Email
- Via the Council's website
- Via social media
- Other - please tell us about this in the box below:



The Council has an Interpretation and Translation Service which offers help to use our services if you:

- cannot speak English
- have problems understanding English
- have a sight or hearing loss







If you used any of these services in the last year, how happy or unhappy are you with the services you got?

- 😊 Very happy
- 😊 Happy
- 😐 Neither happy nor unhappy
- 😞 Unhappy
- 😡 Very unhappy
- ❓ Don't know / Have not used

Would you like to tell us more about your experience? If so, please tell us in the box below:

What was your most recent contact with the council? Please tell us about this in the box below:

How happy or unhappy are you with your experience of contacting the council?

-  Very happy
-  Happy
-  Neither happy nor unhappy
-  Unhappy
-  Very unhappy
-  Don't know / Have not used

Would you like to tell us more about your experience? If so, please tell us in the box below:



**Any other comments or suggestions**

This section gives you the chance to share any other comments or suggestions to help us make our future equality outcomes.

Please give any comments or suggestions in the box below:



**Feedback on this engagement activity**

Give us your views on taking part in this activity.

Please give any feedback in the box below: