



Charnwood Borough Council
Equality Strategy Action Plan 2018-2020

Introduction

This Action Plan is a key document for recording how service areas and corporate related activity will work to deliver the Council's Priority Equality Objectives and Equality Strategy 2016-2020. This plan will also be used to monitor progress and achievements against the activities in the plan, ensuring targets are on track and delivered.

All services across the Council contribute to the overall delivery of the Equality Strategy and Priority Equality Objectives in a variety of ways. Promoting and embedding equality and diversity both internally within the organisation, and externally across the Borough, requires continuous activity in order to create cultural change with a view to attaining the Council's overarching vision of fairness, respect and equal access to service delivery for all.

This Equality Action Plan therefore includes a number of key milestones, to be met as appropriate, as part of the Council's commitment to providing better outcomes for all people.

Equality Strategy Outcome	Equality Plan Action	How will success be measured?	Responsibility/ Delivery Lead	Start Date/ End Date
PEO 1: To assess, consult and evaluate the equality impact of our policies and decisions and to change where reasonably possible what we do if it creates inequality.	1.1 Equality Working Group to act as a critical friend in reviewing Equality Impact Assessments as appropriate.	Review at least 1 EIA per quarter as part of a monitoring framework.	Equality Working Group	April 2020
	1.2 Produce & maintain an up-to-date Equality Impact Assessment Plan, in line with the Council's Forward Plan.	100% of EIAs completed as including on the Forward Plan corporate performance.	Democratic Services/ Corporate Improvement & Policy Officer	April 2020
	1.3 Raise awareness of the EIA process and guidance, through One Charnwood, intranet etc.	1 article per year to raise awareness of process.	Corporate Improvement & Policy Officer/ Communications Officer	January 2017/ January 2018
	1.4 Monitor the Corporate Complaint Process for discrimination related complaints. An annual report to be presented to the group, as appropriate.	100% of discrimination related complaints dealt with in line with the Dignity and Behaviour in the workplace procedure. Annual report submitted to the Equality Working Group.	Human Resources Advisor/ Corporate Service Development	Annual Reporting October 2018/ October 2019
PEO 2: To enhance understanding of and promote equality and diversity at all levels within Charnwood Borough Council.	2.1 Maintain and continue to develop a learning and development programme for equality and diversity, including specific learning surrounding unconscious bias.	Programme updated to reflect staff learning needs with 90% of evaluation received being rated as "good" or "excellent"	Corporate Improvement & Policy Officer/ Learning & Development Co-ordinator	April 2020
	2.2 Chairs of recruitment panels to attend mandatory training on Unconscious Bias as part of recruitment and selection training.	100% of Chairs of recruiting panels to attend Unconscious Bias Training.	Learning & Development Co-ordinator	April 2020

	2.3 Create regular opportunities to engage with members by providing training, support and briefings.	Training, support and briefings provided to members with 90% of evaluation received being rated as “good” or “excellent”.	Corporate Improvement & Policy Officer/ Democratic Services Manager	April 2020
	2.4 Utilise ‘One Charnwood’ to promote Equality and Diversity events; festivals and key messages and to promote equality and diversity to staff across the organisation.	At least 4 articles per year to feature in One Charnwood.	Corporate Improvement & Policy Officer/ Communications Officer	April 2020
PEO 3: To ensure that our staff and Councillors engage and communicate with members of the community in an accessible and inclusive way.	3.1 Keep the website up to date with information about services and ensure that this information is accessible to a wide range of service users.	Continuously achieve a Level 3 rating, given by Soctim.	Communications Officer	September 2018/ September 2019
	3.2 Monitor the equality impacts of moving to online/ digital services and look to remove barriers or potential adverse impact where it may arise.	Feedback from users regarding the accessibility of alternative service delivery.	Customer Service Programme Board/ Equality Working Group	September 2018
	3.3 Ensure that information on CBC services is accessible to everyone who is likely to use them by being presented in appropriate formats using Plain English and other languages as required.	100% of information interpreted and translated (of those documents requested by service users), as appropriate.	All Services	April 2020
	3.4 Introduce the use of customer insight to inform and improve the way services are accessed and delivered to our customers.	Completed procurement of customer insight software tools and full implementation across all services.	Head of Customer Experience	April 2019

<p>PEO 4: To have a diverse workforce that aims to be representative of the Borough and to ensure that all staff are treated fairly.</p>	<p>4.1 Raise awareness of the 'self-declaration' process, through One Charnwood to increase rates of self-declaration.</p>	<p>Significant % increase against each of the protected groups in staff self-declaration, against a baseline as at March 2018.</p>	<p>Corporate Improvement & Policy Officer/Communications Officer</p>	<p>April 2020</p>
	<p>4.2 Produce quarterly monitoring reports of workforce monitoring statistics and report to the Equality Working Group as appropriate so that action can be taken where necessary to address issues.</p>	<p>Quarterly Monitoring Reports produced.</p> <p>Monitoring of workforce statistics.</p>	<p>Systems & Information Officer/ Corporate Improvement & Policy Officer</p>	<p>Quarterly reporting Apr/ Jul/ Oct Jan 2018-2020.</p>
	<p>4.3 Publish workforce equality information and analysis annually on the Council website and in a way that is easy to understand and accessible to the public.</p>	<p>Annual publication of information.</p>	<p>Corporate Improvement & Policy Officer/ Communications Officer</p>	<p>May 2017</p>
	<p>4.4 Monitor Dignity and Behaviour in the workplace cases (bullying and harassment) against each of the protected characteristics to establish trends.</p>	<p>100% of discrimination related complaints dealt with in line with the Dignity and Behaviour in the workplace procedure. Annual report submitted to the Equality Working Group.</p>	<p>Human Resources Manager</p>	<p>Annual Update October 2018/ October 2019</p>
	<p>4.5 Increase younger staff into the workforce through a structured apprenticeship scheme.</p>	<p>Apprenticeship scheme fully developed in line with national guidelines. Increased no. of staff aged 16-25 entering the workforce.</p>	<p>Learning & Development Co-ordinator</p>	<p>September 2019</p>

	4.6 Develop initiatives & procedures for reducing the gender pay gap across the organisation.	<17% declared as the gender pay gap across the organisation.	SMT/ Human Resources/ Equality Working Group	Annual Reporting April 2019/ April 2020
	4.7 Maintain the “Level 1- Confident Committed” Disability Confident award in 2018 and achieve initiatives and actions within the Disability Confident Scheme Action Plan with a view to achieving “Level 2: Confident Employer” by March 2019.	<ul style="list-style-type: none"> ▪ Disability equality monitoring statistics increased. ▪ Recruitment Monitoring Data ▪ Feedback from applicants/ interviewees. 	Human Resources/ Corporate Improvement & Policy Officer/ Equality Working Group	March 2019
	4.8 Respond to issues identified in the Staff Survey every two years (next survey is in 2019) and analyse data in relation to equalities.	Action Plan presented to Equalities Working Group for responding to change based on staff feedback.	Learning & Development Co-ordinator/ Equalities Working Group	December 2019
	4.9 Monitor usage of prayer room and adapt, as appropriate, based on staff feedback, to ensure the facility is fit for purpose.	Full analysis and evaluation completed on prayer room, based on staff feedback with changes implemented as appropriate.	Corporate Improvement & Policy Officer	March 2019
	4.10 Promote the Council’s Amica counselling service in order to provide support mechanisms for staff, as appropriate.	100% of staff wishing to utilise the Amica Service, have the correct access and support they require.	Human Resources/ IOD Manager	
PEO 5: To change where reasonably possible what we do if we find it creates inequality	5.1 Gather evidence of where we have made changes to reduce inequality and produce better outcomes for customers and residents.	Inclusion of evidence in Customer Service Excellence assessments with appropriate feedback from assessor.	CSE Working Group	September 2018/ September 2019

	5.2 Produce an annual health check of what we have done with regards to equality and publish to staff and public.	Information published annually showcasing the Equality Act 2010 and PSED responsibilities are fully met.	Equality Working Group	April 2019/ April 2020
	5.3 Work with partners to deliver 4 initiatives aimed at proactively tackling and reducing incidents of ASB.	Increase in ASB interventions, from a baseline as at 31st March 2018.	Community Safety Officer	April 2020
	5.4 Raise awareness of procurement equality requirements with contract managers (part of wider awareness raising to include safe-guarding).	<p>Raised awareness of Procurement Toolkit via One Charnwood.</p> <p>Quarterly monitoring statistics to be provided by contract holders, where appropriate, showcasing equalities commitments.</p> <p>Contract monitoring indicates that commissioned service providers are compliant with equalities requirements.</p>	Procurement Manager	April 2020
PEO 6: To continue working with our partners, where appropriate, to reduce inequality in all of our communities	6.1 Support and contribute to the work of the Leicestershire Equalities Forum (LSEF) and other associated partnership projects in conjunction with the Forum.	1 annual partnership opportunity developed and implemented, with the successful input of CBC.	Corporate Improvement & Policy Officer	April 2019/ April 2020

	<p>6.2 Support the work of the CBC Prevent action plan where relevant to ensure we are highlighting concerns or risks in our communities related to radicalisation.</p>	<p>Progress made towards implementation of the CBC Prevent Action Plan.</p>	<p>Community Safety Officer</p>	<p>April 2020</p>
	<p>6.3 Provide opportunities for children and young people to be involved in service design and delivery within Charnwood.</p>	<p>2 opportunities provided annually from across CBC services.</p>	<p>Children, Families & Partnerships Manager</p>	<p>April 2019/ April 2020</p>
	<p>6.4 Complete access works to Dishley Pool to provide wheelchair and mobility scooter access in order to provide access to the whole community.</p>	<p>Access works to Dishley Pool fully completed.</p>	<p>Head of Cleansing & Open Spaces</p>	<p>April 2019</p>
	<p>6.5 As part of the Town Hall programme of events and activities undertake the following actions targeted at increasing access to cultural activity for 'hard to reach' groups:</p> <p>A) Delivery of a signed and relaxed performance of the Panto, at the Town Hall, increasing attendance at these events.</p> <p>B) Delivery of a pilot Local History Café project at the Museum to support people who are at risk of social isolation and loneliness.</p>	<p>A) Increased attendance to 100 attendees at this event.</p> <p>B) Deliver a scheme of 6 cafes. Evaluation completed by De Montfort University to determine success with recommended outcomes reviewed and considered as appropriate.</p>	<p>Head of Leisure & Culture</p>	<p>April 2019</p>

