



Charnwood Borough Council
Equality Strategy Action Plan 2016-2018

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.

Action	Date of Completion	How will success be measured?	Responsibility/Delivery Lead	Progress to 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.	April 2018	Review at least one EIA per quarter as part of a monitoring framework.	Equality Working Group	Completed. EIAs continue to be monitored at the quarterly EWG Meetings.
1.2	Produce & maintain an up-to-date Equality Impact Assessment completion programme.	April 2018	Measured via corporate performance management system. Annual EIA Report submitted to Equality Working Group and SMT for monitoring and scrutiny.	Corporate Improvement & Policy Officer	Completed. Measuring and monitoring via the corporate performance management system did not transpire to be an effective and efficient way of maintaining an up-to date Equality Impact Assessment completion programme. Therefore, the Cabinet Forward Programme has been the preferred tool for utilising as a programme of EIA's.
1.3	Audit Equality Impact Assessment completion and publication rates against numbers of planned EIAs and take action where necessary to address issues.	April 2018	2 reports submitted to the Equalities Working Group with recommendations for appropriate action.	Corporate Improvement & Policy Officer	Completed. Audit undertaken on Cabinet reports and appending EIAs as planned against the Forward Plan. All published EIAs feature on the equalities page of the website for transparency.

1.4	Raise awareness of the EIA process and guidance, through One Charnwood, intranet etc.	January 2017/ January 2018	1 article per year to raise awareness of process.	Corporate Improvement & Policy Officer/ Communications Officer	Completed. Article included in One Charnwood, January 2017 & January 2018. A further article will feature in May 2018 as part of the Vive La Difference Day.
1.5	Highlight the use of resident reference groups when making changes to major policies and encourage services to consider as a consultation method.	December 2017	Review at least one EIA per quarter to monitor the use of appropriate resident groups within consultation.	Equality Working Group	Completed. EIAs continue to be monitored at the quarterly EWG Meetings.
1.6	Monitor complaints for any discrimination related complaints. An annual report from HR and Corporate Complaints is presented to the group as appropriate.	October 2018	Annual report submitted to the Equality Working Group.	Human Resources Advisor/ Corporate Service Development Officer	Completed. Discrimination related complaints were presented and monitored at the July 2017 meeting. The EWG continues to monitor specific complaints on an ongoing basis, as appropriate and implements action as required.
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 an induction e-learning module for staff.	January 2017	Programme updated to reflect staff learning needs. Induction e-learning developed and 100% new starters undertake module.	Corporate Improvement & Policy Officer/ Learning & Development Co-ordinator	Completed. E-learning Module produced and signed off by EWG in April 2017. Module launched via Learning & Development Team in September 2017.

2.2	Create regular opportunities to engage with members by providing training, support and briefings.	September 2017	Training, support and briefings provided to members. Increased learning and understanding of equalities agenda.	Corporate Improvement & Policy Officer/ Democratic Services Manager	Completed. Training, support and briefings continue to be provided to members, as appropriate. The last Member Briefing was held with new Members in December 2017.
2.3	Develop regular slots in One Charnwood regarding religious festivals, local equalities events etc.	April 2018	Articles published as appropriate. Staff awareness/ knowledge raised.	Corporate Improvement & Policy Officer/ Communications Officer	Completed. Ongoing, content included in One Charnwood as appropriate. Current articles included mental health awareness month; the prayer/ quiet space at CBC etc.
2.4	Update employee e-booklet on what staff need to know about equality and diversity. To also include information about hate crime and incident reporting.	December 2017	E-booklet updated, published and distributed to all staff.	Equality Working Group	Completed. Circulated to all staff in January 2018.
2.5	Present to both CMT and SMT on equality and diversity to raise awareness of issues and gain buy-in and commitment	April 2018	Equalities issues reported at CMT & SMT Meetings. Equalities championed at senior level within the organisation.	Corporate Improvement & Policy Officer	Completed. Equality and Diversity continues to be championed at a senior level, where appropriate.

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	Create a One Charnwood Equality special edition highlighting good practice, case studies, information, links to hate crime etc.	March 2018	Special Edition of One Charnwood produced. Staff awareness/ knowledge raised.	Corporate Improvement & Policy Officer/ Comms. Officer	<u>Date revised to May 2018.</u> Draft content considered at January 2018 EWG Meeting. Agreed the special edition will co-include with Vive La Difference Day in May 2018.
3.2	Keep the website up to date with information about services and ensure that this information is accessible to a wide range of service users.	Ongoing	Continuously achieve a Level 3 at quarterly ratings/ feedback given by Soctim.	Communications Officer	<u>Completed.</u> Website currently up to date and received a 3 star rating from Soctim in Summer 2017. Next assessment due in Summer 2018.
3.3	Monitor the equality impacts of moving to online/ digital services and look to remove barriers or potential adverse impact where it may arise.	April 2018	Feedback from users regarding the accessibility of alternative service delivery.	Customer Service Programme Board/ Equality Working Group	<u>Date revised to July 2018.</u> At this stage no other channels are being restricted or reduced therefore the access levels remain the same. An Equality Impact Assessment will be undertaken as part of the project when channel shift takes place.
3.4	Promote the interpretation and translation service internally through One Charnwood, Intranet etc.	April 2018	No. of services and service users utilising the interpretation and translation service.	Corporate Improvement & Policy Officer/ Communications Officer	<u>Completed.</u> Policy updated and reviewed by EWG at July Meeting. Process revised and re-launched in Autumn 2017.

3.5	Engage with service users who have specific communication needs to identify areas where we can improve our communication methods.	April 2017	Communication methods improved based on identified need. Feedback/ complaints from service users.	Equality Working Group	Completed. No issues have been raised to date. EWG to continue to monitor as appropriate.
PEO 4: To have a diverse workforce that aims to be representative of the Borough and to ensure that all staff are treated fairly.					
4.1	Raise awareness of the 'self-declaration' process, through One Charnwood, intranet etc. and include 'myth busting' facts to increase rates of self- declaration.	May 2017	Significant % increase against each of the protected groups in staff self-declaration.	Corporate Improvement & Policy Officer/ Communications Officer	Completed. Article included within One Charnwood in November 2017. Rates of self-declaration and workforce monitoring statistics continue to be presented to the Equalities Working group for action where necessary.
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.	Quarterly Updates Jan/ Apr/Jul/ Oct 2017	Quarterly Monitoring Reports produced. Monitoring of workforce statistics	Systems & Information Officer/ Corporate Improvement & Policy Officer	Completed. Quarterly report produced and presented at the January 2018 Equalities Working Group Meeting. Action continues to be taken to address issues where necessary. In particular, work continuing to promote apprenticeships and close the age gap currently existing within the workforce.

4.3	Report annually on progress towards workforce representation targets to Senior Management Team and where appropriate take action to increase representation of under-represented groups within the workforce.	September 2017	Annual progress report produced. Action taken to address issues where appropriate.	Corporate Improvement & Policy Officer	Completed. A report has been compiled containing data relating to workforce representation. This report was presented to the LCC / CBC Contract Management Meeting on 31 st October where it was discussed. It was noted that the representation of females in more senior roles in the organisation appeared good. However, it was also noted that the percentage of employees declaring as LGBT was very low (0.87%). Action to be taken where areas of inequality need to be addressed further.
4.4	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.	April 2017/ April 2018	Feedback from staff and service users on annual publication.	Corporate Improvement & Policy Officer/ Communications Officer	Completed. The most current workforce information provided on the website is of December 2017.

4.5	Monitor Dignity and Behaviour in the workplace cases (bullying and harassment) against protected characteristics for any trends. An annual report from HR and to be presented to the group, as appropriate.	April 2018	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 Manager	Completed. Dignity and Behaviour in the workplace cases continue to be monitored against the protected characteristics for any trends. An annual report was presented by the HR Equalities Working Group Representative to the group in January 2018.
4.6	Increase younger staff into the workforce through a structured apprenticeship scheme.	April 2018	Apprenticeship scheme developed in line with national guidelines. Increased no. of staff 16-25 entering the workforce.	Learning & Development Co-ordinator	In Progress. Work continues to progress the apprenticeship approach across CBC.
4.7	Maintain the “two ticks” award for employing people with disabilities and by continuing to provide specific job criteria, guaranteeing an interview to all applicants with disabilities who meet or come close to meeting all the essential criteria and ensuring reasonable adjustments are made so applicants with disabilities and existing employees who are or become disabled are treated fairly and with proper consideration of their abilities.	Ongoing	Disability equality monitoring statistics increased. Recruitment Monitoring Data Feedback from applicants/ interviewees.	Human Resources Manager/ Equality Working Group	Completed. Level 1 of Disability Confident Scheme completed in September 2017 and re-submitted in March 2018. Work continues to progress against this scheme and provide fair opportunity for applicants with a disability within the recruitment process with an aim to progress to Level 2.

PEO 5: To change where reasonably possible what we do if we find it creates inequality

<p>5.1</p>	<p>Gather evidence of where we have made changes to reduce inequality and produce better outcomes for customers and residents.</p>	<p>September 2017</p>	<p>Inclusion of evidence in Customer Service Excellence assessments with appropriate feedback from assessor.</p>	<p>Equality Working Group</p>	<p>Completed All key evidence included within the Customer Service Excellence Assessments to showcase where we have made changes to reduce of inequality and produce better outcomes for customers and residents. Overall the Council achieved 11 Compliance Plus within the assessments and a full copy of the assessors report is published on the equalities pages of the website for further information.</p>
<p>5.2</p>	<p>Produce an annual health check of what we have done with regards to equality and publish to staff and public.</p>	<p>April 2017/ April 2018</p>	<p>Met Equality Act 2010 and Public Sector Equality Duty responsibilities.</p> <p>Feedback from staff, residents and service users.</p>	<p>Equality Working Group</p>	<p>Completed in April 2017. All equalities information included on the Council's webpages for transparency. To be revisited in April 2018.</p>

PEO6: To continue working with our partners, where appropriate, to reduce inequality in all of our communities.

<p>6.1</p>	<p>Continue to work directly with partners, local organisations and community groups as well as delivering messages via social media to raise awareness of hate incidents, encourage reporting of incidents and support victims.</p>	<p>November 2017</p>	<p>Increased reporting of hate incidents.</p>	<p>Community Safety Officer</p>	<p>Completed. CBC continues to work directly with partners and local organisations to raise awareness of hate incidents, encouraging reporting of incidents and supporting victims that have been subject to a hate crime.</p>
<p>6.2</p>	<p>Raise awareness of procurement equality requirements with contract managers (part of wider awareness raising to include safe-guarding)</p>	<p>January 2017</p>	<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>	<p>Procurement Manager</p>	<p>Completed.</p> <p>Awareness raising of the Procurement Toolkit continues on an ongoing basis, as appropriate.</p> <p>Contract holders request quarterly monitoring statistics, where reasonable and proportionate and monitor this through the formal contract management procedure.</p> <p>Corporate Procurement issue a suggested Quarterly Contract Monitoring agenda (with equality and diversity as a</p>

					standing agenda item), to contract managers when contract management meetings are required.
6.3	As part of the Health & Wellbeing Board work with partners to develop an Dementia Alliance in order to support the development of a dementia friendly borough.	January 2017	All partners signed up to creating a dementia friendly borough.	Neighbourhoods and Partnerships Manager	Completed. Development of Dementia Alliance complete. There are currently 13 members of the Dementia Alliance and work continues to increase membership further.
6.4	Support and contribute to the work of the Leicestershire Equalities Forum (LSEF) and other associated partnership projects in conjunction with the Forum.	March 2018	Report on partnership working and joint campaigns following feedback from attendees and partner organisations.	Corporate Improvement & Policy Officer	Completed. CBC continues to work closely with partner organisations as part of the Leicestershire Equalities Forum. Work is currently progressing to develop a joint training session, to be held at Leicestershire Police for further development of equalities champions.
6.5	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.	April 2018	Progress made towards implementation of the CBC Prevent Action Plan.	Community Safety Officer	Completed. The Prevent Action Plan continues to be implemented, as appropriate. This includes: 1. Delivering WRAP (workshop to raise awareness of prevent) training to a number of CBC new starters.

					<p>2. Undertaking training to spot the signs of radicalisation.</p> <p>3. Supporting Equality Action in their delivery of a Prevent awareness raising session to members of the public.</p> <p>4. Referral of 1 person to the local Joint Action Group (JAG) following the display of behaviours that is indicative of somebody who may have been radicalised.</p>
6.6	Opportunities provided for young people to be involved in service design and delivery within Charnwood.	April 2018	3 opportunities provided annually from across CBC services	Children, Families & Partnerships Manager	<p>Completed</p> <p>1. CBC Sport and Recreation Team have used end of activity feedback sheets and the social media network to design the Summer Activity programme.</p> <p>2. CBC Green Spaces Development Officer has consulted with children from year 5 and 6 at Hollywell Primary, Loughborough about the</p>

					<p>design of Kirkstone Park, Loughborough.</p> <p>3. A range of young people at youth organisations consulted on the CBC Residents Survey 2017.</p>
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