

EQUALITY ACTION PLAN 2018-2022

Objective 1: Our services are accessible to everyone and do not discriminate on any unjustifiable ground

ACTION	REASON FOR ACTION	TARGET DATE	LEAD OFFICER
Provide customers with access to a translation and alternative format service	Equality of opportunity is advanced when accessing Council information and services	Ongoing	Policy & Projects Officer
Include the translation and alternative format strapline on all publications relating to information and services provided by the Council, and review the translation options in this strapline annually	All customers can benefit from Council information and services	Ongoing	Designer / Policy & Projects Officer
Monitor the use of translation and alternative format services	A better understanding is obtained of the communication needs of customers	Annually	Policy & Projects Officer
A continuous programme of Customer Access Reviews of all services is undertaken, including for new policy or service delivery proposals	Identifies areas where equality of opportunity is advanced, but also where discrimination may exist and how negative impacts can be addressed	Ongoing	Policy & Projects Officer
The results of Customer Access Reviews are fed into relevant Service Plans	Ensures that equality issues identified in Customer Access Reviews are dealt with by the relevant service	Ongoing	Service Managers
Where appropriate carry out equality monitoring of our customer's protected characteristics and how they are affected by the Council's policies and the services it provides	Helps to inform the design and delivery of services by providing an understanding of our customers and possible inequalities they encounter	Ongoing	Service Managers

Objective 2: Our services seek to meet the needs of our customers and local communities can influence our services

ACTION	REASON FOR ACTION	TARGET DATE	LEAD OFFICER
Involve the Elders Forum and the Youth Council in the development of Council services	The Council receives a wide range of feedback on its services and proposals for service developments	Ongoing	Projects & Events Officer
Continue to develop the Council's information base in terms of the socio economic profile of the Borough and publish this information annually in the Equality & Diversity Document Framework	The Council has a robust knowledge of the socio economic breakdown of the Borough which can be used to underpin service and policy development	Annually	Policy & Projects Officer
A central database of local community groups is reviewed annually for officers to access when planning consultation activity	The Council receives a wide range of feedback on its services and proposals for service and policy developments	Annually	Policy & Projects Officer
Clearly publish and promote our comments, compliments and complaints process and positively encourage our customers to use the system	Customers have awareness and a means of raising equality issues through this process	Ongoing	Corporate Complaints Officer

Objective 3: Equality and diversity is championed within the Council and our workforce, at all levels, is representative of the local community

ACTION	REASON FOR ACTION	TARGET DATE	LEAD OFFICER
Carry out an annual workforce analysis	The Council has up to date information on its workforce profile	Annually	HR Manager
Publish the HR policies that have been subject to a Customer Access Review	Council HR policies are not discriminatory	April 2018	HR Manager
Publish gender pay gap information on the website	Shows if there is a difference in the average pay between all men and women in the Council's workforce and identifies if action needs to be taken to reduce or eradicate this	Annually from 30 March 2018	HR Manager

All staff complete Diversity, Equality and Discrimination awareness training as part of their induction process	Staff understand the concept of equality and diversity, the protected characteristic groups, different forms of prohibited conduct and discrimination, and the duties under the Equality Act 2010	Ongoing	HR Manager
Training on the Equality Act 2010 and the Council's approach to equalities is provided to Members	Members are aware of their responsibilities under the Equality Act 2010	June 2018	Member Services Manager
All Committee reports demonstrate that the equalities duties have been considered	Members and Managers are informed about the equality impacts of the decisions they are being asked to make	Ongoing	Service Managers
Report annually on overall performance of the Council including progress with the Equality Action Plan and Customer Access Reviews	Ensures that senior management of the Council are aware of the equality issues in the Council	Annually	Policy & Corporate Support Manager