

EQUALITY POLICY THREE YEAR ACTION PLAN (2006 – 2008)

Action	Responsibility	Completion date	Target Achieved/Progress Made
1. Introduce Equality & Diversity section within Council reports that includes rural proofing	Strategic Manager and Policy and Democratic Services Team Leader	January 2006	Achieved & Ongoing - All Committee reports contain an Equality & Diversity implications section. A report protocol is in place advising employees to report on E&D implications and to carry out an equality impact assessment on all of the Council's current or proposed policies, procedures and services.
2. Arrange an audit on accessibility of Council facilities, front of house operation and telephone services	Strategic Manager	January 2006	Achieved & Ongoing - The Council's Health & Safety Officer, along with disabled employees of the Council, carried out an audit of both the Monkton Park & Cleansing & Amenities offices. A number of improvements were recommended and acted upon to improve accessibility, some of them included:- <ul style="list-style-type: none"> • Disabled Access Ramp • Disabled Parking Spaces • Anti-slip strips placed on wheelchair ramp in Council Chamber • Hi-visual marking on pedestrian barrier at entrance door • Education of staff – re. excess speed of vehicles entering car park • Re-programming of lift doors that were closing too quickly • Signage displayed in car park instructing not to restrict access on pavement
3. Employees to carry out Equality Impact Assessments and setting equality targets in their relevant service areas	Strategic Managers and Team Leaders	Ongoing from January 2006	Achieved & Ongoing - Over 50 Equality Impact Assessments have been carried out to date and are published on the Council's website. Resulting actions are fed into Team Service plans.
4. Approval of Corporate Equality & Diversity Policy	Strategic Manager, Lead Member, Full Council	February 2006	Achieved - Policy approved by full Council on the 21 st February 2006.
5. Train employees to effectively carry out Equality Impact Assessments	Internal Equalities & Diversity Working Group	February 2006	Achieved & Ongoing - Training delivered to a number of officers during February 2006 in partnership with the Wiltshire Race Equality Council. A number of employees are currently undertaking further EIA training being delivered as part of the Wiltshire Improvement Partnership to assist authorities to progress through the Level of the Equality Standard.

6. Publicise widely the Equality & Diversity Policy in a variety of formats e.g. website, community groups	Strategic Manager & ICT, Community Partnership TL, Communications Officer	March 2006	Achieved - Policy published on the Council's Bulletin Board and website - translation service & browsealoud software available. Policy is available in alternative formats upon request and has been circulated to a wide range of community groups, many of whom were consultees.
7. Achieve Level 1 of the Equality Standard	Strategic Manager & Human Resources	March 2006	Achieved - Level 1 achieved - 31 March 2006.
8. Review policies and assessments to ensure compliance with Disability Discrimination Act	Estate and Design Team Leader & Head of Human Resources	March 2006	Achieved & Ongoing - A review of the Recruitment & Selection Guidelines has been carried out. Impact Assessments have been carried out on the Redeployment Policy. Access Policy approved. A review of the Harassment & Attendance Management policies is due to take place within 2007.
9. Monitor progress through the levels of the Equality Standard	Deputy Chief Executive Officer & Internal Equality & Diversity Group	March 2006 and thereafter on an annual basis	Achieved & Ongoing - Annual monitoring of the progress made against the standard is carried out by the Internal Equality & Diversity Group.
10. Deliver 'respect for people' training programme to Members and employees	Equality & Diversity Group	To be completed by March 2006	Achieved & Ongoing - 'Respect for People' training has been delivered to all Members and Employees and now forms part of the Council's Member and Employee Induction programme.
11. Review accessibility of information e.g. Large print, translation services, signing service	Deputy Chief Executive Officer, Heads of Service, Team Leaders & Communications Team	April 2006	Achieved & Ongoing - Progress has been made eg: browsealoud, translation service. Improved publicity of translation services available in the Council's reception area. Work currently being carried out to look into the possibility of introducing 'minicom' system for customers with hearing difficulties. The Council, as part of the Customer First Partnership, are looking to use one service provider that all Wiltshire authorities can use.
12. Arrange deaf and disability awareness training for front line staff	Internal Equality & Diversity Group	April 2006	Achieved & Ongoing - A number of Disability Awareness Training courses have been arranged. To date, 46 employees have attended the course and the feedback received from delegates has been extremely positive. Further courses are being delivered to ensure that not just front line employees, but other employees, also benefit from the training.
13. To review and develop employment policies and practices designed to ensure discriminatory practices in recruitment, selection and employment do not take place	Head of Human Resources	April 2006	Achieved & Ongoing - Various employment policies have been developed, reviewed or impact assessed over the past 2 years to ensure discriminatory practices do not take place, eg:- Recruitment & Selection Guidelines, Retirement & Redundancy, Redeployment, Pay & Rewards, Criminal Record Bureau Guidelines, Smoking Policy. Harassment & Attendance Management Policies due to be reviewed within 2007.

14. Equalities to be integrated into all Business Area Plans, Service Plans and Individual Team Plans and through staff appraisals	Deputy Chief Executive Officer, Heads of Service and Team Leaders	Ongoing from April 2006	Achieved & Ongoing - One of the Council's key priorities within the Corporate Plan 2007/10 is to put our customers at the heart of everything we do – ensuring all our customers are able to access our services easily. The outcomes of the Equality Impact Assessments feed into Service Team Action Plans. Within all job descriptions there is a principal responsibility placed on all employees to ensure that they carry out their duties with due regard to equality & diversity.
15. Continue to develop the web site to ensure improved access – introduce browser that 'reads' the pages	Head of ICT	May 2006	Achieved & Ongoing - Browsealoud was installed in February 2006. An accessibility and usability audit has recently been carried out on the Council's Website. The audits highlighted the areas on the website that need to be changed to make the site more usable and accessible. These changes will be made throughout the year.
16. Establish a focus group comprising of customers and outside organisations to review the policy and to provide feedback on Equality and Diversity issues	Strategic Manager	June 2006	Achieved & On-going - An Internal Equality & Diversity Group has been established and meets monthly to discuss and progress work on E&D issues. The group is led by the Deputy Chief Executive and Lead Member for Equality & Diversity. Other members include representation from all business areas within the Council, the Wiltshire Race Equality Council, North Wiltshire Access Group and Westlea Housing Association. Members of the public are consulted on Equality & Diversity policies.
17. Prioritise and design three year rolling Equalities training programme for Members and employees	Training & Development Officer and Head of Human Resources	June 2006	'Achieved & On-going' – A Training plan is in place but not on a 3 year basis. All Members are required to complete the 'Respect for People' Diversity training. All new members elected in May 2007 are currently undertaking the training. The Council has been working in partnership with other Wiltshire Authorities on a Member Development Programme. Several conferences are being held on 'Community Cohesion and Engagement'. The course will provide Members with important information about their statutory duties as elected representatives and community leaders – relating to equality and diversity.
18. Review Equality and Diversity induction programme for new Members and employees	Corporate Management Board in conjunction with the Members' Development Group	June 2006	Achieved & Ongoing - The Corporate Induction for Employees has been reviewed and incorporates the 'Respect for People' training element and the work of the Internal Equality & Diversity Group. 'Respect for People' training is also incorporated into Member Induction.

19. Work with the Wiltshire Constabulary and safety groups to ensure that incidents of hate crime are recorded and information shared amongst partners	Deputy Chief Executive Officer	September 2006	Ongoing - The Community Safety Partnership work closely with the Police and Voluntary groups to ensure that incidents of hate crime are reported and fully investigated, through groups such as Gay Policing Initiative. The Council is currently updating the way complaints and comments are recorded to incorporate incidents of anti social behaviour in order that all such incidents are flagged and recorded so that an audit trail is created to allow the incident to be tracked.
20. Prepare a Disability Equality Scheme	Strategic Manager	December 2006	Achieved - The Council's Disability Equality Scheme was approved and adopted by the Personnel, Licensing & Administration Panel at its meeting on the 6 th November 2006.
21. Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs	Internal E&D Working Group, Heads of Service & Team Leaders	March 2007	Ongoing - Through the continuation of carrying out Equality Impact Assessments on the Council's policies and services these will help identify specific needs of disadvantaged groups.
22. Carry out an Equal Pay Audit and formulate an Equal Pay Action Plan	Head of Human Resources	April 2007	Ongoing - The final collective agreement will be progressed with Unison's National Head Office. Once the new pay and grades have been finalised a full equal pay audit will be carried out.
23. Achieve Level 2 of the Equality Standard	Deputy Chief Executive Officer & Internal E&D Working Group	April 2007	Achieved - Level 2 achieved 31 st March 2007. A diagnostic report was carried out by 2 external consultants employed by the IDeA who confirmed that the Council had achieved Level 2.
24. Achieve Level 3 of the Equality Standard	Deputy Chief Executive Officer & Internal E&D Working Group	April 2008	Ongoing - Part of the work of the Wiltshire Improvement Partnership is to assist authorities in compiling an action plan to progress to Level 3. This work is yet to be carried out.
25. Monitor and review implementation of the Equalities & Diversity Policy and Action Plan. Progress to be monitored through the performance management framework	Corporate Management Board Internal E&D Working Group	Quarterly	Achieved & Ongoing - The monitoring of the Action Plan has been carried out by the Internal Equality & Diversity Group who meet on a monthly basis and reports annually to both CMB and Committee.

<p>26. Carry out Equality Impact Assessments for all existing, new and revised policies, plans and significant projects to ensure all forms of discrimination are challenged and addressed in all service areas</p>	<p>Heads of Service and Team Leaders</p>	<p>Ongoing</p>	<p>Achieved & Ongoing - Completed assessments and a programme of future Equality Impact Assessments to be carried out can be viewed on the Council's website.</p>
<p>27. Service areas to monitor the profile of customers and their satisfaction rates and reduce any differences</p>	<p>Deputy Chief Executive Officers, Heads of Service & Team Leaders</p>	<p>Ongoing</p>	<p>Ongoing - Work continues in this area. Some service areas have improved on how they monitor the profile of their customers and their satisfaction rates. The Council is looking to introduce 'Govmetric' to monitor the various access channels customers use, their satisfaction rates, together with equality monitoring profiling. This will assist the Council to identify who the majority of our customers are, if there are any groups not using our services and explore the reasons why. Identify if the satisfaction rates of a particular group are lower than other groups and make appropriate changes.</p>