

CORPORATE EQUALITY WORKING GROUP

Equality Framework For Local Government – Action Plan 2010/11

Equality Framework For Local Government – Action Plan 2010/11

ACTION	LEAD RESPONSIBILITY	TARGET COMPLETION DATE	PROGRESS
Knowing Your Communities and Data Mapping			
<p>1. Develop data collection protocols as part of the roll-out of the Experian ‘Mosaic Public Sector’ customer profiling system;</p>	<p>Acting Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: right;">Progress - 30 September 2010</p> <p>A group of officers previously trained in the use of the ‘Mosaic Public Sector’ system has been established under the lead of the Deputy Chief Executive. The group has recently received a presentation from Experian, who have indicated that support is available for the Council to take forward a number of specific projects around the use of the Mosaic data, one of which is to be centered around the capture of relevant profiling data for benefit take-up purposes.</p> <p>The Market Research and Consultation Officer has been nominated as lead officer for Mosaic Public Sector, and will be progressing this action.</p> <p style="text-align: right;">Outturn – 31 March 2011</p>

Equality Framework For Local Government – Action Plan 2010/11

			<p>Experian have recently made a presentation to Management Board regarding the use of Mosaic data to assist in administering the Benefits Service. Doubts have been expressed about whether full engagement with the service provided by Experian would bring results at the level claimed, and it is considered that additional resources would be required to make full use of the Mosaic data. Management Board has agreed that Mosaic be used wherever possible within existing staffing resources, particularly in relation to the detection of fraud but, in order for any further Mosaic commissions to be undertaken, there must be a sufficiently robust database from which to analyse data for specific projects from. Mosaic Data Collection Protocols were initially sought through the Council's Data Protection Policy and Strategy to ensure information was safe and secure, and further protocol development is ongoing.</p>
2. Develop data collection and sharing protocols with	Acting Chief	31 October 2010	Progress - 30 September 2010

Equality Framework For Local Government – Action Plan 2010/11

<p>Local Strategic Partnership (LSP) partners and community stakeholders;</p>	<p>Executive</p>		<p>In order to maximise benefits from data collection and sharing, it is important to have consistency across services in the way data is collected and agreement with partners to share appropriate information between organisations. The development of data sharing protocols has also been raised as part of the Council's Use of Resources assessment for 2009/10, and will be taken forward by the Performance Improvement Unit through a review of the authority's current Data Quality Strategy.</p> <p>A 'Data Quality and Data Sharing Protocol' has been produced for consideration and adoption by the LSP and constituent partners. The review of the Council's current Data Quality Strategy was considered by Management Board on 28 July 2010, and by the Finance and Performance Management Scrutiny Panel on 9 September 2010. The Data Quality Strategy was also considered by the Finance and Performance Management Cabinet Committee on 27 September 2010.</p> <p>The local authorities in Essex have adopted an 'Information Sharing Agreement' to facilitate the sharing of non-sensitive and de-personalised performance information, through the Essex Policy and Performance Network. This will assist with performance benchmarking but will also encourage the sharing of learning and good practice to bring about performance improvement.</p>
			<p>Outturn – 31 March 2011</p>
			<p>All relevant actions completed.</p>
<p>3. Develop data collection and intelligence both</p>	<p>Acting Chief</p>	<p>31 October 2010</p>	<p>Progress - 30 September 2010</p>

Equality Framework For Local Government – Action Plan 2010/11

<p>internally and externally around the C.O.U.N.T (Collect Once Use Numerous Times) principle;</p>	<p>Executive</p>		<p>This action will be taken forward by the Performance Improvement Unit through a review of the Council's current Data Quality Strategy, in order to enshrine the C.O.U.N.T principle.</p> <p>The review of the Council's current Data Quality Strategy was considered by Management Board on 28 July 2010, and by the Finance and Performance Management Scrutiny Panel on 9 September 2010. The Data Quality Strategy was also considered by the Finance and Performance Management Cabinet Committee on 27 September 2010.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>All relevant actions completed.</p>
<p>4. Develop a process for gathering intelligence from Members about the communities they represent;</p>	<p>Acting Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p> <p>This action is designed to ensure that members can collate and exchange views and concerns of residents on how the council could most effectively improve matters in local areas and can also act as a mechanism for formal consultation on particular issues.</p> <p>The Council has obtained a cost-free licence for an online consultation and idea exchange tool called 'Ideascale', which can provide a platform enabling members to access and input into a database the concerns, ideas and discussions. It can be set up as a private platform available only to councillors and selected officers. Ideascale can also be set up to allow general public access and participation, and could be accessed privately via a link from modern.gov or publically via the website. Using 'SNAP Survey' software, formal consultation questions can be derived from any repeated issues arising from these concerns.</p> <p style="text-align: center;">Outturn – 31 March 2011</p>

Equality Framework For Local Government – Action Plan 2010/11

			Ideascale has not yet been implemented. The Public Relations and Marketing Officer is to refer the implementation and use of the software to the Website Development Board for further consideration.
5. Enhance the sharing of data internally so that all departments and service areas have access to the same data informing decision making on current and future service delivery;	Acting Chief Executive	31 October 2010	<p style="text-align: center;">Progress - 30 September 2010</p> <p>Following the cessation of the Place Survey and doubts over funding of any future Tracker survey equivalents, the Council must look at alternative options. Completed Place and Tracker Surveys along with the data profile work (Shaping the Future) of the Local Strategic Partnership provides valuable historical data.</p> <p>The Local Strategic Partnership has published a data profile of the district ('Shaping The Future'), containing information on the make-up of the population of the district, to support the production of the new Sustainable Community Strategy. The production of the data profile has been supported by a range of local partners, who have sourced and collated much of the detailed information, and is supported by detailed ward profiles, that bring together data at a more local level. These profiles will be used widely throughout the Council (in documents such as Customer Impact Assessments).</p> <p>Using ward profiles and information databases from within the council on an individual case basis, the 'Mosaic Public Sector' software can be used to build up a picture of the customer profile of service users, stakeholders and residents in the District. This could be progressed as part the Council's corporate consultation and engagement arrangements. Since corporate and service based consultation is registered with the consultation officer, it is proposed to develop the Consultation Register and Plan process to raise awareness of these internal centrally held data sources and to encourage desk-top research prior to public</p>

			<p>consultation.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>All consultation and engagement exercises undertaken by and on behalf of the Council are required to comply with the provisions of the Public Consultation and Engagement Strategy. The annual Consultation Plan sets out the issues on which individual services will be consulting or engaging residents or customers during the year ahead, and sets out the overall objective for each consultation exercise, how each exercise will be undertaken and the methods and target groups consulted. A list of planned consultation exercises is also published on the Council’s website. The annual Consultation Register incorporates the results of consultation exercises undertaken during the preceding twelve months and gives detail as to the purpose of the consultation exercise, the start and finish dates of the consultation, where the results were published, and some key findings. The annual Consultation Plan and Consultation Register is considered by the Finance and Performance Management Scrutiny Panel in June each year.</p> <p>Some services have begun to use the ‘Place Survey’ questions in their own customer service specific consultation e.g., the Customer Perspective Audit carried out by Crime and Safety Team and the Customer Satisfaction Survey for Waste and Recycling. This information is used to measure performance and continue information gathering for performance indicators and reports to groups and committees. All work is carried out internally in order to make efficiency savings, and work with the resources available.</p>
--	--	--	--

Place Shaping, Leadership, Partnership and Organisational Development

<p>6. Enhance the current Member Development Programme to ensure a greater understanding of cultural differences within local communities;</p>	<p>Assistant to the Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: right;">Progress - 30 September 2010</p> <p>The Council needs to have an awareness of cultural differences between its service users and how these impact on services, in order to inform decisions about overall service provision.</p> <p>A decision has been made to allow Councillors to attend officer training courses and sessions provided through the Corporate Learning and Development Programme, including those that address this issue</p> <hr/> <p style="text-align: right;">Outturn – 31 March 2011</p> <p>Equality and Diversity courses have been offered as part of the Member Corporate Development Programme over the past few years, although these have often not been well attended (2007/08 - 12 attendees, 2008/09 - 9 attendees, 2009/10 - 2 attendees), and was not run in 2010/11. It is intended that the content of the member courses and how they are publicised and promoted, will be reassessed.</p>
<p>7. Enhance the profile of the Corporate Equality Working Group (CEWG) and the individual group members throughout the authority;</p>	<p>Acting Chief Executive</p>	<p>30 June 2010</p>	<p style="text-align: right;">Progress - 30 September 2010</p> <p>The work of the CEWG (and in relation to other equality issues) is currently publicised through the quarterly 'Performer' bulletin issued to all staff by the Performance Improvement Unit, and this will continue. The publication of a separate equality focussed bulletin/newsletter by the Performance Improvement Unit has recently commenced ('Fairground'), incorporating the work of the Staff Equality Group (SEG), and this approach has been endorsed by the SEG. The minutes of meetings of the CEWG are published on the Council's intranet.</p>

Equality Framework For Local Government – Action Plan 2010/11

			<p>Management Board has agreed that equality matters be added as a standing agenda item for its meetings (for report by the Acting Chief Executive), and for all directorate management team (or equivalent) meetings (for report by the respective member of the Corporate Equality Working Group. The profile of the Corporate Equality Working Group and the individual group members throughout the authority, will be kept under review.</p>
			Outturn – 31 March 2011
			<p>The CEWG undertook a review of the operation of the Working Group in January 2011, in light of almost two years experience, and a number of matters are being taken forward to focus the work of the Working Group, including the development of an annual work programme.</p>
<p>8. Ensure that members of the Corporate Equality Working Group are the facilitators of the equality and diversity agenda and are not the doers, allowing service managers to opt out;</p>	<p>Corporate Equality Working Group</p>	<p>30 June 2010</p>	Progress - 30 September 2010
			<p>See Action (7) above. The Corporate Equality Working Group representatives ensure that relevant equality and diversity matters are raised and discussed at meetings of directorate management teams (or equivalent) and cascaded throughout respective service areas.</p> <p>Corporate Equality Working Group representatives report to CEWG in terms of progress against specific actions contained in this action plan.</p>
			Outturn – 31 March 2011
			<p>All relevant actions completed. The CEWG undertook a review of the operation of the Working Group in January 2011, in light of almost two years experience, and a number of matters are being taken forward to focus the work of the Working Group, including the development of an annual work programme.</p>

Equality Framework For Local Government – Action Plan 2010/11

9. Consider inviting the Portfolio Holder (for equality and diversity) to attend the meetings of the Corporate Equality Working Group (CEWG) to assist in Member understanding of the issues being raised;	Acting Chief Executive	30 June 2010	Progress - 30 September 2010
			The Leisure and Wellbeing Portfolio Holder (who has equality and diversity responsibilities) has been invited to attend meetings of the CEWG with effect from the commencement of the 2010/11 municipal year.
			Outturn – 31 March 2011
10. Review the terms of reference of the Corporate Equality Working Group as the work of the group evolves as the Council progress on its equality and diversity journey;	Acting Chief Executive	30 June 2010	Progress - 30 September 2010
			The terms of reference of the Corporate Equality Working Group were reviewed at the meeting held on 18 May 2010. In line with other corporate working groups etc, the terms of reference of the CEWG will be reviewed at the start of each municipal year, or as otherwise required.
			Outturn – 31 March 2011
11. Review the role of Overview and Scrutiny in regard	Acting Chief	30 September 2010	Progress - 30 September 2010

Equality Framework For Local Government – Action Plan 2010/11

<p>to the implementation of the equality and diversity journey, to ensure that positive outcomes are being achieved for communities and service users;</p>	<p>Executive</p>		<p>An equality and diversity progress report is made to the Finance and Performance Management Scrutiny Panel in June each year (10 June 2010).</p> <p>A report was made to the meeting of the Overview and Scrutiny Committee held on 12 July 2010, proposing guidelines in respect of the of the consideration of equality and diversity issues in all scrutiny reviews or other issues for which specific task and finish panels and/or standing scrutiny panels are established, to ensure that positive outcomes are achieved for communities and service users. The Overview and Scrutiny has reviewed the allocation of responsibility for equality and diversity, which continues to rest with the Finance and Performance Management Scrutiny Panel.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>All relevant actions completed. An annual report will be made to the Finance and Performance Management Scrutiny Panel on 21 June 2011, in respect of progress with equality issues.</p>
<p>12. Enhance the partnership evaluation process to ensure that positive outcomes are being achieved for communities and service users;</p>	<p>Acting Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p> <p>The evaluation of the Council's partnership arrangements has been raised as part of the authority's Use of Resources assessment for 2009/10. An evaluation of the Local Strategic Partnership was completed during 2010/11.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>All relevant actions completed.</p>
<p>13. Enhance the profile both internally and externally of</p>	<p>Acting Chief</p>	<p>30 May 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p>

Equality Framework For Local Government – Action Plan 2010/11

<p>the member of staff with the Performance Management Unit who is responsible for equality and diversity;</p>	<p>Executive</p>		<p>It is considered that the relevant staff profile is currently adequate. Although the Acting Chief Executive and the Performance Improvement Unit (PIU) have corporate responsibility for ensuring that the Council meets its statutory equality duties, the role of the PIU is to support service directorates in achieving positive outcomes for all communities and service users. Current capacity within the PIU does not allow for the meeting of increased expectation that might be generated by the implementation of this action, although this issue will be kept under review.</p>
			<p>Outturn – 31 March 2011</p>
			<p>It remains the view of the Performance Improvement Manager that the relevant staff profile is currently adequate. The Corporate Equality Working Group ensures that relevant equality and diversity matters are raised and discussed at meetings of directorate management teams (or equivalent) and cascaded throughout respective service areas.</p>
<p>14. Consider a more prominent position on the Council's website for the Council's equality and diversity statement of intent;</p>	<p>Acting Chief Executive</p>	<p>31 October 2010</p>	<p>Progress - 30 September 2010</p>
			<p>The Performance Improvement Unit has worked with the Website Team to secure greater prominence for the range of equality and diversity related material on the Council's website.</p>
			<p>Outturn – 31 March 2011</p>
			<p>The equality pages of the Performance Improvement Unit's section of the website have been reviewed to remove any out of date material. The Council's website and intranet systems are shortly to be replaced, and only limited progress has so far been made in respect of this action, although system replacement presents an opportunity to complete this action.</p>

Community Engagement and Satisfaction

<p>15. Ensure that there is an understanding within the Council and within local communities of the difference between the Council's Community Leadership and the Council's Community Engagement roles;</p>	<p>Acting Chief Executive/ Assistant to the Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: right;">Progress - 30 September 2010</p> <p>The IDeA has defined community leadership as being about councils (councillors and officers) enabling local communities to steer their own future. Community leadership is not traditional, top-down leadership, but involves councillors and officers using all the tools at their disposal to engage communities in making their own difference. Community leadership promotes a partnership of shared commitment to promote a shared vision for the locality, and the Local Government Act 2000 enshrines in law the role of community leadership, giving councils the new power to promote the wellbeing of their area.</p> <p>The IDeA has defined community engagement as consisting of informing, consulting, involving, listening and responding to communities through ongoing relationships. Community engagement builds relationships of trust between agencies and communities, and allows communities to influence services and neighbourhood improvements. It also helps to build strong, resilient communities with active citizens and good social networks. The aim of greater localism, choice and community empowerment, means that councils need to engage with local groups in better and different ways, and effective engagement is also fundamental to promoting better community cohesion.</p> <p>This action will be addressed through the current development of the new Corporate Plan for 2010/11 to 2013/14i. It is intended that a joint Cabinet/Management Board session will be held shortly to consider the new Corporate Plan, which it is intended will be adopted by the Council in October 2010.</p>
---	---	------------------------	---

Equality Framework For Local Government – Action Plan 2010/11

			<p>This action will also be addressed as part of the ongoing Member Development Programme, although this has not yet been implemented for 2010/11.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>The new Corporate Plan for 2011/12 to 2014/15 was adopted by the Council in February 2011.</p> <p>The Assistant to the Chief Executive is investigating options for addressing this action through the Member Development Programme and what is available in terms of training courses, although it is considered that the Equality Framework may not be specific or extensive enough to be able to determine the contents of an appropriate training session in this subject.</p>
16. Enhance, where appropriate, the involvement of the community in the Customer Impact Assessment (CIA) process;	Service Directors	31 October 2010	<p style="text-align: center;">Progress - 30 September 2010</p> <p>The existing Disability Involvement and Engagement Group has expressed a willingness to ‘reality-check’ completed CIAs in terms of adverse effect for people with disabilities. The involvement of other sectors of the community in the CIA process should be developed by service directors as part of the undertaken of the agreed CIA programme for 2010/11 to 2012/13.</p> <p>Corporate Equality Working Group Representatives ensure that external CIA involvement is raised and discussed at meetings of directorate management teams (or equivalent) and cascaded throughout respective service areas.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>All relevant actions ongoing.</p>
17. Develop arrangements to evaluate:	Acting Chief Executive	31 October 2010	<p style="text-align: center;">Progress - 30 September 2010</p> <p>Evaluation arrangements must maximise efficiency and</p>

Equality Framework For Local Government – Action Plan 2010/11

<ul style="list-style-type: none"> community consultation to ensure the message is getting through; community initiatives to ensure that they are delivering positive outcomes for the communities; 			<p>minimise costs. Standard industry evaluation techniques such as citizen panels may not be affordable. However, a range in-house initiatives could enhance current evaluation techniques.</p> <p>'Ideascale' as outlined in Action (4) above, could provide an online tool to receive public feedback. It is also proposed to develop the intranet as an internal platform and resource to allow services to share outcome and evaluation corporately. Officers involved in consultation would also be invited to participate in a corporate support group where outcomes, experiences and best practice can be debated and shared.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>Ideascale has not yet been implemented. The Public Relations and Marketing Officer is to refer the implementation and use of the software to the Website Development Board for further consideration.</p> <p>All consultation and engagement exercises undertaken by and on behalf of the Council are required to comply with the provisions of the Public Consultation and Engagement Strategy. A consultation guide has also been produced in order to standardise consultation approaches and methodologies wherever possible which promotes best practice to help deliver positive outcomes for communities. To enhance this guidance, the Council in partnership with Essex County Council and other local authorities within the county have produced a guidance website. This website was also promoted as a link published in 'District Lines', the staff newsletter. The annual Consultation Plan and Consultation Register is considered by the Finance and Performance Management Scrutiny Panel in June each year.</p>
---	--	--	---

Equality Framework For Local Government – Action Plan 2010/11

<p>18. Enhance current data and intelligence gathering systems to ensure a growing knowledge of all communities both current and emerging that make up the Epping Forest District, and ensure that this informs decision making;</p>	<p>Acting Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p> <p>See also Action (1). The LSP has published a data profile of the district ('Shaping The Future'), containing information on the make-up of the population of the district, to support the production of the new Sustainable Community Strategy. The production of the data profile has been supported by a range of local partners, who have sourced and collated much of the detailed information, and is supported by detailed ward profiles, that bring together data at a more local level. These profiles will be used widely throughout the Council (in documents such as Customer Impact Assessments).</p> <p>The Council will need to develop arrangements to enhance its current data and intelligence gathering systems to ensure an understanding of the equality profile of its communities, and support is available from Experian for the Council to take forward a number of specific projects around the use of the 'Mosaic Public Sector' data.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>See also actions (1) and (4). Experian have recently made a presentation to Management Board regarding the use of Mosaic data to assist in administering the Benefits Service. Doubts have been expressed about whether full engagement with the service provided by Experian would bring results at the level claimed, and it is considered that additional resources would be required to make full use of the Mosaic data. Management Board has agreed that Mosaic be used wherever possible within existing staffing resources, particularly in relation to the detection of fraud but, in order for any further Mosaic commissions to be undertaken, there must be a sufficiently robust database</p>

Equality Framework For Local Government – Action Plan 2010/11

			<p>from which to analyse data for specific projects from.</p> <p>'Ideascale' has not yet been implemented. The Public Relations and Marketing Officer is to refer the implementation and use of the software to the Website Development Board for further consideration.</p>
<p>19. Ensure that the various consultation forums that are in use for equality and diversity matters are:</p> <ul style="list-style-type: none"> • fit for purpose; • a true representation; • deliver positive outcomes and • there is feedback to the communities 	Service Directors	31 October 2010	<p>Progress - 30 September 2010</p> <p>Service Directors ensure that this action is met for all consultation forums that are in use for equality and diversity matters, such as the Epping Forest Youth Council, the Disability Involvement and Engagement Group, the Sheltered Housing Forum and the Rural Housing Forum.</p> <p>All Corporate Equality Working Group Representatives ensure that suitability of consultation forums is raised and discussed at meetings of directorate management teams (or equivalent) and cascaded throughout respective service areas.</p>
			<p>Outturn – 31 March 2011</p> <p>All relevant actions ongoing.</p>
			<p>Progress - 30 September 2010</p> <p>The existing Disability Involvement and Engagement Group was established to provide a forum in respect of engagement on disability equality issues. The Council will need to seek to identify appropriate engagement forums for other equality strands.</p> <p>Initial work has commenced on the development of draft Single Equality Scheme, to meet the requirements of the recently enacted Equality Act 2010.</p>
<p>Outturn – 31 March 2011</p> <p>The Council facilitated the 'Disability Aware' event in</p>			

Equality Framework For Local Government – Action Plan 2010/11

			2011 to raise awareness of local services for disabled people. The Council was represented at 'Essex Pride' in September 2010 to engage with local lesbian, gay, bisexual and transgender (LGBT) communities, and is to undertake a LGBT survey in 2011/12 in order to develop relevant equality objectives as required by the Equality Act 2010. Development of engagement opportunities across other equality strands will be developed.
--	--	--	--

Responsive Services and Customer Care

21. Review Customer Impact Assessment process to ensure all data is used to inform CIA process;	Acting Chief Executive	31 October 2010	Progress - 30 September 2010
			The Customer Impact Assessment (CIA) process will be reviewed on a regular basis, and progress against the programme of CIAs will be monitored by the Corporate Equality Working Group. Awareness raising sessions in respect of the CIA process will continue to be provided annually.
			Outturn – 31 March 2011
			The Customer Impact Assessment (CIA) process will be reviewed at the completion of the initial programme. Progress against the first year of the three-year programme of CIAs has been monitored by the Corporate Equality Working Group. Subject to demand, a further awareness raising session in respect of the CIA process will be provided during 2011/12.
22. Ensure that there is consistency in the use of data and intelligence coming from consultation and that this informs decision making;	Acting Chief Executive	31 October 2010	See Actions (1) and (17) above.
23. Ensure the consistency of the application of the	Acting Chief	31 October 2010	Progress - 30 September 2010

Equality Framework For Local Government – Action Plan 2010/11

<p>Customer Impact Assessment process across the organisation.</p>	<p>Executive</p>		<p>The Corporate Equality Working Group will review completed Customer Impact Assessments (CIA) to ensure consistency in the application of the process. The CIA process will be reviewed on a regular basis, and awareness raising sessions in respect of the CIA process will continue to be provided annually.</p>
			<p>Outturn – 31 March 2011</p>
			<p>The review of completed Customer Impact Assessments (CIA) to ensure consistency in the application of the process, has been undertaken by the Performance Improvement Unit during 2010/11. Progress against the first year of the three-year programme of CIAs has been monitored by the Corporate Equality Working Group. Subject to demand, a further awareness raising session in respect of the CIA process will be provided during 2011/12.</p>
<p>24. Ensure Members understand and support for the</p>	<p>Acting Chief</p>	<p>31 October 2010</p>	<p>Progress - 30 September 2010</p>

Equality Framework For Local Government – Action Plan 2010/11

<p>Customer Impact Assessment (CIA) process, to make them aware of how CIAs feed into service delivery planning;</p>	<p>Executive</p>		<p>The Corporate Equality Working Group will review completed Customer Impact Assessments (CIA). An annual report is required to be made to the Finance and Performance Management Scrutiny Panel in respect of progress with equality issues, and could include a performance update in respect of completed CIAs. The Leisure and Wellbeing Portfolio Holder will be invited to attend meetings of the CEWG with effect from the start of the 2010/11 municipal year.</p> <p>See also Action (11). A report was made to the meeting of the Overview and Scrutiny Committee held on 12 July 2010, proposing guidelines in respect of the of the consideration of equality and diversity issues in all scrutiny reviews or other issues for which specific task and finish panels and/or standing scrutiny panels are established, to ensure that positive outcomes are achieved for communities and service users.</p>
<p>Outturn – 31 March 2011</p>			
<p>The review of completed Customer Impact Assessments (CIA) to ensure consistency in the application of the process has been undertaken by the Performance Improvement Unit during 2010/11. Progress against the first year of the three-year programme of CIAs has been monitored by the Corporate Equality Working Group. An annual report will be made to the Finance and Performance Management Scrutiny Panel on 21 June 2011, in respect of progress with equality issues.</p>			
<p>25. Review the layout of the literature on display in the various public areas of the Civic Offices;</p>	<p>Acting Chief Executive</p>	<p>31 October 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p> <p>It is considered that there is a need to ensure that all literature etc on display in the various public areas of the Council's buildings, is fully accessible to all people.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>The layout of literature on display in the main reception</p>

Equality Framework For Local Government – Action Plan 2010/11

			area of the Civic Offices has been fully reviewed. Service Directors have been requested to similarly review the layout of literature etc in service specific reception areas.
26. Introduce Braille signing throughout the Council's operational buildings, through a review of the Council's Disability Discrimination Act (DDA) compliance and customer and staff access policies;	Corporate Equality Working Group	31 October 2010	Progress - 30 September 2010
			Action to be progressed by the Corporate Equality Working Group, through a review of the Council's most recent DDA assessment and the authority's five-year maintenance programme for the Civic Offices and other operational buildings. Access Officer to investigate current position with regard to the current DDA assessment and maintenance programme, and to report to the Corporate Equality Working Group.
			Outturn – 31 March 2011 Director of Planning and Economic Development (Access Officer) to report
27. Enhance the information currently provided on the Council's website in respect of Customer Impact Assessments (CIA);	Performance Improvement Manager	31 October 2010	Progress - 30 September 2010
			See also Action (14). The equality and diversity pages of the Performance Improvement Unit's section of the website have been reviewed to remove any out of date material. The results of the current programme of Customer Impact Assessments (CIA) will be published on the website as they are completed.
			Outturn – 31 March 2011 A range of completed Customer Impact Assessments (CIA) have been published on the website throughout 2010/11..

Modern and Diverse Workforce

28. Undertake a staff survey and preparation of action	Assistant Director	31 October 2010	Progress - 30 September 2010
--	--------------------	-----------------	-------------------------------------

Equality Framework For Local Government – Action Plan 2010/11

<p>plan;</p>	<p>of Corporate Support Services (Human Resources)</p>		<p>A staff survey is to be undertaken during 2010/11 prior to the Council undertaking a formal Equality Peer Challenge. The questionnaire for the survey will be reviewed by the Corporate Equality Working Group in the first instance.</p> <p>A draft of the staff survey for 2010/11 was submitted to the Joint Consultative Committee (JCC) on 14 October 2010. The Committee agreed that the Council should implement shorter annual surveys, and further work on the next survey is therefore required. The Human Resources Unit will be taking relevant issues forward with the Trade Unions, and a further draft version of the survey will be re-submitted to the JCC in January 2010.</p>
			<p>Outturn – 31 March 2011</p>
			<p>The 2010/11 staff survey has been carried out and the results are currently being analysed.</p>
<p>29. Collect staff data across all the equality strands and explain to staff on why this data is needed and how it will be used;</p>	<p>Assistant Director of Corporate Support Services (Human Resources)</p>	<p>31 October 2010</p>	<p>Progress - 30 September 2010</p>
			<p>This information is currently collected for all 'new' employees. A data cleanse exercise for existing employees is undertaken every two years and will next be repeated in 2011/12. The Council's employment application form is to be updated to capture relevant information across all the equality strands.</p>
			<p>Outturn – 31 March 2011</p>
			<p>A data cleanse exercise is currently underway and records are being updated as necessary. The Council's employment application forms have been amended.</p>
<p>30. Continue to explore initiatives to make the Council</p>	<p>Assistant Director</p>	<p>31 October 2010</p>	<p>Progress - 30 September 2010</p>

Equality Framework For Local Government – Action Plan 2010/11

<p>more representative of the communities it serves;</p>	<p>of Corporate Support Services (Human Resources)</p>		<p>The Council continues to advertise job vacancies in a wide-range of sources and formats in order to ensure that the Council is representative of local communities. A number of generic adverts have been placed with Able Magazine and, in 2011/12, the Human Resources Unit will work with its recruitment advertiser to carry out a generic campaign across a number of areas.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>Unfortunately, the Council's recruitment freeze has meant limited external recruitment has taken place over the last six months. When and if the recruitment freeze is lifted, the Human Resources Unit will work with its recruitment advertiser to carry out a generic campaign across a number of areas.</p>
<p>31. Take a pro-active approach to making the Council at all levels, but particularly at senior manager level more representative of the work profile;</p>	<p>Assistant Director of Corporate Support Services (Human Resources)</p>	<p>31 October 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p> <p>The Council continues to monitor the profile of the senior manager level of its employees, and a project in this respect was undertaken by the second cohort of the internal Management Development Programme. This work is on-going and integral to the Corporate Training Programme.</p> <p style="text-align: center;">Outturn – 31 March 2011</p> <p>The Council continues to monitor the profile of the senior manager level of its employees. The Council continues to provide training for employees to develop the necessary skills/behaviours to enable them to apply for promotion opportunities.</p>
<p>32. Review the equality and diversity information on the intranet, with a view to making it more prominent and easier to navigate;</p>	<p>Performance Improvement Manager</p>	<p>31 October 2010</p>	<p style="text-align: center;">Progress - 30 September 2010</p> <p>The Performance Improvement Unit is working to secure greater prominence for the range of equality and diversity related material on the Council's intranet system.</p>

Equality Framework For Local Government – Action Plan 2010/11

			Outturn – 31 March 2011
			The equality pages of the Performance Improvement Unit's section of the intranet have been reviewed to remove any out of date material. As the Council's intranet system is currently being replaced, only limited progress has so far been made in respect of this action, although system replacement presents an opportunity to complete this action.

Other Actions

33. Undertake a gap analysis along with an assessment of where the authority scores against the characteristics of an 'Achieving' authority;	Corporate Equality Working Group	31 October 2010	Progress - 30 September 2010
			This action will be progressed prior to the Council undertaking a formal Equality Peer Challenge.
			Outturn – 31 March 2011
			This action has not been progressed. The current cost of the Peer Challenge for Level 2 of the EFLG has been considered an unacceptable expense by the Corporate Equality Working Group. Although options are being investigated for alternative peer accreditation or 'critical friend' assessment approaches in order to determine improvement against the EFLG, these are unlikely to come to fruition in the short-term. The Council currently cannot therefore formally confirm its performance against the Equality Framework.
34. Enhance the current self-assessment document with examples of good practice and outcomes;	Corporate Equality Working Group	31 October 2010	Progress - 30 September 2010
			This action will be progressed prior to the Council undertaking a formal Equality Peer Challenge.
			Outturn – 31 March 2011
			This action has not been progressed. The current cost of the Peer Challenge for Level 2 of the EFLG has been considered an unacceptable expense by the Corporate

Equality Framework For Local Government – Action Plan 2010/11

			<p>Equality Working Group. Although options are being investigated for alternative peer accreditation or 'critical friend' assessment approaches in order to determine improvement against the EFLG, these are unlikely to come to fruition in the short-term. The Council currently cannot therefore formally confirm its performance against the Equality Framework.</p>
--	--	--	--