

South Lakeland District Council

# **Single Equality Scheme**

## Corporate Equality Action Plan

## **Appendix 1**

2008 – 2011



Corporate Equality Action Plan 2008

Negative Impact	Action Proposed	Lead Officer	When	Outcome	Identified within EIA's / consultation
<b>Aim 1: Improve and Promote the Councils Translation Services (including other languages and alternative formats)</b>					
1.1 The Council does not promote its translation services to customers	Produce a standard paragraph for all SLDC leaflets, public notices, documents, letters, website, job adverts, strategies and policies that promotes the Councils translation services. This will include advice on accessing other formats eg large print, braille and plain English.	Sheila Meades	Jul-08	Customers provided with means to request information in suitable format.	Neighbourhood Service Finance Regeneration & Housing
1.2 Council documents can be difficult for elderly people to read/ complete	Produce a corporate style guide to ensure that all staff are aware of recommended font size, contrast, colour etc.	Sheila Meades	Sep-08	Accessibility criteria and guidance for all documents available to staff	Through consultation
1.3 No provision of hearing loops in committee rooms	Appropriate rooms with hearing loop facilities to be sourced across the district and ensure that this information is made available for all staff.	Chris Woods	Jul-08	Detailed listing available to staff and customers of accessible venues – see also 2.5.	Planning Legal & Democratic Services
1.4 The Councils website can be translated into 6 languages but these may not be appropriate for the needs of the local community	Research the level of web site use by non English speakers to establish the need for an improved translation service	Kate Kelly	Mar-09	More relevant language provision for local community on website.	IT
1.5 Very limited provision of car park signage in languages other than English	Assess the need for car park signage to be translated into alternative languages through consultation with Cumbria Tourism and Ethnic Minority Groups	Phil Turner	Sept-08	Clear and understandable car park signage in all SLDC car parks.	Commercial and Technical Services

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<b>Aim 2: Improve Accessibility to All Council Services, Buildings and Meeting Rooms</b>					
2.1 Council does not consider the needs of the rural/urban older people	Ensure that Communications advice is available on effectively reaching rural communities i.e. utilising post offices, local shops, surgeries, village halls etc.	Sheila Meades	Sep 2008	Higher attendance at events and improved access to services for older people	Through Consultation
	Public buildings guide (see also 2.5) to include advice on council premises and venues used for outreach work / consultations i.e. information available on lighting, seating, toilet facilities	Kristi Roberson	July 2008		
2.2 Diminishing channels of communication for the rural elderly	Ensure that the Customer Access/ Channel Strategy takes into account the need for various traditional methods of contact and payment i.e. face to face and allowing payment by cheque / cash	BB/ SB / Keith Moore	2009	The Council meets the needs of the rural elderly	Through Consultation
2.3 Not all venues for public meetings and Council Buildings are accessible for all	Continue the Councils buildings improvement programme in partnership with NPS	Dave Conlin	Programme in place – ongoing	All venues for public meetings and Council Buildings accessible for all where reasonably practicable	Strategy and Performance
					Revenues and Benefits
					Housing
					Legal & Democratic Services
2.4 Poor access to interview rooms in South Lakeland House	Continue work on the Customer Access Project and improvements to the atrium in partnership with NPS	Keith Moore	Mar-09	Action plan and funding to create a DDA compliant atrium.	Housing
					Planning
					Revenues and Benefits
2.5 The Council does not publicise which of its buildings and venues are fully accessible to all	Clarify and distribute public guidance (including website and intranet) on accessibility to buildings and venues in partnership with NPS (see also 2.1	Simon Blyth	Jul-08	Detailed listing available to staff and customers of accessible venues – see also 1.3.	Strategy and Performance
		Kirsti Robertson			

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<b>Aim 3: Provide Targeted and Relevant Staff Training on Equality Issues Across the Council</b>					
3.1 Staff lack a thorough understanding of the Council's interpretation services	Increase awareness amongst staff as to the provision of all available translation services	Sheila Meades	Mar-09	All Council staff aware and able to use all translation (incl. other formats eg Braille) services	Revenues and Benefits
	Carry out training for front line staff to ensure they know how the Council's interpretation services can be accessed and utilised	Simon Blyth			Regeneration & Housing
	Neighbourhood Service				
3.2 Lack of staff training for general equality issues	Train all front line / customer facing staff to increase awareness and support them in dealing with some of the sensitive equality issues for example stereotyping	Simon Blyth	April 2010	All SLDC staff trained in equality and diversity issues	Building Control
	Ensure that this is addressed through the People Strategy 2008 - 2011	Paul Lang			Planning
	Regeneration and Housing				
	Neighbourhood Services				
	Revenues and Benefits				
Through consultation					
3.3 Staff induction process does not include equality training	Incorporate basic equality training and awareness into new staff induction programme	Paul Lang	Oct-08	Council induction includes equality and diversity element and/or requirement for training.	Revenues and Benefits
Human Resources					

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<b>Aim 4: Improve Data Collection on all users and non users of Council Services</b>					
4.1 Limited knowledge of local equality groups	Carry out research to establish which equality groups exist within South Lakeland	Paul Mountford	Mar-09	Comprehensive listing of South Lakeland's equality groups	Development Plans Finance Commercial and Technical services
4.2 Lack of regular engagement and consultation with equality groups	Ensure that all identified equality groups are included on a central list of consultees Promote this list to all staff for use during consultation exercises Make contact with all equality groups to establish if they wish to participate in future consultations Identify and specify needs for active participation	Paul Mountford	Mar-09	All SLDC consultations include equality groups. List of these Equality groups needs and requirements agreed by SLDC.	Development Plans Strategy and Performance
4.3 No comprehensive understanding of service users	Ensure the Intelligence Unit collects relevant equality data in a sensitive and appropriate way Information Unit to support and guide service level equality data collection	Paul Mountford	Mar-09	Current data collection methods across Council identified and listed. Equality data collection incorporated into revised guidelines	Finance Commercial and Technical Culture and Economy Strategy and Performance Through Consultation
4.5 No incident reporting scheme for 5 of the 6 equality strands (currently only race)	Review mechanism for responding to harassment on grounds of disability, age, gender, faith / belief and sexuality. This should be for both internal and external customers Undertake action planning in light of review	Simon Blyth	Jul-08	Incident reporting scheme includes all 6 equality strands	Strategy and Performance

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<b>Aim 5: Embed Equality Within the Organisation</b>					
5.1 The Council does not pro-actively address gender imbalances within the organisation	<i>Address the perception of indirect discrimination within the Council by:</i>	Paul Lang	2009	The Council have a positive and supportive culture towards both men and women / full time and part time employees.	Through Consultation / focus groups
	Provide a supportive and developmental culture for women to open opportunities for career progression				
	Promote a positive part time				
	Increase consistent support for employees with families, carers, women on maternity leave / returning to work				
	Ensure a consistent application of all HR policies is delivered across the Council				
5.2 No reference to equality impact assessments on formal Council reports	Incorporate a section on all Council report templates to ensure Equality Impact Assessments have been carried out for all new policies, functions and procedures.	Simon Blyth	May-08	The requirement to equality impact assess flagged up for all new or amended policies and functions.	Strategy & Performance
5.3 No corporate guidance or training on the EIA process for future policies, functions and services	Produce a standard guidance document on how to Equality Impact Assess any new policy, function or service	Simon Blyth	Apr-08	Training, support and written guidance available for future SLDC equality impact assessments.	Strategy & Performance
	Offer ongoing support to all departments in the development of future EIA's				
	Ensure completion of EIA timetable		Apr-10		
5.4 Equality is not fully considered as part of the service planning process	Equality action plans are adopted and implemented at service level to progress both the Corporate and service equality action plans	Relevant Head of Service	2010	Staff assigned responsibility for Equality Action Plans in each business unit (see also 6.1).	

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<b>Aim 6: Improve Monitoring of Equality Actions and Data</b>					
6.1 Low level of equality monitoring carried out across the Council	The Corporate Equality Action Plan is monitored through Covalent	Equality Steering Group	May-08	Systematic monitoring of equality action plans across the Council – see also 5.3.	Through Consultation
	Establish a mechanism for monitoring the positive or negative impact of any equality action. Consider using satisfaction surveys etc.	Relevant Head of Service			
6.2 Level 3 of the Equality Standard has not been achieved	Create objectives and targets for the Corporate Equality Action Plan in relation to all 6 equality strands	Simon Blyth	Mar-10	Achieve Level 3 of the Equality Standard.	
	Write and implement a Single Equality Scheme				
	Ensure work has commenced and is ongoing for both the Corporate and Service Equality Action Plans				
	The Council has undergone external accreditation				



