



ENVIRONMENT

EQUALITY AND DIVERSITY ACTION PLAN 2007-2010

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Introduction

The directorate has three divisions:

1. **Development and Street Scene**, which covers : Development & Enforcement (Building Control, Commercial Environmental Health, Development Control (Planning), Licensing, Special Projects, Trading Standards), Planning Policy and Design (Arcadia, Area Studies, Environment consultation and communications, Environmental Improvements, Policy, Research and Local Development Framework, Street Scene policy, Urban Design and Conservation, Economic Development), Street Scene (Abandoned Vehicles, Enforcement, Graffiti, Inspection and enforcement, Public Conveniences, Recycling, Street Cleaning, Waste Collection).
2. **Traffic and Transport**, which covers : Highways Management (Network Maintenance, Network Management, Street Inspection, Street Lighting, Structures), Operational Services (Borough Contingencies, Careline and CCTV, Transport Services), Parking and Street Care, (Parking Services, Parking Enforcement, Twickenham Parking Shop, Parking Complaints, Street Care, Transport Planning Service (Development, Travel and Safety Education, Traffic, Transport Planning Administration Section, Transport Policy and Parking)).
3. **Property, Parks and Sustainability**, which covers : Corporate Property (Construction Services, Estate Management, Project Management CP), Facilities Management (Accommodation/Office Moves, Cleaning Contract Management, Corporate FM and Security, Corporate Health and Safety Unit, Hall Lettings and Allotments, ID Access Control, Premises Management, Print Unit, York House Catering) Parks and Open Spaces, Sustainability

In addition the Directorate has a **Finance and Performance Group**, which covers: Finance (co-ordination of budget setting and estimate process, monthly management accounts, processing of invoices [income and expenditure], closing processes for annual accounts, financial support and guidance to the Directorate) and Customer Services and Performance (Postal and Administrative Support Services, Cemeteries Service, Registration Service, Performance Management).

The strategy of Environment is set out in the Corporate Plan and in each Service Plan. Other key plans include the Climate Change Strategy, the Transport Local Implementation Plan, the Local Development Framework / UDP, the Waste Strategy, the Open Spaces Strategy.

This plan outlines actions to be taken in regard to the five themes, which are defined by the Equality Standard, as incorporated within the Corporate Equality and Diversity Action Plan 2007-2009.

It draws upon the following EINAs or action plans in respect of services within the directorate. Progress against the plan will be monitored quarterly periods by the Directorate Management Team.

Restructuring 2005
Waste Management
Transport Plan
Parking Charges and CO2 emissions
Transport Policy
Local Implementation Plan (LIP)
Waste Action Plan

Registration Service
Cemeteries Service
Licensing Policy
Consumer Protection
Parking Enforcement

The Environment Equality and Diversity Action Group (EEDG) meets regularly and has representation from each division of the directorate. It will play an important role in monitoring the actions set out within this plan and as a resource for staff.

Equalities and Diversity action is communicated through the Environment Directorate intranet site.

Key: Equality strand: D=Disability; R=Race/Ethnicity; G=Gender; S=Sexual Orientation; F=Faith or Belief; A=Age; All=All strands.

Theme 1: Leadership, mainstreaming and corporate commitment

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
1.1	ALL	The Director will host bi-annual meetings for all staff. Equality and Diversity issues will be raised in at least one of the meetings.	Spring and Autumn each year.	Director.	This will promote awareness amongst staff of equality and diversity issues so that they take a more proactive approach to equality and diversity.	Meetings held: 18, 21 and 28 September 2007, and 26, 31 March, 3, 9 April 2008. Feedback notes placed on the Directorate's intranet pages.
1.2	D, R, S, F, G	Information relating to the staff support groups will be circulated to all Environment staff.	June 2007.	Environment Equalities and Diversity Group (EEDG) Performance and Equalities Manager (PEM)	This will promote awareness of the groups amongst staff.	Posters and leaflets designed and distributed.
1.3	All	EEDG will act as a source of information, advice and guidance for staff regarding EINAs and equality and diversity issues.	April 2007 onwards.	EEDG and PEM.	This will assist managers with the EINA process, and will help all staff with equality and diversity issues.	Notes of meetings on intranet.
1.4	All	One of the programme of Environment Leadership	2008/09	Director, PEM, EEDG.	Raise awareness of issues amongst managers.	Managers' workshop on Equalities and Diversity issues held on 12 November

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		Workshops will be devoted to Equalities each year.				2007. Intranet access to meeting documents / presentations.
1.5	All	Service Heads will include equality and diversity as a standing item on team meeting agendas.	April 2007 onwards.	Director and Assistant Directors.	This will promote awareness amongst staff of equality and diversity issues so that they take a more proactive approach to equality and diversity.	Agendas and Minutes.
1.10	All	Assistant Directors will check a sample of recruitment files on an annual basis, investigate any issues and report to HR.	Annual.	Assistant Directors.	This will ensure rigorous monitoring of recruitment practice throughout the directorate.	Annual returns.

Theme 2: Consultation, involvement and assessment

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
2.1	All	Use Staff Survey 2007 data to identify any equalities issues.	June 2008	EEDG / HR / PEM	This will gauge views of minority group staff and others so that any significant issues raised can be addressed.	Results of Staff Survey available April 2008. Environment results to be presented and discussed at EDMT

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
						on 23 April 2008. Actions required will be implemented during 2008.
2.2	All	Produce Environment Consultation Guide led by Corporate Strategy.	November 2007	Acting AD DSS, Communications Officer / HR.	This will ensure that the monitoring and consultation information that is routinely gathered incorporates minority group views and that work with Community Groups is targeted to fill gaps from routine monitoring.	Environment Consultation Strategy and Guide published November 2007.
2.3	All	Audit, review and standardize all equality monitoring undertaken by Environment services, to include monitoring against each of the equality strands.	September 2007.	EEDG / Corporate Equalities and Diversity Manager/ Communications Officer	This will produce better, more wide-ranging data that will inform service delivery.	Standard equality monitoring format distributed to all service heads and incorporated into documents as necessary.
2.4	All	EINAs to be carried out for priority Environment services that have not undertaken them.	March 2008.	Service heads / EEDG.	This will produce plans for action that can be implemented to boost equality and meet diverse needs more effectively.	Programme of high priority EINAs agreed.
2.5	All	Each EINA to be	April 2007 onwards.	Service heads / Staff	Input from staff	EINAs reviewed and

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		reviewed by staff support groups prior to consideration by EEDG.		support groups.	support groups will help to hone the plans by identifying gaps.	updated as necessary. (See 2.4)
2.6	All	Each EINA and equality and diversity action plan produced within Environment will need to be approved by EEDG.	April 2007 onwards.	EEDG and PEM.	This will promote a quality standard for ECS EINAs and ensure challenge prior to consideration by SEEB.	EINAs considered.
2.7	All	EDMT and DMMs to review HR employment data for equalities issues at least 2x p.a.	April 2007 onwards	Director, PEM, EDMT	This will ensure strategic discussion of employment issues by Environment managers.	Minutes of meetings.
2.8	All	Send out revised EINA guidance including feedback from work with Tower Hamlets.	April 2008	Directorate Interim Equalities Lead	Equalities issues will be considered and built into the development of new policies and practices from the outset and services will be systematically improved.	EINAs will be completed before policies/practices are implemented.
2.9	All	EINA performance to be monitored and managed through Environment Directorate Management Team	From March 2008	Director/EDMT	As 2.8	EINAs will include clear sets of actions to address equalities issues identified.

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		(EDMT). <ul style="list-style-type: none"> • Early initiation and completion • Adherence to programme • Quality of assessment • Identification and implementation of actions 				
2.10	All	Identify future significant consultations: <ul style="list-style-type: none"> • Programme within Environment Forward Plan • Ensure equalities information collected to meet guidelines • Ensure all service heads maintain rolling action plans 	End of March 2008	Assistant Directors	More systematic use of consultation and data collection across all services	Greater understanding of stakeholders needs and improved service provision

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		incorporating survey data				

Theme 3: Service delivery and customer first

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
3.1	All	Improve the quality and quantity of information, regarding equality and diversity and in general, available for staff, service users and partners by developing the Website (intranet and internet).	March 2008.	EEDG, service heads, PEM	Web content will be up to date and more informative and useful than at present.	Project plan developed and being implemented.
3.2	All	Review frontline Environment services input to relatively deprived areas and associated policies.	December 2008	Director, Assistant Directors, PEM	Ensure meet Corporate / Community Plan requirements	Environmental improvement scheme established
3.3	D	Implement results of Access Audits of Corporate buildings including identification / access for visually	Sept 2007	Assistant Director PP&S - BEAT	Improved accessibility	Programme of completed, in progress and planned works published on the intranet.

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		impaired people.				
3.4	D	Establish engagement arrangements with RAID Access Officer	June 2007	Head of Development and Enforcement	More effective joint working	Agreement for joint working
3.5	D	Improve parking facilities in Paradise Road car park.	December 2008	Assistant Director T&T	Improved accessibility	Improved facilities on the ground
3.6	D	Investigate feasibility of a site for Shop Mobility Scheme.	December 2008	Assistant Director T&T and PP & S	Improved accessibility	Improved facilities on the ground Consultation undertaken with RAID and VISOR.
3.7		Bid for funding to provide accessible bus stops and other transport measures.	June 2007	Assistant Director T&T	Improved accessibility	Improved facilities on the ground. 100% (438) of bus stops accessible by 2010. As at 1 April 2008, 25% (111) have been audited by Transport for London as accessible.
3.8		Implement new "A Board" strategy.	June 2007	Assistant Director T&T Enforcement of policy Assistant Director D & SS	Improved accessibility	Policy approved by Cabinet and implemented.
3.9		Improve Richmond Town Centre and plan for Twickenham.	Sept 2007	Assistant Director T&T	Improved accessibility	Improved accessibility Phase 1 of scheme started and further funding secured for

Theme 4: Equal opportunities in employment and training

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
4.1	D	Work with HR to ensure that the provision of “reasonable adjustments” for staff with disabilities and learning difficulties are provided, at a minimum, within guideline timescales.	September 2007.	EEDG, PEM, Service Heads, HR.	This will ensure that: <ul style="list-style-type: none"> • All staff are aware of the relevant timescales and funding arrangements; • Monitoring arrangements are in place to track DDA compliance; • HR work in partnership to ensure DDA compliance. 	All necessary reasonable adjustments made, within timescales.
4.2	D	Ensure all managers are equipped to work effectively with staff with disabilities and learning difficulties including knowledge of the legislation, funding for reasonable adjustments and the implications of “flexible/hot desk” working.	December 2007	HR Equality Manager.	This will promote awareness amongst managers of disability issues so that they are more aware of their legal responsibilities and take a more proactive approach.	Disability training surgeries to be held with all managers.
4.3	All	All staff should receive effective	March 2007	Service heads. liP reviewers.	This will ensure that staff have the	Quarterly performance management reports

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		supervision and appraisal within corporate policy guidelines.			opportunity to raise issues and have their training and other needs met.	to contain performance indicators.
4.4	All	Ensure that all staff undertake 'Rich Mix' equality and diversity training. Ensure refresher and new staff opportunities are available.	Ongoing – all staff to have completed training by December 2007. Second stage of Richmix for Managers training commenced Autumn 2007 and ongoing into 2008.	EEDG / service heads.	This will promote awareness amongst staff of equality and diversity issues so that they take a more proactive approach to equality and diversity.	All staff to have completed training.
4.5		Arrange training for enforcement / regulatory officers in practical application of DDA legislation.	July 2007	EEDG / service heads.	This will promote awareness amongst staff of equality and diversity issues so that they take a more proactive approach to equality and diversity.	Seminar facilitated by external access specialist held 24 September 2007.

Theme 5: Promoting Community Relations and community cohesion

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
5.1	R, F	Service heads will report racist incidents	Quarterly.	Service heads / Assistant Directors.	This will ensure that appropriate action is	Quarterly returns.

Ref.	Equality strand	Action	By When	By Whom	What will be different	Outcome/Evidence
		to Assistant Directors, for reporting to HR, via Director's PA.			taken to prevent any recurrences.	
5.2	S	Service heads will report homophobic incidents to Assistant Directors, for reporting to HR, via Director's PA.	Quarterly.	Service heads / Assistant Directors.	This will ensure that appropriate action is taken to prevent any recurrences.	Quarterly returns.

Glossary

BME	Black and Minority Ethnic
DDA	Disability Discrimination Act
EEDAG	Environment Equality and Diversity Action Group
EINA	Equalities impact needs assessment
LGBT	Lesbian, Gay, Bisexual and Transgender
SEEB	Strategic Equalities Executive Board

Appendix 1: Timetable of new EINAs to be undertaken

2008	Development Con RFU match day station access Sustainable Transport Strategy Green Travel Plan Climate Change Strategy
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