

Corporate Plan: 'Fairness For All' is an underlying principle for the way in which we work

- This is your opportunity to look at all the equality information we have published and provide your feedback to us.
- **Equality objectives are included in the draft Corporate Plan under the section Fairness For All. We also welcome feedback on these.**
- This will be part of on going consultations with local communities and groups as we further develop detail of our equality objectives and actions. We will publish a detailed plan of these by May 2012.
- We will not be able to deliver everything in one cycle, but will review outcomes achieved and information and feedback from communities as part of annual review and action planning cycles.
- We will produce and publish annual progress reports on our equality objectives and actions.
- The prime aim is to make a difference for all sections of our communities in our role as community leader, provider and commissioner of services and as employer.

4.1 Fairness for all

As a Council we are committed to fulfilling our statutory obligations and promoting fairness for all in terms of the people we serve, our workforce, the partners we work with and the services we commission and deliver. We aim to be a borough which values the diversity of all its communities and enables all its residents to become full and active citizens, to feel safe, included, respected, valued and share a sense of belonging.

In light of the Council's strategic direction to become a commissioning Council, we are reviewing our commissioning and procurement processes to ensure needs of protected groups are adequately captured and reflected in service specifications and contracts in areas assessed as relevant to the public sector equality duty.

We are committed to:

- Eliminating discrimination, harassment and victimisation in all Council business and work, this includes the functions we undertake, the services we commission and deliver and the workforce we employ.
- Tackling barriers to access services, such as language needs or needs relating to disability.
- Meeting appropriately the diverse needs of all those who need to use our services and ensuring inclusive services.
- Consultation and engagement with equality groups in order to find out about diverse needs and improving equal access.
- Meeting the needs of disabled people, especially where different from the needs of non-disabled people.
- Achieving a workforce which is representative of the communities we serve
- Fostering good relations and respect between all sections of our communities and workforce.

To achieve this, we will:

- Take steps to reduce incidents of harassment and discrimination both within the Council and with local communities; for example, through implementation of the Code of Practice on challenging incidents/complaints of harassment and discrimination
- Ensure equality and impact needs analysis is undertaken as part of the commissioning process across all services and functions assessed as relevant to the duty to promote equality
- Work with community groups, equality partnerships and forums to improve consultation and engagement feedback from protected groups.
- Recognise and value the contribution of older people through the Richmond Plus initiative which will include developing the role of the senior residents' champion and tackling barriers to involvement in community life.
- Reduce attainment gaps at all key stages to enable all pupils to make good progress throughout their time in education, with a particular focus on improving outcomes for pupils from vulnerable groups.
- Increase and widen participation in cultural activities by targeting provision and support at low participant groups and neighbourhoods
- Improve accessibility of Council owned public buildings and built environment areas through consultation at an early stage

We will measure progress through:

- Positive results from satisfaction surveys with staff and feedback from local communities on how we and our partners respond to complaints/incidents of harassment and discrimination over a period of time.
- Annual publication of equality information and analysis used and outcomes achieved, including service user profiles, workforce monitoring analysis reports and bi-annual staff surveys.
- Improved results for measures of outcome for different groups e.g. education outcomes, crime and safety figures, health outcomes, employment and income indicators.
- Evidence of use of equality information in assessments that accompany our major decisions.