

**London Borough of Richmond Upon Thames
CORPORATE EQUALITY AND DIVERSITY ACTION PLAN
2007-2010**

**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

To promote equalities and value diversity throughout the whole business of the Council and in working with partners

Equality Strand	Desired Outcomes and Targets	Lead dept/by whom	By when	Action
All	To implement the Council's equality and diversity vision and policy objectives through the Council's Equality Scheme and corporate and directorate plans.	Executive Board SEEB	April 2007 March 2007 Six monthly reports on progress	To ensure integration with the Corporate Plan, Community Plan and Service Plans Produce Corporate Equality Action Plan Produce Directorate Equality Action Plans Ensure targets are set in directorate equality action plans based on equality objectives devised through EINAs and consultation. Ensure equality action plans incorporate performance indicators. Monitoring of Corporate Equality Plan and Directorate Equality Action Plans Annual presentations of progress to

				DEAP and REP
All	Ensure effective working of Corporate and Directorate Equality structures	SEEB	Ongoing March 2008	Consider recommendations from CEDG and HR Equality Working Group and ensure feedback to both groups. Review effectiveness of revised structures.
All	Achieve level 3 of the Equality Standard BVPI 2a	SEEB	Dec 2007	Diagnostic assessment by DIALOG of work for levels 1-3. CEDG to discuss assessment and requirements and recommend action plan to meet level 3 to SEEB. Internal self assessment to be agreed by CEDG. External assessment to be undertaken by DIALOG consultant.
	Achieve level 4 of the Equality Standard BVPI 2a	SEEB	Dec 2008	Action plan for level 4 arising from external assessment for levels 1-3.
R	To meet 78.9% of the criteria for BVPI 2b: the duty to promote race equality	SEEB	March 2008	Actions to meet criteria incorporated within body of this plan. CEDG to review assessment and make recommendations to SEEB.
All	Effective internal and external equalities	Comms	March	Produce strategic plan with CEDG,

D	<p>communications campaign</p> <p>Respect for All campaign</p> <p>Positive Images Campaign</p> <p>Disabled people to feel confident that disclosure will produce positive outcomes.</p>	Unit and Equality leads	2008	<p>HR Equality manager and recommend to SEEB</p> <p>Incorporate feedback from staff surveys and RichMix training.</p> <p>Review ongoing Positive Images campaign</p> <p>To increase awareness of all types of impairments and long-term illness which are defined as a disability.</p> <p>Campaign to be both internal and external.</p>
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**Theme 2: Consultation, Involvement and Assessment:
Communicating, consulting and involving all diverse communities**

Ensuring all diverse communities are involved in consultation and engagement undertaken by the Council
Encouraging participation in public life of disabled people and other equality groups
Partnerships
Information, Data, Monitoring systems
Plan of EINA reviews
Self Assessment and Scrutiny

Equality Strand	Desired Outcomes and Targets	Lead Dept/By Whom	By When	Action
All	Consultation and Participation strategy enables effective and inclusive methods, which are shared and consistently implemented across areas. Ensure equality analysis of all surveys undertaken in relevant areas, e.g Mystery shopping exercises	Corporate consultation Lead and consultation strategy working group	March 2008	Consultation and Participation strategy and standards to include requirements of General duty to promote equality and the Equality Standard.
All	Clear evidence list of which equality groups and stakeholders were involved in consultation in the EINA and equality action planning processes	Manager responsible for EINA undertaken	March 2008	Ensure involvement of stakeholders in a robust EINA process, which produces outcomes for inclusion in equality action plans
All	Revised and clear EINA guidance and robust process so that resulting actions become part of equality action plans	Corporate Equality staff	April 2007	Revise and simplify EINA toolkit

All	Annual list of proposed EINAs attached to directorate and corporate equality action plans Annual list of completed EINAs in annual Equalities monitoring report EINA summaries and action plans to be published on the internet	Directorate leads on CEDG	March 2007	Overview and monitoring of EINA process by directorate equality working groups, DMTs and SEEB.
All	Equality Monitoring requirements of levels 1-3 of the Equality Standard are met; Robust equalities monitoring systems developed in all relevant service areas. Equalities monitoring analysis is used to inform EINAs, action plans and future evaluation of service outcomes.	Directorate leads on CEDG and DMTs	July 2007	Equalities Monitoring guidance produced by Corporate Equality staff Directorate actions incorporated within directorate equality action plans.
D	Meet Education information requirements of the DDA 2005	Education and Children's services	Dec 2009	Review current Education information collection on disability and develop a programme to meet requirements of the DDA 2005.
D	Involvement of disabled people in making the built environment accessible	Director of Environment	Review progress by Dec 2009	Presentations to DEAP Joint working with RAID Access Officer to be established. Further detail in Environment equality action plan.

All	All relevant Partnerships to include diverse members and ensure equality issues are addressed effectively in work programmes.	Chairs of Partnerships	Dec 2009	All Partnerships to have undertaken an EINA
All	Self Assessment and Scrutiny undertaken for levels 1-3 of the Equality Standard	CEDG	Dec 2007	Self assessment and scrutiny reports produced.

Theme 3: Service Delivery and Customer First

To provide appropriate and relevant services to meet the diverse needs of all groups

To provide accessible services

To ensure reasonable adjustments and positive action are undertaken where necessary and lawful, in order to enable equality of access

Ensuring equal access to information about services in appropriate formats

To provide services which are able to sensitively and appropriately respond to diverse cultural needs

To ensure that services purchased and commissioned are able to undertake the same as above

Equality Strand	Desired Outcomes and Targets	Lead Dept/By Whom	By When	Action
D	Produce welcoming disabled customers guidance	Customer First group	March 2009	Customer First Working group to produce guidance with Employer's Forum on Disability
D and G	To further improve access to the built environment Best Value Performance targets: 75% of Council owned buildings being accessible by the end of 2006/2007; 90% by the end of 2007/2008; 95% by the end of 2008/2009	ENV	See target dates	Implement access audit findings. Ensure that reporting arrangements for faults in relation to the built environment are accessible and well publicised Environment to review how the Council can help visually impaired people know when they have arrived

				at the building they have been trying to get to
All	Ensure positive and valuing diversity images are displayed in reception areas and Council buildings.	Customer First Group and Equality leads	March 2009	Directorate and Corporate Equality leads to work with Customer First group to distribute images and ensure consistency throughout the Council.
All	All staff and customers are clear how to respond to, and record incidents of harassment and discrimination.	Corporate Equality	Sept 2008	Revised guidance and training/briefing for staff Develop online reporting facility for community and staff

<p>D, R,G</p> <p>D</p>	<p>Accessible services Some examples from Environment Equality action plan include: Funding to provide accessible bus stops and other transport measures Investigate feasibility of a site for Shop Mobility Scheme Implement new “A Board” strategy Improved parking facilities in Paradise Road car park. See Adults and Housing Equality Action Plan for detailed objectives relating to: Sensory Services Learning Difficulties Mental Health services Meals Service Ensure that the Council knows what disabled people’s needs are and that services take account of those needs</p>	<p>SEEB and Directorate Equality leads</p>	<p>March 2007</p> <p>Review by Dec 2009</p>	<p>Directorate equality action plans to specifically address barriers, accessibility and reasonable adjustments in the provision of services.</p> <p>DEAP workshops with directorate presentations; EINA process</p>
<p>R,G and D</p>	<p>Service specifications incorporate relevant equality requirements to meet diverse needs of service users.</p> <p>Specifications for contracts and commissioning to ensure requirements for tackling direct and indirect discrimination and harassment are met.</p>	<p>Managers responsible for procuring and commissioning services</p>	<p>Review by Dec 2009</p>	<p>Incorporate equality requirements in all specifications for contracts and commissioning of services in relevant areas; Incorporate in all new contracts and reviews/monitoring of contracts in relevant areas; Prioritise high impact areas. Demonstrated in directorate equality audits and assessments.</p>

R and D	Effective implementation of Accessibility Guide	Corporate Equality and Directorate Equality Leads	Review by April 2009	Review Accessibility Guide Directorates to publicise on directorate equality web pages.
All	Updated Customer First and Valuing Diversity Booklet for staff	Corporate Equality and Customer First group	September 2008	Update and reprint current Customer First and Valuing Diversity booklet for staff.
R, D and G	Appropriate and accessible services Council wide Services meet the needs of BME groups in the borough: analysis of satisfaction rates and reduce any differences Services meet the needs of disabled groups in the borough: analysis of satisfaction rates and reduce any differences Analysis of any gender differences to inform service improvements	Corporate Equality Directorate Equality Working Groups	Annual reports Annual reports July 2007	Produce annual monitoring reports on the uptake of translation and interpreting services. Equalities monitoring analysis EINA process and action plans Qualitative feed back analysis of users from BME backgrounds and disabled people. Feed back from BME Carers group: analyse issues of gender, race and disability Analysis by equality groups of BVPI General Resident's survey and act upon findings.
D	Schools to meet requirements of the DDA 2005	Director of ECS	Review progress Dec 2009	All schools to produce Accessibility and disability equality action plans. First draft produced by June 2007

	Accessibility strategy agreed and published		Oct 2007	and presented to DEAP in October 2007.
D	Awareness of how children with sensory impairments can become integrated within the community, rather than segregated from it.	Director of ECS	Sept 2007	Publicize strategies to integrate young children with sensory impairments into community groups, e.g. Beavers, Brownies, etc.
G	Boys' attainment improved year-on-year	Director of ECS	End of each academic year	Reduce the attainment gap between girls and boys through targeted interventions (without girls' attainment falling). Further detail in ECS Equality Action Plan.
R R	More BME pupils attaining qualifications and an increase in their average Exclusions reduced year-on-year.	Director of ECS	End of each academic year	Continue to raise the attainment of BME, particularly Black African and Black Caribbean, pupils through targeted interventions. Continue to reduce the number and percentage of exclusions from schools of BME pupils through targeted interventions. Further detail in ECS Equality Action Plan.
G	Membership of sports clubs gradually altered from 2:1 in favour of males to parity.	Head of Sport and Fitness	Review progress Dec 2009	Increase sport participation by females in Richmond clubs, by funding clubs that take a proactive approach to encouraging females to participate.
R,G,D	To provide targeted opportunities and support for particular community groups.	Head of Arts Service	April 2007	Art in the Community courses will be scheduled at Orleans House Gallery for groups such as young mums and their children, Travellers and children with special educational needs.

				Advice from professionals re matters ranging from careers to housing and sexual health will be given to participants. Further detail in ECS Equality Action Plan
D	Ensure that the Council's website and documents on it are fully accessible.	Web team Corporate Equality staff and web team		Annually review accessibility of public website Undertake further work on the Equalities web pages on the internet as requested by RAID. Review how information on community activities and events are publicised on website; Review with relevant services
R and D	Implementation of PLD action plan for BME service users	Adult services	Review progress June 2007	Report back to CEDG and REP
D	Direct Payment scheme accessed by all diverse groups.	Adult services	March 2009	Review the implementation of the Direct Payment scheme and take actions to make it more widely available. Ongoing monitoring of Direct payments to ensure they are accessible to all. An event to promote DP to BME groups

D	Disabled people are involved in review of policy	Housing	Nov 2008	Review housing and accommodation policy for disabled people as part of the independent living agenda.
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Theme 4 : Equal Opportunities in Employment and Training

To achieve a representative and well-equipped workforce at all levels, in order to reflect and provide/commission services for the diverse local communities we serve.

To promote positive attitudes towards diversity and value the diversity of all who live, work and visit the borough.

*** Complete HR Equality Action Plan attached**

Equality Strand	Desired Outcomes and Targets	Lead Dept/By Whom	By When	Action
R,D,G.	Annual workforce monitoring reports published	Corporate HR	Jan 2008	Produce and publish as part of annual equality and diversity monitoring and review report.
All All D D	To implement the Corporate Equality and Diversity training strategy and periodically review, in order to ensure relevant needs are met. All directorates have undertaken the 4 modules of the RichMix programme. Service specific equality training needs are met. To increase the awareness of all managers and staff in the Social Model of Disability.	OHRDU	March 2008	Incorporate findings within equality audit and assessment. Service specific disability equality training in Environment, Housing, Social Care, Education and Children's services, and Finance & Corporate services.
D, R, G	To ensure reasonable adjustments and positive	DMTs and		See HR Equality Action Plan for detail

	action are undertaken where necessary and lawful, in order to enable equality of access and equal opportunities	director equality working groups		
D	Improve percentage of disabled staff from 2.18% to 2.87% by March 2008	Principal Policy Officer, Corporate Policy Unit and Head of HR Specialist Services	July 2007	Implement a positive action initiative to recruit and support people with learning disabilities in the Council See HR Equality Action Plan for further actions
All	All staff are clear about how to deal with, report and record incidents of harassment and discrimination	Corporate HR	Sept 2008	See HR Equality Action Plan for detail
G	Equal Pay audit completed with action plan	Corporate HR	Sept 2007	See HR Equality Action Plan for detail
SO	Become a Stonewall Diversity Champion	Corporate HR	Review progress by Dec 2009	HR to incorporate in 2008-2009 review of HR Equality Action Plan
F	Guidance for managers on managing faith in the workplace	Corporate HR	September 2008	Guidance produced and circulated to all managers
R&D	Reduction in the probability of disabled applicants being rejected during shortlisting for LBRuT (excluding schools), from 2.2 less to 1.8 less by December 2008 Achieve a reduction in the probability of BME	Corporate HR	March 2008	Investigate adverse impact for BME and disabled applicants in the recruitment and selection process and develop an action plan to address.

	applicants being rejected during the overall selection process, from 2.6 to 2.0 by December 2008.			
R	Increase in BVPI11b Top 5% of earners from 4.44% to 6.75% by December 2009	March 2008-Dec 2009	Corporate HR	Develop an initiative to support and develop BME managers in Middle to Senior management See HR Equality Action Plan for detail
All	Equality objectives with measurable outcomes present on sampled appraisals	March 2008	Head of HR	Build equality objectives and targets into management appraisal mechanisms
SO,F,G	Agreement on the extent of monitoring of sexual orientation & faith, and how to manage data protection issues. Actions for monitoring approved by SEEB	September 2007 September 2009	Corporate HR	Consult on the extension of employment monitoring to cover the sexual orientation and faith of employees and applicants for jobs. Review whether to extend employment monitoring to include transgender staff.

Theme 5 : **Promoting good community relations and community cohesion**

To be a borough which values the diversity of all its communities and enables all to feel safe, included, respected, valued and share a sense of belonging

Preventing, tackling and monitoring incidents of harassment and discrimination
 To promote positive attitudes towards diversity and value the diversity of all who live, work and visit the borough.
 Partnerships: REP, DEAP, LSP, CSP
 Domestic Violence Forum
 LGBT Community Forum
 Inter Faith Forum

Equality Strand	Desired Outcomes and Targets	Lead Dept/By Whom	By When	Action
All	Robust procedures and clear guidance for tackling and monitoring incidents of harassment and discrimination for Council services	Corporate Equality	Sept 2008: guidance produced	Develop guidance and monitoring forms Develop online reporting system Publicise reporting system
R	Increase in confidence of people from BME backgrounds in reporting and tackling incidents of harassment and discrimination	Corporate Equality and Chair of REP	July 2007: presentation of final report Sept 2008 guidance produced	Commissioned project to produce final report and presentation to REP, CSP and SEEB. Commissioned project will provide a baseline assessment and recommendations for further action.

				ADHB training and Respect for all campaigns
SO	Increase in confidence of LGBT groups in reporting and tackling incidents of harassment and discrimination	CSU	March 2007: launch of forum Sept 2008 guidance produced	Launch of LBRuT LGBT Community Forum ADHB training and Respect for all campaigns
D	Increase in confidence of disabled people in reporting and tackling incidents of harassment and discrimination	Corporate Equality	Sept 2008 March 2009	Publicise through DEAP and RAID ADHB training and Respect for all campaigns
G	Increase in confidence of women in reporting and tackling incidents of harassment and discrimination Implementation of targets in Domestic Violence strategy All female staff are clear about Council policy and procedures re: violence against women Breast Feeding in public policy produced jointly with PCT	Corporate Equality CSP and CSU staff CSU staff Housing strategy and development	Sept 2008 March 2009 Annual reports to CSP March 2009 Dec 2009	Revised guidance produced ADHB training and Respect for all campaigns Violence against women policy to be developed and publicised Health Development to jointly work on this with PCT.
R	Improved relations between the young Traveller community and other young people in the local area.	Director of ECS	Review progress Dec 2008	Involvement of young people from the Traveller community in the Adolescent Resource Team's YISP programme. Further detail in ECS Equality Action Plan.

All	Strategic partnerships to promote community cohesion, social inclusion and valuing diversity.	Partnerships	Review progress by November 2009	<p>To work with our partners on community cohesion, social inclusion and valuing diversity; As part of the development and implementation of the Community Plan and LAAs.</p> <p>Further investigate difference in BVPI general resident's survey 2007: 16% of all those dissatisfied with their local area as a place to live are from BME backgrounds compared to 3% White residents.</p> <p>Use findings and recommendations of community research commissioned by REP to help understand the above.</p>
F	<p>Develop Richmond Inter Faith Forum</p> <p>Annual inter faith storytelling series of events</p> <p>Publicise inter faith events in the borough</p>	<p>Community Engagement</p> <p>Libraries</p> <p>Comms Unit</p>	<p>2008-09</p> <p>May 2007</p>	<p>Work with SACRE, EMAG and South West London Faith Group. Look to good practice models in LB Sutton and Kingston</p>
All	All equality groups encouraged to participate in public life.	Democratic Services; E&CS, Partnerships	Review progress by November 2009	<p>EINA reviews and action plans</p> <p>Act upon findings of BVPI residents survey 2007, which</p>

				<p>showed that 43% of BME people in the borough want to be more involved in Council decision making.</p> <p>Equalities monitoring analysis of participation in Council and partnership decision making bodies.</p>
D	Effective partnership working to remove barriers to inclusion for disabled people	DEAP, LSP and DMTs	Review progress by November 2009	Inclusion of targets in Community Plan and Directorate Equality action plans in successive action planning cycles
All	<p>Annual events at directorate and corporate level, which value and celebrate the diversity of the borough.</p> <p>Examples from ECS include: Black History Month events held at Orleans House Gallery, libraries and other venues. Twickenham Carnival will be held at Orleans House Gallery. ‘On the Edge’ music event will be held at Richmond Riverside. ‘Big Gay Read’ events will be held in libraries, including book reviews, promotions, etc. Continue to hold exhibitions at Riverside Gallery by artists with autistic spectrum disorders.</p>	SEEB and Comms Unit	Include events in annual E&D report	Publicise and link events to mark the abolition of the slave trade. Publicise and link events, which celebrate the diversity of the borough.

GLOSSARY:

BME **People from Black and Minority Ethnic backgrounds**

DDA **Disability Discrimination Act**

EINA **Equalities impact needs assessment**

LGBT **Lesbian, Gay, Bisexual and Transgender**

SEEB **Strategic Equalities Executive Board**

CEDG **Corporate Equalities Development Group**

DMTs **Directorate Management Teams**

ENV **Environment Directorate**

ECS **Education and Children's Services**

OHRDU **Corporate Training and Development**

REP **Race Equality Partnership**

DEAP **Disability Equality and Access Partnership**

