

FINANCE & CORPORATE SERVICES DIRECTORATE

SUMMARY OF ONGOING EQUALITY & DIVERSITY COMMITMENTS

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO TRAINING (for directorate)</u></p> <p>To continue to ensure each service area provides ongoing monitoring of staff training (i.e. what training each staff member should be taking and has taken to date)</p> <p>To promote training for staff who have a disability.</p> <p>Obtain feedback from disabled staff on a regular, ongoing basis with regard to how they view "accessibility" via appraisal feedback.</p> <p>E&D directorate steering group lead to work with management and OHRD (Organisational Human Resources Department) to develop future Rich Mix Equality & Diversity training for all staff and managers</p> <p>Ensure all managers with recruitment responsibilities attend recruitment and selection "refresher" training sessions</p>	<p>At staff appraisals (twice/year)</p> <p>Commencing March 2008</p> <p>Yearly</p>	<p>Each service area manager</p> <p>OHRD, KD & Director of F&CS</p> <p>Marc Adams/ F&CS E&D Steering Group</p>	<p>To ensure all staff have the opportunity to further develop their knowledge and understanding of how equality and diversity issues affect them in their every day working environment</p> <p>To further develop learning from Rich Mix module 1 (for all staff) as well as 2 and 3 (for all managers)</p> <p>To ensure all management staff is as up-to-date as possible with current legislation and E&D policies.</p>	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> 2.3, para 9 (pg 21) 3.6 Equality Training (pg 25) <p>In support of Community Plan aim Delivery of quality public services...under "Our vision is based..." (pg 4)</p> <ul style="list-style-type: none"> Equality Strand aimed at addressing- All <p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> 3.6 Equality Training (pg 25) Equality Strand aimed at addressing- All <p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> Equality Objective 1, 3, 4 (pg 9,10) 2.4 Equal Opportunities in Employment & Training (pg 21) 3.6 Equality Training, para 4 (pg 25) Equality Strand aimed at addressing- All
<p><u>COMMITMENT TO MONITORING INFORMATION (for directorate)</u></p> <p>Monitor and document customer complaints/incident reports in relation to all 6 equality strands.</p>	<p>Monthly and reviewed at every E&D Steering Group Meeting monthly</p>	<p>The E & D Steering Group rep for each service area</p>	<p>To ensure we address disability, race or harassment complaints immediately if/when they arise and make staff and external customers feel secure in the knowledge that appropriate action will always be taken for all complaints and incidents reported to/about our service</p>	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> Equality Objective 2. (pg 9) 2.1.1 Equalities Monitoring, para 1 (pg 16) 3.4 Monitoring & Reporting Progress (pg 24) <p>In support of Community Plan monitoring targets (pg 44)</p> <ul style="list-style-type: none"> Equality Strand aimed at addressing- All
<p><u>COMMITMENT TO COMMUNICATION (for directorate)</u></p> <p>Continue to develop the E&D content of the F&CS web pages on RIO</p> <p>Further develop all communication between F&CS Council staff, management and the E&D steering group via channels such as the directorate's "Just Facts" newsletter, comments from staff via "E&D Comments boxes", the electronic notice board (for general announcements only) and E&D steering group minutes of meetings posted on RIO</p> <p>Send yearly communication via a "compliance letter" out to our external contractors and monitoring compliance.</p>	<p>Monthly</p> <p>reviewed every 3 months</p> <p>Yearly</p>	<p>K Dean, J Dalton & J Peterson</p> <p>Via input given from each steering group rep. for the newsletter</p> <p>↑ as above</p>	<p>To communicate E&D information updates to F&CS staff on work each service area and the F&CS E&D steering group are undertaking on E&D issues</p> <p>To create an effectively flowing communication between staff and the steering group</p> <p>To ensure all external contractors continue comply with our Council's E&D policies/guidance out in their existing contracts with our service areas.</p>	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> Introduction, para 5 (pg 5) Equality Objective 7, para 4 (pg12) 2.1 under "Information", para 5 (pg 16) Equality Strand aimed at addressing- All As supported in above statement ↑ <p>In support of Equality Scheme points summarised - To deliver equal employment, service delivery, acting</p>

FINANCE & CORPORATE SERVICES DIRECTORATE

SUMMARY OF ONGOING EQUALITY & DIVERSITY COMMITMENTS Continued from page 1

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
Ensure a representative from one of our staff support groups is invited to attend each of the F&CS E&D steering group meetings on a revolving basis	Monthly	KD	To ensure that the E&D steering group maintains an effective line communication with all Council support groups incorporating their suggestions and needs into our ongoing F&CSE&D action plan as necessary. To seek their advice and scrutiny of all high impact EINAs completed.	In support of Equality Scheme points: <ul style="list-style-type: none"> • Introduction, para 5 (pg 5) • 2.1.2, para 5 (pg17) • Equality Strand aimed at addressing- All
Ensure there is representation from all service areas within the directorate at E&D Steering Group meetings	Monthly	KD	To ensure that the E&D steering group maintains an effective line communication with all service areas via representation from each service area.	As supported in above statement ↑
Managers to ensure that equality and diversity training, issues, concerns and guidance is raised with their employees as part of their employees appraisal processes.	Every 6 months	All line managers	To ensure that consistent communication on equality and diversity is a part of all employee appraisals	In support of Equality Scheme points: 2.4 Equal Opportunities in Employment and Training , “staff who benefit from performance assessment procedures, such as the appraisal process”
<u>COMMITMENT TO SELF ASSESSMENT (for directorate)</u> Ensure all equality action plans arising from IINAs, EINAs and E&D group meetings are scrutinised and approved by each AD of each service area, the E&D directorate steering Group, CEDG, Council Support Groups and ESSG (high impact IINAs/EINAs only), before going to SEEB for review.	Quarterly	E&D Steering Group reps. & AD of each service area	To provide the opportunity for plans to be shared and scrutinised by directorate and corporate Council E&D groups and senior management of each service area for further E&D actions as required	In support of Equality Scheme points: <ul style="list-style-type: none"> • 3.1, para 2 (pg 23) • 3.3, para 6 & 7 (pg 24) • Equality Strand aimed at addressing- All
<u>COMMITMENT TO EQUAL ACCESS (for directorate)</u> Ensure adequate measures are in place to accommodate all disabled staff and customer's needs and put a reviewing and monitoring system in place to ensure review is conducted on a regular basis.	Reviewed when new policies/ services are put in place via IINAs	E&D Steering Group reps. & AD of each service area	Ensure that all staff and customers access needs are addressed and accommodated.	In support of Equality Scheme point: <ul style="list-style-type: none"> • Equality Objective 7, para 4 (pg12) In support of Community Plan aim for 2010/17, last point (pg 36) <ul style="list-style-type: none"> • Equality Strand aimed at addressing - Disability

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR PAYROLL & PENSIONS

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO COMMUNICATION</u></p> <p>Continue to conduct external telephone customer satisfaction surveys in order to gain service feedback and action all equality and diversity issues raised across all 6 strands.</p> <p>Ensure payroll & pensions equalities information on RIO, including our E&D action plan, is updated when changes in policies or guidance are made.</p> <p>Address E&D issues raised in staff surveys via regular reports to P&P managers</p>	<p>Reviewed monthly at team meetings</p> <p>As required</p> <p>Reviewed monthly at staff team meetings</p>	<p>Mgmt. Team (J Hyde, G Dorward, G Ives)</p> <p>All P&P managers</p>	<p>Ensure equality in interaction with colleagues in Service, internal customers and external customers</p> <p>Ensure equality in interaction with dept. colleagues and internal customers</p>	<p>In support of Community Plan aims:</p> <ul style="list-style-type: none"> under "Our vision is based.." "Delivers quality public services..." (pg 4) Priority 7 (pg 7) <p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> Introduction, para 6 (pg 5) Under "Key aims of Community Cohesion", "Consulting and involving all groups..." (pg 11) reiterated on pg 16, last para under "2.1 Information" heading and 2.1 under "Information", para 5 (pg 16) "2.1.2 Consultation and Involvement", para 5 (pg 17) Equality Strand aimed at addressing- All <p>In support of Community Plan aims:</p> <ul style="list-style-type: none"> under "Our vision is based.." "Delivers quality public services..." (pg 4) Equality Scheme Objective 5, "To identify, understand and work to eliminate barriers .." (pg10)
<p><u>COMMITMENT TO MONITOR</u></p> <p>To provide and monitor requests for documents to be produced in large print, Braille, different languages</p> <p>Monitor recruitment statistics</p> <p>Monitor equality issues raised in exit interviews</p> <p>Monitor and maintain racist incident reports</p> <p>Monitor equality and diversity issues raised at appraisals or supervision meetings and ensure reasonable adjustments are in place to accommodate staff needs as they relate to the 6 equality strands</p> <p>Monitor grievances, disciplinary matters, complaints, capability cases and employment tribunal cases in relation to Payroll & Pensions staff</p>	<p>As needed</p> <p>Yearly</p> <p>At each interview</p> <p>Quarterly</p> <p>Every 6 months</p> <p>As necessary</p>	<p>Kenny Lamb & Jackie Hyde</p> <p>Jacqui Hyde</p> <p>P&P Mgmt.</p> <p>All P&P managers</p> <p>All P&P managers</p> <p>All P&P managers</p>	<p>Ensure equality in interaction with external customers</p> <p>Demonstrate awareness and monitoring of equalities and diversity issues as an employer</p> <p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> 2.1.1 Equalities Monitoring, para 1 (pg 16) <p>In support of Community Plan monitoring targets (pg 44)</p> <p>Equality Strand aimed at addressing- All</p> <p>In support of Community Plan monitoring targets (pg 44)</p> <ul style="list-style-type: none"> Equality Strand aimed at addressing- All <p>As above ↑</p> <p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> Equality Objective 2. (pg 9) <p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> 2.4 "Equal Opportunities...", para 2 (21) <p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> 2.4 Equal Opportunities in Employment & Training (pg 21)

PAYROLL & PENSIONS SUMMARY OF ONGOING EQUALITY & DIVERSITY COMMITMENTS Continued from previous page

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO SELF ASSESSMENT</u></p> <p>Payroll and Pensions Equality and Diversity Group to meet on a consistent and regular basis</p> <p>Review E&D Action Plan and any new EINAs, gain scrutiny, advice and approval from the management team and the directorate E&D steering group.</p> <p>Ensure we revisit "internal procedures" as a rolling item on all E&D agendas for E&D meetings held in order to maintain awareness of Equality and Diversity issues</p> <p>Undertake an EINA for all new policies before they are introduced to ensure equality and diversity issues are considered</p> <p>Analyse the results from completed feedback forms.</p> <p>As an initial action, contact to be made with Women's Network Group, Black Workers Support group, LGBT Group, and Staff Disability Action Group to ascertain why others are not attending</p>	<p>Monthly</p> <p>Now Then reviewed yearly Monthly</p> <p>When required</p> <p>June 2008</p>	<p>Payroll & Pension E&D Group P&P E&D Group</p> <p>Payroll & Pension E&D Group P&P E&D Group & Mgmt J Hyde</p>	<p>To scrutinize and revise the P&P E & D Action Plan and communicate all revisions to the E&D F&CS Steering Group as and when necessary As above ↑</p> <p>To ensure internal procedures for service delivery are continually compliant from an equality / diversity perspective As above ↑</p> <p>As above ↑</p>	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> • 3.1, para 2 (pg 23) • 3.3, para 6 & 7 (pg 24) • Equality Strand aimed at addressing- All <p>As above ↑</p> <p>As above ↑</p> <p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> • Equality Objective 5 (pg 10)
<p><u>COMMITMENT TO ACCESSIBILITY</u></p> <p>Ensure adequate measures are in place to accommodate disabled customer's/staff needs by setting up a monitoring system based on feedback from customers/staff given with regard to our reception facilities to ensure we continue to meet the access needs of all our customers.</p>	<p>Reviewed when new policy/ services are put in place via IINAs As a basic guideline review every 6 months</p>	<p>Payroll & Pension E&D Group</p>	<p>To ensure that all disabled customers needs are met and ensure access to offices are in accordance with Equality / Diversity Corporate Policy</p>	<p>In support of Equality Scheme point:</p> <ul style="list-style-type: none"> • Equality Objective 7, para 4 (pg12) <p>In support of Community Plan aim for 2010/17, last point (pg 36)</p> <ul style="list-style-type: none"> • Equality Strand aimed at addressing - Disability
<p>Design and implement an electronic timesheet system in an effort to make it easier for staff to submit their timesheets to payroll.</p> <p>Put a system in place to collect data monitoring the number of requests for copy payslips.</p> <p>Promote the fact that payslips can be made available in Braille or large print on request via communication channels such as RIO.</p>	<p>Sept. 2008</p>	<p>G Ives J Hyde</p>	<p>To ensure all staff, especially those who have a disability, can easily submit their timesheets</p>	<ul style="list-style-type: none"> • Equality Scheme Objective 5, "To identify, understand and work to eliminate barriers .." (pg10)

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR LEGAL & ELECTORAL SERVICES

Area of Action	Timescale	Lead	Outcome / Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<u>COMMITMENT TO COMMUNICATION</u> Promote use of anonymous suggestion box both within Legal AND Electoral Services		Gerry Grey	Creating positive E&D image	In support of Equality Scheme points: <ul style="list-style-type: none"> Equality objective 1 (pg.9) 2.1.2 "The involvement duty (which is ongoing) is key to helping us bring the views, experiences and expertiseto inform equality work" (p.17) Equality Strand aimed at addressing- All
Ensure corporate posters and all written material on equalities related issues are put in highly visible area's for all staff to view.	As requested	Deborah Hopkins	Creating positive E&D image	<ul style="list-style-type: none"> As supported in above statement ↑ In support of Community Plan Priority #7 – Improving access and participation (pg.42) <ul style="list-style-type: none"> Equality Strand aimed at addressing- All
Action all equality and diversity issues raised in Customer Care surveys or blue feedback forms	Quarterly	Muni Prashad, Kam Singh	Work with client departments in their monitoring of equalities and diversity issues	In support of Equality Scheme point: <ul style="list-style-type: none"> 2.2.1 – Partnerships (pg.18) Equality Strand aimed at addressing- All
Regularly submit equality feedback reports to Mgmt Team from the F&CS E&D Steering Group, CEDG and SEEB.	Bi-monthly	Kam Singh	To keep lines of communication between all groups and Legal & Electoral Services open	In support of Equality Scheme points: <ul style="list-style-type: none"> 2.1.1 – Equalities Monitoring Equalities objective 1 (pg.9) In support of Community Plan point "We will monitor our progress..." (pg. 44) <ul style="list-style-type: none"> Equality Strand aimed at addressing- All
Publicise all relevant equalities articles in E-Legal	When they arise	Legal E&D Group	As above	In support of Equality Scheme point: <ul style="list-style-type: none"> Equality objective 1 (pg.9) Equality Strand aimed at addressing- All
<u>COMMITMENT TO EQUALITIES MONITORING</u> Monitor Lexcel procedures	Bi-annually	Muni Prashad	Ensure internal procedures for our depts. are equality/diversity compliant	In support of Equality Scheme point: <ul style="list-style-type: none"> Equalities objectives 2, 3 (pg.20) – Equal Access In support of Community Plan point – "We will monitor our progress quarterly and take action to stay on track..." (pg.44) <ul style="list-style-type: none"> Equality Strand aimed at addressing- All

LEGAL & ELECTORAL SERVICES SUMMARY OF ONGOING EQUALITY & DIVERSITY COMMITMENTS Continued from previous page

Area of Action	Timescale	Lead	Outcome / Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
Monitor / document racist incident reports	Quarterly	Practice Manager	As above	In support of Equality Scheme point: <ul style="list-style-type: none"> 3.7 (pg.25) – Complaints of Discrimination Equality Strand aimed at addressing- All
Monitor suitability and comments regarding reception facilities and physical environment of Legal & Electoral Services	Quarterly	Legal E&D Group	Ensure access to offices are in accordance with our Equalities Scheme	In support of Equality Scheme points: <ul style="list-style-type: none"> 3.4 (pg.24) – Monitoring and Reporting 3.6 (pg.25) – Equality Training Equality Strand aimed at addressing- All but notably “Disability” As supported in above statement ↑ Equality Strand aimed at addressing- All
Monitor / document recruitment statistics	Annually	Deborah Hopkins	To demonstrate responsibility of monitoring as an employer	
Monitor equality and diversity issues raised in exit interviews	Annually	Practice Manager	As above	
Monitor / document grievances, disciplinary matters, capability cases, employment tribunal cases in relation to legal staff and all other complaints as they relate to the 6 equality strands.	6 monthly	PA to Head of Service	As above	In support of Equality Scheme points: <ul style="list-style-type: none"> 3.4 (pg.24) 3.7 (pg.25) Equality Strand aimed at addressing- All
<u>COMMITMENT TO SELF ASSESSMENT</u> Ensure all equality action plans arising from Legal & Electoral Services IINAs, EINAs and E&D group meetings are scrutinised and approved by the Management Team, Council Support Groups and ESSG (high impact IINAs/EINAs only), before going to SEEB for review. Circulate minutes of Directorate Steering Group to Legal & Electoral E & D Group (Kam Singh, Matt Ginn, Deborah Hopkins, Gerry Gray, Pawandeep Jawanda, Stephanie Bishop)	Quarterly	Kam Singh / Mgmt. Team	To provide the opportunity for plans to be shared and scrutinised by senior management for further E&D actions as required	In support of Equality Scheme points: <ul style="list-style-type: none"> 3.1 (pg.23) – Responsibility, Scrutiny and Challenge 3.4 (pg.24) Equality Strand aimed at addressing- All
	Monthly	Kam Singh	As above	<ul style="list-style-type: none"> Equalities Scheme 3.5 (pg.25) – Publishing Equality Strand aimed at addressing- All
<u>COMMITMENT TO TRAINING</u> Departmental training to be provided on legal issues and developments in equality and diversity legislation	As required but at least annually	Gerry Grey	To ensure staff are kept as up-to-date as possible on new equality and diversity legislation to ensure we continue to adhere to new legislation	In support of Equality Scheme points: <ul style="list-style-type: none"> 2.4 (pg.21) 3.6 (pg.25) Equality Strand aimed at addressing- All
<u>COMMITMENT TO DISABILITY ACCESS</u> Continue to monitor/ensure disabled customers needs are being met with regard to access to Legal Services (as this dept is located on the 2 nd floor of a building off site from the other main public Council services). Continue to ensure hearing loop installed in legal reception area is maintained and in good working order.	Quarterly	Legal E&D Group	Ensure access to offices are in accordance with our Equalities Scheme	In support of Equality Scheme points: <ul style="list-style-type: none"> Objective 7, para 4 (pg12) In support of Community Plan aim for 2010/17, last point (pg 36) <ul style="list-style-type: none"> Equality Strand aimed at addressing - Disability

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR REVENUES & BENEFITS

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO CONSULT & MONITOR</u> Continue to conduct, monitor and document customer/staff satisfaction surveys in all service areas in order to gather as up-to-date customer satisfaction data as possible Continue to conduct, monitor and document Mystery Shopping exercises Create and monitor requests for documents to be produced in large print, Braille and differing languages</p> <p>Continue to monitor and action complaints of all natures - including any racial, sexual harassment and disability complaints or incidents</p>	<p>Ongoing</p> <p>Ongoing</p> <p>As necessary</p> <p>Ongoing</p>	<p>Elaine Batchelor</p> <p>Elaine Batchelor Justine Dalton</p> <p>Justine Dalton</p>	<p>To ensure all processes and procedures fully integrate the needs of all customers.</p> <p>Ensure diversity in interaction with internal customers and external customers is met Ensure all customer translation needs can be translated in whatever format is required.</p> <p>To help ensure staff and external customers feel secure in knowing appropriate action will always be taken for all complaints and incidents reported to/about our service</p>	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> • 2.1, para 6 (page 16) • 2.3, para 10(page21) • Equality Strand aimed at addressing- All <p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> • 2.1 para 3 (page 16) • 2.3 para10 (page 21) • In support of Community Plan page 8 - Work with the voluntary and community sector to help local people from different backgrounds to have a voice in designing and improving local services. <p>Share and use best practice in all our partner agencies to identify and address the impact of equalities on the way our services are delivered.</p> <ul style="list-style-type: none"> • Equality Strand aimed at addressing- All • In support of Equality Scheme points: • 3.7 para 1 (page 25) • Equality Objective 2. (pg 9) • 2.1.1 Equalities Monitoring, para 1 (pg 16) • 3.4 Monitoring & Reporting Progress (pg 24) • In support of Community Plan monitoring targets (pg 44) • Equality Strand aimed at addressing- All
<p><u>COMMITMENT TO TRAINING</u> Ensure all staff attend all appropriate modules of the Rich Mix Equality & Diversity training</p>	<p>Under review with OHRD currently</p>	<p>All staff</p>	<p>To ensure all management staff is as up-to-date as possible with current legislation and E&D policies. To ensure all staff are aware of E&D issues and their responsibilities.</p>	<ul style="list-style-type: none"> • In support of Equality Scheme points: • 3.6 (page 25) • In support of Community Plan aim Delivery of quality public services...under "Our vision is based.." (pg 4) • Equality Strand aimed at addressing- All

REVENUES & BENEFITS SUMMARY OF ONGOING EQUALITY & DIVERSITY COMMITMENTS Continued from previous page

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO TRAINING continued...</u></p> <p>Ensure front line staff are trained to:</p> <ul style="list-style-type: none"> a) know what to do if a visitor with a hearing impairment requires help (via "Type Talk", the minicom facility or the hearing loop) b) know how to sympathetically support visitors with mental impairments <p>Continue to provide training sessions for newly appointed home visiting staff officers to ensure they know how to help customers who require language translation services or have a hearing or sight impairment.</p> <p>Ensure all front line staff know how to appropriately deal with visitors who have particular religious needs (i.e. very occasionally a customer requires by their religious belief to only speak to a male Council staff employee.)</p>	As required	<p>Managers & All front line staff</p> <p>Managers & All home visiting officers</p> <p>Managers & All front line staff</p>	<p>Ensure equality in interaction with external customers when accessing services via 1 to 1 contact with the Atrium or on the phone to the Call Centre.</p> <p>Ensure interaction with external customers is as effective as possible</p> <p>Ensure interaction with our diverse range of external customers is as effective as possible</p>	<ul style="list-style-type: none"> • In support of Community Plan aim Delivery of quality public services...under "Our vision is based.." (pg 4) • Equality Strand aimed at addressing- All <ul style="list-style-type: none"> • In support of Community Plan aim Delivery of quality public services...under "Our vision is based.." (pg 4) • Equality Strand aimed at addressing- All • In support of Community Plan aim Delivery of quality public services...under "Our vision is based.." (pg 4) • Equality Strand aimed at addressing- All
<p><u>COMMITMENT TO DISABILITY ACCESS</u></p> <p>Continue to ensure the public disabled toilet located in Atrium is accessible to disabled customers at all times and continues to be compliant with any revisions in government legislation of this nature.</p>	Ongoing	Legal E&D Group	Ensure access to public areas are in accordance with the Council's Equalities Scheme	<ul style="list-style-type: none"> • Equalities Scheme Objective 7, para 4 (pg12) • In support of Community Plan aim for 2010/17, last point (pg 36) • Equality Strand aimed at addressing - Disability

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR E-GOVERNMENT (ONLINE SERVICES)

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO ACCESSIBILITY OF SERVICES</u> Provide an accessible public website and intranet for Council information and online services.</p> <p>Champion web accessibility and usability for all web projects and other planned tasks as part of the team's annual work programme.</p> <p><u>COMMITMENT TO SELF ASSESSMENT</u> Ensure all equality action plans arising from IINAs, EINAs are scrutinised and approved by the Revenue & Benefits Mgmt., team, the E&D directorate steering Group, CEDG, Council Support Groups and ESSG (high impact IINAs/EINAs only), before going to SEEB for review.</p>	<p>Ongoing</p> <p>31/03/09</p> <p>Quarterly</p>	<p>Corporate Web Team</p> <p>Corporate Web Team</p> <p>Jennifer Short/ AD of service area</p>	<p>To continually improve internal and external customer experience and in support of diverse customer expectations for using the Council websites. As above</p> <p>To provide the opportunity for plans to be shared and scrutinised by senior management for further E&D actions as required</p>	<p>In support of Community Plan aim "Delivery of quality public services..."under "Our vision is based.." (pg 4) To support Equality Scheme Objective 5, pg 10 As above ↑</p> <p>To support Equality Scheme points:</p> <ul style="list-style-type: none"> • 3.1, para 2 (pg 23) • 3.3, para 6 & 7 (pg 24) • Equality Strand aimed at addressing- All

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR ICT

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<u>COMMITMENT TO COMMUNICATION/CONSULTATION</u> Conduct a web based staff survey to find out what assistive equipment staff are already using for IT work and the seek views on the usefulness of equipment and the quality of support received from IT Services	COMPLETED	Ruth Sinclair-ICT Programme Office	To improve service for staff with disabilities that require Assistive Equipment for IT work.	<ul style="list-style-type: none"> • “2.1.2 Consultation and Involvement”, para 5 (pg 17) • Equality Strand aimed at addressing - disability
Follow up issues arising from staff survey and formulate and publish policy and guidance for future support for staff requiring assistive equipment Determine whether a problem exists in terms of access. EINA identified the potential for women to have less access due to a higher proportion of part time staff being women and the potential that they can access the training time offered. Consult with the relevant equalities staff groups on issues arising from the ICT Service EINA. This is to be done after the Assistive Equipment Survey findings are collated. Investigate LBRuTs standards and processes for ensuring usability standards are complied with in the procurement of IT equipment and software (Issue arising from EINA of ICT Procurement guidance) Update ICT web pages with guidance on usability standards and brief ICT Steering Group	April 08 July 08 End of April 08 re: findings from Survey, and ongoing in respect of other equality issues as they arise. COMPLETED March 08	Ruth Sinclair and Adrian Boylan (Head of ICT) Chris Kendall –ICT Account Mgmt Ruth Sinclair Ruth Sinclair and Jennifer Short Ruth Sinclair	To ensure that there is equality of access to ICT training To ensure that the views for staff are considered in the actions we take to address equalities issues. To make sure that commissioning agents are aware of usability standards and that these should be taken into account in all future procurement	<ul style="list-style-type: none"> • To follow the Equality Assessment and Action Planning framework shown on pg 6 of Equalities scheme. • “2.1.2 Consultation and Involvement”, para 5 (pg 17) • Equality Strand aimed at addressing - disability • Equality objective 3.5 To identify, understand and work to eliminate barriers to equality of access, equality of treatment and equality of outcome. • Equality Strand aimed at addressing- All • Equality objective 3.5 To identify, understand and work to eliminate barriers to equality of access, equality of treatment and equality of outcome • Equality Strand aimed at addressing- All • “2.1.2 Consultation and Involvement”, para 5 (pg 17) • Equality Strand aimed at addressing - disability
<u>COMMITMENT TO SELF ASSESSMENT</u> Assess all current ICT policies, guidance, procedures to ensure that the likelihood of adverse impact on any equality standard is minimised.	End May 08	R Sinclair, A. Boylan & service area A.D.	To ensure that ICT procedures and processes do not have an adverse impact on any of the equality strands.	<ul style="list-style-type: none"> • Equalities Scheme - 2.1.2 To involve and Consult • Equalities Scheme 3.3 To carry out EINAs • Equality Strand aimed at addressing- All
Include key areas of action planning in the ICT Service Plan 08/09 and ensure any action plan arising from IINAs, EINAs are scrutinised and approved by the E&D directorate steering Group, CEDG, Council Support Groups and ESSG (high	End May 08	Adrian Boylan	To incorporate our equalities action planning into our other service planning as an integral to our work.	<ul style="list-style-type: none"> • To follow the Equality Assessment and Action Planning framework shown on pg 6 of Equalities scheme. • Equality Strand aimed at addressing- All

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR ACCOUNTANCY

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
<p><u>COMMITMENT TO COMMUNICATION</u></p> <p>Ensure staff are aware of (and make customers aware of) availability of translation and other formats for documentation/meetings</p>	Ongoing	Chief Accountant / Heads of Group	Ensure all customer translation needs from Accountancy can be translated in whatever format is required.	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> • 2.3, para 9 (pg 21) • 3.6 Equality Training (pg 25) • In support of Community Plan aim Delivery of quality public services...under "Our vision is based.." (pg 4) Priority 7 • Equality Strand aimed at addressing- All • 3.6 Equality Training (pg 25) • Equality Strand aimed at addressing- All
<p>Include statements in recognised other languages (as for Council Tax Leaflet) in all publications, including:</p> <p>Statement of Accounts</p> <p>Budget Book</p> <p>Pension Fund Annual Report (new publication from 2007/08 so not available yet)</p> <p>Statement in on the public site http://www.richmond.gov.uk/home/council_government_and_democracy/council/council_tax_and_finance/accountancy/statements_of_accounts.htm</p> <p>Budget Book is on the public site http://www.richmond.gov.uk/home/council_government_and_democracy/council/council_tax_and_finance/accountancy/budget_books.htm</p>	Ongoing	Chief Accountant	Ensure ALL documentation sent from Accountancy (via publications, etc.) include clear details for translation & alternative formats.	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> • 2.1 Information (Page 16) • In support of Community Plan aim Delivery of quality public services...under "Our vision is based.." (pg 4) Priority 7 • Equality Strand aimed at addressing- All
<p><u>COMMITMENT TO SELF ASSESSMENT</u></p> <p>Ensure all equality action plans arising from IINAs, EINAs are scrutinised and approved by the E&D directorate steering Group, CEDG, Council Support Groups and ESSG (high impact IINAs/EINAs only), before going to SEEB for review.</p>	Quarterly	Steve Carter/ AD for Accty & Accty Mgmt. Team	To provide the opportunity for plans to be shared and scrutinised by senior management for further E&D actions as required	<p>In support of Equality Scheme points:</p> <ul style="list-style-type: none"> • 3.1, para 2 (pg 23) • 3.3, para 6 & 7 (pg 24) • Equality Strand aimed at addressing- All

ONGOING INDIVIDUAL SERVICE AREA EQUALITY & DIVERSITY ACTION PLAN FOR INTERNAL AUDIT

Area of Action	Timescale	Lead	Outcome/Objective	How OBJECTIVE relates to Council Equality Scheme & Community Plan and what Equality Strand we aim to address
COMMITMENT TO COMMUNICATION/CONSULTATION Formulate action plan from any E&D issues arising from the Post audit questionnaires sent to clients	Completed Reviewing Quarterly	Alix Wilson/Dian a Neaves	No issues identified. Any issues raised will be reported to the F&CS E&D Steering Group on a quarterly basis.	In support of Equality Scheme points: <ul style="list-style-type: none"> • Introduction, para 5 (pg 5) • Equality Objective 7, para 4 (pg12) • 2.1 under "Information", para 5 (pg 16) • Equality Strand aimed at addressing- All
COMMITMENT TO SELF ASSESSMENT Ensure all equality action plans arising from IINAs, EINAs are scrutinised and approved by the Director, the E&D directorate steering Group, CEDG, Council Support Groups and ESSG (high impact IINAs/EINAs only), before going to SEEB for review.	Quarterly	Alix Wilson/Dian a Neaves & Director of Finance	To provide the opportunity for plans to be shared and scrutinised by senior management for further E&D actions as required	