

Environment directorate

Equality and Diversity action plan 2011/12

Our aims and values

The Environment directorate will promote Equality & Diversity in everything we do to improve the life for everyone living, working and visiting the London Borough of Richmond upon Thames.

As a service provider we will;

- Promote equality of opportunity and eliminate discrimination in the planning and delivery of our services in terms of age, disability, gender, ethnicity, sexual orientation and religion/belief.
- Promote good relations between communities.
- Ensure that residents have equal opportunity to participate in the democratic process.
- Tackle harassment relating to a person's age, disability, gender, ethnicity, sexual orientation and religion/belief.

As an employer we will;

- Develop, review and promote policies and practices that ensure equality of opportunity and eliminate discrimination for our workforce in all areas of employment.

Our commitment is supported by a number of legal duties that require us to promote equality and eliminate discrimination including:

- The Equality Act 2010
- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Disability Discrimination Act 2005

- Human Rights Act 1998
- 2004 Employment Regulations on Religion and Faith

How we deliver our commitment

Below we describe the processes and procedures we have put in place to embed the delivery of our commitment to promote equality in relation to the nine protected characteristics within everything that we do in the Environment directorate:

- Undertake equality impact assessments of both new and existing policies and services.
- Ensure that our service plans have relevant diversity and equality objectives and targets.
- Ensure all new members of staff participate in Council equality indication training processes.
- Involve communities, staff and stakeholders in the design, review and scrutiny of our services and employment practices.
- Ensure that our policies are compliant with equality legislation.
- Provide information and access to our services in accessible ways.
- Monitoring the equality profile of people using and benefiting from our services to enable us to identify groups which are accessing services.
- Using our procurement powers to make sure that organisation providing services on our behalf work in line with this policy.

The Environment directorate

The directorate has four divisions;

1. Development and Street Scene which covers;

- Development and Enforcement (Building Control, Commercial Environmental Health, Development Control (Planning), Licensing, Special Projects, Trading Standards).
- Planning Policy and Design (Thames Landscape Strategy, Area studies, Environment Consultation and communications, Environmental improvements, Policy, Research and Local development framework, Street Scene policy, Urban Design and Conservation and Economic development).
- Street Scene (Abandoned vehicles, Enforcement, Graffiti, Inspection and Enforcement, Public conveniences, Recycling, Street Cleaning and Waste Collection).

2. Finance and Performance which covers;

- Environment Finance group (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.
- Performance Management and Data Quality
- Registration Services
- Cemeteries Services
- Environment directorate administration (from July 2011)

3. Property, Parks and Sustainability which covers;

- Corporate property (Construction services, Estate management, Project Management CP and Development and Regeneration)

- Facilities management (Accommodation/Office moves, Cleaning contract management, Corporate FM and Security, Hall lettings, ID access control, Premises management, Print unit, York House catering)
- Parks, open spaces and allotments.
- Sustainability
- Health, Safety and Resilience

4. Traffic and Transport which covers;

- Highways management(Network maintenance, Network management, Street inspection, Street lighting and Structures)
- Operational services (Careline and CCTV and Transport Services)
- Parking and street care (Parking services, Parking enforcement, complaints and Street care.
- Transport planning service (Development, travel and safety education, Traffic, Transport planning administration section, Transport policy and parking)

Area of action;

Commitment to equal opportunities in employment and training

	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
1.1	All nine protected characteristics	To continue to ensure that each service area provides ongoing monitoring of "Rich Mix" staff training.	Staff appraisals – annual appraisal and bi-annual review.	<ul style="list-style-type: none"> Service Managers. 	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.	
1.2	Disability	Obtain feedback from disabled staff on a regular, ongoing basis with regard to how they view "accessibility" via appraisal feedback.				
1.3	Disability	<p>Ensure that front line staff are trained to:</p> <ul style="list-style-type: none"> Know what to do if a visitor with a hearing impairment requires help (via "Type Talk or the hearing loop). Know how to sympathetically support visitors with mental impairments. Know how to sympathetically support visitors with disabilities. 	As new members of staff are appointed.	Each service area manager	<ul style="list-style-type: none"> All customers contacting us will know that they will be heard and we will understand them and their needs. Processes are in place to accommodate all customer needs. 	
1.4	All nine protected characteristics	Ensure all managers with recruitment responsibilities attend recruitment and selection "refresher" training sessions.	Every three years	HR/ EDTM	To ensure all management staff is up-to-date as possible with current legislation and E & D policies.	

1.5	Disability	Work with HR and the Facilities team to ensure that the provision of “reasonable adjustments” for staff with disabilities and learning difficulties are provided, at a minimum, within guideline timescales.	Ongoing – as required	<ul style="list-style-type: none"> EDMT Service heads. HR Facilities Team 	<p>This will ensure that:</p> <ul style="list-style-type: none"> All staff are aware of the relevant timescales and funding arrangements. Monitoring arrangements are in place to trace DDA compliance HR work in partnership to ensure DDA compliance 	
1.6	Disability	Ensure that all managers are equipped to work effectively with staff with disabilities and learning difficulties including knowledge of legislation funding for reasonable adjustments and the implications of home, flexible and hot-desk working.	Ongoing – as required	<ul style="list-style-type: none"> EDMT Service heads. HR 	<p>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.</p>	
1.7	All nine protected characteristics	Ensure that Environment staff and customers are aware of procedures to respond and record incidents of harassment and discrimination.	Ongoing – as required	<ul style="list-style-type: none"> Service heads 	<p>To guarantee that all staff and customer’s have access to information that enables them to record/report incident of harassment and discrimination.</p>	
1.8	Age	Enhance the opportunities for young people to get quality work experience in the borough.	<ul style="list-style-type: none"> July 2011 	<ul style="list-style-type: none"> Economic Development Officer 	<p>All young people have access to work experience and opportunities to develop their skills.</p>	

Area of action;

Commitment to communication

	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
2.1	All nine protected characteristics	Continue to develop the E & D content on the Environment web pages on Rio.	As required	Performance & Equalities officer	To communicate E&D information updates to Environment staff and what the EDMT are undertaking on E&D issues.	
2.2		Information relating to staff support	As required.	Performance &	This will promote awareness of the groups	

	All nine protected characteristics	groups will be circulated to all Environment staff		Equalities officer	amongst staff.	
2.3	Ethnicity Disability	Ensure that staff and customers are aware of the availability of translation services.	As required	<ul style="list-style-type: none"> • Service heads • All staff in the Environment directorate 	Ensure that diversity in interaction with internal and external customers is met.	
		Create and monitor requests for documents to be produced in large print, Braille and differing languages.			Ensure that all customer translation needs are met in whatever format is required.	
2.4	Ethnicity	Enhance activities that bring people of different backgrounds together	September 2011	Head of Parks & Open Spaces	Encourage community cohesion and a borough in which strong and positive relationships exist.	
2.5	All nine protected characteristics	Ensure that positive and valuing diversity images are displayed in reception areas and staff notice boards/display areas.	Ongoing	Service heads	Promote awareness amongst members of the public and staff.	

Area of action;

Commitment to equalities monitoring information

	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
3.1	All nine protected characteristics	<p>All service areas to establish and maintain equality monitoring as they relate to the nine protected characteristics in the following areas:</p> <ul style="list-style-type: none"> • Customer complaints/incident reports as they relate to all nine protected characteristics. 	Monthly and reviewed at	EDMT	To ensure that the Environment directorate address all equality & diversity related complaints immediately if/when they arise in an effort to ensure 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.	

		<ul style="list-style-type: none"> Staff Grievances, disciplinary matters, capability cases, employment tribunals and complaints of an E & D related nature. 	monthly EDTM meetings.			
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Area of action;

Commitment to consult and monitor

	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
4.1	All nine protected characteristics	Continue to conduct, monitor and document customer/staff satisfaction surveys in all service areas in order to gather as up-to customer satisfaction data as possible	Quarterly reports	<ul style="list-style-type: none"> Consultation communication s officer. Performance & Equalities officer. EDMT 	<ul style="list-style-type: none"> All processes and procedures will fully integrate the needs of the customers based on the results of the surveys. Processes and procedures are changed to reflect the needs of the customers 	
4.2	All nine protected characteristics	Audit, review and standardise all equality monitoring undertaken by the Environment directorate, to include monitoring against each equality strand.	Bi-Annual	Performance & Equalities Officer	The data collated from the monitoring forms will be more ranging and will lead to improved service delivery.	
4.3	All nine protected characteristics	Ensure the involvement of stakeholders in the EINA process to produce outcomes for inclusion in equality action plans.	Refer to Eina schedule for 2011/12	Lead officers	A clear evidence list of which equality groups and stakeholders were involved in consultation in the EINA and equality action planning process.	

4.4		<p>i) Ensure that the EINA schedule is attached to the Environment directorate and Corporate Equalities & Diversity action plan.</p> <p>ii) The annual list of completed Einas to be included in the annual Equalities report.</p> <p>iii) The Environment Eina summaries and action plans to be published on www.richmond.gov.uk</p>		<ul style="list-style-type: none"> EDMT Performance & Equalities Manager 	To ensure that the Environment directorate Eina schedule, Eina summaries and action plans are available for customer, stakeholder and staff scrutiny.	
4.5	Religion	Continue to review and monitor the number of burials that take place in the Muslim burial section and other cemeteries.	<ul style="list-style-type: none"> July 2011 January 2012 	Cemeteries Manager	Monitor the number of Muslim burials that take place in order to establish whether the burial area is meeting the needs and requirements of the bereaved families.	
4.6	Civil Partnerships/ Marriages	Continue to monitor the number of Civil Partnerships.	<ul style="list-style-type: none"> July 2011 January 2012 	Office Manager – Registration Services	Monitor the number of Civil Partnerships that take place in the Borough to see if the figures are comparable to national statistics.	

Area of action;

Commitment to self assessment

	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
5.1	All nine protected characteristics	Ensure all equality action plans rising IINAs, EINAs and E&D groups are scrutinised and approved by each AD of each service area, EDMT, CEDG, Council Support groups and ESSG (high impact IINAs/EINAs only) before going to SEEB for review.	Quarterly	Performance & Equalities Officer	To provide the opportunity for plans to be shared and scrutinised by directorate and Corporate Council E & D groups and senior management if each service area for further E & D actions as required.	
5.2	All nine protected characteristics	Environment Equality and Diversity steering Group to meet on bi-monthly basis.	Bi-monthly	<ul style="list-style-type: none"> Performance & Equalities Officer to set-up schedule of meetings. Environment directorate steering group 	<ul style="list-style-type: none"> EDMT will be kept informed and this can be cascaded to their Service Heads. All staff will be aware of the E & D work going on throughout the council and in their directorate. 	

		Circulate minutes of CEEB/ Environment E & D steering group meetings to EDMT.	Monthly	Performance & Equalities Officer		
5.3	All nine protected characteristics	<p>Ensure that a representative from</p> <ul style="list-style-type: none"> • Women's Network Group • Black Workers Support group • LGBT Group • Staff Disability Action Group <p>is invited to attend the Environment E & D steering group meeting.</p>	Bi-monthly	<ul style="list-style-type: none"> • Performance & Equalities Officer 	As above	

Area of action;

Commitment to disability access

	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
6.1	Disability	Ensure that adequate measures are in place to accommodate all disabled staff and customer's needs.	Reviewed when new policies/services are put in place via IINAs.	Service heads	To ensure Council premises are accessible to all users and customer requirements are considered.	
6.2	Disability	Ensure signage is clear and placed in visible locations within public areas.	As required.	Facilities management	To ensure Council premises are visible and accessible to all users.	
6.3	Disability	Increasing the percentage of our public buildings that are DDA compliant.	July 2011	Corporate Properties	<p>Buildings that are truly accessible i.e. regarded as such by a cross disability representative user group.</p> <p>The new disability based consultation group for building projects to undertake six-monthly post-completion reviews of new Council building schemes</p>	

6.4	Disability Age	Improve the accessibility of public transportation	Quarterly	Traffic & Transport	<p>Commit to a programme to ensure that bus stops in LBRUT are fully accessible and make sure that they are compatible with DDA legislation.</p> <p>Inclusiveness is a key corporate commitment in Richmond's Community Strategy and making the transport network accessible to all sections of the community plays an important part in achieving this objective.</p> <p>Highways and Transport have an annual capital works programme to upgrade all bus stops to make them compatible with DDA legislation.</p>	
6.5	Disability Age	Enhance and promote the provision of free accessible public toilets in LBRUT	To be confirmed	Principal Tourism & Marketing Manager	Ensure that residents and visitors to the London Borough of Richmond are aware of the provision of accessible toilets within the borough.	
Area of action;						
Commitment to procurer of goods and services						
	Equality strand	Action	By when	By whom	Outcome/objective	Date completed
7.1	All nine protected characteristics	Demonstrate that all practicable steps are being taken to allow equal access and treatment in employment and service delivery for all, as appropriate to the nature of the contract concerned	<ul style="list-style-type: none"> Annual check As appointed 	Service Heads	Obtain contractor's and potential contractor's Equalities & Diversity policies and or their commitment to compliance with our policy.	