



GUILDFORD  
BOROUGH

**James Whiteman**  
Managing Director

[www.guildford.gov.uk](http://www.guildford.gov.uk)

Dear Councillor

**CORPORATE GOVERNANCE AND STANDARDS COMMITTEE - THURSDAY 17 JUNE 2021**

Please find attached the following:

**Supplementary Information Sheet (Pages 1 - 4)**

Yours sincerely

John Armstrong,  
Democratic Services and Elections Manager  
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# CORPORATE GOVERNANCE AND STANDARDS COMMITTEE

17 JUNE 2021

## SUPPLEMENTARY INFORMATION

### AGENDA ITEM 4: EQUALITY SCHEME AND ACTION PLAN 2021-24

#### Ongoing monitoring

We monitor equalities issues through the equality impact assessments that are completed for any major decisions, policies, projects etc., and approved by senior management and HR.

These are available for the public to view.

HR get weekly reports of any complaints to the Council. HR pick up equalities related complaints and work with Customer Services on resolutions for these.

HR are involved in completing FOI requests which are regularly related to equalities - either in recruitment or current staff. This gives an overview of trends and can feed into our action plan. The action plan is an organic document that is reviewed by the E&D group and senior leaders. We run customer surveys from time to time to assess, amongst other things, equality, diversity, and inclusion views across the Council.

Dates have been added to the action plan as far as these are known (see attached Appendix 1).

### AGENDA ITEM 5: PERFORMANCE MONITORING REPORT 2020-21 (QUARTER 4)

Following enquiries from councillors, further information/ explanations and answers to questions relating to the Performance Monitoring report are set out below:

#### **Questions/ comments about specific performance indicators:**

1. From Councillor Deborah Seabrook:  
In relation to COM3 'number of community hot meals delivered'; is it correct to have the preferred direction of travel as 'increasing'?

#### Response from Amanda McKenzie, Business Support Supervisor – Community Care Services:

*"The Community Meals Service supports vulnerable people to remain independent in their own homes for longer. We deliver hot meals to residents in their own homes who are unable to cook for themselves, are unable to shop for themselves, or are in danger of malnutrition.*

*GBC has provided the residents of Guildford with a Community Meals service for many years, and although it is not a direct response to the COVID-19 outbreak, we were able to respond to the lockdown by expanding and reaching more vulnerable people that needed extra help when they were isolating at home who otherwise might have slipped through the net.*

*For background, the Community Meals Service supports residents with a two-course hot meal delivered to the door seven days a week. Not only does this service support the resident to whom we deliver, but it also assists friends and family who are unable to offer support seven days a week.*

*Through this service, we assist our residents to live independently in their homes for longer. This reduces the strain put onto other services such as the NHS, Social Services*

*and Care Homes. There will always be a need in the community for the Meals Service and our preferred direction for growth supports our plan to provide help for more vulnerable people in Guildford. Most referrals come from concerned family members and our visits enable us to do a welfare visit with the ability to follow up with any risks or Safeguarding”.*

2. From Cllr Deborah Seabrook:  
ENV6 ‘conservation sites in positive management’ has underperformed for two years running. What is being done to bring this up to target? Is the target too high?

Response from Hendryk Jurk, Parks and Countryside Development Lead – Culture, Heritage and Leisure

*“The achievement of the target has been impacted by the Future Guildford restructure, COVID restrictions and significant increase in visitor numbers and the need to prioritise access/ safety works over habitat conservation.*

*The Council continues to be committed to biodiversity improvements and climate change resilience on all our Countryside sites through delivery of the Countryside Vision which is reflected in the target. The continued availability of sufficient resources is essential for this target to be achieved. For 2021, the target for this PI will be revised to 75%.”*

We continue to welcome any feedback and suggestions from the Committee for future performance monitoring reports; however, please bear in mind that we may not be able to answer any questions raised at the meeting if they relate to specific PIs. We will, however, gather a response and share this at another time.

**AGENDA ITEM 8: REVIEW OF TASK GROUPS REPORTING TO THE COMMITTEE**

Political group leaders have been consulted to establish whether they wished to make any change to the current membership of both groups.

Responses from group leaders:

<b>Political Group</b>	<b>Cllr Development Steering Group</b>	<b>Corp Gov Task Group</b>
Liberal Democrats	To be confirmed	Cllr Will Salmon
R4GV	Cllr Colin Cross	Cllr Deborah Seabrook
Conservatives	Cllr Jo Randall	Cllr Nigel Manning
Guildford Greenbelt Group	Cllr Catherine Young	Cllr Ramsey Nagaty
Labour	Cllr Angela Gunning	Cllr James Walsh

APPENDIX 1

EQUALITY SCHEME ACTION PLAN 2021 - 2024

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	PROGRESS/COMMENTS
<b>1. LEADERSHIP AND CORPORATE COMMITMENT</b>	Councillors and senior managers to be aware of the equality profile of the residents of the borough. To include considering the impact of equality and diversity as a key part of the preparation before implementing any changes, decisions, or policies.	Establish the current processes that services take with regard to equality and diversity in decision making. To include identifying where EIAs are routinely either being undertaken or not	Specialist Legal (Solicitor Employment and Litigation), Senior Policy Officer - Community and Events	To be determined by E&D group	To embrace in service planning - Strategy and Communications Manager may be able to advise
		To enable the above all managers must understand how to assess impact on equality through improving guidance, training and awareness of the equality impact assessment. This will lead to managers conducting meaningful and consistent assessments to inform senior management decision making.	Specialist - HR (Business Partner), Specialist - HR (Training)	Completed 2019. Review when necessary	Improved guidance on assessing impact on equality and a new EIA form was produced and published in April 2019. Plan to assess whether there is specific training on EIAs. Specialist - HR (BP) to check whether there is a way of auditing this.
		Publish data gathered in a useful and meaningful but not onerous way and find ways to do this efficiently and in a timely manner.		Jan 22	HR to check progress with Comms- do KPIs include E&D, Council communications
<b>2. SERVICE DELIVERY AND CUSTOMER CARE</b>	Make use of data collated from (customer) equality monitoring to ensure that it is published on the website annually, and used to establish the impact on equality and inform the quality of EIAs. To include ensuring that barriers to services, including all Council communications, are accessible to people who have protected characteristics.	Ensure that managers complete meaningful and sensitive EIA when planning changes and where an impact is identified they amend the proposal to remove or reduce the adverse impact, or evidence that the impact is justified.	Service Leaders, Customer Service Team Leader	Ongoing	HR and Legal pick up when an EIA hasn't been completed as they are approvers for any proposals but managers must take individual responsibility for this when conducting EIAs
		Continue with process for monitoring customer complaints and compliments from people in protected groups or for complaints of harassment or discrimination		Ongoing	HR Specialists receive weekly alerts of all complaints outstanding and can pick up any equality related issues. Customer Services Team Leader, to alert HR when any equality related complaints are received. These will be monitored and any appropriate action taken. None received at the time of writing.
		Website is reviewed to ensure it meets the needs of protected groups	Web Team	April 21	April 21. Website is undergoing transformation to address this.
		Ensure equality information is included in customer satisfaction surveys	E&D group	July 21	
		Update E&D info on data base - include alternative pronouns for non binary	led by HR via whole staff email update BW	Dec 21	
		Use workforce profiling to assess the data and compare to the profile of our customers. Complete and publish workforce profile	Specialist - HR (Business Partner)	Jan 22	Workforce profile completed for 20/21 and published
<b>3. EMPLOYMENT AND TRAINING</b>	Establish where there are inequalities in the workforce profile and take action, if appropriate, to resolve. Ensure that training is relevant, timely and available to all staff.	Regularly review pay and benefits to ensure equitable across all staff. To include ensuring the job evaluation scheme and appeals process are appropriate and fair.	Lead Specialist - HR	ongoing	Council wide job evaluation was completed before the Future Guildford programme. This will be reviewed once the new structure has been transitioned and all staff are in post.
	Ensure that staff are paid fairly and equitably	Annual review of the Pay Policy	Lead Specialist - HR	Annual ongoing	
		Annual gender pay gap analysis to identify the mean and median differences in pay between the genders	Lead Specialist - HR	Annual ongoing	The Gender Pay Gap is analysed annually and following approval from the Corporate Governance & Standards Committee the report is published on the Government's Equality website and the transparency pages of the Council's website. The gap is currently positive.
	Ensure that all staff understand the impact of equality and diversity in the workplace.	Ensure recruitment training is in place for newly appointed managers and as a refresher, provided or arranged by HR.		Dec 21	Before the Covid pandemic and Future Guildford external training was run by an external provider through around 8 half day sessions. This was well received and consideration is being given to continuing this, or similar, provision in the future. This included an equality section to ensure delegates understanding and awareness of equality issues when interviewing. We also provide links to safer recruitment training via external agencies which also covers some equality aspects of the process.

APPENDIX 1

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	PROGRESS/COMMENTS
		HR to undertake Equality, Diversity and Inclusion NVQ Level 2 again as a refresher. Then roll out to the rest of the organisation	HR	Dec 21	
		Ensure that the Council's equality and diversity forum meet regularly to ensure a Council wide approach and awareness.		Ongoing	E&D group in place, terms of reference established. First meeting 16/4, 12 weekly thereafter.
	Be a Disability Confident (formerly 'two ticks') employer	Review whether to apply for Disability Confident status. This objective will also include introducing appropriate training for staff from various different avenues in order to increase awareness of staff	Specialist - HR (Business Partner), Specialist - HR (Training)	Dec 21	Mental Health First Aiders have been trained on fully 2 day course, details circulated and processes in place such as EAP
	Increase the number of job applications from a more diverse range of candidates including those with protected characteristics	Investigate options and advertise on specialist diversity recruitment sites in order to reach a more diverse range of applicants	HR	Dec 21	We have arranged with our online recruitment system to advertise all vacancies on CTP.org which is a jobsite for ex service personnel most of whom will possess one of the protected characteristics. More work to be done for other groups.
<b>4. CONSULTATION AND COMMUNITY DEVELOPMENT</b>	Encourage various communities to engage with the Council on equality matters, including actively encouraging protected groups to participate in consultations	This will involve encouraging service leaders to engage in being proactive in consultations. It will also be achieved by managers engaging with members of protected groups when conducting EIAs.	E&D group. Community Service Manager to feedback on consultations	To be determined by E&D group	E&D group to assess the efficacy of this. As a Council wide duty awareness and engagement is needed from across the organisation