

EQUALITY SCHEME ACTION PLAN 2018 - 2021 (first annual review December 2018)

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	PROGRESS AS AT 31.12.18	COMMENTS
1. LEADERSHIP AND CORPORATE COMMITMENT	1.1 Councillors and senior managers to be aware of the equality profile of the residents of the borough	1.1.1 Publish 2011 census information relating to Guildford Borough residents equality profile on intranet	Lisa Dudley	31/03/19		
	1.2 Impact on equality is considered as part and parcel of implementing change before decision-making and policy changes take place	1.2.1 Establish which services are routinely conducting EIA's	Lucy Richards and members of E&D Forum	31/03/19		
		1.2.2 Ensure all managers understand how to assess impact on equality	Lucy Richards and members of E&D Forum	31/03/19		Advice currently only available through HR even though the majority of EIA's don't relate to employment. Look into cost and feasibility of providing impact assessment training
		1.2.3 Establish where EIA's are being filed/published	Lucy Richards	31/12/19		
		1.2.4 Publish a summary of EIA's and actions quarterly on the website	Lucy Richards	31/12/19		
	1.3 Conduct meaningful impact assessments	1.3.1 Review current EIA template and investigate alternative formats or options	Lucy Richards and members of E&D Forum	31/12/19	New template drafted but not published. Guidance being written 12/11/19	
		1.3.2 Expand E&D knowledge within HR especially in relation to advising and checking EIA's	Lucy Richards, Francesca Smith, HR team	Ongoing	Regular meetings taking place between HR Partner, HR Advisors & HR Administrator. E&D a regular feature e.g. E&D quiz 9/11/19. E&D to be incorporated into HR team objectives. At least one HR Advisor to participate in E&D Forum	
	1.4 Commitment at senior level	1.4.1 Appoint a member of Corporate Management Team (CMT) as the senior lead for equality and diversity	CMT	Completed October 2018	Claire Morris, Director of Finance, appointed as senior lead on equality and diversity	(Additional objective added)
2. SERVICE DELIVERY AND CUSTOMER CARE	2.1 Equality monitoring is consistently carried out across Council services where relevant	2.1.1 Establish what monitoring is currently being carried out	Lucy Richards and members of E&D Forum	Ongoing	Housing Advice annual equality and diversity report has been published on website December 2018.	
	2.2 Data collated from (customer) equality monitoring is published on the website annually	2.2.1 Investigate how data can be published in a useful and meaningful but not onerous way	Lucy Richards and Lisa Dudley	30/04/19		

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	2.3 Data is used to establish impact on equality/ to inform EIA's	2.2.1 Make the data available for use as per 2.2.1	Lucy Richards and Web Team	31/03/19	Workforce profiles for 2016, 2017 have been published on the transparency section of the website (November 2018). Target date amended for completion date of 2018 workforce profile.	
	2.4 Equality monitoring wording is consistent and sensitive	2.4.1 Compare current equality questions and make appropriate changes to equality questionnaires on customer documents (see 2.10.1)	Lucy Richards & E&D Forum	30/12/19		
	2.5 Ensure our communications are accessible to protected groups	2.5.1 Review and re-issue document to staff 'Guidance on Alternative Forms of Communication'	Lucy Richards	Completed. Next review date 30/12/19	Guidance has been updated and re-issued on the Council's intranet 12 November 2018. Target date amended to 30 December 2019 for next annual review.	
	2.6 Check whether HR information and customer information that is sent out is available in hard copies inform people that an alternative range of formats is available on request	2.6.1 Review documents and add information if necessary	Lucy Richards, HR team and members of E&D Forum	31/12/18		
	2.7 Barriers to accessing services are removed where identified	2.7.1 Managers complete an EIA when planning changes and where an impact is identified they amend the proposal to remove or reduce the adverse impact	Lucy Richards, HR team and members of E&D Forum	Ongoing		
	2.8 Staff deliver excellent customer service to protected groups	2.8.1 Investigate and implement a viable process for monitoring customer complaints and compliments from people in protected groups or for complaints of harassment or discrimination	Lucy Richards	30/04/18. Completed.	Jane Brown, Customer Services Team Leader, to alert Lucy Richards when any equality related complaints are received. These will be monitored and any appropriate action taken.	

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	2.9 The website is accessible to protected groups	2.9.1 Website is reviewed to ensure it meets the needs of protected groups	Lucy Richards, Web Team	31/12/18. Complete. Next review date: 31/12/19	<p>The website has an accessibility page setting out how it is accessible for different people: https://www.guildford.gov.uk/accessibility This is currently being reviewed (as at end Nov 2018). The website has already meeting the WCAG AA* accessibility standards and work has been carried out to make sure that it works across all devices and is responsive to all screen sizes etc. The aim is for all users to have the best experience possible, so the new regulation is an opportunity to go further. With this in mind, the following are being planned:</p> <ul style="list-style-type: none"> • Web team are visiting the “empathy” lab at Gov.uk in January to experience what the website is like for users who have different needs. • Review the site using our Siteimprove tool and use the report to make changes to the code to optimise the way things work/look – to move us as close to WCAG AAA rating across all points. • Currently working on new content that comes in to the Web team, to improve the standard of documents / video. The aim is to improve the PDFs that are recived as some are not well optimised and video does not always come with subtitles or transcripts. The team are attending a course in the New Year 2019 to develop their PDF editing skills. They will then either roll out an internal course to share their knowledge or offer an external course to those who produce PDFs for external use. 	
	2.10 We understand the needs of our community	2.10.1 Ensure equality information is included in customer satisfaction surveys	Lucy Richards, HR, and various managers	30/04/19		
3. EMPLOYMENT AND TRAINING	3.1 Staff are paid fairly and equitably	3.1.1 Appropriate use is made of the job evaluation scheme and appeals process	Francesca Smith	Ongoing	Approx 83% of existing posts have been through job evaluation	
		3.1.2 Completion of the Council-wide job evaluation project	Francesca Smith	30/04/19	Approx 83% of existing posts have been through job evaluation (as at end November 2018). Target date amended to review in 2019.	
		3.1.3 Regular salary benchmarking activity to ensure that salaries remain competitive and equitable in comparison to the local economy	Francesca Smith	30/12/19	The Council’s annual pay award is determined through collective bargaining with Unison to ensure that our salary scales remain competitive in the local economy. In 2018 the Council subscribed to E-PayCheck which provides HR with access to a salary and benefits benchmarking service across Local Authority roles enabling a comparison across the sector at both national and regional level. Review 30/12/19.	
		3.1.4 Annual review of the Pay Policy	Francesca Smith	30/06/19	The Pay Policy is reviewed and updated annually each year following the confirmation of any annual pay award. The last review was in May 2018. Amendments reflect any changes to legislation and local policy and following Council approval the policy is published on the Council’s website. Review June 2019.	

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		3.1.5 Annual gender pay gap analysis to identify the mean and median differences in pay between the genders	Francesca Smith	Completed. Next review date: 30/03/19	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.	
	3.2 Workforce profiling is used to compare and move towards a similar profile to that of our customers	3.2.1 Complete and publish workforce profile 2016	Lucy Richards	Completed	Completed. Published on website November 2018	
3.2.2 Publish workforce profile for 2017		Lucy Richards	Completed	Completed. Published on website November 2018		
3.2.3 Publish workforce profile annually		Lucy Richards	30/04/19			
	3.3 Adequate recruitment training is provided for managers	3.3.1 Ensure recruitment training is in place for newly appointed managers and as a refresher, provided or arranged by HR	Francesca Smith/Ali Holman	Completed	Recruitment training has been provided for newly promoted managers and for managers who recruit staff on a regular basis July and September 2018	Looking into whether to extend training to other managers during 2019
	3.4 Equality monitoring is used to inform decisions regarding employment policies and procedures	3.4.1 The impact of policies and procedures is reviewed annually and policies revised if necessary	HR team	Continuous	HR policies and procedures and equality impact assessed. Workforce profiling also highlights any differential impact on groups of employees with protected characteristics e.g. the number of grievances raised, bullying complaints, disciplinary hearings.	
	3.5 Form an equality and diversity forum	3.5.1 Invite employees to join a group looking at equality matters relating to employment and customers	Lucy Richards	28/02/18		
	3.6 Equality and diversity training available to all staff	3.6.1 Add refresher E&D training to the Corporate Training Plan	Hannah Cornick	31/03/19	Roll out of refresher training for existing staff is on hold until New Year (2019). (All new recruits receive mandatory E&D and disability awareness training in first six months of employment).	
	3.7 Be a Disability Confident employer	3.7.1 See separate action plan to achieve and maintain Disability Confident status	Lucy Richards and HR team		Change to objective: Decided to agree a plan of 'local' actions to support employees and job candidates with disabilities rather than continue with Disability Confident scheme.	
	3.8 Meet the commitment to the Time to Change campaign	3.8.1 See separate action plan for Time to Change	Natasha Sherwood, HR, Helen Barnsley, Corporate Public Health Coordinator	28/02/19	LR met with Natasha to discuss how to take this forward. Exploring the option of moving away from Time to Change and developing our own action plan to support mental ill health in the workplace at a local level.	
	3.9 Increase equality and diversity awareness for employees	3.9.1 With the introduction of the Equality and Diversity Forum (see objective 3.5) introduce bitesize awareness sessions for employees on various aspects of equality and diversity.	Lucy Richards	30/03/19		
	3.10 Increase the number of job applications from a more diverse range of candidates including those with protected characteristics	3.10.1 Investigate options and advertise on specialist diversity recruitment sites in order to reach a more diverse range of applicants	Lucy Richards	30/04/19		

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		3.10.2 Create a brief diversity and safeguarding statement to appear on all job adverts	Ali Fleming	Completed	This statement has been added to job adverts/recruitment information: We are an equal opportunity employer and value diversity. All employment decisions are made on the basis of qualifications, merit and business need. Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and post-holders to share this commitment. To fulfil this commitment we have robust systems in place for the safe recruitment of staff and volunteers.	
4. CONSULTATION AND COMMUNITY DEVELOPMENT	4.1 The borough's various communities are encouraged to engage with the Council on equality matters	4.1.1 Use all of our communications media to communicate our key messages	Sam Hutchison/Lucy Richards	Ongoing	Matters relating to social exclusion, mental ill health, health and wellbeing etc are communicated and promoted via social media, community newsletters, weekly email updates, gazebo events, community events, flyers, settling in visits. Face to face communication takes place at events such as Football Fantastic, Grassroots, Sport for All, Friary coffee mornings, Dementia Alliances, Park Barn and Westborough Residents Association and the Tenant Advisory Group (TAG).	
	4.2 Protected groups are targeted by inviting them to participate in consultation	4.2.1 Appropriate services are made aware of key issues that their various communities can engage with	Equality and Diversity Forum	30/04/19		
		4.2.2 Coordinate with service leaders on community consultation with regard to the services we provide	Equality and Diversity Forum	30/04/19		