

APPENDIX 1

EQUALITY SCHEME ACTION PLAN 2018 - 2021 (second annual review January 2020)

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE
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		
	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		
		1.2.2 Ensure all managers understand how to assess impact on equality		
		1.2.4 Publish a summary of EIA's and actions quarterly on the website		
	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	Completed April 2019
		1.3.2 Expand E&D knowledge within HR especially in relation to advising and checking EIA's	Francesca Smith, HR team	Ongoing
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		
	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		

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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		
	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)		
	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
	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		
	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		
	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.

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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	31/12/19. Complete. Next review date: 31/12/20
	2.10 We understand the needs of our community	2.10.1 Ensure equality information is included in customer satisfaction surveys		
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	Complete
		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

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		3.1.4 Annual review of the Pay Policy	Francesca Smith	completed 31.3.20 next review date 31.3.21
		3.1.5 Annual gender pay gap analysis to identify the mean and median differences in pay between the genders	Francesca Smith	Completed 31.3.20 next review date 31.3.21
	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		Completed 31.3.20 next review date 31.3.21
		3.2.2 Publish workforce profile for 2018		
		3.2.3 Publish workforce profile annually		
	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	Ali Holman	Continuous
	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
	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		
	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
	3.7 Be a Disability Confident employer	3.7.1 Review whether to apply for Disability Confident status		

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	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	
	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.		
	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		
3.10.2 Create a brief diversity and safeguarding statement to appear on all job adverts		Ali Fleming	Completed	
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		
	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		

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		4.2.2 Coordinate with service leaders on community consultation with regard to the services we provide		

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DETAILS	COMMENTS
	Improved guidance on assessing impact on equality and a new EIA form was produced and published in April 2019

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Guidance has been updated and re-issued on the Council's intranet January 2020. Target date amended to 30 December 2020 for next annual review.	
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.	None received as at 31/12/19

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<p>1. The web page https://www.guildford.gov.uk/accessibility was reviewed and updated.</p> <p>The web team visited the Gov.uk empathy lab and as a result of the feedback we have made the following features more accessible:</p> <ul style="list-style-type: none"> - the home page carousel (news feature at bottom of home page) was amended from an 'automatically scrolling' feature, so that users now click to view individual news items. - The website's keyboard navigation was improved (helpful for people who can't use a mouse to navigate around a website) - Hyperlink styling was altered to meet Web Content Accessibility Guidance standards . - Colour contrast issues were amended across the website (pale coloured text on pale backgrounds is a problems for sight impaired users) <p>2. The team uses Siteimprove on a regular and ongoing basis to check for accessibility problems, for example, missing titles from 'i-frames' (such as maps and videos), incorrect heading structure on web pages etc. Our Siteimprove report shows that we are making good progress but there is more to do.</p> <p>3. The Web team received training in editing pdf and word documents to make them more accessible. As a result we now:</p> <ul style="list-style-type: none"> - use an Adobe pdf accessibility when pdf's are submitted for upload to the website and either make simple edits to improve accessibility or use the report to request changes, for example, the Contact point housing newsletter (we liaised with the outside design agency that puts this newsletter together to request colour contrast changes) - Suggest to colleagues, where possible, that the information given to us in a word document or pdf is made into text on a web page (this makes information easier for all website users to access) <p>4. The Web team liaises with the Communications team to ensure transcripts and captions are added to videos produced in house and by outside agencies.</p> <p>5. We are also working with the Communications team to address the accessibility of poor colour contrast on some corporate printed communications, as the GBC 'teal' colour may cause problems for sight-impaired users.</p> <p>6. The Web team have been invited to an information day on website accessibility by our website host company (GOSS) - scheduled for March 2020.</p>	
<p>Job evaluation process complete</p>	
<p>A benchmarking review of Director's salary grades was undertaken last year as part of the restructuring of the corporate management team. The Council wide transformation programme, Future Guildford, created a new staffing structure and associated posts and grades which were evaluated accordingly. Phase A is completed and Phase B is due to begin consultation shortly. The Council subscribed to EPayCheck, a benchmarking package offered by South East Employers which enabled us to check our salaries against other local authorities across job families.</p>	

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The Pay Policy is reviewed annually and following Council approval is published on the transparency pages of the Council's website.	
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 a positive figure.	
Recruitment training has been provided for newly promoted managers and for managers who recruit staff on a regular basis since July 2018 and is being offered throughout the Future Guildford programme.	Looking into whether to extend training to other managers during 2019
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.	
Roll out of refresher training for existing staff is on hold until New Year (2021) while we deliver Phase B or the Future Guildford programme. (All new recruits receive mandatory E&D and disability awareness training in first six months of employment).	

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<p>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.</p>	

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