

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.		Ongoing	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	Ongoing	April 21. Website is undergoing transformation to address this.
		Ensure equality information is included in customer satisfaction surveys	E&D group		
		Update E&D info on data base - include alternative pronouns for non binary	led by HR via whole staff email update BW	Ongoing	
		Use workforce profiling to assess the data and compare to the profile of our customers. Complete and publish workforce profile	Specialist - HR (Business Partner)	Annual ongoing	Currently in progress for 20/21.
<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.			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 2

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		HR to undertake Equality, Diversity and Inclusion NVQ Level 2 again as a refresher. Then roll out to the rest of the organisation	HR		
		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)		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		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		E&D group to assess the efficacy of this. As a Council wide duty awareness and engagement is needed from across the organisation