

EQUALITY SCHEME ACTION PLAN 2021 - 2024

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	PROGRESS/COMMENTS
1. LEADERSHIP AND CORPORATE COMMITMENT	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)	April 2023	Improved guidance on assessing impact on equality and a new EIA form was produced and published in April 2019 and was approved by the E&D Group. Video on 'how to' is being planned for managers as a step by step guide. Leaders underwent training in their regular meeting on 17 March 2022
		Publish data gathered in a useful and meaningful but not onerous way and find ways to do this efficiently and in a timely manner.		August 2022	HR to check progress with Comms- do KPIs include E&D, Council communications
		KPI's being planned specifically on ED&I in addition to the workforce profile data already published on the internet.		August 2022	
2. SERVICE DELIVERY AND CUSTOMER CARE	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	Jan 23	An accessibility audit was carried out in 2021/2022 which informed the actions taken to ensure the website is accessible. This is progressing well. Web team reviewing documents to ensure compliant and accessible. Guidance will be produced for the whole Council on accessibility of documents in due course.
		Ensure equality information is included in customer satisfaction surveys	E&D group	August 2022	Hannah and Ali working on general customer surveys - to include E&D. JB to review CSAT survey to ensure equalities data gathering is included. Equalities data is also gathered as a matter of course on websurveys.
		Update E&D info on Business World - include alternative pronouns for non binary	led by HR via whole staff email update BW	August 2022	No progress due to other time constraints etc
		Use workforce profiling to assess the data and compare to the profile of our customers. Complete and publish workforce profile	Specialist - HR (Business Partner)	January 2023	Workforce profile completed for 20/21 and published - next one due Jan 23
3. EMPLOYMENT AND TRAINING	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.

APPENDIX 1

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	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.	Comms team, HR	December 2022	Considering an external training provider for Safer Recruitment training to include E&D sections. Considering online alternatives for Safer Recruitment and E&D. Working on video training for a variety of subjects including EIAs, recruitment and E&D
		HR to undertake Equality, Diversity and Inclusion NVQ Level 2 again as a refresher. Then roll out to the rest of the organisation	HR	January 2023	No progress due to changes within the team - need to agree new action date
		Ensure that the Council's equality and diversity forum meet regularly to ensure a Council wide approach and awareness.	E&D group.	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)	December 2022	Progressing slowly. 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	December 2022	We 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. Some progress made. Ali is researching currently with CIPD etc. Options include University of Surrey, diversity friendly language in adverts, possible media depending on costs.
4. CONSULTATION AND COMMUNITY DEVELOPMENT	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	Ongoing	We are currently extracting E&D data from the CSAT survey, Salesforce - no update as yet We have undertaken an assessment of diversity on the housing register which shows that ethnic minority applicants are accessing the register and being successfully housed. The data collected on the other equality strands shows some degree of diversity amongst our applicants. We have committed to include the Guildford Access Group in our consultations Our committee report template now includes a mandatory field for equality and a link to the EIA template and guidance notes - January 2022