

The Corporate Equalities Action Plan 2008 – 2011 (2010 update)

Knowing your community and equality mapping

Local and national data is used to understand the profile of communities and measure inequalities. Priority outcomes are identified that can shape strategic planning and service delivery as a result.

	Action	Completion Date	Lead Officer/s	EFLG	Strand
1.1	<ul style="list-style-type: none"> Discuss with Directorates how Equality Scorecards may need to change in the light of the Government's new National Performance Framework. Consult with Directorates regarding how equalities monitoring needs to change because of the review. 	September 2010	Jane Harris/ Stephen Barker	1.2 2.2 3.2	All
	<ul style="list-style-type: none"> Make recommendations as to how the new Council system (SAP) will record information about our customers and employees. 	Completed	Martin Walsh/ Stephen Barker	1.2 2.2 3.2	All
1.2	Work with new research unit to establish our intelligence needs. This will enable us to identify how our communities are changing and the impact this may have on service priorities.	August 2010	Jane Harris/ Stephen Barker/ Tom Rutland	1.1 2.1 3.1 1.2 2.2 3.2	All
1.3	Information and data is shared appropriately and as necessary across the authority and with partners in order to achieve realistic and considered equality outcomes.	On-going	Jane Harris/ Stephen Barker/ Tom Rutland	1.3 2.3 3.3	All

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Place shaping, leadership, partnership and organisational commitment

Work with partners to challenge inequality, determine local priorities and work with strategic leadership to improve equality outcomes.

	Action	Completion Date	Lead Officer/s	EFLG	Strand
2.1	Continue to develop guidance and required training for new Councillors and Councillors with key responsibilities for equality, diversity and community cohesion.	September 2010	Julian Gale	2.4	All
2.2	Review and monitor Strategies and Service Plans for their equality and diversity content and talk to relevant service areas about our findings. Recommend amendments to the Service Planning template if necessary.	April 2010 – April 2011	Jane Harris/ Tom Rutland	1.7 2.7 3.7 2.6 3.6	All
2.3	<ul style="list-style-type: none"> Put information into the Partnership Toolkit (Guidance document giving information regarding best practice when working in partnership) and other guidance about Equalities Strategy requirements. 	Completed	Performance and Planning Group Jane Harris/ Tom Rutland	3.5 3.8 1.10 2.10 3.10	All
	<ul style="list-style-type: none"> Make sure that the way things are monitored for Partnerships, through the Partnership Register, takes equality and diversity requirements into account considering the New Equality Framework. 	December 2010	Performance and Planning Group Jane Harris/ Tom Rutland	3.5 3.8 1.10 2.10 3.10	All
2.4	Work with businesses to look at market gaps in facilities/ products and access to services. Ensure that businesses have access to information on equality and diversity best practice and encourage them to sign up to best practice standards e.g. 2 ticks symbol. Link to the Accessible Somerset Awards.	On-going	Jane Harris/ Martin Walsh	3.4	All
2.5	Participation as elected members – ensure that people from the diverse communities within Somerset are aware that the opportunity to stand as an elected member exists. Provide them with the necessary information to do this.	Completed	Jane Harris/ Julian Gale	1.11 2.11 3.11	All

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Community Engagement and Satisfaction

Involve equality and community groups in decision making and assessing satisfaction.

	Action	Completion Date	Lead Officer/s	EFLG	Strand
3.1	Maximise opportunities for external communication with the public on equality and diversity issues through the Forum for Equality and Diversity in Somerset (FEDS).	On-going	Jane Harris	1.9 2.9 3.9	All
3.2	Involve Parish Councils in the work of both County and District Councils and seek their advice/ support in carrying out actions.	Completed	Trevor Gillham	1.13 1.16	All
3.3	Increase the numbers of articles in publications such as Your Somerset about the work that Somerset County Council does around equality and diversity with partners.	On-going	Simon Clifford/ Tom Rutland	1.9 2.9 3.9	All
3.4	Gain support for the 'One Somerset' event internally. Promote to all staff and support involvement.	Completed	Jane Harris/ Stephen Barker		All
3.5	Develop more open and trusting relationships with diverse groups and involve Councillors to: <ul style="list-style-type: none"> • create more effective and meaningful engagement and consultation channels; • feed into service improvement; • meet our requirements to reduce discrimination and promote equality of opportunity under Law. 	On-going	Jane Harris/ Julian Gale	1.13 2.13 3.13 3.15 1.14 2.14 3.16 3.17	R A SO D F&B
3.6	Further develop and support the Somerset Faith and Belief Forum and participate in its activities.	Completed	Jane Harris/ Stephen Barker		F&B
3.7	Set up a small monitoring and validation group to review and monitor the Equality Impact Assessment (EIA) Process. This group will consist of Voluntary and Community Sector (VCS) partners from outside SCC and internal networks, to act as 'critical friends'.	October 2010	Jane Harris	1.17	All
3.8	Support the Voluntary and Community Sector (VCS) events that happen through out the year. Linked to Community Cohesion Action 1.4	On-going	Stephen Barker/ Tom Rutland		All

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Responsive services and customer care

Provide personalised services that meet the needs of people from differing backgrounds.

	Action	Completion Date	Lead Officer/s	ELG	Strand
4.1	<ul style="list-style-type: none"> Ensure equality and diversity content is included in SCC's Procurement Strategy. 	October 2010	Corporate Procurement Unit/ Jane Harris/ Tom Rutland	1.10 2.10 3.10 1.18 2.19	All
	<ul style="list-style-type: none"> Review procurement procedures to make sure they are not discriminatory and/or have a negative effect upon any one group, individual or community (equality impact assess). 	October 2010	Corporate Procurement Unit/ Jane Harris/ Tom Rutland	1.10 2.10 3.10 1.18 2.19	All
	<ul style="list-style-type: none"> Identify and train Contract Managers in the above. 	October 2010	Corporate Procurement Unit/ Jane Harris/ Tom Rutland	1.10 2.10 3.10 1.18 2.19	All
	<ul style="list-style-type: none"> Monitor the top fifty contracts for compliance against SCC's Contract/ Procurement Equality Standard. 	October 2010	Corporate Procurement Unit/ Jane Harris/ Tom Rutland	1.10 2.10 3.10 1.18 2.19	All
4.2	Find out if it is possible to have a local authority consortium approach to translation and interpreting services that includes a set of standards that everyone agrees to use for using the service (for example, statements, symbols, customer standards about what is expected of the service and the people who are using it.). Begin to put in place.	December 2010	Jane Harris/ Tom Rutland	2.18	R D
4.3	Continue to develop and maintain the Access Venue Database as a resource for everyone. Find out whether it is possible to have a joint (Districts and County) purchase of 'DisabledGo' with the Somerset Local Authority Equality Officer's Group and Compass Disability Services.	On-going	Jane Harris/ Tom Rutland	2.18	D

4.4	Support the development of the 'New to Somerset' Website through working in a small multi-agency steering group to identify funding streams and promotional material.	Completed	Jane Harris/ South Somerset District Council (Jo Morgan)		R
4.5	Identify and promote buildings and other appropriate assets owned by the County Council so that diverse communities can use them.	December 2010	Jane Harris/ Steve Brown (Asset Management rep.)		
4.6	County and District Councils to develop a Project Initiation Document (PID) regarding 'Changing Places' so that every town in Somerset has a 'Changing Place' standard facility within agreed timescales.	May 2011	Jane Harris/ Stephen Barker		D
4.7	Monitor and promote good practice within the authority showing how we respond to communities needs. This will ensure that we have an accurate picture of good work.	January 2011	Jane Harris		
4.8	Monitor whether Human Rights issues are considered and addressed when delivering services to customers.	On-going	Jane Harris	1.21 2.23 3.25	

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A Modern, diverse workforce

Measure diversity of the workforce, set appropriate objectives to improve performance, equal pay and flexible working. Aim to have a modern, diverse workforce where staff members feel that they are treated with dignity and respect.

	Action	Completion Date	Lead Officer/s	EFLG	Strand
5.1	Continue to review staff learning about equality and diversity to ensure it remains relevant and effective.	On-going	Martin Walsh/ Stephen Barker	1.28 2.29 3.31	All
5.2	Continue to provide appropriate materials to support effective and relevant learning and development around equality and diversity.	On-going	Training and Development	1.28 2.29 3.31	All
5.3	Liaise with those responsible for the staff survey to ensure that it develops so as to continue to comprehensively and effectively record staff perceptions of equality and diversity. This will contribute to the Council's understanding of how policy and practice is experienced in the workplace and what further action may be needed.	Completed	Deborah Porter/ Tom Rutland/ Chris Brawn	1.31 2.32 3.34	All
5.4	<ul style="list-style-type: none"> Continue to develop a range of materials and follow best practice models to tell staff and managers about their responsibilities for equality, diversity and community cohesion and guide their practice. 	On-going	Richard Crouch/ Martin Walsh	1.28 2.29 3.31	All
	<ul style="list-style-type: none"> Continue to use all appropriate channels of internal communication to encourage staff to effectively address equality, diversity and community cohesion. 	On-going	Richard Crouch/ Martin Walsh	1.28 2.29 3.31	All
	<ul style="list-style-type: none"> Ensure the continuing effectiveness of the Employment Equalities Board in addressing matters related to equality, diversity and community cohesion and ensure that this is communicated. 	On-going	Richard Crouch/ Martin Walsh	1.25 2.26 3.28	All
5.5	Continue to promote membership and support the development of all employee networks to maintain their effectiveness as self-support groups and forums for consultation. Consider the need for further networks.	On-going	Richard Crouch/ Jane Harris	1.31	R D
5.6	<ul style="list-style-type: none"> Review and 'equality impact assess' the Somerset County Council (SCC) Fair Treatment Policies to see if there is a need for improvements to reporting and monitoring procedures. 	July 2010	Richard Crouch/ Martin Walsh	1.26 1.29 2.30 3.32	All

	<ul style="list-style-type: none"> • Be part of the work that is being done by the multi-agency Strategic Partnership Against Hate Crime (SPAHC) developing how we work with other agencies. This is in order to monitor levels of hate crime and satisfaction with how incidents are dealt with. • 	July 2010	Jane Harris/ Stephen Barker/ Lucy Macready (Community Safety)	1.26 1.29 2.30 3.32	All
	<ul style="list-style-type: none"> • Review the effectiveness of the Fairness and Dignity at Work procedure in finding resolutions to individual concerns. 	Completed	Martin Walsh	1.26 1.29 2.30 3.32	All
5.7	Implement the actions from the completed equality impact assessment of Somerset County Council's (SCC) Fair Treatment Policies.	Completed	Jane Harris/ Stephen Barker	1.26 1.29 2.30 3.32	All
5.8	Further promotion of what constitutes hate crime and the channels available to report it.	July 2010	Jane Harris/ Stephen Barker/ Lucy Macready (Community Safety)	1.26 1.29 2.30 3.32	All
5.9	Staff are engaged positively in service transformation and in developing new roles.	On-going	Martin Walsh		All
5.10	Continue to put the recommendations of the Gender Employment in the Local Labour Markets research studies in place, when they are about SCC, to promote Gender Equality.	Completed	Jane Harris/ Stephen Barker	1.27 2.28 3.30	G