

Report

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Report to:	Corporate Resources Committee
Date of Meeting:	1 October 2008
Report by:	Executive Director (Corporate Resources)

Subject:	Equality and Diversity Strategy Action Plan
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ outline and request approval of the proposed Action Plan for the new Equality and Diversity Strategy

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Equality and Diversity Strategy Action Plan be approved.

3. Background

- 3.1. The new Equality and Diversity Strategy, which included a template of the Action Plan, and the Equality and Diversity Policy were considered by the Corporate Resources Committee on 2 July 2008 and referred to the Executive Committee for approval on 27 August 2008.
- 3.2. These were developed in response to a number of changes in relation to equalities legislation and monitoring arrangements.
- 3.3. Legislative changes include the introduction of:-
- ◆ the Disability Discrimination Act 1995 (as amended) 2005
 - ◆ Employment Equality (age) Regulations 2006
 - ◆ Employment Equality (sexual orientation) Regulations 2003
- and the establishment of the new Equality and Human Rights Commission (EHRC).
- 3.4. The new strategy and policy documents take account of the general and specific duties that have been placed upon all public bodies and of the action plans contained within our race, disability and gender equality schemes.
- 3.5. The revised documents also reflect the values underpinning Connect and the Community Plan. They set out a framework to ensure that equality and diversity issues are considered for all aspects of our work.

4. Proposal

- 4.1. Each of the documents put our equality and diversity commitments in context of the relevant legislation and duties. They also provide clear direction and explanation of what these are.
- 4.2. The strategy document includes the Council's completed Equality and Diversity Action Plan where actions are grouped under policy headings, linked to Connect values and have responsibility and timescales identified. These actions will be monitored and reviewed regularly by the Equality and Diversity Working Group to ensure that we progress our work in this area. An annual report will be submitted to Committee and published for the public.
- 4.3. The Action Plan covers the period 2008-2011 and be reviewed at the end of this time.
- 4.4. The Action Plan has been developed in consultation with all Resources and provides an overarching framework for the equality and diversity work of the Council.
- 4.5. Actions identified will link into existing Resource and Service Plans and also reflect the work that is to be undertaken in the Action Plans of our 3 existing Equality Schemes.
- 4.6. The Action Plan takes account of the implementation of the Single Outcome Agreement, Community Planning, People Strategy, Consultation Strategy, Learning and Development Framework and Customer Services Strategy, and provides a thread through to these documents and their associated plans.
- 4.7. In the development of the plan there have been minor amendments to the strategy document to account for changes which have included amalgamating a distinct Education Resources section into the existing five policy commitment areas.

5. Employee Implications

- 5.1. A core brief will be developed to communicate the revised Equality and Diversity Policy and the document will be available on the intranet. Representatives from the Corporate and Resource Equality Working Groups will ensure that actions contained in the strategy are delivered.

6. Financial Implications

- 6.1. Any financial implications will be met from existing resources.

7. Other Implications

- 7.1. None

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. An equality impact assessment has been carried out on the recommendations contained in this report and, where issues were identified, remedial action has been taken. Consultation on both the policy and strategy commitments was undertaken with Resources, the Trade Unions and with the community through the Citizens Panel. The assessment is that the proposals do not have any adverse impact on any part of the community covered by equalities legislation, or on community relations, and the results of the assessment will be published on the Council website.

Robert McIlwain
Executive Director (Corporate Resources)

26 August 2008

Link(s) to Council Objectives

- ◆ Fair and open
- ◆ People focused
- ◆ Working with and respecting others
- ◆ Excellent employer
- ◆ Tackling disadvantage and deprivation

Previous References

Corporate Resources Committee – 2 July 2008

Executive Committee – 27 August 2008

List of Background Papers

- ◆ Equality and Diversity Policy
- ◆ Equality and Diversity Strategy

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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South Lanarkshire Council Equality and Diversity Strategy Action Plan

Policy Commitment

Community leadership and influence: working with others

Council Value	Diversity area(s) ¹	Action	Owner(s)	Review Date	Outcome/measure
Working with and Respecting others	A, D, G, R, R/B, S/O	1) Develop and publish a Corporate Equality and Diversity Policy	Equality and Diversity Working group	June 2008	Equality and Diversity Policy, and Commitments statement drafted and reported to CMT
				June 2008	Equality and Diversity "Commitments" statement produced and published
	A, D, G, R, R/B, S/O	2) Develop and publish a Corporate Equality and Diversity Strategy	Equality and Diversity Working group	June 2008	Equality and Diversity Strategy and Action Plan drafted and reported to the CMT
				September 2008	Corporate Equality and Diversity Action Plan agreed by CMT
	A, D, G, R, R/B, S/O	3) Involve and consult the community and our employees regarding policies, strategies and functions that affect their lives	All Executive Directors and Heads of Service	Ongoing	The impact of our policies, strategies and functions are assessed and the needs and preferences of equalities groups are identified and considered
				May 2008	Equality considerations are integrated into Quality of Life and Customer Satisfaction surveys
	A, D, G, R, R/B, S/O	4) Work with partners to ensure transport provision across South Lanarkshire reflects the objectives of the Council's Equality and Diversity policy where appropriate	Executive Director (Enterprise Resources)	June 2009	Transport provision reflects the needs of the community
	A, D, G, R, R/B, S/O	5) Review voluntary sector funding to take account of the Council's equality duties	Executive Director (Corporate Resources)	End of 2008	Appropriate equality statements are included in relevant documentation.
				Ongoing	Council meets its statutory duties

¹ Diversity Areas: A – Age, D - Disability, G -Gender, R- Race, R/B - Religion/Belief, SO- Sexual Orientation

Policy Commitment

Community leadership and influence: working with others

Council Value	Diversity area(s) ¹	Action	Owner(s)	Review Date	Outcome/measure
	A, D, G, R, R/B, S/O	6) Develop an outcome-based approach to managing equalities and diversity	Executive Director (Corporate Resources)	Ongoing	In conjunction with our Community Planning partners we have developed outcomes and indicators aimed at tackling inequality in partnership activities
				March 2009	Equalities and diversity is integrated into our 2009-2010 Single Outcome Agreement
				March 2011	Resource/Service specific actions are identified
	A, D, G, R, R/B, S/O	7) Promote equality and diversity together with Community Planning partners	Executive Director (Corporate Resources)/ CP Partners	August 2008	South Lanarkshire Equality Network established
				March 2009	CPP Equalities action plan is developed
				Aug 2008 & then ongoing	A partnership approach to Equal Opportunities is in place and a Partnership Action Plan has been developed and approved by the CPP
				March 2011	Robust equality baseline information is developed with partners
				Ongoing	Effective sharing of information and good practice on equalities impact assessment is promoted with Community Planning Theme partnerships, equality forums and other organisations as appropriate
				At next review date	Equality issues are further developed into the Community Plan and clear organisational and partnership equality and diversity priorities are set
				At next review date	Ensure equalities actions are integrated within service and specific Neighbourhood Community Action Plans

Policy Commitment

Community leadership and influence: working with others

Council Value	Diversity area(s) ¹	Action	Owner(s)	Review Date	Outcome/measure
				Ongoing	Consistent approach to equality and diversity across all partner organisations
	A, D, G, R,	8) Ensure that our legal duties with regard to promoting equality of opportunity are built into all of our partnership activities	All Executive Directors/ Voluntary Sector Officer Group /Procurement Working Group	Ongoing	The Council's legal obligations are built into partnership arrangements
				Ongoing	Equality and diversity policies and plans similar to our own are implemented more widely by partners
				Ongoing	Joint working to promote equality of opportunity and to tackle discrimination and disadvantage
				March 2011	Partnership activities (including joint plans and strategies) have been audited and impact assessed
Tackling Disadvantage and Deprivation	A, D, G, R,	9) Promote equality and diversity in our dealings with the media	Executive Director (Corporate Resources) - Corporate Communications and Public Affairs	Ongoing	The imagery and communications used by the Council reflect of equality issues and the diversity of our local community

Policy Commitment
Consultation and engagement

Policy Commitment Consultation and engagement					
Council Value	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
People Focused	A, D, G, R, R/B, S/O	10) Seek views of all stakeholders regularly on services we provide, and tell people what we have done as a result of our consultations with them	Executive Director (Corporate Resources)/ CCPA	Ongoing	Consultation outcomes and proposed actions are published in the South Lanarkshire Reporter and on the Council's web site
	A, D, G, R, R/B, S/O	11)Develop and implement a Consultation Strategy	All Executive Directors	Ongoing	Service users and hard to reach groups are regularly consulted on services we provide in accordance with our consultation timetable.
	A, D, G, R, R/B, S/O	12)Listen to and consult with employees and employee forums to ensure views/aspirations of diverse employee groups	Executive Director (Corporate Resources)	Ongoing	Items raised are considered where appropriate acted upon
				Ongoing	Number of employees consulted with at forums
				Ongoing	Workforce retention is enhanced
	Tackling Disadvantage and Deprivation	A, D, G, R, R/B, S/O	13) Develop a more detailed equality and diversity profile of the South Lanarkshire community and our workforce	Executive Directors (Corporate Resources) and (Education Resources)	March 2011 (review at end of plan)
March 2011 (review at end of plan)					Improved demographics and better targeted outcomes
Ongoing					Better informed response to census consultations

Policy Commitment

Contracting and Procurement: buying services from others

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
Fair and Open	A, D, G, R,	14) Ensure that the Council's equality duties are built into contracting arrangements	Executive Director (Finance and IT Resources) / All Resources	Ongoing	Companies, businesses or individuals wishing to provide goods or services to the Council, adhere to our policy by implementing fair practices in employment and training
				April 2009	Procurement Strategy and Sustainable Toolkit to take account of this strategy
				August 2008	Access to procurement opportunities is improved via the South Lanarkshire Council advertising portal integrating with the Scottish national advertising portal
People Focused	A, D, G, R	15) Require contractors to carry out duties to meet the Council's equality and diversity requirements as part of their contractual duties	Executive Directors (Finance and IT Resources/ All Resources)	Ongoing	Contractors consult users, monitor service take-up and report
				June 2008	Contractors and suppliers incorporate equivalent equality obligations for their sub-contractors
				Ongoing	Mechanisms are in place to ensure that equality objectives are delivered by contractors through contract management and that they are monitored properly

Policy Commitment

Contracting and Procurement: buying services from others

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
	A, D, G, R	16) Promote equalities via the Council's procurement partnership activities	Executive Directors (Finance and IT Resources) and Enterprise Resources)	Ongoing	Public money is spent with organisations that are committed to equality and diversity practices
	A, D, G, R	17) Investigate the use of community benefit clauses within contracts	Executive Directors (Finance and IT Resources and (Enterprise Resources)	Ongoing	The Council's diverse communities and the businesses operating in those communities are supported
Excellent Employer	A, D, G, R	18) Develop and deliver training programmes for all procurement staff to ensure they understand our equalities duties in awarding contracts for goods and services	Executive Directors (Finance and IT Resources) and (Corporate Resources)	April 2009	Equalities procurement toolkit developed and implemented
Accountable, Effective and Efficient	A, D, G, R	19) Include equality and diversity requirements within all procurement strategy, policies and activities	Executive Director (Finance and IT Resources)	April 2009	Service Level Agreements/contracts are reviewed
	A, D, G, R	20) Include assessment of equality provision in any future vendor appraisal scheme	Executive Director (Finance and IT Resources)	2009	All contracts are reviewed for effectiveness for equalities monitoring

Policy Commitment

Contracting and Procurement: buying services from others

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
	A, D, G, R	21) Develop and roll out equality assurance and impact assessments within procurement	Executive Director (Finance and IT Resources)	End 2008	All organisations commissioned to deliver services meet the duties within relevant equality legislation
	A, D, G, R	22) Support the promotion of equalities within the national Procurement Learning and Development strategy	Executive Director (Finance and IT Resources)	Ongoing	Through the Council's limited input, seek to promote equality aims via the Procurement Scotland Learning and Development Strategy
Sustainability	A, D, G, R	23) Develop responsible procurement practices	Executive Director (Finance and IT Resources)	Ongoing	Support the Council 'Connect' Plan. Standard documentation to be developed to formalise equality in all activities.

**Policy Commitment
Service delivery**

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
People Focused	A, D, G, R, R/B, S/O	24) Ensure that our buildings which are open to the public can be accessed and used by the whole community	Executive Directors (Corporate Resources) and (Housing and Technical Resources)	Annually	% of Council properties delivering services to the public in which all public areas are accessible by disabled people (target 100%)
				Annually	DDA compliance report (SPI report)
				Ongoing	Adaptations made as a result of involvement of access panel
	A, D, G, R, R/B, S/O	25) Incorporate equality and diversity issues into our Customer Services Strategy	Executive Director (Corporate Resources)	March 2009	Customer Service Strategy developed and implemented
				Ongoing	Our customers are made aware of their rights to equal consideration and of their right to complain if they believe they have been unjustly treated
				Ongoing	Equalities issues and legislation is mainstreamed into all aspects of service delivery including employee training
				March 2009	The needs of equality groups are addressed as part of our Customer Services Strategy
	R	26) Develop an Interpretation and Translation policy	Executive Director (Corporate Resources)	March 2009	Policy implemented
	A, D, G, R, R/B, S/O	27) Develop and implement a South Lanarkshire Carers Strategy	Executive Director Social Work Resources	June 2007 onwards	The role of carers in the community is supported by the Council

**Policy Commitment
Service delivery**

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
	A, D, G, R, R/B, S/O	28) Incorporate equalities and diversity issues into the development and monitoring of community safety strategies	Executive Directors (Social Work Resources)/ (Enterprise Resources) and (Housing and Technical Resources)	June 2008 onwards	Reduction in levels of knife crime Increased perception of neighbourhood safety Reduced levels of anti social behaviour and crime
	A, D, G, R	29) Develop and implement an Accessible Information Strategy	Executive Director (Corporate Resources)	March 2009	The range of channels of communication and consultation methods is increased in order to give greater access and choice
Accountable, Effective and Efficient	A, D, G, R, R/B, S/O	30) Comprehensively monitor service delivery and use across all equality groups	All Executive Directors	Annually/ Quarterly	Accurate service user profiles are developed and used to inform service changes and improvements
	A, D, G, R, R/B, S/O	31) Ensure that all services are accessible with due regard to the principles of equal opportunities and fairness	All Executive Directors	Ongoing	Our services are developed to encourage take up by all communities and particularly those groups facing disadvantage and discrimination
				Ongoing	Corrective action is taken where appropriate where progress towards full implementation of the Equal Opportunities and Diversity Policy is failing to meet the specified standards
Tackling Disadvantage and Deprivation	A, D, G, R,	32) Ensure the Council's website is accessible	Executive Director (Corporate Resources)	Quarterly/ Annually	Monitoring of: <ul style="list-style-type: none"> • Service take up • Contractor performance • Satisfaction survey • Complaints

Policy Commitment
Service delivery

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
				Annually/ Ongoing	Site is reviewed regularly for accessibility
				Annually/ Ongoing	User review includes involvement of equality groups
				Ongoing	Number of users using accessible functions

Policy Commitment Employment Issues

<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
Fair and Open	A, D, G, R, R/B, S/O	33) Ensure managers deal with employee complaints and concerns consistently and in line with Personnel policies/ procedures	Executive Director (Corporate Resources)	Ongoing	Monitoring of: <ul style="list-style-type: none"> • Number of equality related complaints • Number of grievances • Number of violent incidents
People Focused	A, D, G, R, R/B, S/O	34) Provide training and support to officers and Members on performing Equality and Human Rights Impact Assessments	Executive Director (Corporate Resources) and Equality and Diversity Working group	End 2008/ Ongoing	Nominated Officers and Members are trained and supported
	A, D, G, R, R/B, S/O	35) Ensure a consistent equality & diversity message in induction processes	Executive Directors (Corporate Resources) and (Education Resources)	Ongoing	All new staff are aware of equality, diversity, cohesion and integration policies and schemes
	A, D, G, R, R/B, S/O	36) Provide specific training and support to Scrutiny Officers and Members to enable them to monitor corporate progress on Equality	Executive Director (Corporate Resources)/ Equality and Diversity Working group	Ongoing	Nominated Officers and Members are trained and supported

**Policy Commitment
Employment Issues**

	A, D, G, R, R/B, S/O	37) Ensure equal opportunities in employment to reflect the diversity of our community	All Executive Directors	Ongoing	Accessibility, service uptake and complaints are monitored
	A, D, G, R, R/B, S/O	38) Publish evidence of equality & diversity in our workforce	Executive Director (Corporate Resources)	Annually	Staffing Watch and Equal Opportunities report to Resources Committee.
				Quarterly	Workforce monitoring reports to CMT and positive action measures put in place if required
				Ongoing	Workforce monitoring reports published on website
	A, D, G, R, R/B, S/O	39) Prepare for the introduction of the Single Equality Bill	Executive Director (Corporate Resources)	2001-2011	Equality and diversity Strategy is updated to reflect legislative changes
	A, D, G, R	40) Give more school pupils the opportunities to experience vocational training	Executive Director (Corporate Resources)	Ongoing	The number and range of vocational training experiences for school pupils has increased

Policy Commitment Managing and Monitoring our Effectiveness					
<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
Fair and Open	A, D, G, R, R/B, S/O	41) Audit the major changes or developments in relation to equalities and diversity	Executive Director (Corporate Resources)	Annually	Equality schemes are monitored and reported to Corporate Resources Committee and actions identified
				Annually	Members are involved in review of the strategy
	A, D, G, R, R/B, S/O	42) Report performance on equalities indicators as an integral element of our Performance Management Reporting Framework	All Executive Directors	Ongoing	Impact assessment progress is reported in Resource Quarterly Performance Reports
				Annually	Resource Equality and Diversity reports presented to the Council's Equal Opportunities Forum
	A, D, G, R	43) Publicise our equalities and diversity performance	Executive Director (Corporate Resources)/E quality and Diversity Working group	Annually	Equality Scheme updates are published on our website
				Annually	A range of equality related key performance indicators are developed and published on a regular basis
				Ongoing	The effectiveness of service provision is monitored on a regular basis
				Ongoing	Equality related data is collated and published in accordance with legislative requirements
People Focused	A, D, G, R, R/B, S/O	44) Implement a programme of equality and human rights impact assessments at a Corporate, departmental and partnership level	Equality and Diversity Working group/ All Executive Directors	Nov 2007	Programme agreed by Steering group
				Nov 2008	% of impact assessments carried out against those timetabled
				Ongoing	Improved Information gathering relating to equality and service use and benchmarking of national and local demographic information.

Policy Commitment Managing and Monitoring our Effectiveness					
<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
				Ongoing	Impact assessments are undertaken systematically, routinely and effectively which identify unmet need and adverse impact and inform policy and strategy development and the planning and delivery of our services
				Ongoing	Positive action programmes developed based on our research
				Ongoing	Assessment results are published on the Council's website
Excellent Employer	A, D, G, R	45) Develop a Learning and Development Framework	Executive Director (Corporate Resources)	June 2008	Consistency of PDR standards are maintained
	A, D, G, R	46) Develop a People Strategy	Executive Director (Corporate Resources)	June 2008	Our commitment to employees is maintained through the development and effective implementation of personnel policies and employee learning and development
				2009	Dignity at Work policy and the Employee Code of Conduct reviewed and if required revised
				Ongoing	Investors In People status is maintained
				Ongoing	Existing employment policies are continually reviewed to bring them into line with current legislation, regulations and the supporting Codes of Practice
				Ongoing	100% of employees in scope receive a PDR

Policy Commitment Managing and Monitoring our Effectiveness					
<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
				March 2009	Develop a customer satisfaction survey for Personnel Services
				March 2009	Conduct a regular employee survey to take account of equality issues
	A, D, G, R, R/B, S/O	47) Raise awareness of equality and diversity matters through appropriate mechanisms of member/employee communication	Equality & Diversity Working group	March 2009	Strategy communication plan is developed and rolled out across the Council and community
				Ongoing	Employee/member briefings are delivered
				Ongoing	Our employees are trained and supported to deliver the highest possible levels of customer service in line with this policy
Accountable, Effective and Efficient	A, D, G, R,	48) Develop a single equality scheme	Executive Director (Corporate Resources)	2011	Our approach to managing our equality and diversity action plan is rationalised
	A, D, G, R, R/B, S/O	49) Continue to develop our online Impact Assessment tool	Equality & Diversity Working group	Ongoing	Portability and effectiveness of the tool is enhanced
				Ongoing	Supports integration of assessment approach with partners
	A, D, G, R, R/B, S/O	50) Produce a report on the outcomes and requirements resulting from the impact assessment process	Equality & Diversity Working group	Annually	Report for consideration by the Steering Group identifying Directorate and Corporate priorities
	A, D, G, R, R/B, S/O	51) Establish departmental Equalities & Diversity Co-ordinating Groups in each	All Executive Directors	March 2009	Equality and Diversity is integrated within the day to day activities of all Council directorates

Policy Commitment Managing and Monitoring our Effectiveness					
<i>Council Value</i>	Diversity area(s)	Action	Owner(s)	Review Date	Outcome/measure
		Resource directly linked to Directorate Management Teams		Ongoing	Equality and Diversity is a standing item in management meetings, and equality actions, targets and measures are fully integrated into Resources and Service Plans
	A, D, G, R, R/B, S/O	52) Ensure that equality and diversity aims are reflected in all plans and strategies that form the infrastructure of the Council	All Executive Directors	By 2009	Equality and diversity targets are identified in all plans and strategies
	A, D, G, R, R/B, S/O	53) Review the Equality and Diversity Policy and Strategy	Executive Director (Corporate Resources)	2011	Action plan updated and reported to CMT
				Annually	The Council's equality and diversity planning structure is monitored for consistency, effectiveness and is coordinated across the Council
	A, D, G, R, R/B, S/O	54) Develop monitoring systems to enable performance management of agreed indicators	Executive Director (Corporate Resources)/ Central Research Unit	September 2008	Equality actions monitoring template developed
				2009 and then ongoing	Equality indicators incorporated into the Council's Performance Management system – "Corvu"
				Ongoing	Consistency of reporting of equality and diversity actions
	A, D, G, R, R/B, S/O	55) Audit and scrutinise our equalities and diversity performance using national and locally developed performance indicators	Executive Director (Corporate Resources)/ Equality & Diversity Working group	Ongoing	The Council's performance on equalities is benchmarked against other similar organisations and shares its experience in developing good practice is shared across the public sector.
				Ongoing	Improvement plans are developed where necessary

