

Our Corporate Equality Action Plan 2008 – 2010 - Monitoring

Appendix A

Equal and fair employment practices

What we plan to achieve	How	Progress as at Feb 2010	Responsible officer
Create an organisation culture that encourages an understanding and appreciation of the needs of others and deals effectively with oppressive behaviour, bullying or harassment	<p>Through reviewing our organisational culture through a programme board approach</p> <p>Through promoting a zero tolerance approach to bullying and harassment that will be set out in a new policy</p>	<p>OD programme established and now mainstreamed into the council</p> <p>New dignity at work policy agreed by SSSC. All grievances lodged are monitored.</p>	Assistant Director Human Resources & Organisation Development
Promote recruitment and selection procedures which ensure fairness and equality for prospective employees	Through annual monitoring of the recruitment process and reporting of these to SSSC, amend policy and approach where necessary.	Yes quarterly monitoring by Staff and Support Services Committee takes place	AD HR and OD
Implement single status to deliver the council's commitment to equal pay	The council committed itself to establish a fair employment and implementing an equal pay policy in June 2004. Significant progress has been made on this and the likely date for full implementation is during 2008.	Fully implemented, effective date 11 th September 2009.	Chief Executive
Ensure that all our employment policies and procedures promote fairness and equality	<p>Through a review of policies to ensure that they are current in respect of employment law reflect best practice: for 2008/9 these will be</p> <ul style="list-style-type: none"> • Criminal Records • Flexible Working • Dignity at Work • Pensions / Redundancy 	<p>Yes:</p> <p>CRB arrangements have been updated. In 2010-11 the focus will be to begin to implement ISA (Independent Safeguarding Authority) measures, and review recruitment processes to ensure safe recruitment.</p>	AD HR and OD
Work to help make the council more representative of the community it serves – to include monitoring our workforce to identify any potential areas for discrimination across the six strands	<p>Annual Report on the equality assessment of the population to Staff and Support Services Committee to include areas where the council is not representative and recommendations for how these might be addressed; to include data on current employees, recruitment, disciplinary, grievance, access to training and reasons for leaving across the six strands.</p> <p>Consider how best to introduce monitoring systems to record sexual orientation to identify any discrimination in recruitment or employment.</p>	<p>Yes quarterly monitoring of workforce information to Staff and Support Services Committee.</p> <p>Have not yet included sexual orientation as part of any monitoring arrangements.</p>	AD HR and OD

Provide equality and diversity training for our employees so that they are able to help implement the objectives of this policy.	Identify training needs through annual appraisal process Ensure that the council has a programme of equality training in its annual programme.	Yes – in line with competency framework. Yes – events run the learning gateway, and as part of corporate induction	AD HR and OD
Demonstrate our commitment to fair and equal opportunity in all areas of employment by moving towards the positive about disability double-tick standard.	Report on feasibility of positive about disability double-tick standard to Staff and Support Services Committee by September 2008. Implemented by April 2009.	Yes implemented. CBC is now a Disability Symbol User	AD HR and OD
Help employees achieve a better work life balance to reduce stress, build morale and ensure equality of employment opportunities.	Through Work Positive initiatives, Flexible Working policy, and continuing to provide a childcare voucher and flexitime schemes.	Yes all in place. Draft Flexible Working policy agreed, Flexible Working pilot run in 2009-10. Flexitime Scheme reviewed and improved as part of Single Status implementation. Childcare Voucher Scheme and Cycle Purchase Scheme in place.	AD HR and OD

Equal access to services

What we plan to achieve	How	Progress as at Jan 2010	Responsible officer
Get to know our customers better through exploring how best to implement effective monitoring of who uses our services to ensure we are delivering our services fairly, equally and appropriately to all groups and to help mainstream equalities within our practices.	In 2008-09 we will explore the feasibility of how best to implement monitoring systems across our customer facing services with the view to implementing systems in 2009-10.	Underway but not complete yet; will be part of developing citizen relationship strategy.	Head of Service Development
Support this with an improved process to monitor customer comments, compliments and complaints to check for equality impacts	Introduce improved collection methods to monitor customer's details Introduce a back office system to effectively collate and coordinate customer comments, compliments and complaints.	New back-office system in place for customer comments, compliments and complaints. Half-yearly reporting to cabinet and O+S	Policy and Partnerships Manager
Get to know our customers better through effective analysis of the changing demographics of Cheltenham and use our community engagement framework to improve how we deliver services at the neighbourhood level	Carry out an annual equality assessment of the population and report this to Staff and Support Services Committee. Roll out a multi-agency pilot of neighbourhood management	Equality assessment of the population completed but not yet reported to SSSC Pilot work in south cheltenham completed.	Policy and Partnerships Manager

Use our equality impact assessment process for all service areas (including contracted services and partnership arrangements) to help us deliver better services for all our service users including setting equality objectives and targets;	Carry out an annual programme of equality impact assessments and report on these to the equalities forum. (see appendix 2 for list of priority service areas). Support this with specific training for service managers.	2009-10 programme underway Specific training provided for service managers completed in July 2008.	Policy and Partnerships Manager
Improve physical access to our buildings and facilities	Build in recommendations from access audits into the 20 year maintenance programme and ensure that all priority 1 and 2 recommendations are resolved within three years.	All priority 1 and 2 recommendations have now been implemented	Head of Property and Asset Management
Ensure representative groups are involved in the planning and design of services, processes and projects	Through Cheltenham VCA we will engage with representative groups and explore the establishment of an equalities advisory group that will support the service areas in consultation with representative groups.	Part - consultation undertaken in summer 2008 and again in January 2010. Need for more consistent engagement with VCS across the council.	Policy and Partnerships Manager
Improve accessibility to our services and how we communicate with our community.	We will ensure that we take on board equality considerations when we commission new signage or produce new printed information. We will use the new content management system to ensure our website meets the latest equality considerations. We will ensure that our telephone and loop systems are in place to support customers who are deaf or hard of hearing	Yes new signage in-line with accessibility considerations New website meets latest accessibility requirements Telephone and loop systems have been improved though still some concerns about the portable loop system in the Pittville Room.	Head of Service Development Property Services Manager

Promoting equality and diversity with our partners and our suppliers

What we plan to achieve	How	Progress as at Jan 2010	Responsible officer
Use our resources and influence to promote equality and diversity throughout the borough working in partnership with others to achieve this	Through ensuring that Cheltenham Strategic Partnership and its constituent partners and partnerships all adopt equality impact assessment processes and a common set of standard equality and demographic monitoring and evaluation procedures.	Part – EQIAs now promoted through Glos Conference structures. Report of equality needs to CSP in September 2009. Need to review the CSP scrutiny and proofing group which would review local equality impacts.	Policy and Partnerships Manager

Seek to ensure that the equality objectives and targets are incorporated in partnership and contractual arrangements and that these are monitored through contract management;	Through continuing to build our understanding of how to mainstream equality considerations into our procurement processes.	Yes, these are set out in our procurement strategy.	Head of Service Development
Promote a rigorous approach with partners to tackling and reducing hate crime	Through supporting the development of the Cheltenham and Tewkesbury Hate Crime Group	Yes, the Cheltenham and Tewkesbury Hate Crime Group is well established. Updated Hate Crime policy going to cabinet in March 2010	Community Safety and Licensing Manager
Ensure that people of all backgrounds, faiths and circumstances have similar life opportunities, and can live and work confidently alongside each other	Through the development of a multi-agency integration and cohesion group that will create a clearly defined and widely shared sense of the contribution of different individuals and different communities make to delivering our community vision for Cheltenham. Through our work to build strong and positive relationships with people from black and other minority ethnic groups	Yes, cohesion is a key priority for Stronger Communities Partnership with key projects include Citizens Day / Fiesta Day and the West End Project. The council employs a dedicated BME outreach worker who works with people from black and other minority ethnic groups	Policy and Partnerships Manager Community Capacity worker
Ensure that our elected members are aware of their role in promoting equality.	Through providing a programme of equalities training for elected members.	Member training on equalities remains a challenge.	Learning and Development Manager

Involving communities and consulting with others

What we plan to achieve	How	Progress as at Jan 2010	Responsible officer
Ensure that we have an effective process for engaging with communities of interest and communities of place	Develop our community engagement strategy that will set out how we will roll out neighbourhood management to engage with communities of place and integration and cohesion work to engage with communities of interest.	Draft community engagement strategy agreed March 08, developed through work on neighbourhood management in 2009. Currently consulting on proposals to improve neighbourhood working.	Policy and Partnerships Manager
Ensure that service areas consult with representative groups on their service delivery plans;	Through Cheltenham VCA we will engage with representative groups and explore the establishment of an equalities advisory group that will support the service areas in consultation with representative groups.	Yes consultation undertaken in summer 2008 and again in January 2010.	Policy and Partnerships Manager
Build capacity within representative community groups	Work with representative groups to explore how best their organisations and work can be strengthened within the context of the council's financial framework.	Yes, we developed the Community Ambassadors Programme to strengthen our relationships with representative groups.	Community Capacity worker
Make contact and foster relationships with individuals and organisations that represent Cheltenham's diverse BoME communities	Through rolling out a programme of events with BoME communities.	Yes programme of events has been implemented.	Community Capacity worker