

Charnwood

Leading in Leicestershire

**Corporate Equality
& Diversity Plan
2006 – 2009**

Diversity Delivers

Foreword

We are determined that Charnwood Borough Council should be a leader on equality and diversity, not just in the make up of our staff but in ensuring everyone is treated with respect. This is right in itself. Improving equality and building sustainable cohesive and active communities is at the heart of successful delivery for all of our objectives - in providing decent homes and neighbourhoods, a clean, safe and healthy environment, a sustainable environment, leisure and cultural opportunities for all and in ensuring an economically prosperous environment.

To achieve this we need a diverse workforce that mirrors the Borough we serve. Ensuring a fair and equal society is the responsibility of all local Authorities but with the vision to be 'Leading in Leicestershire' it is essential that Charnwood, therefore, leads the way on equality and diversity.

We need to reflect the Borough we serve, and to value and make the best use of the rich diversity of talent in our teams: in these ways we will improve our capacity to deliver. All staff deserve to have the opportunity to achieve their full potential, supported by a culture where we all take personal responsibility for achieving an environment of zero tolerance of discrimination or harassment or bullying on any grounds - race, gender identity, disability, sexual orientation, age, faith, working pattern or social background.

Diversity is a mainstream business issue. We must make it part of the Council's day-to-day life if we are to succeed. The Council is working towards level three of the Equality Standard for Local Government that will embed diversity targets within each business area and is an integral part of the move towards being an excellent council.

Diversity, what it means, what its effects are, and how it can make us more successful must be on our agenda at all levels and in all areas of our business.



Betty Newton
Diversity Member Champion



Richard Chester
Director of Change Management
Diversity Director Champion

Further Information

If you would like further information about this Corporate Equality and Diversity Plan please contact the Change Management Directorate using the contact details below, alternatively visit the Councils website's equality and diversity pages www.charnwood.gov.uk/community/equalityanddiversity.html

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If you would like a copy of this document in another format such as large print, Braille or audio tape, please contact us using the details above.

ਕੌਂਸਲ ਦੇ ਦਸਤਾਵੇਜ਼ਾਂ ਦਾ ਅਨੁਵਾਦ

ਅਸੀਂ ਸਭ ਪ੍ਰਕਾਸ਼ਨਾਵਾਂ ਦੇ ਅਨੁਵਾਦ ਲਈ, ਲਿਖਤੀ ਅਤੇ ਆਡੀਓ ਟੇਪਾਂ ਦੇ ਅਨੁਵਾਦ ਦੀ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਕਿਸੇ ਵਿਕਲਪਕ ਭਾਸ਼ਾ ਵਿੱਚ ਕੌਂਸਲ ਦਾ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ 01509 634560 'ਤੇ ਫੋਨ ਕਰੋ।

ਕਾਉਂਸਿਲਰ ਡਕੂਮੈਂਟ (ਦਨਿਨਪਤਰ) ਅਨੁਵਾਦ

ਆਮਾਦਰ ਸਕਨ ਪ੍ਰਕਾਸ਼ਨਾਰ ਅਨੁਵਾਦਰ ਬਾਬਝਾ ਆਮਰਾ ਕਰਿ ਆਵ ਨਿਧਿਤ ਓ ਆਡਿਓ ਟੇਪੇ ਅਨੁਵਾਦ-ਭੁਨੋ ਆਮਰਾ ਪ੍ਰਦਾਨ ਕਰਿ। ਵਿਕਲਭ ਕੋਨ ਭਾਸ਼ਾਯ ਯਦਿ ਕੋਨ ਕਾਉਂਸਿਲ ਡਕੂਮੈਂਟ (ਦਨਿਨਪਤਰ) ਆਪਨਿ ਅਨੁਵਾਦ ਕਰਾਨੋ ਚਾਨ ਭਾਹਲੇ ਅਨੁਬ੍ਰਹ ਕਰੇ 01509 634560 ਨੰਬਰੇ ਟੇਲਿਫੋਨ ਕਰਨਾ।

翻譯區議會的公文

爲求翻譯所有的刊物，我們提供文字與錄音帶的翻譯設施。要索取其他語言版本的區議會公文請致電 01509 634560。

डाउन्सिलना दस्तावेजोनो तरजूमा - भाषांतर करवा विषे

अमे भद्या प्रकाशनोना (पब्लिकेशन्स) तरजूमा माटे लिखित अने ऑडियो टेपनी ट्रेन्सलेशन सहायता पूरी पायीमे छीमे. डाउन्सिलनो दस्तावेज डोई भीछु डे वैकल्पिक भाषामां मेणववा कृपा करी 01509 634560 उपर फोन करे।

काउंसिल के दस्तावेज का अनुवाद

हम सभी प्रकाशनों के अनुवाद के लिए लिखित और ऑडियो टेप अनुवाद सुविधा प्रदान करते हैं। काउंसिल के दस्तावेज का किसी वैकल्पिक भाषा में अनुवाद प्राप्त करने के लिए कृपया टेलीफोन नंबर 01509 634560 डायल करें।

تہ رجومه ی ئوراقی کونسیل (تساره وانی)

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Our Principles and Values

Leading the Community

We will...

- Achieve top quartile performance in public satisfaction with the Council
- Earn the respect of our partners
- Tell our residents about our activities, help them access services provided by our partners and ask for their views on key issues
- Be accountable for the actions we take
- Encourage people to take personal responsibility and self help within their communities
- Welcome diversity, valuing different needs and cultures and adopting an inclusive approach
- Respond to significant changes in Charnwood outside of our direct remit
- Represent our area on major local issues with County / Region / Whitehall

Leading in Innovation

We will...

- Harness the ideas and potential of local people and our staff
- Participate in projects achieving national recognition
- Promote co-operative ventures for joined up delivery with other local authorities and other public & private sector partners
- Promote innovation in partnerships and the local economy
- Apply excellence in exploiting the potential of new technology

Leading with Quality Services

We will...

- Give priority to increasing customer satisfaction with our services
- Achieve top quartile performance on key indicators
- Constantly strive for efficiency & value for money
- Enhance the quality of the environment – physical, cultural etc.
- Promote sustainable development and environmentally – friendly working practices
- Apply best practice principles in procuring services, supplies and works

Section I

I.1 About this Plan

Charnwood Borough Council recognises it has a significant role in eradicating unlawful discrimination and in the promotion of equality and diversity both locally and nationally.

Individuals and groups from diverse backgrounds, cultures, lifestyles and experiences live, work and visit the Borough. This policy and plan outline our commitment to ensuring everyone can live a life free of unlawful discrimination and take full part in the social, cultural and economic well being of the Borough.

In order to achieve this, we have to understand that diversity is about acknowledging and appreciating that individuals and groups may have different lifestyles, cultures, abilities, religions or beliefs, experiences and backgrounds. Diversity within the workforce, as well as the community, is an asset to the Borough.

The aim of the Equality and Diversity Plan is to bring together the range of equality and diversity initiatives and projects the Council, with the help of our partners, is working on, into a single coordinated equality programme for the next three years.

This policy and plan demonstrates our commitment to, eliminating unlawful discrimination, promoting equal opportunities and promoting good community relations. As an employer, we recognise that having a diverse work force that reflects the community results in a better informed, more adaptable organisation that is better able to reflect and respond to the needs of our customers.

Charnwood is characterised by its diversity. It has an estimated population of 153,000 (Census 2001), who live in a mix of urban, suburban and rural areas. Overall quality of life is high, but, there are significant pockets of disadvantage in the Borough and this means that well-being and life chances of many people and communities are reduced, compared to the rest of the population.

This plan supports the Council's six aims outlined in the Corporate Plan ([hyperlink](#)), *Leading in Leicestershire* which focuses on achieving a high quality of life for everyone who lives, works or visits Charnwood. These are:

1. A Sustainable Environment
2. A Clean, Safe and Healthy Environment
3. Leisure and Cultural Opportunities for All
4. Decent Homes and Neighbourhoods
5. An Economically Prosperous Environment
6. An Excellent Council

Charnwood Borough Council is committed to promoting the values of equality and diversity to its staff, members and the people the live, work or visit Charnwood.

Section 2

This Corporate Equality and Diversity Policy sets out the Council's vision and plans for promoting fair treatment and equal access to services and employment opportunities for everyone. It aims to promote understanding of equalities issues, build positive attitudes, and counter all forms of discrimination, particularly including those arising from race, faith, disability, gender, age and sexual orientation.

2.1 Equality and Diversity Policy

Charnwood Borough Council acknowledge that promoting equality and diversity is not only good for the local community but for us as an organisation. It enhances our business performance, enables effective recruitment and improves employee satisfaction. Therefore, this policy includes both service delivery and employment issues.

We believe our responsibility for equality and diversity is wider than those areas currently covered by present legislation. We are committed to achieving equality for all by removing direct and indirect discrimination on the grounds of:

- Age
- Gender or transgender identity
- Race, colour, nationality, national or ethnic origin, being a traveller or gypsy
- Disability, including deaf people, blind people, people with learning disability, people with a mental illness, and people living with HIV and AIDS
- Religious belief or non-belief, or other beliefs
- Marital status, family circumstances, or caring responsibilities
- Sexual orientation
- Income, employment status or housing circumstances
- Membership or non-membership of trade unions, or involvement in trade union activity
- Any other ground that cannot be shown to be justified

To achieve this, we will:

- Meet all our responsibilities under relevant legislation, codes of practice and Council policies or strategies
- Mainstream equality and diversity into our everyday work
- Set equality targets in relation to employment, service delivery and carrying out our functions
- Tackle all forms of bullying, harassment and intimidation
- Make delivering this policy and plan the responsibility of every Member, employee and representative of the Council
- Train our employees to implement this policy and plan
- Monitor the actions we take under this policy and plan and publicly report on progress,
- Make our services and the buildings we deliver them from more accessible
- Improve the diversity of our workforce to truly reflect the community
- Work with Charnwood's diverse communities to tackle discrimination
- Make copies of this policy freely available in a range of spoken community languages, Braille, large print and tape version and as a printed document or in an electronic format so that it can be emailed or obtained from our Intranet or Internet Site

Providing services

We will:

- Deliver services throughout Charnwood to people who need them, without discriminating against, stigmatising or patronising people. Every customer will be treated in a professional manner, with courtesy and respect.
- Set challenging but realistic equality objectives and targets in relation to service delivery and the carrying out of our functions
- Continually improve access to our services, our buildings and the information we provide
- We will take appropriate steps to monitor, consult on and evaluate equality issues, and take action if necessary.
- Ensure our services are meeting the needs of our diverse community by involving the community in planning our services and listening to their views through effective engagement and consultation
- Communicate with all our customers in an honest, open and effective way by:
 - Providing information in plain English and use methods other than written documents to present information as appropriate
 - Offering information in accessible formats, including community languages (e.g. printed, using an interpreter or recorded on audio tape), Braille, large print, audio tape and on the Internet, in line with our Communications Policy ([make hyperlink](#)) and this policy
 - Providing interpretation, translation and sign language services as appropriate, in line with the Communications Policy and this policy
- Make sure that our employees are trained and supported to deliver the highest possible levels of customer service in line with this policy
- Make sure the organisations we buy our services from or provide funding to, operate similar policies and practices on equality and diversity

As an employer

We will:

- Seek to develop a work force that reflects the diversity of the Borough by taking steps to ensure that people from groups currently under represented in our work force are encouraged to seek employment with us
- Embed equality and diversity in all aspects of employment, from the recruitment and selection process, terms and conditions of employment, training and personal development, to reasons for ending employment
- Monitor and analyse trends of all disciplinary or grievance cases to ensure they do not adversely affect any specific group of employees
- Provide appropriate workplace adaptations and aids to enable qualified disabled people to obtain and retain employment with the Council
- Develop and promote work life balance policies and procedures for employees
- Promote a working environment that values and respects the identity and culture of each individual by not tolerating any acts of discrimination or harassment, and by introducing standards of behaviour contained within the Code of Conduct for all our employees, ([make hyperlink](#))
- Include equality targets and competencies in the Performance Development Review process. ([make hyper link to PDR process](#))
- Use an equality-proofed Job Evaluation Scheme to ensure equal work for equal pay across the organisation
- Be open and honest in communicating any changes within the organisation to our staff

- Ensure employees know and understand their responsibilities under this policy by ensuring that all managers discuss this policy and any relevant action plans with their teams
- Ensure managers deal with any breaches of this policy and failure to carry out relevant action plans. Failure to tackle issues of discrimination or harassment could result in line managers being held liable for such action
- Ensure all employees comply with the Council's Equal Opportunities Policy

2.2 Working with our partners and the community strategy

We recognise that without the skills, expertise and experience of voluntary and community organisations, we would find it hard to achieve our equality objectives. We have strong working relationships with many of our statutory, voluntary and private sector partners. This has been greatly improved through the emerging Local Strategic Partnership. The recently reviewed Community Strategy ([make hyper link to Strategy](#)) focused on improving the quality of life for everyone in the borough. It has picked up on many of the recommendations of the Community Cohesion Pathfinder.

Using our community leadership role we will continue to promote the values of equality and diversity within the Local Strategic Partnership and any other partnership to which we belong or work with.

The Council also grant aids a number of community and voluntary groups through its Community Grants Scheme. Organisations that the Council grant aids are required to put into practice their own Equality and Diversity Policy and abide by the Council's Policy.

2.3 Working with our contractors

We are a major purchaser of goods and services and believe there is more to value than getting the cheapest price. Therefore, we will use our purchasing power to deliver the values of equality and diversity. We will do this by requiring our contractors or suppliers to have developed policies on equality and diversity in relation to employment and service delivery. For smaller organisations who do not have the capacity to develop their own Equality and Diversity Policies will be required to agree to abide by the Council's policies and procedures. We will review our policies and procedures to ensure we are not placing unfair requirements on small businesses. We will monitor the practices of any contractor or business we employ, contract or purchase from to ensure they act in accordance with our policies on equality and diversity. We will deliver these commitments through our procurement strategy and our good practice guide on Equality in the Contracting Process ([make a hyperlink](#)).

2.4 Equality and diversity commitments related to specific groups

The following statements explain how this policy relates to some of the main groups of people who most often face discrimination. There is some inter-relationship between groups and some people may experience compounding layers of discrimination or isolation.

People of different racial groups

There are a variety of different racial groups across Charnwood. These are based on race, ethnicity, colour, culture, nationality, asylum seeker or refugee status and people from Gypsy and Traveller communities.

The Black and minority ethnic population of Charnwood has grown slightly since the 1991 census from 6.2% of the population to 8.3%, this is likely to continue to increase as the BME residents of Leicester move into the surrounding area. Currently the composition of the Black and minority ethnic population is 55% Asian, 23% Irish and white other, 10% Chinese and other, 8% mixed ethnicity, and 4% Black.

The largest populations of the Black and minority ethnic community are in the Lemyngton, 23.4%, and Hastings Wards, 22.7%, in Loughborough. In south Charnwood 16.9% of the population of Thurmaston Ward and 14% of Syston West Ward classified their ethnicity as Asian or Asian British. The largest communities are Indian and Bangladeshi. Among the white minority groups there are significant communities of Irish and Eastern European origin, as well as groups of Gypsies and Travellers, refugees and asylum seekers.

Unfortunately many Black and minority ethnic people still face discrimination, because of the belief that one race is better than another. This belief is called racism. Racism can result in Black and minority ethnic people being treated as inferior and being denied a good quality of life. It can also mean they face harassment, hatred and violence. Such unlawful discrimination should not be tolerated and we are committed to tackling racism both within the Council and the community. For further information about our work towards race equality please look in our Race Equality Scheme 06-08, available on the Councils Website www.charnwood.gov.uk/community/equalityanddiversity.html or by telephoning 01509 634504.

People with disabilities

Many of the barriers that exclude people with disabilities from full participation in society are the result of the way the social and built environments are constructed, and society's attitude toward people with disabilities. The annual population survey 2004 recorded 15.9% of the working population of Charnwood as having a disability. An increase in the average age is expected to increase the percentage of the population with a disability.

People with disabilities can experience social exclusion in a number of ways, including difficulty in accessing leisure activities, difficulty in accessing buildings and services, being denied the right to have a say in decision making, lacking the support for independent living and being stereotyped and therefore, not being treated as an individual. They also experience difficulty gaining employment due to a lack of understanding of the capacity and capabilities of people with disabilities by potential employers.

We are committed to removing any visible or invisible barriers that prevent people with disabilities using our services or working for us. We will continue to meet the commitments of the Two Ticks standard for employing people with disabilities. We will use our influence as a community leader to positively promote people with disabilities through our actions and the images we use, challenging stereotypes and discriminatory behaviour. We will involve people with disabilities in the planning and shaping of our services and policies.

Gender

We realise that people often face discrimination because of their gender, again this is based on gender stereotypes leading to sexism. Men and women make a positive contribution to

Charnwood and yet often women disproportionately experience social and economic disadvantage, lack of recognition, inferior status, discrimination, sexual harassment and domestic violence.

We are committed to tackling sex discrimination by supporting those who experience inequality and discrimination. We will strive to provide flexible working arrangements for our staff with child care or dependant adult responsibilities. We will work with our partners to tackle domestic violence and in particular work to provide refuge places for those experiencing domestic violence who need safe accommodation for themselves and their children.

People of different ages

The age breakdown of the population is as follows: 0-15yrs 19%, 16-29yrs 20%, 30-44yrs 21%, 45-59yrs 20% and 60yrs & over 20%. This shows an equal spread of the population across the age ranges highlighting the need for a range of social, economic and environmental services.

However, it is the extremes of the age ranges that are prone to experience some kind of disadvantage and discrimination. This discrimination is known as ageism.

Older people

Older people often experience higher levels of disabilities related to physical, sensory, mental health and dementia. It can be more difficult for older people in the rural areas to access services, leading to feelings of isolation and loneliness. There is also a high level of fear of crime within the older population as they feel more vulnerable.

Children and young people

Young people formed the focus of one of the Council's Community Cohesion Pathfinder [\(make hyperlink\)](#) Chapters. The community consultations highlighted a concern about lack of youth facilities and activities. Many young people didn't feel they had a stake in the community in which they live. This general lack of engagement can find itself expressed through: general lack of interest, boredom and apathy; petty crime and drug use; community conflict and misunderstanding.

The views and needs of children can often be overlooked as they are not seen as old enough to make decisions or have reasoned opinions. We embrace the recommendations in Lord Laming's Report into the Victoria Climbié case and will work towards fulfilling our commitments in the Children Act (2004) and the *Every Child Matters* Green Paper. As a result the Borough Council's Cabinet have nominated a Member Champion for Children and Young People.

We are committed to tackling ageism both as an employer and as a service provider. We recognise the value of having a workforce with a diversity of ages and therefore, will aim to promote equality of opportunity and good relationships between all our employees. We aim to promote the Council as an 'Employer of Choice' and create improved opportunities for young people to become employed by the Council. We will also encourage older and younger people to be involved in the decision making processes of the Council through improved community engagement and involvement.

People of different religions or beliefs including those who do not have a religion or belief

The 2001 Census showed that nearly 70% of Charnwood's population say they are Christian, with Hindus and Muslims forming the second and third largest faith groups (4% and 2%). There are also a small number of Sikh, Buddhist, Jewish and Pagan people. Around 24 % of Charnwood residents regard themselves as having no religion. Religious identity is heightened at critical

points in a person's life, such as birth, old age, in moments of illness, death and burial and special religious seasons. Fear of religious intolerance can have a negative impact on community relations and expressions of identity.

We will seek to ensure that people can worship and express their religious and other beliefs freely, without fear of intimidation and that an individual's choice to practice their religion or belief is respected. However, we will not permit our employees to impose on others religious, political or other views that seek to limit the dignity and rights of others, cause offence, or incite racial, religious or other hatred, whilst carrying out their employment.

We will respect the right of every citizen of Charnwood and employee to hold political and other beliefs, or to be a member of a Trade Union if they wish.

We aim to provide flexible and responsive services and employment practices that are sensitive and respectful of religious and other beliefs, practices and obligations.

Lesbians, gay men, bisexuals and transgender people

Lesbian, gay, bisexual and transgender (LGBT) people, can be a less visible group in our community whose needs often go unidentified. While some people are confident and open about their sexuality, many are aware of the significant risks, including violence and harassment that openness can bring. LGBT people may confront bias and discrimination in everyday activities such as when shopping, travelling on public transport, as well as trying to access employment and services. A person's LGBT status can make them visible and a target for being ostracised, harassed or assaulted and the object of phobic belief.

We are committed to tackling LGBT discrimination by our employees, Members, contractors, partners and the users of our services. We will strive towards developing a positive working environment for all our lesbian, gay, bisexual and transgender employees where they feel safe and supported, by working towards combating prejudice, harassment and violence both inside and outside the Council.

Other groups

We realise this is not an exhaustive list of people and communities who face discrimination. As this policy is reviewed we will update our commitments.

2.5 Current anti-discrimination legislation

We value the follow legislation in supporting our functions in generating a culture of equality and diversity.

- **Disability**
 - The Disability Discrimination act 1995 (amended 2005)
 - Draft Disability Equality Bill 2003 (To become an Act 2006)
- **Gender**
 - Equal Pay Act 1970, and the Equal Pay for Work of Equal Value Amendment 1983
 - Sex Discrimination Acts (as amended) 1975 and 1986
 - Sex Discrimination (Gender Reassignment) Regulations 1999
- **Race**
 - Race Relations Act 1976
 - Race Relations (Amendment) Act 2000
 - Race Relations (Amendment) Act 2003

- **Religion and Belief**
 - Employment Equality (Religion or Belief) Regulations 2003
- **Sexual Orientation**
 - Employment Equality (Sexual Orientation) Regulations 2003
- **Age**
 - Employment Equality (Age) Regulations 2006
- **General**
 - The Trade Union and Labour Relations (Consolidation) Act 1992
 - The Employment Relations Act 1999
 - The Employment Act 2002
 - The Public Interest (Disclosure) Act 1998
 - The Protection from Harassment Act 1997
 - The Crime and Disorder Act 1998
 - The Freedom of Information Act 2000
 - Human Rights Act 1998

Charnwood's commitment is supported by a legal duty to provide all services and employment opportunities fairly, without discrimination, and to abide by all relevant Codes of Practice. There will be a need for the Borough to review our policies and practices in the light of any future legislation.

We are particularly aware of the legal duty placed upon us by the Race Relations (Amendment) Act 2000, to work towards the elimination of unlawful discrimination and to actively promote equality of opportunity and good relations between people of different ethnic and racial groups. We welcome this duty, which is embraced within this policy and Charnwood's Race Equality Schemes 03-05 and 06-08 ([make hyperlink](#)).

2.6 Responsibly for delivering this policy & plan

Employees

All Council employees are required to show commitment to promoting equality and diversity through their work and relationships both with our customers and other employees whether they are direct employees of the Council, contractors or agency staff. They are expected to work towards delivering the actions within the Equality and Diversity Action Plan and all other equality policies and plans.

Directorates

Directorates must ensure that their policies, procedures and functions reflect the principles and contents of the Equality and Diversity Plan and all other equality policies and plans. Directorates are responsible for delivering actions within the Equality and Diversity Action Plan relevant to their area of work.

Directors

The Director of Change Management is the Directors 'Diversity Champion' and therefore, has responsibility for the Council's performance on diversity issues. The remaining Directors take responsibility for actions within their own directorates.

Equalities Project Board

The Equalities Project Board has responsibility for managing the Council's Equality work and providing direction and resources to deliver the Council's commitments.

Equality Member Reference Group

The Equality Member Reference Group is responsible for shaping and guiding plans and policies that relate to the Council's equality and diversity work. They are also role models for all Borough Council Members in promoting equality and diversity in the community.

Cabinet

The Cabinet is required to make decisions which are in line with the Council's overall policies and budget. The Cabinet Diversity Champion has overall responsibility for the implementation of the Equality and Diversity Plan, with other Cabinet Members having responsibility for key objectives of the plan relating to their portfolios.

Councillors

Councillors are responsible for promoting equality and diversity throughout the community and by scrutinising the equality and diversity work of the Council to ensure it is effective and genuinely eradicating discrimination and promoting equality and diversity across the Borough.

Partners, contractors and voluntary groups

We recognise that we can't deliver our ambition to eradicate unlawful discrimination and promoting of equality and diversity on our own. Therefore, we expect our partners, contractors and voluntary groups to work towards similar aims in their own work, either through their own equality and diversity policies or by complying with our policies and procedures.

We should all be proactive in eradicating discrimination throughout the work of the Council and should draw the attention of management to alleged unlawful or unfair discriminatory acts or practises.

2.7 Making sure our employees know about this policy & plan

Our employees are required to comply with and support the Council's policies in relation to equality. Failure to do so may result in action being taken against employees. We will ensure that all our employees:

- Are made fully aware of the Equality and Diversity Policy and how it affects their work,
- Understand any actions plans relevant to them and their responsibilities for implementing these plans,
- Are provided with a copy of the summary statement of this policy.

We will also issue the summary statement as part of the information given to everyone who applies for a job with us, and to any contractor or organisation employed by the Council to carry out work on our behalf. This is so that anyone seeking work knows about our policy and that anyone seeking contracts or work from us will be clear about the expectations that the Council will have of them and their own employees.

2.8 Committing resources

The commitments within the policy and plan would not be delivered if the Council was not prepared to commit significant resources. The biggest resource that we have is people. We have a dedicated Equality Officer and both Director and Member Diversity Champions.

Each Directorate has commitments within their Service Plans to deliver equality and diversity actions and the relevant budgets and resources have been identified to ensure these happen.

2.9 Monitoring and evaluating equality and diversity

In order to measure if this plan is being effective we are committed to monitoring and measuring our achievements.

To help do this in a tangible way we will measure our achievements against the Equality Standard for Local Government (the Standard). The Standard is a performance management tool to help us remove the barriers which exist and create disadvantage and discrimination. It provides a framework for managing and delivering the commitments set out in this Equality and Diversity Plan and the Council's Race Equality Scheme 06-08.

The Standard has 5 levels, these are:

Level 1	Commitment to a comprehensive equality policy
Level 2	Self-assessment and consultation
Level 3	Setting equality objectives and targets
Level 4	Establishing Information systems and monitoring against equality targets
Level 5	Achieving and reviewing outcomes

The Standard is a key performance indicator for best value and we will be reporting our achievements through our Best Value Performance Plan ([make hyperlink](#)). Appendix 2 shows the current equality and diversity Best Value Performance Indicators which will be used to measure our performance.

For the first time the equality and diversity action plan will form an appendix to the Council's Service Delivery Plan. This is a significant commitment to mainstream the equality and diversity work of the Council and raise the profile and importance of it. Each directorate Service Plan includes equality and diversity tasks which will be rigorously performance managed.

In addition to this we will ask Scrutiny to scrutinise the equality and diversity work of the Council and make recommendations to Cabinet for improvement actions.

During the course of the life of this plan a Best Value Review will be carried out on the equality and diversity work of the Council to ensure we are meeting our aims and providing value for money.

2.10 What to do if something goes wrong

Members of the Public

If you think we are not providing a service in line with this policy or you think you have been treated unfairly in any way, you can complain to the Borough Council. Our complaints procedure 'Have Your Say' ([make a hyperlink](#)) explains how you can do this. You can obtain a copy of the procedure by visiting the Customer Service Centre, Charnwood Borough Council, Southfields, Loughborough, by telephoning 01509 634789, or by emailing complaints@charnwood.gov.uk. You can also make a complaint by telephoning or by writing to the Department or part of the Council you are unhappy with.

For further information on the Council's complaints procedure look on the Council's website using the link below. <http://www.charnwood.gov.uk/democracy/haveyoursay.html>

Borough Council employees

If you are concerned about any equality issues relating to your employment you can speak to your line manager, or to the Human Resources Team.

If you feel embarrassed, humiliated, offended, distressed, alarmed, apprehensive or fearful because of someone else's behaviour towards you, you have the right to make a complaint and ask for the behaviour to be stopped. The Council's Harassment and Bullying Policy ([make a hyperlink](#)) explains how to do this and how you can get support from our Counselling Service. You can find out more information by speaking to your Directorate's Human Resources Advisor or looking on the Intranet ([make a hyperlink](#)).

You also have the right to take up issues through the Grievance Procedure ([make a hyperlink](#)). You can obtain information about this procedure from your line manager, your Directorate's Human Resources Advisor or the Council's Intranet ([make a hyperlink](#)).

If you are a member of a Trade Union, you can contact them for advice and support. Please refer to your local Trade Union representative for more details.

Letting us know what you think

We welcome your comments and suggestions at any time. Please contact the Policy and Planning Team on 01509 634504 if you wish to discuss this policy or make any comments or suggestions on the work we are aiming to do to carry out this policy. Alternatively you can email us on equality@charnwood.gov.uk

Section 3

3.1 Equality and Diversity Action Plan 2006-09

The following action plan sets out what we will do to achieve our commitments in our Equality and Diversity Policy.

Every Directorate Service Plan includes actions they will take to implement this plan. There will be other action plans such as the Race Equality Scheme and the proposed Disability Plan which will provide a comprehensive list of the action we intend to take over the next 3 years.

Actions are grouped under the following headings, which follow the best practice requirements within the Equality Standard for Local Government

Section 1	Leadership and Commitment
Section 2	Consultation and Community Development and Scrutiny
Section 3	Service Delivery and Customer Care
Section 4	Employment and Training

This action plan will be delivered from April 2006 to March 2009 and will undergo an annual review taking on board the results from a self-assessment process, equality impact assessments and emerging equality legalisation. In addition during the lifetime of this plan the Council will conduct a Best Value Review of its equality and diversity activity. The findings of this review will form the basis for improvement actions.

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
Leadership and Commitment							
1	Ensure that all aspects of the CEP have been consulted on with Members, Staff, Trade Unions, stakeholders and the community and where relevant organisations/groups representing race equality, disability, gender, religion or belief, age and sexuality	Equality Officer	Jan 06	Apr 06	Consultation budget	Range of consultation methods have been used	
2	Achieve Level 5 of the Equality Standard	Chief Executive	Apr 06	Mar 09	Cabinet Directors Equality Officer Departmental budgets for departmental projects	Level 2 Achieved Sept 06 Level 3 Achieved Sept 07 Level 4 Achieved Sept 08 Level 5 Achieved Sept 09	
3	Equality Project Board to ensure approval and resource allocation for the CEP projects	Lead Member Chief Executive Director of Change Management and Housing & Health	Oct 05	Ongoing	N/A	Action Plan targets being achieved	
4	Integrate equality into all service delivery plans and performance management within the Council	Directors	Oct 05	Year on Year	N/A	100% of service plans include equalities objectives, which are subject to performance management	
5	Implementation of the Council's Race Equality Scheme	Directors Equality Officer	Jan 06	Apr 06	Cabinet Directors	Second Race Equality Scheme adopted	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
		All Staff			Equality Officer Departmental budgets for departmental projects		
6	Promote equality and diversity through positive media images to improve community cohesion	Consultation and Communication team	Ongoing	Ongoing	N/A	Develop recording system of positive media images	
7	Work with Local Strategic Partnership to promote equality and diversity across the partnership's activities	Director of Community and Partnerships				Review equality content of Community Strategy	
8	Work with Local Strategic Partnership to develop Community Cohesion Strategy	Director of Community and Partnerships	May 05	Mar 07	£15, 000	Charnwood Together to measure Community Cohesion according to ODPM criteria and 2003 baseline data by March 07 Charnwood Together to coordinate approach to community cohesion by March 07	

Consultation and Community Development and Scrutiny

Consultation							
9	Consultation Toolkit and Hard to Reach Toolkit launched for officers to enable for effective consultation and communication	Communication and Consultation Team & Equality Officer	Jun 05	Dec 05	Officer Time	Toolkit launched on the intranet Awareness raised through lead communicators training All consultations and	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
						communications take into account H2R groups	
10	Adopt Hear by Rights Standard to improve the involvement and influence of Children and Young People in Council Activity	Communication and Consultation Team	Apr 06	Apr 07	Officer time	Standard adopted Consultation involves children and young people	
11	The Citizens Panel membership to become reflective of the local community	Communication and Consultation Team & Equality Officer	Jun 05	Jun 07	Officer Time Publicity	Increase membership of BME Communities from 3.7% of members to 8% to reflect the demographic make-up of the Borough	
12	Local Development Framework Statement of Community Involvement to include specific work with hard to reach groups	Planning Policy Manager	Jan 06	Mar 06		Take up of consultation exercises with hard to reach groups	
13	Establish Planning Service Stakeholder Focus Group to increase customer and stakeholder involvement in improving the service to the whole community	Team Leader Service Support	Dec 05	Mar 06	Officer Time	Meetings held and improvement actions included in service delivery	
Community Development							
14	Work in partnership with the voluntary sector to work with the Council to meet the needs of the Charnwood community.	Community Safety Manager	Ongoing		SLA budgets Community Grants Scheme	Through Service Level Agreements with the voluntary sector that promote the values of equality and diversity. Through the Community Grants Scheme Review of voluntary sector compact 07	
15	Invite stakeholders and customers to conduct mystery shopper exercises etc	Equality Officer	Sept 06	Annual Program		4 mystery shopper event a year – tie findings into	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
				me		quarterly reports	
16	Encourage local residents to get involved in local decision making	Democratic Services Manger	Ongoing			Improve % of residents voting Take part in local democracy week events for young people	
17	Implement the Children and Young People Strategy	Equality Officer	Jan 06	Jul 06	Directors and team managers	Strategy adopted and actions integrated into service plans	
18	Raise the profile of the Charnwood Youth Forum	Equality Officer	Jan 06	Jul 06	Communications Budget Communications Team	Logo and Publicity produced Attending a range of meetings and forums to promote the forum e.g. school councils, parish youth forums etc.	
19	Promote local democracy through Local Democracy Week	Equality Officer	Oct year on year		Policy and Planning Budget	Local Democracy Week events	
	Scrutiny						
20	Continue to develop the Member Reference group as a challenge and advice resource	Lead Member	Ongoing			Quarterly meetings	
21	Scrutinise the Councils work on equality and diversity to ensure we are meeting the needs of the community, staff and visitors to Charnwood	Scrutiny Committee	Dec 06		N/A	Report to Scrutiny completed and recommendations included in revised action plan	
22	Carry out annual self assessment against the Equality Standard for Local	Project Board Equality Officer	Aug 06 Aug 07	Sep 06 Sep 07	Directors Team Managers	Self Assessments carried out	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
	Government to ensure the Council is on target		Aug 08	Sep 08		Certification against the Standard by the Employers Organisation	
23	Carry out a Best Value Review of the Councils equality and diversity performance to ensure value for money	Performance and Audit Manager	Oct 06	Dec 06	Officer Time	BV review carried out and improvement actions included in the revised action plan	
Service Delivery and Customer Care							
	Service Delivery						
24	Carry out equalities impact assessments on all new, revised and existing policies procedures and functions	Directors Equality Officer	Dec 05	Jan 06 Apr 06 May 06	Training Officer Time	Toolkit developed All P,P&F assessed 3 yr impact assessment programme agreed Initial impact assessments begun	
25	Ensure all the services delivered on behalf of and within the Council comply with the Corporate Equality Policy and Equalities in the Contracting guidance	Head of Finance Directors	Sept 06	Dec 06		Revise Equalities in the Contracting Process	
26	Work with our partners to provide joint service delivery where appropriate	Partnership and Customer Services Director		Dec 06		Feasibility Study for the South of the Borough	
27	Establish corporate monitoring and evaluation of service take-up and customer satisfaction by age, disability, ethnicity and gender	Equality Officer Head of ICS	Feb 06	May 06	Directors Performance and Audit Team	Develop corporate guidance on equality monitoring Monitoring supported and developed through the intranet	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
						Each directorate develop further equality monitoring year on year	
28	Monitor customer feedback and complaints by age, disability, ethnicity and gender and act on the outcomes to improve services	Corporate Service Development Officer	May 05	Ongoing	Officer Time	Report the analysis of Have Your Say scheme	
29	Review all Council publications for accessibility and recognition of the Council's Brand	Communication and Consultation Team Directorates	Oct 05	Apr 07	Communication Budget	Publicity reviewed and updated	
30	Implement the BME housing strategy in line with the CRE Good Practise Guidance	Housing Strategy Officer	Mar 06	Jun 06	Housing Budget	Strategy produced and implemented	
	Customer Care						
31	Review the Customer Services Strategy to ensure equality of opportunity is embedded	Corporate Service Development Officer	In progress	Sep 06		Strategy reviewed and Customer Service Standards re launched Sep 06 IDEA baseline assessment	
32	Develop Disability Plan to include: <ul style="list-style-type: none"> Making our buildings accessible to disabled people Providing adaptations in Council owned dwellings Providing grant aid for adaptations 	Equality Officer	May 06	Oct 06	Asset Management Principle Housing Manager (Management) Private Sector Group Manager	Review implications of the Disability Equality Act Plan Produced Actions included in future service plans	
33	Review and implement the Domestic Violence Policy	Housing Policy and Strategy Manager	Apr 06	Aug 06		Increase number of refuge places provided for victims of domestic violence	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
34	Review and implement the Anti-Social Behaviour Policy to address cases of anti-social behaviour associated with discrimination and Hate Crimes	Housing Services Manager Anti Social Behaviour Coordinator Equality Officer	Apr 06	Aug 06		Policy reviewed and appropriate training/awareness raising carried out Publicity Produced on reporting racist incidents and other hate crimes BVPI 174, 175	
35	Develop and deliver a programme of community festivals, galas days and other celebratory events across the Borough to help promote its diversity	Director or Leisure and Environment	Apr 06	Mar 09	£62,400 (over 3 years)		
36	Improve accessibility and diversity of the Borough Markets through the Markets Improvement Plan	Town Centre Manager				Accessibility Audit of Loughborough Market	
37	Improve the accessibility of Loughborough Town Centre through the Town Centre Master Plan	Regeneration Director	Mar 06	May 06	Town Centre Master Plan	Access audit of Town Centre master Plan carried out with recommendations carried into the design	
38	Improve the accessibility of town centre shops by providing information and support to shop owners	Town Centre Manager	Apr 06	Ongoing		Contact town centre shops with information and support Number of Loughborough shops complying with the DDA (need to identify resource for this)	
Employment and Training							
	Employment						

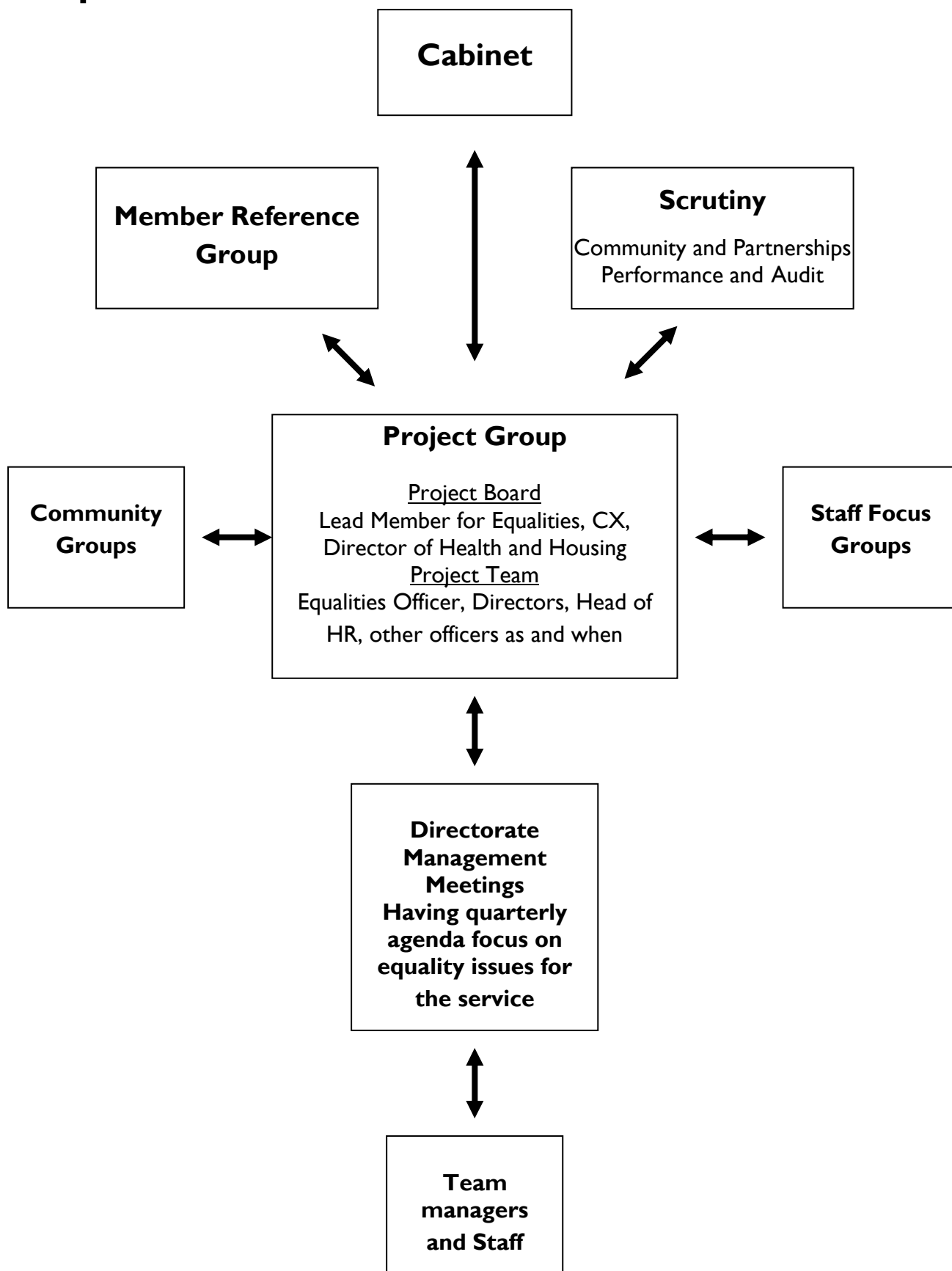
Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
39	Review Equality Section of the Performance Through People Strategy	Director of Change Management	Aug 06	Sept 06		Improvement actions picked up in SDP	
40	Use personnel information to identify gaps in the representativeness of the workforce and introduce positive measures to move towards greater equality in the workforce	Human Resources				BV Targets Feed into Employer of Choice Project	
41	Become an 'Employer of Choice' irrespective of a persons background, ethnicity, gender, sexuality, age or culture	Human Resources	Feb 06 Dec 05 Mar 06	Sep 06 Mar 06 May 06	25K	Research project commissioned Implementation of positive actions Draft Religion and Belief Policy in line with EU legislation Draft Work life balance policy	
42	Increase opportunities for young people to become employed by the Council	Economic Regeneration	Apr 06	Mar 07		Development of Council work experience programme to encourage local young people to experience working in local government	
43	Carry out an Equal Pay Review and develop an Equal Pay Policy	Human Resources Manager	Jan 06	Dec 06		Complete the Equal Pay review and draft and Equal Pay Policy	
44	Develop Gender Action Plan in line with the proposed duty to promote gender equality	Equality Officer	Jan 07	Apr 07		Plan developed	
45	Provide reasonable adjustments for Members in line with DDA requirements	Democratic Services	Dec 05	Ongoing	Facilities Budget Democratic Services		

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
					Budget		
46	Establish forums for under represented groups within the Council's work force	Human Resources	Oct 06			1 group established per year. Launch with diversity week	
	Training						
47	Ensure all employees irrespective of background are able to take advantage of learning and development opportunities	Learning & Development Advisor	Apr 06	Oct 07	Corporate Training budget	Learning and Development Plan Development of priority rated areas PDRs Training Monitoring through workforce	
48	Provide equality and diversity training for all employees to equip them with skills and knowledge to provide high quality services	Learning & Development Advisor	Dec 05	Rolling Programme	Corporate Training budget	3 year programme developed	
49	Include Equality and Diversity in the Member Development programme to support and equip members in their role as community leaders	Learning & Development Advisor		Mar 07	Corporate Training budget	Equality and Diversity included in the member development programme All members to have completed the training by March 07	
50	Hold annual Diversity Week for staff and customers to raise awareness of the diverse community of Charnwood	Equality Officer	Oct 06	Annual	Policy and Planning Budget?	Events week taken place	

Appendix I – Equality and Diversity BVPIs

Indicator and Description	2006/07	2007/08	2007/09
BV2a Adoption of the Equality Standard for Local Government and level reached	Level 2 by April 2006 Level 3 by April 2007	Level 4	Level 5
BV 2b Race Relations Amendment Act 2000: General Duty to promote Race Equality	79%	84%	89%
BV 11a % of top 5% of earners who are women	18%	25%	25%
BV 11b % of top 5% of earners from Black and minority ethnic communities	3% (3year target)	3% (3year target)	3% (3year target)
BV 11c % of top 5% of earners who are disabled	3%	3%	3%
BV 16a % of local authority employees meeting DDA definition of disability	3%	4%	4%
BV 17a % of local authority employees from Black and minority ethnic communities	7.6%	7.6%	7.6%
BV 74 Satisfaction of council tenants with the overall service provided by the landlord, broken down by ethnicity	88%	Not Taken	
BV 75 Satisfaction of council tenants with opportunities to participate in management and decision making in housing services broken down by ethnicity	88%	Not Taken	
BV 156 % of authority buildings in which all public areas are accessible to disabled people	66%	66%	
BV 164 Whether the authority follows the CRE's Code of Practice in rented housing	Yes	Yes	Yes
BV 174 Number of racist incidents recorded by the authority per 100,000 population	6	6	6
BV 175 % of racial incidents that resulted in further action	100%	100%	100%
BV 255 Actions against domestic violence - % of 11 questions on action set by the Audit Commission to which the authority can answer yes	64%	72%	81%

Appendix II - Charnwood Borough Council Equalities Structure



Glossary of Terms

Adverse Impact

There is a significant difference in patterns of representation or outcomes between different sections of the community with the difference amounting to a detriment for some people.

Discrimination

Unfair treatment as a result of prejudice. It can be intentional or unintentional, regardless, it is less favourable treatment.

Direct Discrimination - Under sex and race legislation direct discrimination means treating a person less favourably than another, purely on the grounds of sex, race, gender reassignment or disability. For example not offering a person a job because she is a woman, refusing to promote a person because he is black, a landlord advertising a rented flat with a clause that disabled people can not apply.

Indirect Discrimination - This can happen when an apparently neutral provision, criterion or practice would put persons from a particular group at a disadvantage compared with other persons, unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary. An example of this is inflexible working hours that would limit parents with child care responsibilities being able to apply for a particular job

Diversity

Diversity refers to all of the different things that make up our local community, recognising that difference is good and celebrating the diversity of people, practices, activities, understandings, backgrounds and more.

Equality

This ensures everyone is treated equally when accessing services or as employees or councillors. It is not about treating everyone as the same, but about recognising difference and try making sure people have equal opportunity in their dealings with the Council.

Equality Monitoring

The process of collecting and analysing data about residents' backgrounds, linking this data and analysis with the planning and implementation of policies and measuring how far we are achieving our aims.

Functions

The full range of activities carries out by a public authority to meet its duties.

Impact Assessment

An assessment of policies, procedures and functions to make sure the Council does not discriminate and that it promotes equality. It involves anticipating the effects of decisions on different sections of the community so that where negative effects are found, action is taken to avoid them and promote equality.

Institutionalised Racism

'The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture and ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people' As defined in the MacPherson enquiry

Mainstreaming

Building equality and diversity into everyday work so that it is integral rather than additional.

Policies

Policies are the sets of principles or criteria that define the ways in which an organisation carries out its role or functions and meets its duties.

Positive Action

The deliberate introduction of measures to eliminate or reduce discrimination. An example of this would be if disabled people were under represented in management positions training could be set up for senior managers to educate them on how effective and capable our disabled community is and that they therefore shouldn't be discounted because of a negative perception. Positive action is not treating one group of people more favourably than another, that is positive discrimination which is illegal in the UK

Prejudice

An opinion or belief that is not based on facts, but on some preconceived irrational feeling. Prejudice can manifest as, among other things, bigotry, bias and dislike. If acted upon, prejudice becomes discrimination.

Racial/Ethnic Group

A group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins.

Stereotyping

A stereotype is a simplified mental picture of an individual or group of people who share certain characteristics or qualities. The term is often used in a negative sense. An example of stereotyping would be "all young people wearing hoodies are up to no good"

Victimisation

When a person has been treated less favourably than another person because:

- 1) They have made allegations of race, sex or disability discrimination or unequal pay. It does not matter if the allegations are not true, providing they were made in good faith.
- 2) It is known that he or she intends to bring a case under equality legislation.
- 3) He or she has given evidence in such a case.

Our commitment and your contribution

Staff Guide to Equality and Diversity at Charnwood Borough Council

Introduction

Charnwood Borough Council is dedicated to promoting equality, fairness and respect. We will create a working environment where diversity is recognised, valued and celebrated.

In delivering our business to our diverse Borough, we will take care to assess the impact of our policies on race, religion and belief, gender identify, disability, sexual orientation and age equality.

Specifically we will aim to:

- Employ a workforce that reflects, at all levels, the diversity of the Borough as a whole;
- Treat all our staff and customers with dignity and respect;
- Develop all our staff to realise their potential;
- Ensure that our recruitment, selection, appraisal, training and career progression processes are fair, objective and free from bias or stereotyping; and
- Take positive action to secure equality of opportunity.

Leadership

You should expect:

As a member of staff

- Committed leadership and ownership of race and diversity issues starting at the top, with members, the SMT and CMT.
- Visible diversity champion on the SMT and beyond who challenge senior management and staff and help them to look at ways of promoting diversity and put it at the top of their agendas alongside their other business priorities.
- Senior managers who can identify staff and business management challenges posed by race equality and diversity across the Council and act as role models in implementing them,

You are expected to:

As a manager

- Promote a positive working environment where staff are treated fairly and diversity is valued;
- Quickly identify and deal with inappropriate or discriminatory behaviour in your team, and
- Ensure you management processes, such as recruitment, selection and appraisal are fair.

As a member of staff

- Support managers and colleagues in promoting a positive working environment, and
- Challenge any inappropriate or discriminatory behaviour in your team.

Staff Management

You should expect:

- To be treated with dignity, respect and courtesy by colleagues, managers and customers;
- A workforce free from unlawful discrimination, bullying, harassment or victimisation where you feel you can challenge or report inappropriate behaviour;
- To be valued for your skills and abilities and have the opportunity to develop and realise your potential, and
- To be able to work in such a way so that you can help meet the business needs of the Council and enjoy your lives outside work.

You are expected to:

- Treat colleagues and customers fairly and with respect. Value them as individuals and not make judgements based on stereotypical views;
- Challenge unacceptable behaviour where you become aware of it, to include reporting it to your line manager, and
- Accept personal responsibility for your behaviour and be aware of its impact on others.

Business Management

You should expect Charnwood Borough Council to:

- Take account of the needs of different sections of our diverse Borough and of the need to deliver equality of opportunity through our business;
- Ensure members are properly advised of the equality and diversity issues relating to Council business, and
- Meet our obligations and commitments in relation the diversity legislation such as the Race Relations Amendment Act and the Disability Discrimination Act.