



Equality and Diversity Strategy 2009-2012

Cross Cutting Strategy Document

Author	David Platts – Dep Dir Programmes & Resources
Version	1.0
Date	18 February 2009

Contents

1.	Executive Summary	3
2.	Context	5
2.1.	About this Strategy	5
2.2.	Setting the Scene	5
2.3.	Diversity in Charnwood	6
2.4.	Local Strategic Partnership	7
3.	Charnwood Borough Council's Equality and Diversity Policy	8
3.1.	Charnwood Borough Council's Obligations	8
3.2.	Working with our partners and the community strategy	9
3.3.	Working with our contractors	10
3.4.	Access to Services	10
3.5.	Hate Incident and Hate Crime	10
3.6.	Gathering information	11
4.	Embedding Equality and Diversity	12
4.1.	Achieving Level 3	12
4.2.	Responsibility for delivering this strategy	12
4.3.	Making sure our employees know about this strategy	13
4.4.	Committing resources	13
4.5.	Monitoring and evaluating equality and diversity	13
4.6.	Making your comments	14
Appendix A	Current anti-discrimination legislation	15
Appendix B	Our Commitments to specific groups	17
Appendix C	Glossary of Terms	29
Appendix D	Consultation on the Disability Scheme	31

I. Executive Summary

Charnwood Borough Council is committed to delivering our equality and diversity aspirations throughout the entire organisation, from frontline to senior staff, from service users to residents and from the day to day running of the organisation to the long terms strategies and vision. This document represents one of the six strategic documents that help shape the future directions of the Council, other key documents include the Financial Strategy, Property Strategy, IT Strategy, Partnerships Strategy and the Workforce Strategy. The Single Equality and Diversity Strategy is the blueprint document to ensure that the work we have done in embedding equality and diversity in the organisations continues and is improved upon.

It has been almost a decade since the publication of the MacPherson Report in 1999. The report was a watershed moment for equality, especially race equality. It introduced the concept of institutionalised racism. Since then Council has made a conscious effort in embedding equality, from producing equalities schemes for race, disability and gender equality to carrying out equality impact assessments on our policies to ensure that the Council does not directly or indirectly discriminate.

We have not only focused on removing discrimination but more importantly on promoting the values of diversity. For a number of years we have supported events such as Loughborough Mela, Council of Faiths (Feast of Faiths), One World Week and our own Diversity Week for staff. The common thread running through all the events is the sense of coming together and sharing in each others cultures, values, traditions and beliefs. Within our own services we have looked at ways of enhancing services to improve access and choice through the Equality Impact Assessment process.

Further Information

If you would like further information about this Equality and Diversity Strategy 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

Charnwood Borough Council
Southfields
LE11 2TR
Tel 01509 634556
Charnwood Language Line 01509 634560
Minicom 01509 215996
Email equality@charnwood.gov.uk

If you would like a copy of this document in another format such as large print, Braille or audio tape, please contact the Communications Team on 01509 634603.

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 ਫ਼ੋਨ ਕਰੋ।

ਕਾਉਂਸਿਲਰ ਡਕੂਮੈਂਟ (ਦਲਿਲਪਤਰ) ਅਨੁਵਾਦ

ਆਮਾਦੇਰ ਸਕਲ ਪ੍ਰਕਾਸ਼ਨਾਵਾਂ ਅਨੁਵਾਦੇਰ ਬਾਬਝਾ ਆਮਰਾ ਕਰਿ ਏਬੰ ਲਿਖਿਤ ਓ ਆਡਿਓ ਟੇਪੇ ਅਨੁਵਾਦ-ਓ ਨੋ ਆਮਰਾ ਪ੍ਰਦਾਨ ਕਰਿ। ਬਿਕਲ ਕੋਨ ਭਾਸ਼ਾਯ ਯਦਿ ਕੋਨ ਕਾਉਂਸਿਲ ਡਕੂਮੈਂਟ (ਦਲਿਲਪਤਰ) ਆਪਨਿ ਅਨੁਵਾਦ ਕਰਾਨੋ ਚਾਨ ਤਾਹਲੇ ਅਨੁਘ੍ਰ ਕਰੇ 01509 634560 ਨੰਬਰੇ ਟੇਲਿਫੋਨ ਕਰਨ।

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**。
કાઉન્સિલના દસ્તાવેજોનો તરજૂમો - ભાષાંતર કરવા વિષે

અમે બધાજ પ્રકાશનોના (પબ્લિકેશન્સ) તરજૂમા માટે લિખિત અને ઓડિઓ ટેઈપની ટ્રેન્સલેશન સગવડતા પૂરી પાડીએ છીએ. કાઉન્સિલનો દસ્તાવેજ કોઈ બીજી કે વૈકલ્પિક ભાષામાં મેળવવા કૃપા કરી **01509 634560** ઉપર ફોન કરો.

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 رجومہ ی نوراقی کونسیل (تشارہ وانی)

ٹیہ تہ رجومہ ی مہ کتوب یان لہ سہ ر شریتی ہہ موو نوسراوہ کانی کونسیل نامادہ دہ کہ بن. بُو وہ رگرتتی نوراقی کونسیل بہ زبانیکی تر، تکایہ تہ لہ فوون بکہ بُو تہ م ر ہ قہ مہ: ۰۱۵۰۹۶۳۴۵۶۰

2. Context

2.1. About this Strategy

This Single Equality and Diversity Strategy has been developed in line with the establishment of the new Equality and Human Rights Commission. The Commission was launched in October 2007 with the vision of amalgamating the previous three commissions (Commission for Racial Equality, Disability Rights Commission and the Equal Opportunity Commission) in addition to working with the equality strands of age, religion of belief and sexual orientation and human rights.

Previously Charnwood Borough Council had four equality documents that represented the vision of promoting equality and celebrating diversity. These were the Race Equality Scheme, Disability Equality Scheme, Gender Equality Scheme and the Equality and Diversity Strategy. The aim of this document is to bring together each of these schemes into one cohesive document.

As a public service organisation, we recognise that we have a significant role in eradicating unlawful discrimination and in the promotion and delivery 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 strategy outlines 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. Therefore, our overall aims are to:

- Eliminate unlawful discrimination
- Promote equality of opportunity
- Promote equality of access
- Promote good relations between diverse communities
- Promote positive attitudes
- Eliminate harassment
- Encourage participation

In order to achieve these, we have to understand that diversity is about acknowledging and appreciating that individuals and groups 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.

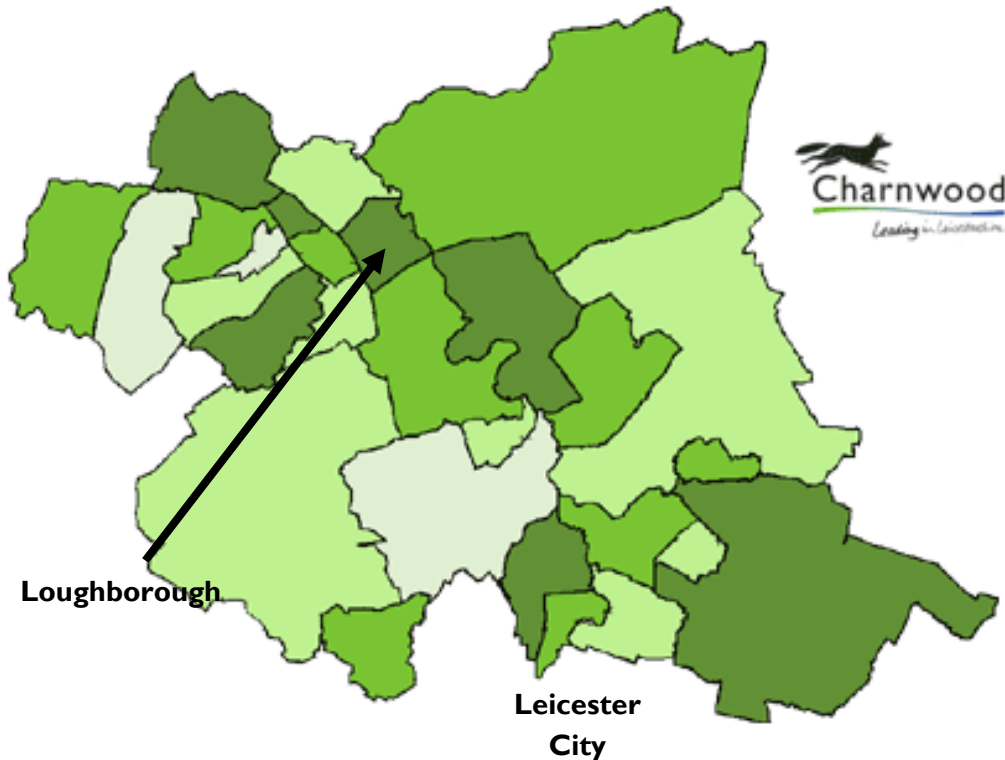
In addition to delivering equality and diversity we want to ensure there is cohesive community within the borough. Community cohesion is an extension to our equality and diversity commitment as it goes beyond groups and communities and focuses on shared experiences and values. The Home Office, Communities and Local Government Office and the Local Government Association have agreed an overarching definition of a cohesive community as one in were:

“...there is common vision and a sense of belonging for all, were diversity of people’s different backgrounds and circumstances is appreciated and positively valued, for those from different backgrounds have similar life opportunities, a strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.”

2.2. Setting the Scene

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. Just over one third of the population live in the thriving university town of Loughborough. Of the remaining two thirds, many live in larger villages/small towns of the Soar and Wreake valleys and on the edge of Leicester.



2.3. Diversity in Charnwood

The Black and minority ethnic population of Charnwood has grown significantly since the 1991 census from 6.2% of the population to form 11.5% of the population (ONS Resident Population Estimates by Ethnic Group, June 2006), which compares to the Leicestershire County average of 7.8%. At the 2001 Census, Loughborough Hastings and Thurmaston Wards had the highest BME populations in the Borough (29.7% and 20.6% respectively). The largest BME communities are Indian communities in Thurmaston, Syston West and Loughborough Lemyngton wards and the Bangladeshi communities in Loughborough Hastings and Lemyngton wards.

The above definition of BME is based on the Best Value indicator definition which is 'Non White'. A better definition is 'Non White British' in which case the current estimate of Charnwood's population is 14.4% against a Leicestershire estimate of 10.1% from the same ONS source.

By this definition the current composition of the Black and minority ethnic population is 49% Asian, 20% Irish and white other, 15% Chinese and other, 9% mixed ethnicity, and 7% Black. 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. This year has seen increase in migrant workers from Eastern European countries particularly Poland. Charnwood already has a large Polish community supported by the Polish Community Centre. There are approximately 200 asylum seekers the majority of whom are from Iran and Iraq.

In the 2001 Census 15% of the population of Charnwood stated they had a limiting long-term illness with 7.3% of the population having not good health. 10% of people provide some kind of unpaid care. Of those 10%, 75% provide 1 to 19 hours per week, 8.8% provide 20 to 49 hours and 15.5% provide 50+ hours.

The age breakdown of the population by the mid year 2007 ONS estimate is as follows: 0-15yrs 17%, 16-29yrs 24.3%, 30-44yrs 19.3%, 45-59/64yrs 21.6% and 60/65yrs & over 17.8%. This shows an equal spread of the population across the age ranges. The presence of Loughborough University alongside Loughborough College and the RNIB Vocational College is significant. 9.7 % of the population of the Borough are full-time students, aged 16+, against an average for England and Wales of 5.1% (2001 Census, ONS).

Nearly 70% of Charnwood's population 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.

There is little information on the Lesbian, gay, bisexual and transgender (LGBT) make-up of the community as this information is not currently gathered in surveys of customer feedback.

2.4. Local Strategic Partnership



The Local Strategic Partnership, Charnwood Together has recently developed their new Sustainable Community Strategy which seeks to further a number of collective improvement actions focusing on people, places, prosperity and partnership. The Strategy was developed in tandem with and aligns to the Leicestershire second Local Area Agreement (LAA2).

The Strategy is further broken down in to action areas. The Stronger Communities action area focuses on a borough wide approach to Community Cohesion and is chaired by the Chief Executive of the Charnwood Voluntary Service. This work is coordinated through the councils Communities and Partnerships team.

3. Charnwood Borough Council's Equality and Diversity Policy

3.1. Charnwood Borough Council's Obligations

Charnwood Borough Council acknowledges that promoting and delivering 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 people with a hearing impairment, people with a visual impairment, 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
- Caring responsibilities
- Membership or non-membership of trade unions, or involvement in trade union activity
- Offending Status
- 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
- 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
- Work with Charnwood's diverse communities to tackle discrimination

As a service provider:

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 fairness, dignity 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 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,
- Include equality targets and competencies in the Performance Development Review process.
- 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

3.2. 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 objectives. We have strong working relationships with many of our statutory, voluntary and private sector partners. This has been greatly improved through the Local Strategic Partnership. The recently reviewed Sustainable Community Strategy focused on improving the quality of life for everyone in the borough. 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 Charnwood 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.

3.3. 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 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 that do not have the capacity to develop their own policies will be required to agree to abide by the Council's policies and procedures. We review our policies and procedures to ensure we are not placing unfair requirements on small businesses. These commitments are delivered through our procurement toolkit.

3.4. Access to Services

Our Customer Service Strategy – Access to Services address the varied needs of our customers when accessing our services. The Strategy sets out our commitment to improve the services we currently provide and ensuring that the people that need those services are able to access them easily.

This Customer Service Strategy defines our approach to being **Customer Focused**; putting the customer at the heart of everything we do and being dedicated to serving the needs of our customers.

Through this Customer Service Strategy we will deliver:

- **Quality services:** which users perceive to be good, relevant, efficient, cost effective, consistent and delivered through a highly trained workforce
- **Responsive services:** which meet defined needs and increased expectations.
- **Accessible services:** that provide a choice about how and when to access services
- **Value for money services:** that actively seek efficiency gains and productivity improvements

Our “customers” are the community we serve; local residents, local businesses and visitors to the Borough. The community includes those to whom we provide services. It also includes those to whom we do not provide services but with whom we interact e.g. those against whom we take action. It encompasses our partners, statutory and voluntary, local and national.

One of the traditional barriers to accessing our services for people in full time employment has been opening hours. This often means that people who work full time are not able to access our services as easily as those who work part time, we can see from statistics that this is more likely to impact adversely on men than women. We are aiming to providing our services more flexibly for example: via our website, by use of email and extending the opening hours of the Customer Contact Centre.

3.5. Hate Incident and Hate Crime

A hate incident or hate crime is an act of abuse which is fuelled by prejudice. There are many forms of abuse including physical abuse, verbal abuse, hate mail, graffiti etc. The definition of a hate incident is:

...any incident where you or someone else has been targeted because they or you are believed to be different, or any incident you believe was motivated by: age, disability, gender identity, race, religion / belief or sexual orientation.

We take a zero tolerance approach to hate incidents at the council. We will prioritise cases of hate crime as we recognise that a hate incident has the potential to raise community tensions in the area. This is because a hate incident is not solely directed at the victim whether he she be Asian, gay, disabled etc but also the community that that victims is a part of.

We are working in partnership with the Leicestershire Hate Incident Monitoring Project to increase the reporting of hate incidents in the area. We are also a reporting centre for racist incidents in partnership with Charnwood Racial Equality Council (CREC). At a victims request the CREC can provide independent casework support to assist the individual.

3.6. Gathering information

As part of the process of achieving greater equality for employees, service users and members of the community, we must gather information to identify any potential barriers to our employment practices and our services or when people are experiencing different levels in quality or satisfaction with service. The purpose of collecting this information is to ensure our services are being used by those who need them most and that there is a consistency in the quality of the service provided. The information, therefore, needs to be regularly reviewed and responded to by managers.

Many of our services have been engaged in equality monitoring for a number of years. Our current monitoring forms include ethnicity, disability and age and in a number of services gender. This monitoring information is not only recorded for service take up but also for customer satisfaction. We are able to identify any disparities in satisfaction between different customers.

We also gather information on or recruitment and selection processes through the TRENT integrated Human Resources and Payroll computer system. The system records personnel records and personal information.

4. Embedding Equality and Diversity

4.1. Achieving Level 3

As part of the Council's Corporate Plan, we will recognise Equalities and Diversity as a key part of the way that we work and strive to achieve level 3 of the Equalities Standard by 2012. We will do this by setting up a project to implement Equalities and Diversity. This project will set out the action plan to achieve this and will be recognised as being successful by achieving level 3 of the Equalities Standard.

- We will embed Equality and Diversity into the way we treat our staff, the way we work with partners and suppliers and the way we deal with customers.
- We will demonstrate how Equality and Diversity is embedded into our organisation
- Heads of Service will be responsible for demonstrating how processes and procedures have been aligned to meet the obligations of Equality and Diversity
- We will be able to demonstrate how the use of Equality and Diversity has improved customer satisfaction in our services

4.2. Responsibility for delivering this strategy

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.

Heads of Service

Heads of Service 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. Each Service team will be responsible for delivering actions within the Equality and Diversity Action Plan relevant to their area of work.

Directors

The Director of Programmes and Resources 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.

4.3. Making sure our employees know about this strategy

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 Strategy 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 Strategy.

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.

4.4. 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. 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.

4.5. Monitoring and evaluating equality and diversity

In order to measure if the implementation project 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 Strategy 2008.

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 Annual Reporting cycle.

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.

4.6. Making your comments

Members of the Public

If you think we are not providing a service in line with this Strategy or you think you have been treated unfairly in any way, you can complain to the Borough Council. Our complaints procedure 'Have Your Say' 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 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.

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

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.

Appendix A Current anti-discrimination legislation

The current equality laws have been vitally important, and over the last ten years the Sex Discrimination Act 1975, Race Relations Act 1976, and Disability Discrimination Act 1995 have been strengthened and expanded. New laws have also been introduced to cover discrimination on grounds of religion or belief, sexual orientation and age.

But this means that the legislation has become complex and difficult to use. Replacing it with a single piece of legislation should provide simpler, more consistent anti-discrimination protection. Therefore much effort has gone into the development of a single Equality Act. This has started with the establishment of the Equality and Human Rights Commission.

There is a significant body of equality and diversity legislation including the following:

- **Disability**
 - The Disability Discrimination Act 1995 (amended 2005)
 - Disability Rights Commission Act 2000
 - Disability Living Allowance and Disability Working Allowance 1991

- **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
 - The Gender Recognition Act 2004

- **Race**
 - Race Relations Act 1976
 - Race Relations (Amendment) Act 2000
 - Race Relations (Amendment) Act 2003
 - Racial and Religious Hatred Act 2006

- **Religion and Belief**
 - Employment Equality (Religion or Belief) Regulations 2003
 - Equality Act 2006 (Part 2 provides protection in the areas of goods and services)

- **Sexual Orientation**
 - Employment Equality (Sexual Orientation) Regulations 2003
 - Equality Act (Sexual Orientation) Regulations 2007.
 - Civil Partnerships Act 2004

- **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
 - Immigration and Asylum Act 1999
 - Asylum and Immigration Act 1996
 - National Minimum Wage 1998
 - The Public Interest (Disclosure) Act 1998

- The Protection from Harassment Act 1997
- Working Time Regulations 1998
- Maternity and Parental Leave Regulations 1999
- Part Time Workers 2000
- Regulations on Fixed term Workers 2001
- Human Rights Act 1998
- Employment Rights Act 1996
- Equality Act 2006

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.

Appendix B Our Commitments to specific groups

B.1 Race

Background to Race Relations Legislation

Direct discrimination has been outlawed since the 1976 Race Relations Act but, as the inquiry into the death of Stephen Lawrence showed, this is not enough to prevent organisations, groups and individuals from behaving in a way that indirectly causes discrimination.

The government therefore, recognised that positive steps were needed to promote racial equality by requiring organisations to examine their activities to identify where direct or indirect discrimination is happening and to take action to put it right. This resulted in the Race Relations Amendment Act (2000) (RR (A) A), which came into force in April 2001. One of the primary aims of the legislation was to tackle institutional racism, defined in the MacPherson report as:

“The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or 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.”

The Act places a ‘general duty’ and some specific duties on all public authorities, including local councils, to promote race equality. The aim of the duty is to make racial equality central to the way public authorities work and at the heart of policy making, service delivery and employment practice. This duty means that public authorities must have due regard to the need to:

- a. eliminate unlawful racial discrimination;
- b. promote equality of opportunity; and
- c. promote good relations between people of different racial groups.

The Act imposes a number of general and specific duties on public authorities and these are listed below:

1. Publish a Race Equality Scheme which sets out how we will meet the general and specific duties
2. Assess all functions and policies for relevance to the general duty to promote race equality and publish the list in the scheme
3. Assess and consult on the likely impact of proposed policies on the promotion of race equality
4. Monitor policies for any negative or adverse impact on race equality
5. Publish the results of any assessment, consultation and monitoring
6. Make sure there is public access to services and information
7. Provide training for staff in relation to the duties required by the Act
8. Carry out detailed employment monitoring by ethnic group and publish the results each year.

About Charnwood’s Minority Ethnic Communities

Chart 1.2 below shows the make up of the Black and minority ethnic (BME) population based on 2001 Census data. The detail afforded by the 2001 Census in terms of workforce participation and health is not easily replicable for intra census years and the BME population within Loughborough has been increasing significantly. The level of detail below, however, represents the best information currently available.

An analysis of the economic activity rates of ethnic groups highlights disparities between groups. (Economic activity is the proportion of the population that are either in work or looking for work. The economic activity questions in the Census only apply to people aged 16 to 74). Black Caribbean, Other Black and Indian

groups have the highest activity rates. The White groups exhibit noticeable differences; White British 68.3%, White Other 61.2% and Irish 59.4%. Other Ethnic, Black African, Bangladeshi and Chinese are below 50%. Chart 1.3 below shows the further breakdown of economic activity by ethnic group.

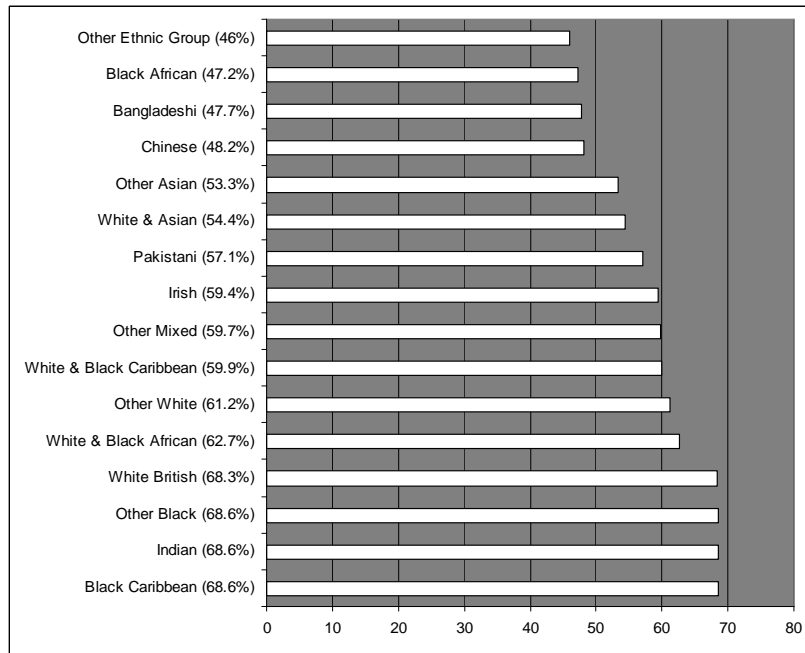


Chart 1.3 economic activity by ethnic group

The average unemployment figure for Charnwood is 3.9%. High unemployment amongst members of minority ethnic groups has been a long standing problem in the UK since at least the early 1980s, and as a result it is singled out as the 'major (economic) problem that faces ethnic communities.' (Pilkinson A., *Racial Disadvantage and Ethnic Diversity in Britain*). The difference between the white and non-white population is illustrated on chart 1.4 which shows that the three white groups have the lowest unemployment, while Bangladeshi and Pakistani communities have the highest rates.

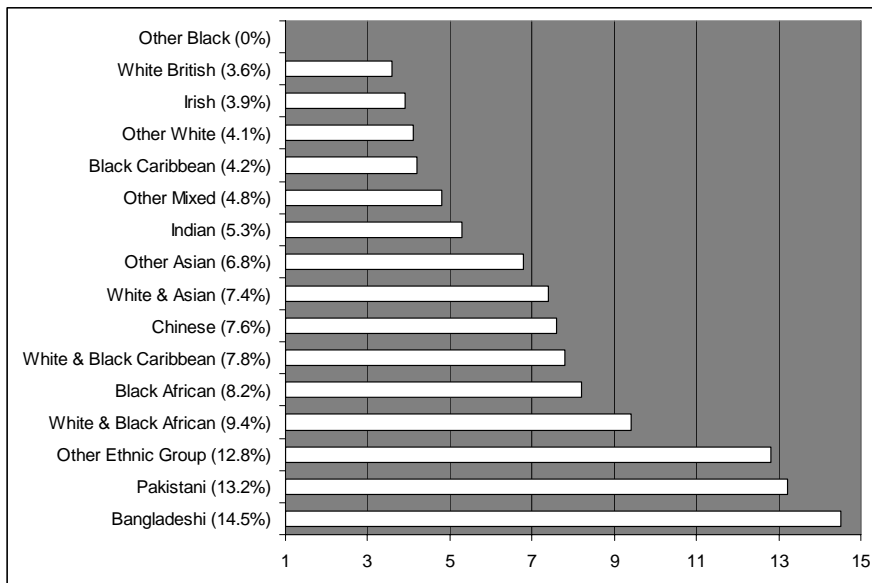


Chart 1.4 Shows % unemployment across the ethnic groups

A detailed look at the age structure for each of the ethnic groups shows that minority ethnic groups are younger than the white population. One in five of the White population is at pensionable age, compared to one in fourteen for the minority ethnic groups.

Charts I.5 and I.6 below, on general health show that the Irish community has the highest proportion of persons with limiting long term illness and those saying they are not in good health.

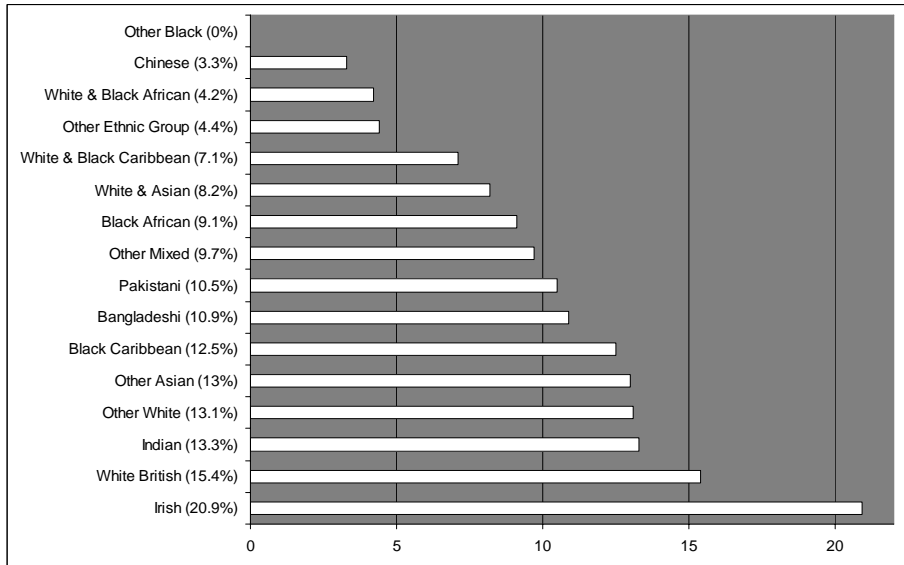


Chart I.5 Limiting Long Term Illnesses

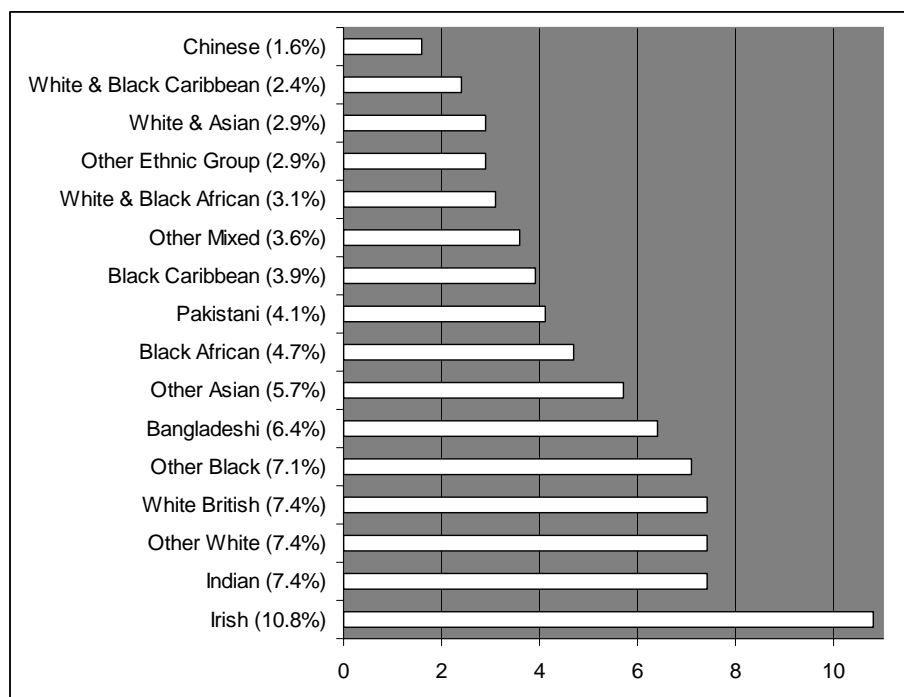


Chart I.6 Not 'good health'

The data shown here highlights that there are different lifestyles and experiences among people from different ethnic backgrounds, there are almost certainly others that haven't been mentioned here. It is our hope that the Census in 2011 will show a narrowing of the gap between the experiences, and in particular the inequalities among people of different ethnicity.

New Arrivals

Over the past six years there has been a steady increase in the numbers of individuals from Eastern European countries since the expansion of the EU. Information is sketchy in this area as they are not included in the last Census in 2001. Most of those who come to the UK from the EU are “Economic Migrants” who visit for seasonal work. However, it is too early to determine whether these individuals will stay permanently or will return to their country of origin. Under European law all EU citizens are free to live and work in any country in the EU; however legislation in the future may prevent this. The most current information we can collate are from national insurance numbers requested

	2002/03	2003/04	2004/05	2005/06
Charnwood	430	660	680	1120

* http://www.leics.gov.uk/national_insurance_number_allocations_report.pdf

We need to ensure our services respond to the needs of this growing population, through the provision of appropriate information etc.

B.2 Disability

Background to Disability Discrimination

Many people with disabilities experience profound social and economic exclusion. This is often not the result of medical status but the environment, policies and attitudes they encounter that can raise institutional barriers. Exclusion is often intensified by other factors such as age, ethnic origin or gender.

In December 2006, the Disability Discrimination Act 1995 was amended by the Disability Discrimination Act 2005. This imposed a new duty on all public authorities to proactively promote equality of opportunity for disabled people. It requires us to make a positive shift in our approach from being reactive to disabled people complaining about individual cases of discrimination, to one where we are proactive and preventative agents of change. We will need to take active steps to remove barriers and develop a new agenda, which builds disabled people and disability equality into everything we do from the outset.

The Disability Discrimination Act 1995 defines a disabled person as ‘people with a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities’. Normal day-to-day activities include mobility impairments, manual dexterity limitations, lack of physical co-ordination, continence, the ability to lift, carry or otherwise move everyday objects, speech, hearing or eyesight impairments, loss of memory or ability to concentrate, learn or understand or perception of the risk of physical danger. What this means is that people who have a disability or a long-term health condition and some others (such as people with a facial disfigurement) are likely to have rights under the Disability Discrimination Act 1995 and the DDA 2005.

General and Specific Duties

The Disability Discrimination Act 2005 sets out a general duty and specific duties. The main requirements of the new duty are set out below.

The General Duty states that public authorities must, in carrying out their functions, have due regard to:

- Promote equality of opportunity between disabled persons and other people
- Eliminate discrimination that is unlawful under the Disability Discrimination Act 1995
- Eliminate harassment of disabled people that is related to their disabilities

- Promote positive attitudes towards disabled people in public life
- Encourage participation by disabled persons in public life; and
- Take steps to take account of disabled people’s disabilities even where it involves treating people more favourably than other people.

The General Duty builds upon the duties of the Disability Discrimination Act 1995 including the duty to make reasonable adjustments to make sure people with disabilities can access employment, goods, facilities, services, functions and premises.

Disability Legislation includes:

- The Disability Discrimination Act (DDA) 1995 as amended by the Disability Discrimination Act 2005
- Building Regulations 2000 and Part M requirements – building regulation amendments 2004

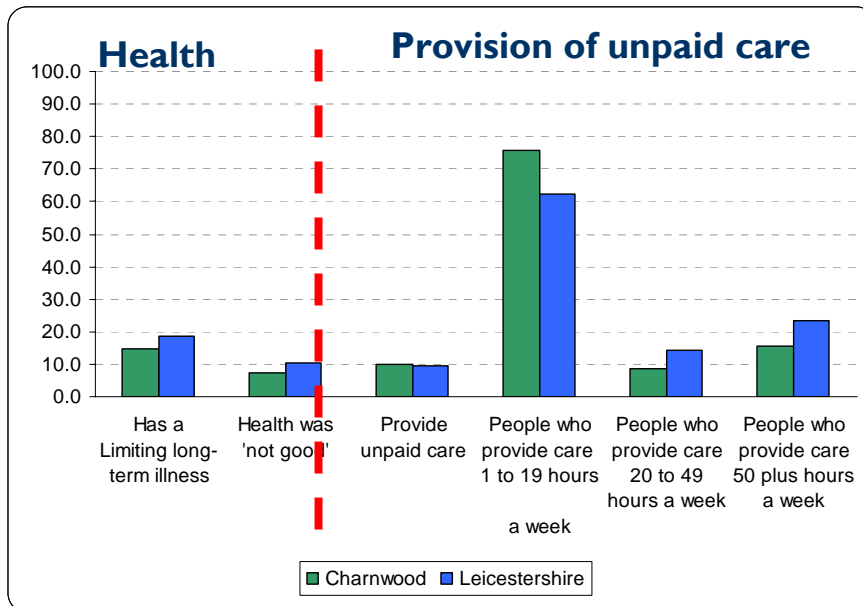
In meeting the General Duty, we will need to consider how we tackle the effects of any of our previous decisions which failed to give due regard to the promotion of disability equality.

The General Duty is supported by a Specific Duty to prepare a Disability Equality Scheme which sets out:

- How we will gather and analyse evidence to inform actions and track progress through our action plan,
- How we will assess the impact of existing and proposed activities on disabled people,
- How we will monitor and review progress every year,
- How we will involve disabled people in the development of the scheme ,
- Arrangements for fulfilling the general duty – our action plan.

About Disability in Charnwood

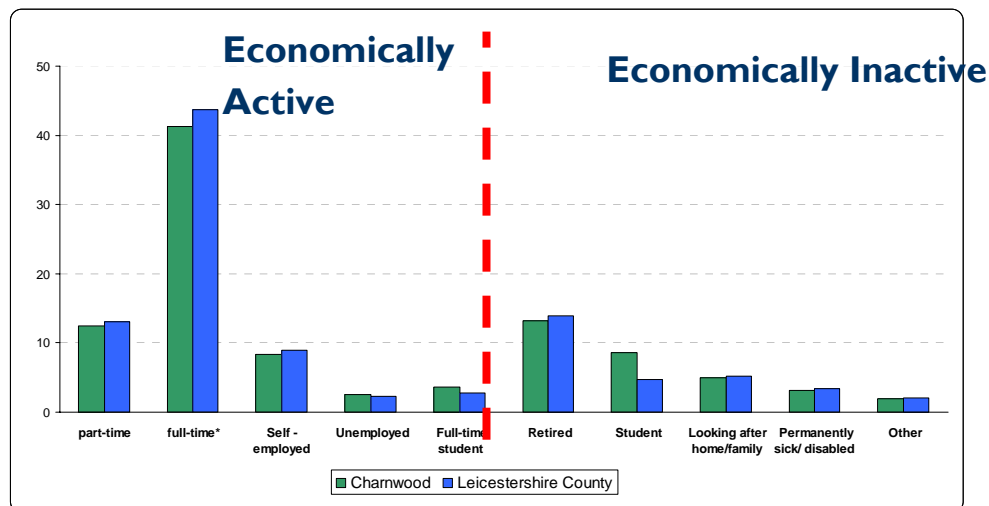
In the 2001 Census, 15% of the population of Charnwood stated they had a limiting long-term illness with 7.3% of the population having ‘not good health’. This makes up a significant amount of the population and therefore considering the needs of people with disabilities when we design our services and carry out recruitment it is important that we can to meet the needs of everyone within Charnwood.



Graph 1.2

Health and Provision of Unpaid Social Care in Charnwood compared with Leicestershire (2001 Census)

Graph 1.2 above shows the proportion of people with poor health along side those who provide unpaid care. 10% of people provide some kind of unpaid care. Of those 10%, 75% provide 1 to 19 hours per week, 8.8% provide 20 to 49 hours per week and 15.5% provide 50+ hours. In many cases people with disabilities provide unpaid care.



Involving Disabled Groups to develop the scheme

One of the specific duties within the Act requires public authorities to involve disabled people who appear to the authority to have an interest in the way it carries out its functions in the development of the Disability Equality Scheme.

Extensive stakeholder involvement has taken place in the development of the original Disability Scheme which has been subsumed into this Single Equality and Diversity Strategy. Appendix 1 outlines the involvement of people with disabilities in development.

Services we currently provide

We have a long history of working to improve our services and employment for people with disability. We also provide a number of important services for people with disability.

Some of our work so far includes;

- Bringing all the public areas of our buildings up to the DDA requirements. This has included closing one of our buildings within Loughborough town centre that didn't meet requirements.
- Production of a 'Making it Easy' Spatial Planning Document for developers by our Development Directorate.
- Improvements in our Customer Service Centre, website and telephone contact centre to make it easier for people to contact us and receive services.
- Significant investment to improve our playground facilities to ensure ease of use.
- Recording the disability status of respondents to consultation and service feedback or requests for service to ensure that people with disabilities aren't experiencing a different level of service.

- Production of a video and guidance covering accessibility issues in local shops and premises across Charnwood to raise awareness of the barriers faced by people with disabilities during the European Year of the Disabled (2003) in partnership with Charnwood Disability Forum.
- Development of an accessible shopping guidance by the Town Centre Team to help raise awareness with shop owners and people with disabilities.

Services we currently provide include:

- Loughborough Shop Mobility located at Loughborough Town Hall.
- Accessible toilets throughout the Borough including the distribution of Radar keys.
- Sheltered Housing provision for the elderly and people with disabilities.
- Provision of information in alternative formats including Braille, large print and audio tape.
- Home visits for specific services as requested.
- An Occupational Health Advisor for our housing tenants.
- Provision of adaptations for our housing tenants.
- Wild Card (our leisure pass) discounts for people with disabilities
- Adaptations to service, for example the waste collection assisted list for those people who are unable to move their wheeled bin.
- Provision of Housing and Council Tax Benefits for people with disabilities.
- Funding of community projects that support people with disabilities through our Community Grants Scheme.
- Use of the two tick's employment standard that guarantees a job interview for any disabled applicant who meets the essential criteria of the job.
- Provision of the concessionary travel scheme for the elderly and disabled.

More information about all of these services can be found on our website using the following link or by picking up a fact sheet leaflet at the Councils Southfields reception
<http://www.charnwood.gov.uk/community/equalityanddiversity.html>.

B.3 Gender

Background to Gender Legislation

Gender roles and relationships structure men and women's lives. Women are frequently disadvantaged by policies and practices that do not recognise their greater caring responsibilities, the different pattern of their working lives, their more limited access to resources and their greater vulnerability to domestic violence and sexual assault. Men are also disadvantaged by workplace cultures that do not support their family or childcare responsibilities, by family services that assume they have little or no role in parenting or by health services which do not recognise their different needs. Both sexes suffer from stereotyping of their roles and needs.

The Equal Opportunities Commission's 'Facts about Women and Men in Great Britain 2006' report outlines some of the analyses of statistics related to men and women. Examples include:

- The income gap for all adults is 44%, and is widest in retirement, where women receive 47% lower weekly income than men. This is in a large part due to the effect on their pension of time out of the workforce raising children or working part-time.
- The gender pay gap is widest at 41% in banking, insurance and pension provision.
- The private sector has a full-time gender pay gap of 22.5%, compared with 13.3% in the public sector.

In broad terms the differences between women's and men's jobs have declined dramatically since the 1970s, for example in professional jobs the percentage of women has increased from one in ten to 42%. However certain occupations are still mainly held by women or men, particularly in skill shortage areas. For example, less than 1% of people in plumbing occupations are women and only 2% of childcare workers are men.

White women and ethnic minority women and men are particularly likely to be concentrated in low-paid jobs. Many Chinese and Bangladeshi men work as cooks or waiters, and care assistant is one of the most common jobs for white, Pakistani, black Caribbean and black African women.

In previous times there has been a lack of understanding of the needs of transgender people. The term is an umbrella term which includes transsexual, transvestite and transgenderist people. The distinction between Lesbians, gay men bisexuals and transgender individuals is that transgender is about ones gender rather than sexuality. A transsexual person believes that they do not belong in the gender assigned to them at birth and have a need to change.

In April 2007, the Sex Discrimination Act 1975 was amended by the Equality Act 2006.

This imposes a new duty on all public authorities to have due regard to the need:

- To eliminate discrimination and harassment that is unlawful under the Sex discrimination act 1975 (SDA) and discrimination that is unlawful under the Equal Pay Act 1970 (EqPA)
- To promote equality of opportunity between men and women

The duty is intended to address the fact that, despite 30 years of individual legal rights to sex equality, there is still widespread discrimination – sometimes intentional, sometimes unintentional – and persistent gender inequality. This applies to policy making, service provision, employment matters, enforcement and decision making. The gender equality duty also requires public authorities to have due regard to the need to eliminate unlawful discrimination and harassment against transsexual people in the fields of employment and vocational training. This includes people who intend to undergo, are undergoing or have undergone gender reassignment.

The general duty is supported by a specific legal duty to prepare a Gender Equality Scheme which sets out:

- In formulating its overall objectives, to consider the need to include objectives to address the causes of any gender pay gap.
- To gather and use information on how the public authority's policies and practices affect gender equality in the workforce and in the delivery of services
- To consult stakeholders (i.e. employees, service users and others, including trade unions) and take account of relevant information in order to determine its gender equality objectives.
- To assess the impact of its current and proposed policies and practices on gender equality
- To implement the actions set out in its Scheme within three years, unless it is unreasonable or impracticable to do so.

Specific objectives for the Council include:

- Increase the accessibility of our services to ensure that both men and women are able to access them easily in a way that is convenient for them.
- Raise awareness of services that are targeted at specific genders.
- Reduce the gender pay gap and increasing flexible working in our own workforce.
- Work with other organisations to improve gender equality across the Borough.

Reducing the gender pay gap and increasing flexible working

Employment is the area that has traditionally seen the most noticeable inequality between men and women specifically related to pay.

The Councils workforce gender profile has remained largely unchanged over the previous twelve months. Whilst 58% of the workforce is female, there are less than average female employees in the top 5% of earners, 23.3% in 2006/2007. This has slightly increased in 2007/08 where the figure is 29.6%. However, there has been a significant increase since 2003/4 when the number of female top 5% earners was 9%. We have set ourselves targets to progress towards the national upper quartile for BVPI 11a by increasing the number of females in the top 5% of earners.

Charnwood Borough Council already supports the principle of flexible working and has a range of policies in place. Our policies cover:

- Flexible working hours
- Job share
- Home working
- Compressed/annualised/term time working

Currently more women than men take up flexible working opportunities, this is often due to greater caring responsibilities. There are also disparities between some job types that men and women do. For example nationally of the only 8% of skilled trades are filled by women by comparison only 16% of men are employed in the personal services sector. Currently we have very low numbers of women in manual or craft jobs. We aim to work with the local colleges to raise awareness of the types of jobs available at the Borough Council to increase the representation of our workforce.

Other services the Council provides

- The Council funds a domestic violence outreach worker based at Loughborough Woman's Aid.
- The Sanctuary Scheme provides increased security including fire safety checks. This can be accessed through the Woman's Aid Victim Liaison Officer, Victim Support, the Police and the Borough Council.
- Housing Services has always supported in a very practical and positive way the Government's objective that all 16-17 year old lone parents, who cannot reside with their own parents or partner, and who require accommodation, should be offered appropriate housing and support. We have established the post of Housing Support Worker specifically for this client group, funded by Supporting People and based at the Bridge Independent Housing Advice Agency.

B.4 Age

Background to Age Legislation

Ageism is defined as any prejudice or discrimination on the grounds of age. In other words, age discrimination in employment is when someone's age is used as the basis for employment decisions, for example not recruiting someone because they are perceived to be too young or old.

The Employment Equality (Age) Regulations 2006 came into force on 1 October 2006 and require that all employment practices are based on skills and competencies, rather than age.

The new legislation covers areas of employment and vocational training and will:

- outlaw mandatory retirement ages below age 65 (except where they can be objectively justified)
- allow those under 65 to retire early if they wish
- give those over 65 the right to request to continue working
- be reviewed in 2011 to consider whether it is still necessary to maintain mandatory retirement ages at all
- ban unjustified age discrimination in recruitment, promotion and other employment terms, as well as in vocational training.

People of different ages

The age breakdown of the population of Charnwood 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 projects. 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.

B.5 Religion and Belief

Background to Legislation for Religion and Belief

The Employment Equality (Religion or Belief) Regulations 2003 provide a certain level of protection for people on the grounds of religion or belief. The Regulations ensure that direct and indirect discrimination; victimisation and harassment on the grounds of religion or belief are outlawed and applies to all aspects of employment. These have been strengthened within the Equality Act 2006.

Definition

Within the Equality Act religion and belief are defined as:

- “religion” means any religion,
- “belief” means any religious or philosophical belief,
- a reference to religion includes a reference to lack of religion, and
- a reference to belief includes a reference to lack of belief.

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.

B.6 Sexual Orientation

Background to Legislation for Lesbians, gay men and bisexuals people

Lesbian, gay and bisexual people, can be a lesser 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. LGB 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 LGB 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 homophobia 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 and bisexual employees where they feel safe and supported, by working towards combating prejudice, harassment and violence both inside and outside the Council.

Legislation for Lesbians, gay men and bisexuals people

The Equality Act (Sexual Orientation) Regulations 2007 (the Regulations) outlaw discrimination on the grounds of sexual orientation in the provision of goods and services. This new provision was not previously covered by the Employment Equality (Sexual Orientation) Regulations 2003.

The Government introduced legislation in 2003 to protect employees and students in further and higher education from discrimination on grounds of sexual orientation. The Regulations make it illegal to discriminate against, victimise or harass anyone on grounds of their sexual orientation. Where there is a

genuine occupational requirement for a person to be of a particular orientation, employers may treat job applicants differently in those grounds.

The Civil Partnerships Act (2004) extends many of the benefits currently available to married couples to same sex couples, including entitlement to pension rights.

The Government has also amended other legislation to ensure that equality of opportunity exists for everyone regardless of their sexual orientation.

The most relevant changes for HEIs include:

- changes to immigration rules to allow those who are unable to marry such as same sex couples, (until the Civil Partnerships Act is implemented) the right to remain in the country;
- the extension of adoption, paternity and flexible working rights to same sex partners.

Appendix C 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.

Civil Partnerships

The Civil Partnership Act 2004 came into operation on 5 December 2005 and enables a same-sex couple to register as civil partners of each other.

Disability Definitions

Social Model - Recognises that the poverty, disadvantage and social exclusion experienced by many disabled people is not the inevitable result of their impairments or medical conditions, but rather stems from attitudinal and environmental barriers. These people are often disabled by the barriers that exist when society fails to take account of their needs.

Medical Model - This is in contrast with the medical model of disability on which the Disability Discrimination Act 1995 is based, which defines disability in terms of people with certain conditions or certain limitations on their ability to carry out 'normal day to day activities'.

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

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.

Gender

Refers to wider social roles and relationships which structure men and women's lives.

Gender reassignment

People who decide to adopt the opposite gender to the one assigned to them at birth are known as 'transsexual people'. Gender reassignment is the medical treatment to enable transsexual people to alter their bodies to match their gender identity.

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.

Sex

Biological differences between women and men.

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.

Appendix D Consultation on the Disability Scheme

The Code of Practice state that in order to be fully effective, the involvement should:

- Be focused – the process should be clear about where the authority has scope to make changes, and what resources are available
- Use accessible mechanisms – use accessible mechanisms in order that disabled people can participate effectively
- Be proportionate – the approach taken should be commensurate with the size of the public authority
- Be influential – people outside the organisation should be able to see how the involvement has affected the public authority's plans; and
- Be transparent – to maintain ongoing commitment of involvement by disabled people they need to know that it has been influential, not merely tokenistic.

We wanted to find out from disabled people what they felt were the most important issues for people with disabilities in Charnwood. Several activities have been undertaken to involve disabled people in the development of the Scheme.

These include:

- Learning disabilities focus groups
- A Disability Equality Scheme Workshop
- A disability access to service questionnaire
- Charnwood Action Group (Learning Disabilities) Mystery Shop

Learning Disability Focus Groups

Focus group sessions were held with 3 groups of people with learning and other disabilities. Some of these groups had participated in a Mystery Shop exercise conducted by the Charnwood Action Group on behalf of the Borough Council.

The following topics were discussed:

- Rubbish and Recycling
- Council Housing
- Town Hall and Shop Mobility
- Leisure Centres
- Parks
- Town Centre Toilets
- Community Safety
- How people like to contact us and to be contacted

Disability Equality Scheme Workshop

A workshop event was held specifically for Charnwood Disability Forum with invitations being sent to other groups. The event started with a brief outline of the new Disability Discrimination Act 2005 and the new duties under it. The meeting then broke into smaller discussion groups facilitated by Senior Officers and Members of Charnwood Borough Council on the topics outlined above.

Disability Access to Service Questionnaire

A questionnaire exercise designed around people's experience of accessing council services was carried out. The questionnaire was sent out to over 120 individuals and groups and has also been posted on the website.

The questionnaire will remain on the website after the development of this Scheme to continue to find out what disabled people's experiences are.

Charnwood Action Group Mystery Shop

The Charnwood Action Group is linked to Leicestershire Learning Disability Partnership Board and the Valuing People Team. 9 different groups within the Charnwood Action Group took part in Mystery Shopping some of the Council's services. The places 'mystery shopped' included:

- Loughborough Leisure Centre
- Soar Valley Leisure Centre
- Loughborough Town Hall
- Shop Mobility
- Southfields Council Offices
- Loughborough Town Centre and Market Place.

The findings have been presented to Senior Council Officers by some of the groups that took part with a commitment to meet with the group again in 6 months to identify what actions have been taken. These actions have been included within the Action Plan.