

Charnwood Borough Council Equality Strategy

2016 – 2020

Version 0.1

Foreword

We are very pleased to introduce Charnwood Borough Council's new Equality Strategy 2016-2020 which sets out our commitment for progressing equality and inclusion within Charnwood over the next four years.

It outlines what we will do to make Charnwood a place where people of different backgrounds get on well together so that people are comfortable and happy living in the local area. The Council recognises that delivery of excellent services, through a strong focus on customer access and service, will ensure that local people and communities are at the heart of everything we do.

The Strategy covers inequality in terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. It also covers inequality of other factors such as carers and socio-economic disadvantage and recognises that gypsies and travellers, plus asylum seekers and refugees, are distinct groups that may also experience inequality and discrimination.

Charnwood Borough Council is committed to delivering meaningful and lasting improvements for local people, by adopting and developing good equality and inclusion practice. We aim to create a place where people treat each other with dignity and respect. Also essential to this is ensuring the Council employs the best people to deliver this.

This Strategy outlines the steps that the Council intends to take in order to promote equality and inclusion in everything that we do. Whether, this is providing services, employing people, developing policies, communicating, consulting or involving people in our activities. The Strategy is about long term, continuous improvement, and for this reason we recognise the importance of ensuring that the principles of equality and inclusion inform key decision making at every level within the Council.

Thank you to everyone who has helped us to develop this Strategy. We have talked with a wide range of individuals and community groups to make sure we know what we should be focussing our efforts on. We have used what you have told us to develop our priorities for action over the next four years.

Cllr. David Slater (Leader of the Council)

Cllr. Tom Barkley (Cabinet Lead Member for Finance and internal support services)

Welcome to the Strategy- Executive Summary

Welcome to Charnwood Borough Council's Equality Strategy (2016-2020).

Charnwood Borough Council, as a local authority, has both a legal and moral duty to show fairness and equality to our residents, our service users and employees. We are lucky enough to have quite a diverse population in Charnwood and as a result of this we recognise that our residents, customers and employees have very different backgrounds and life experiences. We therefore want to make sure that we continue to provide services and facilities that meet the varying needs of our residents and that, as an employer, we achieve fair recruitment and provide a work environment that is free from discrimination.

This Strategy explains Charnwood Borough Council's legal responsibilities and explains how these duties will be delivered. Charnwood Borough Council wants to make sure that people from different groups are not discriminated against or disadvantaged by our actions. We feel that by continuing to progress our commitment to equality and inclusion and ensuring that we design and deliver services that are appropriate and accessible to all sectors of our community this will lead to greater employee productivity, creativity, innovation and flexibility, creating positive impacts for everyone.

The Strategy has been informed by lessons learnt through implementing our previous Equality Strategies and associated action plans, in addition to the Council's previous Corporate Plan. It includes details of the progress that we have made to date, and sets out our priorities in relation to the nine protected characteristics. It also explains how we arrived at our priorities and includes details of the information we gathered from engagement and involvement activities with a wide range of people including staff, partner organisations, elected members and members of the public.

Details of the actions that we will be undertaking to tackle the issues that are most relevant to the protected groups are provided in the Action Plan, which accompanies this Strategy. This Action Plan includes the outcomes which we will be aiming to achieve, and details of who is responsible for delivering each action. The Equality Action Plan is available at Appendix 4.

1. Introduction and Purpose

- 1.1 This Equality Strategy sets out how Charnwood Borough Council approach to advancing equality and diversity, good relations and in challenging discrimination and harassment. It recognises that specific actions are needed to address different equality issues whilst also acknowledging many people experience more than one type of disadvantage or discrimination (multiple discrimination).
- 1.2 The Strategy outlines the steps the Council intends to take to advance equality in everything it does. The Council has statutory responsibilities as set out in the Equality Act 2010 and Public Sector Equality Duty and this Strategy;
 - outlines how these duties are to be delivered in making sure that people from different groups are not discriminated against or disadvantaged by the Council's actions;
 - demonstrates the Council's commitment to equality and diversity;
 - encourages participation and engagement with groups and individuals in the community.
- 1.3 The strategy is about long-term, continuous improvement, and for this reason responsibility for implementing the Strategy lies with the Senior Management Team, Corporate Management Team, elected members and officers across the organisation. The Strategy recognises the importance of ensuring that the principles of equality and inclusion are well embedded within everything we do within the Council and builds on the consultation, action plans, People Strategy and Equality Strategies we have produced previously.
- 1.4 Therefore the Strategy will also include the Council's intentions to ensuring that equality and inclusion are integral and fully reflected in all the Council's practices, policies and procedures relating to service provision, recruitment and employment.

2. What is Equality and Inclusion?

- 2.1 Equality is about creating a fairer society where everyone has the opportunity to fulfil their potential. It is about ensuring that all people are treated with fairness and respect, recognising the needs of individuals and that some people may need to be treated differently to give them the same opportunities
- 2.2 Diversity is about recognising and valuing difference in its broadest sense and understanding how these differences can be developed for the good of the individual and society as a whole.
- 2.3 Inclusion is about an individual's experience within the workplace and in wider society and, the extent to which they feel valued and included. Successful and lasting inclusion involves a shared vision, values and a sense of belonging for all communities.

3. The Law

- 3.1 The Equality Act 2010 and associated Public Sector Equality Duty (PSED) are the main pieces of equalities legislation which set out different ways in which it is unlawful to treat someone. The Act 2010 covers nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation) which cannot be used as a reason to treat people unfairly.
- 3.2 Every person has one or more protected characteristic, so the Act protects everyone against unfair treatment. This applies whether the discrimination is actual or perceived and if it occurs directly or by association. The details of these protected characteristics can be found in Appendix 1.
- 3.3 The Public Sector Equality Duty of the Equality Act 2010 includes a general duty which is supported by specific duties. The general duty requires public organisations, including Councils to think about how they can make things better for people from different groups. This includes having 'due regard' to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.

For marriage and civil partnerships this protection applies only to the first duty.

- 3.4 We aim to meet our Public Sector Equality Duty by:
1. Ensuring our staff, service users and residents receive fair and respectful treatment and are not subject to discrimination or harassment.
 2. Paying 'due regard' and considering equality impacts before we make decisions affecting residents, service users or employees. This may be demonstrated through an Equality Impact Assessment or other activities/ assessments.
 3. Monitoring and assessing the impact of our decisions and actions, and whether they are actually reducing levels of inequality.
 4. Working with communities, partners and agencies across the Borough to promote good relations, and where there is discrimination challenge it.
- 3.5 This Strategy will focus on access to and provision of services and recruitment and employment practises specific to this Council.

4. Our Priority Equality Objectives

- 4.1 In response to the Equality Act 2010 and the Public Sector Equality Duty, we have now refreshed our Priority Equality Objectives which will underpin this Strategy, the associated Equality Action Plan and guide equality practice across the Council over the next four years. These priority equality objectives pay equal regard to each of the protected characteristics.
- 4.2 We have aligned our Equality Action Plan to provide a framework for achieving these propriety Equality Objectives. Regular updates will be provided to the Equality Working Group, and when required the Senior Management Team, for monitoring purposes and we will publish information on at least an annual basis to evidence our progress.
- 4.3 Our Priority Equality Objectives are:

PEO 1: To assess, consult and evaluate the equality impact of our policies and decisions and to change where reasonably possible what we do if it creates inequality

PEO 2: To enhance understanding of and promote equality and diversity at all levels within Charnwood Borough Council. To enhance understanding and promote equality and diversity at all levels within Charnwood Borough Council.

PEO 3: To ensure that our staff and Councillors engage and communicate with members of the community in an accessible and inclusive way.

PEO 4: To have a diverse workforce that aims to be representative of the Borough and to ensure that all staff are treated fairly.

PEO 5: To change where reasonably possible what we do if we find it creates inequality

PEO6: To continue working with our partners, where appropriate, to reduce inequality in all of our communities.

5. Vision and Values

- 5.1 The Council aims to deliver excellent services through a strong focus on customer access and service and making sure local people and communities are at the heart of every officer's daily work.
- 5.2 The Council is committed to delivering meaningful and lasting improvements for local people, by adopting and developing good equality and diversity practice and demonstrating high levels of corporate and social responsibility.
- 5.3 These are underpinned by our values which are embedded in all aspects of service delivery and partnership working:

- **Customer First:** We put the customer at the heart of everything we do.
- **Working Together:** We work together as one Council and in partnership with openness and integrity.
- **Pride in Charnwood:** We take pride in our work and our borough, always striving for improvement.

These Visions and Values can be found in the Councils Corporate Plan 2016-2020 and associated annual Business Plan which sets out the Councils ambitions and how we deliver our priorities.

6. How does this Strategy Relate to the strategic priorities of the Council?

6.1 This Strategy cannot be delivered in isolation. In order to successfully embed equality and inclusion in all that we do, this Strategy will link closely with other council policies, strategies and strategic priorities as defined in the following:

- Corporate Plan 2016-2020
- People Strategy
- Medium Term Financial Strategy
- Procurement Strategy

6.2 In 2015, the Council achieved the Customer Service Excellence Award. The assessors recognised that we have an in-depth understanding of our customer groups and are committed to raising awareness about diversity.

6.3 This Equality Strategy will be reviewed every four years, in line with the Council's corporate planning process and our legal responsibilities to refresh our Priority Equality Objectives.

7. Our Commitment to Equality

7.1 Employment Practices

Charnwood Borough Council considers equality in all aspects of employment, from advertising vacancies, recruitment and selection, terms and conditions of employment, training and personal development to reasons for terminating employment. We will:

- Advertise jobs in ways that reach all communities and target groups that are currently under-represented in the workforce;
- Manage employees fairly and appropriately, ensuring there is no discrimination on grounds of any of the protected characteristics in terms of work allocations, consultation and communication, development and training opportunities, employees personal reviews, granting of leave, service reviews or grievance and disciplinary matters;
- Encourage a culture of openness and ensure that all employees have a safe and supportive environment in which to work regardless

of their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation;

- Ensure employees and councillors are given appropriate equalities training and have access to training in anti-discriminatory practices
- Ensure service users are aware that they do not have the right to refuse services from employees with any protected characteristics;
- Make all reasonable efforts to help employees who are or become disabled remain in the Council's employment;
- Acknowledge and publicly recognise cultural and religious festivals and holidays so that leave is not unreasonably withheld from employees who may wish to celebrate them;
- Undertake job evaluations and carrying out a pay and grading review as part of the process to develop fair employment and equal pay policies;
- Work to provide information and guidance to managers and employees on sexual orientation and gender reassignment as well as on general appropriate language and behaviour issues which may affect people who are lesbian, gay, bisexual or transgender;
- The Council will work as flexibly as possible and in line with our Attendance Management policy and allow transgender employees undergoing either medical or surgical procedures related to gender reassignment time off from work.

7.2 Decision-making and developing policies

Charnwood Borough Council will:

- Assess the potential impact on customers and communities of its policies and practices and take action to improve them;
- Involve customers and communities in decision-making through impact assessments and engagement with local community groups;
- Ensure access to decision making arenas takes into account the needs of working people, people with childcare responsibilities, young and older people (venues, time, support and formats);
- Involve and engage local people with disabilities to ensure that we design, plan and provide services to enable them to have more control over their own lives;
- Work towards ensuring that all the protected characteristics are fully represented in any consultation undertaken;
- Provide services for young people, and older people to meet their particular needs including the provision of targeted services for specific groups where appropriate e.g. youth groups, older people;
- Support and encourage initiatives which are set up and run by community groups and which promote social inclusion and equality of opportunity.

7.3 Access to Services

Charnwood Borough Council will:

- On request, translate material, provide interpreters and use suitable communications formats as required;

- Work to provide information in plain English and make available that information, on request, through a range of media and in a range of formats [including, where appropriate, the provision of materials in symbols, large print, Braille, British Sign Language video or audio description] and offer alternatives to verbal communication so people with disabilities enjoy equal access to information and services;
- Ensure our website is as fully accessible as possible, including translation tools for other languages;
- Monitor use of services by protected characteristics to ensure equality of access, and use the data to develop services which are appropriate to the needs of the whole community;
- Acknowledge same sex relationships and ensure, wherever possible, partners have equal access to the services and benefits available to heterosexual couples;
- Ensure all information, publicity and advertising that the Council has control and or influence is non-sexist, and uses positive images and language to counteract the effects of inequality and promotes equality.

7.4 Working with Partners

Charnwood Borough Council will:

- Ensure consultants, contractors, suppliers, and partners [including those in the voluntary and community sectors] are able to work and deliver services free from harassment and discrimination;
- Work with partners to increase the confidence of residents to report hate incidents;

7.5 Engaging and consulting with our communities

We engage and consult with our communities regularly so that we understand our customers' views and can ensure that the services we design and deliver are appropriate and meet the needs of all.

All policies, strategies and processes within the council are subject to Equality Impact Assessments as appropriate to ensure that they take into consideration the effect they may have on different protected characteristics.

7.6 Buying services from others

Charnwood Borough Council will:

- Ensure that our Procurement Strategy and processes provide clear commitment to equality of opportunity and to tackling discrimination and disadvantage;
- Require any company or business supplying services to be committed to equality and diversity in its employment practices and service provision, ensuring they adhere to all anti-discrimination legislation;

- Monitor, if required, the practices of any contractor or business providing services to the Council or on our behalf of the Council to ensure they act in accordance with our policies and the relevant legislation on equality and diversity.

8. What have we done since our last plan?

Below we have provided examples of some further successes and achievements:

- In September 2015, all of our Services across the Council achieved the Customer Service Excellence Award. The assessors recognised that we have an in-depth understanding of our customer groups and are committed to raising awareness about diversity.
- We provide written and verbal interpretation services to ensure equal and fair access to our services.
- An equality and diversity communications plan is in place to promote events around specific dates such World Mental Health Awareness Week and Holocaust Memorial Day. This helps us to further understand both our staff and the residents of Leicestershire and to communicate key messages to our employees and other stakeholders.
- Events to celebrate cultural diversity, for example the Loughborough Mela which is organised annually in conjunction with partner organisations.
- Elected members were actively involved in training sessions following the local elections in May 2015 in order for them to gain the necessary skills and knowledge to continue to provide leadership in furthering the equalities agenda.
- We conducted a residents' survey in Summer 2015 and undertook a series of engagement activities which gathered the opinions of residents, customers and staff which informed the development of this Strategy, the Council's Corporate Plan and Priority Equality Objectives which were set as part of our Public Sector Equality Duty in order to determine the priorities of the Council based on the views of those individuals and community groups.
- We have a good reputation, both locally and regionally, for our work on the equality and diversity agenda, and continue to participate in the Leicester Shire Equalities Forum.
- We have in place a significantly large programme of equality and diversity learning and development for employees.
- As one of the partners in the Leicestershire Hate Incident Monitoring Project (HIMP) we continue to help raise awareness of the importance of reporting hate incidents and educate people about the impact hate incidents have on their victims- this includes our annual 'Stop and Tell' awareness campaigns.

9. Arrangements for Reviewing Progress against the Strategy

9.1 The Strategy has been considered by the Equality Working Group.

9.2 Approval for consultation on the Strategy will be sought from Cabinet.

- 9.3 Following consultation formal approval will then be sought from Cabinet.
- 9.4 An action plan will be developed by the Equality Working Group to support the delivery of the plan.
- 9.5 Progress against the action plan will be monitored by the Equality Working Group and any areas of underperformance or slippage will be reported to SMT.

Appendix 1

Protected Characteristics

The duties and the act seek to outlaw unlawful discrimination against a person or group of people because of their:

Age- relates to a person belonging to a particular age group (e.g. 32 year olds) or range of ages (e.g. 18- 30 year olds).

Disability- a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender Reassignment- when a person is transitioning or they intend to undergo, are undergoing or have undergone a process (or part of a process) for the purpose of reassigning their gender.

Marriage and Civil Partnership- marriage can either be between a man and a woman, or between partners of the same sex. Civil partnership is between partners of the same sex. Civil partners must be treated the same as married couples on a wide range of legal matters.

Pregnancy and maternity- pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes not treating a woman unfavourably because she is breastfeeding.

Race- refers to a group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins.

Religion or Belief- religion refers to any religion or reference to religion, including a reference to a lack of religion. Belief includes any religious or philosophical belief or reference to belief, including a reference to a lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex- refers to an individual being male or female.

Sexual Orientation – a person's sexual attraction towards people of the gender they are attracted to (i.e. towards people of the same sex, the opposite sex, or to both sexes).

Appendix 2

About the people of Charnwood

In the 2011 Census the population of Charnwood was 166,100 which increased from 153,453 in 2001). This represents an increase of 7.6% or a yearly average of 0.8%. The largest proportion of the population live in the larger settlements of Loughborough (62,233 people), Shepshed (13,505 people), Syston (12,804), Birstall (12,521 people) and Thurmaston (9,668 people).

The population can be broken down by equality group to provide us with a better understanding of the people within our communities.

Age

The age of our population is important when planning services so we can meet the needs of our community. In the 2011 Census, all age groups experienced population growth except for those aged 30-44 which showed a decrease of 5.5%.

The age bracket of 20-24 had the largest increase in population size with an increase by 22% over the past ten years. Those aged 60-64 also saw a similar size increase. We have 39,209 children and young people aged 0-19 representing 23.6% of the total population.

Disability

In Charnwood, it is estimated that there are 10,540 (6.4%) people between the ages of 16-64 with a moderate or serious physical disability. This compares to 12,882 (7.7%) over 65. Nationally it is estimated that 1 in 4 people will be affected by mental health issues at some time in their life. In Charnwood this would equate to 41,525 out of 166,100 residents. Mental health issues can either be short or long term, the most common being mixed anxiety and depression.

In Charnwood there are 290 people aged 18-64 with learning disabilities, who receive community based services and 100 people who receive permanent care. Of those people aged 65+ with learning disabilities, 30 receive community based services and 25 receive permanent care. We have 567 children with Statements of Special Educational Needs or on an Education Health Care Plan

We are currently in the process of determining how many people residing in Charnwood are registered with sight or hearing loss, or both. It is estimated that there are a high number of people with a sight and hearing loss within Charnwood who have not yet registered.

Gender Reassignment

There are no accurate statistics available regarding the profile of those who identify as trans or transgender within Charnwood or the UK as a whole. Gender identity is not incorporated into the Census or other official statistics. This is something we will look to address in more detail.

Marriage and Civil Partnership

Within Charnwood approximately 65,000 people (47.1%) are either married or are in a registered same-sex civil partnership. This is relative to Leicestershire as a whole.

Race

145,114 people (87.3%) of the population identified themselves as 'White' and 20,986 people (12.7%) are from Black and Minority Ethnic (BME) Groups, which shows an increase of 4,413 people from the 2001 census data. Specific race groups within Charnwood, which the population identified themselves as, are Indian (10,225 people), Other White (4,147 people), Bangladeshi (2,022 people) and Chinese (1,943).

Religion & Belief (including no religion or belief)

Within Charnwood there are a number of religions and beliefs followed by local people, which include Buddhist, Christian, Hindu, Jewish, Muslim, Pagan, Sikh and Spiritualist faiths. In the 2011 census (55%) of the population identify themselves as being Christian, 5% Hindu, 2% are Muslim, 1% are Sikh and 1% are all other religions. 29% of Charnwood residents stated that they had no religion.

Sex (Gender)

There is an equal gender split between men and women in Charnwood with 82,900 males (49.9%) and 83,200 females (50.1%). There is a significantly higher age gap between the two sexes for those aged between 19-24, with more male than female. However, there is also a higher than average gender gap between men and women within our older population, with nearly twice as many females as males aged 85 and over. We will continue to monitor emerging data in these areas to further plan future service delivery.

Sexual Orientation

There are no accurate statistics available regarding the profile of the lesbian, gay and bisexual (LGB) population within Charnwood or the UK as a whole. Sexual orientation is not incorporated into the Census or other official statistics; however it is acknowledged that approximately 6-10% of any population will be LGB. In Charnwood this would equate to between 9,960 and 16,610 people.

Carers

Within Charnwood it estimated that 10.6% of people provide between 1-50 hours of unpaid care a week. This is reflective of the national average of 10% and is reflective of Charnwood's ageing population. We recognise that care is provided for a variety of reasons, both older and young people, and therefore support is required for carers of all ages.

Gypsy and Traveller Community

In 2012, a Gypsy and Traveller Accommodation Needs Assessment (GTAA) was undertaken across Leicester, Leicestershire and Rutland. Using baseline data from the 2007 GTAA, caravan count data and information provided by a number of local authorities, the estimation of the number of Gypsies and Travellers across Leicester, Leicestershire and Rutland in 2012 was 588 families, many of whom may pass through Charnwood and our neighbouring areas.

Asylum Seekers and Refugees

There are no accurate statistics available regarding asylum seekers and recent refugees within Charnwood, or the UK as a whole. It is not incorporated into the census or other official statistics.

However, in Loughborough there is a Home Office East Midlands Reporting Centre and Loughborough is recognised as a 'Town of Sanctuary' for refugee and asylum seekers to seek support. Therefore, we recognise that there may be a number of asylum seekers and refugees situated in, travelling through or visiting Charnwood.

Appendix 3

About the staff of Charnwood Borough Council

Each year Charnwood Borough Council produces information in relation to the make-up of its workforce. Whilst being a legal requirement, this information is also useful for workforce planning.

The information below reflects the make-up of our workforce in 2016. This is shown by protected characteristic and provides us with a better understanding of the people who work within our organisation.

As at the end of March 2016, Charnwood Borough Council had a total workforce of 518 staff.

Age

The following is a breakdown of our workforce in terms of age group:

19 & Under	0.19%
20 - 29	8.49%
30 - 39	18.53%
40 - 49	32.43%
50 - 59	30.50%
60 - 64	7.72%
65 +	2.12%

Disability

3.86% of our employees declared that they have a disability, 66.60% declared they have no disability and 29.54% of employees have not declared their disability status.

Race

At Charnwood Borough Council 11.39.% of employees are from Black and Minority Ethnic (BME) backgrounds, 80.5% employees are White British and 8.11% of employees have not declared their race.

Religion and Belief

We have the following information in relation to the religion and belief status of our employees:

Agnostic		3.86%
Atheist		4.63%
Christian		27.03%
Hinduism		3.09%
Islam		1.54%
Other		7.92%
Prefer not to say		51.73%
Sikhism		0.19%

Sex

Of our employees 59.27% are female and 40.73% male.

Sexual Orientation

0.57% of employees declared their sexual orientation as Lesbian, Gay or Bisexual (LGB), 51.93% declared themselves as heterosexual and 47.49% of employees have not declared their sexual orientation.

Charnwood Borough Council
Equality Strategy Action Plan 2016-2020

Action Plan 2016- 2017

Action		Date of Completion	How will success be measured?	Responsibility/ Delivery Lead
PEO 1: To assess, consult and evaluate the equality impact of our policies and decisions and to change where reasonably possible what we do if it creates inequality				
1.1	Equality Working Group to act as a critical friend in reviewing Equality Impact Assessments as appropriate.	Ongoing	Review at least one EIA per quarter as part of a monitoring framework.	Equality Working Group
1.2	Maintain an up-to-date Equality Impact Assessment completion programme.	Ongoing	Planned Equality Impact Assessments have been completed and published.	Corporate Improvement & Policy Officer
1.3	Audit Equality Impact Assessment completion and publication rates against numbers of planned EIAs and take action where necessary to address issues.	April 2017	Bi- annual report to the Equalities Working Group.	Equality Working Group
1.4	Raise awareness of the EIA process and guidance, through One Charnwood, intranet etc.	Ongoing	2 articles per year to raise awareness of process.	Corporate Improvement & Policy Officer/ Communications Officer
1.5	Highlight the use of resident reference groups when making changes to major policies and encourage services to consider as a consultation method.	Ongoing	Auditing of Equality Impact Assessments to determine the use of appropriate resident groups within consultation.	Equality Working Group
1.6	Monitor complaints for any discrimination related complaints. An annual report from HR and Corporate Complaints be presented to the group as appropriate.	October 2017	Discrimination related complaints dealt with in line with the Corporate Complaints Procedure. Annual report submitted to the Equality Working Group.	Corporate Development Officer

PEO 2: To enhance understanding of and promote equality and diversity at all levels within Charnwood Borough Council.				
2.1	Maintain and continue to develop a learning and development programme for equality and diversity, including an induction e-learning module for staff.	Ongoing	Programme updated to reflect staff learning needs. Induction e-learning developed and 100% new starters undertake module.	Corporate Improvement & Policy Officer/ Learning & Development Co-ordinator
2.2	Create regular opportunities to engage with members by providing training, support and briefings.	September 2017	Training, support and briefings provided to members. Increased learning and understanding of equalities agenda.	Corporate Improvement & Policy Officer/ Democratic Services Manager
2.3	Develop regular slots in One Charnwood regarding religious festivals, local equalities events etc.	Ongoing	Articles published as appropriate. Staff awareness/ knowledge raised.	Corporate Improvement & Policy Officer/ Communications Officer
2.4	Update employee e-booklet on what staff need to know about equality and diversity.	March 2017	E-booklet updated and published.	Equality Working Group
2.5	Present to both CMT and SMT on equality and diversity to raise their awareness of issues and gain buy-in and commitment	Ongoing	Equalities issues reported at CMT & SMT Meetings. Equalities championed at senior level within the organisation.	Corporate Improvement & Policy Officer
PEO 3: To ensure that our staff and Councillors engage and communicate with members of the community in an accessible and inclusive way.				
3.1	Create a One Charnwood Equality special edition highlighting good practice, case studies, information etc.	January 2017	Special Edition of One Charnwood produced. Staff awareness/ knowledge raised.	Corporate Improvement & Policy Officer/ Communications Officer
3.2	Keep the website up to date with information about services and ensure that this information is accessible to a wide range of service users.	Ongoing	Website has up to date information.	Communications Officer

			Feedback from users regarding the accessibility of information.	
3.3	Monitor the equality impacts of moving to online/ digital services and look to remove barriers or potential adverse impact where it may arise.	October 2017	Feedback from users regarding the accessibility of alternative service delivery.	Equality Working Group
3.4	Promote the interpretation and translation service internally through One Charnwood, Intranet etc.	February 2016	No. of services and service users utilising the interpretation and translation service.	Corporate Improvement & Policy Officer/ Communications Officer
3.5	Engage with service users who have specific communications needs to identify areas where we can improve our communication methods.	Ongoing	Communication methods improved based on identified need. Feedback/ complaints from service users.	Equality Working Group

PEO 4: To have a diverse workforce that aims to be representative of the Borough and to ensure that all staff are treated fairly.

4.1	Raise awareness of the 'self- declaration' process, through One Charnwood, intranet etc. and include 'myth busting' facts to increase rates of self- declaration.	May 2017	Staff self- declaration against each of the protected groups is increased.	Corporate Improvement & Policy Officer/ Communications Officer
4.2	Produce quarterly monitoring reports of workforce monitoring statistics and report to the Equality Working Group as appropriate so that action can be taken where necessary to address issues.	Quarterly Updates Jan/ Apr/Jul/ Oct 2017	Quarterly Monitoring Reports produced. Monitoring of workforce statistics	Systems & Information Officer/ Corporate Improvement & Policy Officer
4.3	Report annually on progress towards workforce representation targets to Senior Management Team and where appropriate take action to increase representation of under- represented groups within the workforce.	September 2017	Annual progress report produced. Action taken to address issues where appropriate.	Corporate Improvement & Policy Officer

4.4	Publish workforce equality information and analysis annually and in a way that is easy to understand and accessible to the public.	April 2017	Feedback from staff and service users on annual publication.	Corporate Improvement & Policy Officer/ Communications Officer
4.5	Monitor Dignity and Behaviour in the workplace cases (bullying and harassment) against protected characteristics for any trends. An annual report from HR and to be presented to the group, as appropriate.	Ongoing	Discrimination related complaints dealt with in line with the Dignity and Behaviour in the workplace procedure. Annual report submitted to the Equality Working Group.	Human Resources Manager
4.6	Increase younger staff into the workforce through a structured apprenticeship scheme.	October 2017	Apprenticeship scheme developed in line with national guidelines. Increased no. of staff 16-25 entering the workforce.	Learning & Development Co-ordinator
4.7	Maintain the “two ticks” award for employing disabled people by continuing to provide specific job criteria, guaranteeing an interview to all disabled applicants who meet or come close to meeting all the essential criteria and ensuring reasonable adjustments are made so applicants with disabilities and existing employees who are or become disabled are treated fairly and with proper consideration of their abilities.	Ongoing	Equality Monitoring Data Recruitment Monitoring Data Feedback from applicants/ interviewees.	Human Resources Manager/ Equality Working Group
4.8	Conduct equal pay audit and implement actions. Feedback results to the Equality Working Group as appropriate.	December 2017	Future equal pay audits continue to demonstrate improvements in areas where recommendations have been made.	Human Resources Manager

PEO 5: To change where reasonably possible what we do if we find it creates inequality				
5.1	Gather evidence of where we have made changes to reduce inequality	April 2017	Inclusion of evidence in Customer Service Excellence assessments with appropriate feedback from assessor.	Equality Working Group
5.2	Produce an annual health check of what we have done with regards to equality and publish to staff and public.	April 2017	Met Equality Act 2010 and Public Sector Equality Duty responsibilities. Feedback from staff, residents and service users.	Equality Working Group
PEO6: To continue working with our partners, where appropriate, to reduce inequality in all of our communities.				
6.1	As part of the Hate Incident Action Group deliver actions to increase the reporting of hate incidents.	Ongoing	Monitoring of data provided on the reporting of hate incidents.	Community Safety Manager
6.2	Raise awareness of procurement equality requirements with contract managers (part of wider awareness raising to include safe-guarding)	January 2017	Raised awareness of Procurement Toolkit via One Charnwood. Quarterly monitoring statistics to be provided by contract holders, where appropriate, showcasing equalities commitments. Contract monitoring indicates that commissioned service providers are compliant with equalities requirements.	Procurement Manager

6.3	As part of the Health & Wellbeing Board work with partners to develop an Dementia Alliance in order to support the development of a dementia friendly borough.	December 2016	All partners signed up to creating a dementia friendly borough.	Neighbourhoods and Partnerships Manager
6.4	Support and contribute to the work of the Leicestershire Equalities Forum (LSEF) and other associated partnership projects in conjunction with the Forum.	Ongoing	Report on partnership working and joint campaigns following feedback from attendees and partner organisations.	Corporate Improvement & Policy Officer