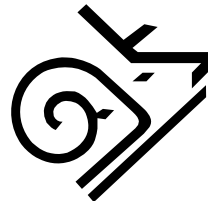


# **Corporate Equality and Diversity Plan**

**Draft One**

**2009 - 2012**



**DERBY CITY COUNCIL**

## **Making this document open for all**

**This is our Equality and Diversity Plan. It gives details of how we are going to work on equality for the next three years. Please tell us if you need help reading this Plan or any part of it translating. We can give you this information:**

- **in large print**
- **in Braille**
- **on audio tape**
- **as a computer file**
- **in any other way or style that will help you access it.**

**Please contact Ann Webster on 01332 255384 or minicom 01332 258427 or fax 01332 255520 or e-mail [ann.webster@derby.gov.uk](mailto:ann.webster@derby.gov.uk) to tell us what you need.**

**ਇਹ ਦਸਤਾਵੇਜ਼ ਹਰ ਕਿਸੇ ਲਈ ਹਾਜ਼ਰ ਹੈ ।**

ਬਰਾਬਰੀ ਅਤੇ ਵੇਨ ਸੁਵੰਨਤਾ ਬਾਰੇ ਸਾਡੇ ਵੱਲੋਂ ਤਿਆਰ ਕੀਤੀ ਗਈ ਇਹ ਵਿਉਂਤ ਹੈ । ਇਸ ਵਿਚ ਵਿਸਥਾਰ ਨਾਲ ਦੱਸਿਆ ਗਿਆ ਹੈ ਕਿ ਅਸੀਂ ਬਰਾਬਰੀ ਦੇ ਮਸਲਿਆਂ ਬਾਰੇ ਆਗਲੇ ਤਿੰਨ ਵਰ੍ਹਿਆਂ ਵਿਚ ਕਿਸ ਪ੍ਰਕਾਰ ਕੰਮ ਕਰਾਂਗੇ । ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਨੂੰ ਇਹ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਇਸ ਵਿਉਂਤ ਨੂੰ ਪੜ੍ਹਨ ਲਈ ਜਾਂ ਇਸਦੇ ਕਿਸੇ ਭਾਗ ਦੇ ਅਨੁਵਾਦ ਲਈ ਕਿਸੇ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ? ਅਸੀਂ ਤੁਹਾਨੂੰ ਹੇਠ ਲਿਖੇ ਢੰਗਾਂ ਨਾਲ ਜਾਣਕਾਰੀ ਦੇ ਸਕਦੇ ਹਾਂ :

- ਮੋਟੇ ਅੱਖਰਾਂ ਵਿਚ
- ਬ੍ਰੇਲ ਵਿਚ
- ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਵਿਚ
- ਕੰਪਿਊਟਰ ਦੀ ਫਾਈਲ ਵਿਚ
- ਜਾਂ ਕਿਸੇ ਹੋਰ ਢੰਗ ਨਾਲ ਜਿਸ ਨਾਲ ਤੁਹਾਨੂੰ ਇਸਦੀ ਪ੍ਰਾਪਤੀ ਲਈ ਸਹਾਇਤਾ ਮਿਲ ਸਕੇ

ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਲਈ ਤਾਰਿਕ ਇਕਬਾਲ ਨਾਲ ਫੋਨ ਨੰਬਰ 01332 258422 ਮਿਨੀਕੋਮ 01332 258427 ਜਾਂ ਫੈਕਸ ਨੰਬਰ 01332 255520 ਜਾਂ ਈ-ਮੇਲ ਪਤੇ [tariq.iqbal@derby.gov.uk](mailto:tariq.iqbal@derby.gov.uk) ਰਾਹੀਂ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਸਾਨੂੰ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਸੇਵਾ ਦੀ ਲੋੜ ਹੈ ?

PUNJABI

## یہ دستاویز ہر ایک کو مل سکتی ہے،

یہ دستاویزی خاکہ برابری اور مختلف لوگوں کیلئے بنایا گیا ہے، اس میں تفصیل سے بتایا گیا ہے، کہ برابری سے متعلق آئندہ تین سالوں میں ہم کس طرح کام کریں گے، برائے مہربانی ہمیں بتائیں، کہ آپ کو اس خاکہ کے پڑھنے یا کسی حصہ کے ترجمہ کیلئے کسی مدد کی ضرورت ہے، ہم آپ کو اس طرح کی معلومات مہیا کر سکتے ہیں،

♦ موٹے حروف

♦ بیریل میں

♦ آڈیو ٹیپ میں

♦ کمپیوٹر کی فائیل میں

♦ یا کسی اور طریقہ پر جس سے آپ کو مدد مل سکے

برائے مہربانی اس کیلئے آپ طارق اقبال سے فون نمبر 01332-258422 منیکم 01332-258427 یا فیکس کے ذریعہ 01332 255520

یا ای میل e-mail tariq.iqbal@derby.gov.uk پر رابطہ کریں، اور بتائیں کہ آپ کو کس قسم کی سہولیات درکار ہیں،

URDU

## यह दस्तावेज़ सभी के लिए उपलब्ध है ।

यह बराबरी और विभिन्नता के बारे में बनाई गई हमारी योजना है । इसमें विस्तार से बताया गया है कि हम बराबरी के बारे में अगले तीन वर्षों में किस प्रकार से काम करेंगे । कृप्या हमें बताएं कि क्या आपको इस योजना के पढ़ने या इसके किसी भाग के अनुवाद के लिए किसी सहायता की आवश्यकता है ? हम आपको इस प्रकार से जानकारी दे सकते हैं :

- मोटे अक्षरों में
- ब्रेल में
- आडियो या सुनने वाली टेप पर
- कंप्यूटर की फाईल पर
- या किसी और प्रकार या ढंग से जिस से आपको इसे प्राप्त करने में सहायता मिल सके

कृप्या आप इसके लिए तारिक इकबाल से फोन नंबर 01332 258422 या मिनीकोम 01332 258427 या फैक्स नंबर 01332 255520 पर या ई-मेल पते [tariq.iqbal@derby.gov.uk](mailto:tariq.iqbal@derby.gov.uk) पर सम्पर्क करें और हमें बताएं कि आपको किस सुविधा की आवश्यकता है ?

HINDI

## **Message from Councillor Hilary Jones, Leader of the Council and Ray Cowlshaw, Chief Executive**

Welcome to our second Equality and Diversity Plan containing our proposals for making our Equality and Diversity Policy work. It outlines the actions we'll be taking over the next three years to tackle discrimination, make sure everyone has equality of opportunity and for promoting good race relations in Derby. Just like before, our Plan includes race, gender, disability, age, sexuality and religion and belief equality.

Promoting equality and diversity is very important to us and we want to do it well, and so we were extremely pleased when we achieved the Level 3 Equality Mark for Local Government in September 2007 after an extremely tough audit. Our next challenge is to go for 'excellence' under the new Equality Framework for Local Government.

We want the actions in this plan to make a real difference by improving our role as a major equal opportunities employer in Derby, and improving the way we deliver our services. Derby's community has a whole range of people with different needs who look to us to lead the way. We believe it is so important that our workers come from as many backgrounds as our customers, so they can help us understand our customers' needs.

So, please make a little time to read this plan and tell us what you think. Fill in the form at the back of the plan or just give us a ring. We cannot achieve equality in Derby alone and we need the expertise from people in the community to help us to get things right. This plan is only part of our long journey through equality and we still have lots to do. But, with your help, we will get there.

Hilary Jones  
**Leader of the Council**

Ray Cowlshaw  
**Chief Executive**

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## Why do we need an Equality and Diversity Plan?

We have had an equality policy at the Council since 1981 and over the years it has been re-written and reviewed to take account of people's changing needs and, of course, new equality legislation. We reviewed our latest **Equality and Diversity Policy** in 2006 and we need to do it again. But, just having a paper policy and reviewing it every so often, is not enough and clearly we need a plan to drive us through what we want to achieve.

As a starting point, we adopted the **Equality Standard for Local Government**, which was a way of measuring how we were doing on our equality work. It covered five levels of equality achievement and we were very pleased to receive the Level 3 Equality Mark for Local Government in September 2007.

The new **Equality Framework for Local Government** has replaced the standard. It starts in April 2009 and covers three areas of equality achievement – developing, achieving, and excellent. We are working towards the excellent level and during the life of this plan we hope we will achieve this.

As well as being legal requirements to have equality plans for race, disability and gender, we needed to have an **Equality and Diversity Plan**, for our work on the Equality Standard and the new Equality Framework for Local Government. Our plan includes race, disability, gender, religion and belief, sexuality and age equality actions and gives details of what we intend to do over the next three years to make our Equality and Diversity Policy work.

We involved our three Equality Diversity Forums on the contents of our plan before we published this final version. They are the Minority Communities Diversity Forum, Disabled People's Diversity Forum and Gender and Sexuality Diversity Forum. These Forums represent community and voluntary

organisations concerned with equality. We also made a commitment to our young people's network – Voices in Action to include actions from them in the plan, which we have done. Our employee networks played a key role in checking out the plan - Black Employees Support Network, Disabled Employees Network, Lesbian, gay, bi-sexual and transgender Network and also the trade unions. All these representatives helped us so that we could try to make sure that together we chose the most important things to include in the Equality and Diversity Plan. We have produced a booklet of all the suggestions and our responses to these. We give a huge thank you to all the groups for their time and the effort involved. Thank you!

The Council provides many services, carries out many different functions and our employees, contractors and partners work to a wide range of policies and procedures. To make this plan easier for you to see the most important things, we have broken our action plan down into these themes...

- Working for the Council
- Managing equality
- Equality training and awareness
- Making sure changes don't create barriers – equality impact assessments
- Communicating, consulting and involving
- Improving our buildings
- Using our services
- Monitoring and checking how we are doing.

So, if you are particularly interested in what we are going to do about making our publicity and publications accessible, see the section on 'Communicating, consulting and involving'. Or, if you want to see what actions we intend to take in employment, you can go to the section on 'Working for the Council'.

We will be producing a report on our progress every year and will publish the results on our website. We know some people do not have access to computers so let us know if you need paper copies. This review will also give us an opportunity to make any changes which people tell us about.

### **Your views and comments**

We hope you will read this plan and give us your views on it. We welcome both good, and not so good comments, as long as they are constructive. Please fill in the form at the back of this plan and send it to us or just contact and tell us what you think.

## Tackling discrimination, promoting equality and good race relations

Because this plan is an Equality and Diversity Plan, we have extended our legal duties under the Race Relations Amendment Act, Disability Equality Duty and Gender Equality Duty, to cover religion and belief, age and sexuality. We are committed to equality for disabled people, and are working through our access improvement programme to implement the requirements of the Disability Discrimination Act. We were one of the first local councils to sign up to the former Disability Rights Commission's Open4All campaign. Most importantly, we work to the **social model of disability**, which helps us to recognise and remove barriers for disabled people. You can find out more about the social model in the jargon buster at the back of this plan and in our Equality and Diversity Policy.

We have a wide range of work-life balance initiatives, which help our employees combine work with family responsibilities. This work was recognised as an example of good practice by the Department for Trade and Industry and is included on their website. We give strong messages to all our employees that the Council has no room for bullies, harassers and people who discriminate against others by posters, and regular articles in our Council publications.

We feel it is very important that our workers come from as many backgrounds as our customers, so they can help us understand our customers' needs. To help us do this, we have job seekers registers for disabled people and minority ethnic people and have regularly run training courses for people on the registers to help them with job application forms and interview techniques. We have been doing lots of positive action work with the Pakistani community to help us get a much better representation of this group within our workforce. We use the **positive about disabled people** symbol and offer **guaranteed interviews** for disabled people who choose this option, providing they meet the essential requirements for the job they are applying for.

As well as increasing the number of people from equality groups into our workforce, we also feel it is extremely important that people are represented at all grades in the Council. We have organised women in to senior management courses and more recently our positive steps management courses for minority ethnic employees. This course is now to be accredited.

We have joined the Stonewall Diversity Champions, and are working on entering their 2010 workplace equality index with the help of our Lesbian, gay, bi-sexual and transgender employee network.

Every year, we organise events around International Women's Day, the European Day of Disabled People, International Day against Homophobia, Black History Month, World AIDS day and Holocaust Memorial Day. We also take part and contribute to Gay Pride events in the city. We are also working with Derby County Football Club on their equality standard and will help them with the Football Association's campaign to tackle homophobia in football.

Derby's Community Safety Partnership leads on **community cohesion** initiatives, again to promote good race relations in Derby and have set up several groups to work on this. They have done lots of work on new and emerging communities and are currently working on a visitors welcome pack.

Derby Community Safety Partnership is also working closely with us on their own equality action plan. They have also set up a Domestic Violence and Sexual Abuse Diversity Forum to tackle equality in this area and are working on an equality action plan.

We are working closely with Derby Homes, who are also committed to equality and diversity for their tenants and the people who work for them. Derby Homes has set up Equality and Diversity Champions to mainstream equality throughout the organisation and complement our own equality and diversity policy and plan.

Partnership working is crucial in equality work and we are founder members of Derby Equality and Diversity Network. This is a network of people from other statutory agencies or any agency with good practice to share. We meet every two months and have organised events such as equality in procurement, equality impact assessment training, and we also produce a multi faith calendar.

The Children and Young People's Partnership have produced their second Children and Young People's Plan and have a very active Equality Impact Group to oversee equality work within the plan. The group has done lots of equality impact training for members of the partnership and continue to do this.

Derby has a rich diversity of minority ethnic communities, disabled people's organisations and women's groups. We also have an active gay, lesbian, bi-sexual and transgender community, so there is no excuse for us not to consult with people in the community about services we offer that affect them. We feel it is really important that, we do consult communities when we are developing policies or making decisions. This is so we will not make assumptions about what we think people need or how we think a decision we make will affect a particular community.

Under the Race Relations Amendment Act 2000, all public service providers like us have to meet these three objectives to:

- eliminate unlawful racial discrimination
- promote equality of opportunity
- promote good race relations.

These objectives are referred to as **the general duty**. The aim of this duty is to make promoting racial equality part of our everyday work. The general duty also expects us to take the lead in promoting

equality and good race relations as well as preventing unlawful discrimination. What this means in practice is that we must take account of race equality in our day to day work of policy making, service delivery, employment practice and other functions. We also have some **specific duties** to meet and one of these is preparing a Race Equality Scheme. The Race Equality Scheme has to include how we will:

- assess whether our functions and policies are relevant to race equality
- monitor our policies to see how they affect race equality
- assess and consult on policies we are proposing to introduce
- publish the results of our consultations, monitoring and assessments
- make sure that the public have access to the information and services we provide
- train our staff on the duties under the Race Relations Amendment Act.

As well as the duties already mentioned, there are also specific duties on employment and so we must monitor by ethnic group:

- our existing employees and our applicants for jobs, promotion and training
- grievances
- disciplinary action
- performance appraisals
- training
- dismissals.

We must publish the results of the monitoring every year.

There are also specific duties for schools and these are that schools must:

- prepare and publish a race equality policy
- monitor and assess how their policies affect minority ethnic pupils, staff and parents, the emphasis being on pupils' achievements.

The new legal duty on disability equality becomes law in December 2006 and like the positive duty to promote race equality, there is a general and specific duty. The objectives of the general duty include:

- eliminating unlawful disability discrimination
- eliminating unlawful disability related harassment
- promoting equality
- promoting positive attitudes towards disabled people
- encouraging participation by disabled people in public life
- taking steps to meet disabled people's needs, even if this requires more favourable treatment.

The specific duty requires us to:

- publish a **Disability Equality Scheme**
- demonstrate that we have taken actions in the scheme and achieved appropriate outcomes
- report on progress every year
- review and revise the scheme.

The Disability Equality Scheme must also show:



- how disabled people have been involved in producing the scheme and action plan
- how the impact of existing and proposed activities on disabled people will be assessed
- a three year plan to comply with the general duty, which included the priorities of disabled people, our strategic priorities and key milestones or external pressures faced by us
- how progress on disability equality will be measured and arrangements for analysing evidence and updating action plans.

In April 2007, the new positive duty to promote gender equality became law. This means just like disability and race, as a public authority we have to **promote gender equality** and do all we can to get rid of sex discrimination. There are some specific duties, we have to meet and these are to:

- prepare and publish a Gender Equality Scheme showing how it intends to meet the general and specific duties and setting out its gender equality objectives.

When preparing the scheme, public authorities need to:

- consult employees, service users, and others including trade unions
- take into account any available information that is relevant to help with gender equality in policies and practices in employment and in service delivery
- consider the need to have equality objectives that address the causes of any gender pay gap

The scheme also has to set out the actions that we have taken or intend to take to:

- gather information on the effect of our policies and practices on men and women in employment and in services we deliver and in the way we carry out our functions
- use the information to review the scheme objectives

- assess the gender equality impact of our current and future policies and practices
- consult relevant employees, service users and others including trade unions
- make sure that the scheme objectives are done.

The scheme has to be reviewed and revised every three years, and reported on every year.

Our Race Equality Scheme, Disability Equality Scheme, and Gender Equality Scheme and other equality strands are included in this Equality and Diversity Plan. The groups who helped us prepare this plan much preferred an embracing plan, rather than separate ones. We have indicated in each action, which areas of equality the action may apply to.

Achieving equality is common sense to many, but it is a huge task to try to make sure we get it right, so we hope this three-year Equality and Diversity Plan will help us to work our way through equality for everyone. This means equality for our employees, job applicants and people using our services. The next sections of this plan give details of how we have started to structure our equalities work and tells you when you should expect to see changes from the improvements we intend to make.

## Our proposals

In 2004, we re-organised the way we dealt with equalities work as we felt that all employees in every department should be tackling equalities as part of their everyday work. So, equalities is now everyone's responsibility, but we also have working groups to make sure this happens in a structured way.

### Working groups

We have an **Equality and Diversity Task Group**, chaired by the Assistant Director of Human Resources. Representatives from senior management from all departments sit on this group and their task is to drive forward our work on the Equality Framework for Local Government and this plan. Group members have particular expertise in general equalities, disability, gender, race, religion, project management, self-assessment systems, audit, research, personnel and management information systems. We try to make sure the group's membership is balanced with the number of men and women and diverse with minority ethnic and disabled employees. We ask representatives from outside agencies to help us on particular issues, where they have the expertise we need. For example, we invited Derbyshire Friend to give us a briefing on improving equality for the lesbian, gay, bi-sexual and transgender community. We have also had presentations from the Chief Executive of our Local Race Equality Council.

The group's main responsibilities are:

- providing expertise and somewhere for departments to consult with when they are reviewing and developing equalities in the Council
- sharing and discussing any areas of concern about equalities and looking at ways of dealing with them
- acting in a scrutiny role by checking progress and assessing the impact of equalities action plans against the Equality Framework and equality laws
- reporting regularly to Assistant Director Group and Chief Officer Group on progress or concerns
- keeping up to date with any new equality initiatives and passing these on
- confirming achievement towards the 'excellent' level of the Equality Framework.

### **Equality groups in departments**

Each department plans work on equality issues in a way that best works well for that department. Some departments have set up very active equality groups, others deal with equality through their senior management teams and others have allocated specific workers to co-ordinate equality in their department.

Each department has produced a detailed equality action plan for assessing and improving equality at the Council over the next three years. The plans were agreed at each departmental senior management team and they will be monitored through the business planning process and also the Equality and Diversity Task Group.

The next sections of this plan show what equality actions we intend to take over the next three years. Within each section, we have included some examples of initiatives we have done so far on equalities. We have included all our planned equality impact assessments under one section this time so it is easier to follow. These are under the section called 'making changes – equality impact assessments. We regularly involve community representatives and employee network members in doing equality impact assessments to make sure we don't miss any important barriers to equality. We have found their work and time given to us invaluable. We will also continue to do this and use our equality impact assessment toolkit to work through the assessments.

All the documents we produce for consultation can be provided in accessible formats for people who need them. When we arrange meetings and focus groups to get people's views, we hold them in accessible places and provide British Sign Language interpreters and other language interpreters as needed. We publish and report the results of our equality impact assessments and the findings to our Diversity Forums and include the assessments on our website.

## **Council departments and their key functions**

As mentioned earlier, all departments have produced their own equality action plans, but here is a list of our main functions, so you know what each department is responsible for...

**Corporate and Adult Social Services** covers legal services, housing and advice services, including housing strategy and homelessness, property services, registrar services, democratic services, corporate communications and consultation, adult social services including community care services, and services around mental health, disabled people and older people, assessment and care planning and corporate customer complaints.

**Resources** covers corporate finance, financial services and performance, human resources and equalities, telecommunications and reception services, purchasing, revenues and benefits, and information and communication technology.

**Environmental Services** covers building contracts, school crossing patrols, building and school cleaning, school caretaking, catering in schools, waste management, including refuse collection, market cleaning, public toilets, street cleaning, street lighting, fleet management, crematorium and cemeteries, parks, grounds maintenance, and allotments, environmental health, trading standards and licensing, sports and leisure centres.

**Regeneration and Community Services** covers development, including building consultancy, city development and tourism, development control and land searches, environment including planning, highways, transportation and waste management, including streetcare, traffic management, arts and entertainment, libraries and museums, partnerships and regeneration, community grants and neighbourhood working.

**Children and Young People** covers school improvement and inclusion, pupils' and parents' services and governor support, resources and strategic planning, lifelong learning including early years, youth services and children and families.

## **Action plans**

The action plans show what area of our service we plan to tackle, what we are going to do to achieve equality, when we are going to do it, which department is responsible for it and what equality areas, the action applies to.

At the end of the three-year plan, we will be doing a full review of what we have achieved and we will publish this. This is in addition to the yearly review we intend to do. We will make sure that the reviews are accessible for disabled people and for people who have English as a second language.

## Working for the Council

Derby City Council is one of the largest employers in Derby. Every year, we recruit several hundred people to fill our vacancies. For example, during 2007/2008, we advertised around 824 vacancies, excluding schools and some Sport and Leisure posts. We have earned the Investors in People award and so we are committed to doing all we can to make sure our employees are able to upgrade their skills, knowledge and abilities through regular achievement and development. We have also achieved the Equality Standard for Local Government Level 3 Equality Mark and have joined Stonewall Diversity Champions to help us with our work on lesbian, gay, bisexual and transgender employment issues.

We have included 'age' as an equality strand in our equality policy and work for many years now and regularly get feedback at our induction sessions for new employees about how they were attracted to working for us because of our anti-age discrimination policy.

In March 2008 our records showed that of our top 5% earners, 51.2% are women, 7.4% are minority ethnic employees and 4.6% are disabled employees. Our aim is to have improved these figures by the time we do the yearly review of this plan.

Every year, we report on our recruitment and workforce statistics to our employee networks and our Diversity Forums. This is extremely useful as we get feedback on how we can improve our equality employment opportunities. For example, from our monitoring we know we need to increase the representation of Pakistani employees in the workplace, as year on year the representation is reducing. So, with the help of the Minority Communities Diversity Forum and local organisations we have been trying to tackle this under representation through a range of initiatives. These are outlined in our employment statistics booklet.



We have redesigned the way we present our employment statistics. They are now in a booklet covering recruitment, workforce profile, training and development, disciplinary, grievances and a section called moving forward where we have included our equality employment objectives. You can see these employment statistics on our equality and diversity website. Equality and Diversity is also embedded in our Workforce Development Plan.

We regularly attend job fairs and invite people from our Black Employees Support Network, Disabled Employees Network and Lesbian, Gay, Bi-sexual and Transgender Employee Network to staff the stands with us. We do random equality monitoring of application forms and have a job tracking scheme to monitor minority ethnic short-listed applicants. We also have a leavers' questionnaire so that we can pin point any areas why people are leaving us.

We have a wide range of personnel policies and within the last three years have done equality impact assessments on many of them. These assessments are on our website. We make sure all our policies are up to date when we get new legislation, and take equality into account, as a matter of course.

Equality training and awareness is a huge task, but also extremely important. We have included our plans for equality training and awareness for our employees in a separate action plan, later on.

So, here are our plans for the next three years for improving equality in employment in addition to our equality employment objectives in our employment statistics booklet...

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to make sure that our workforce is as diverse as the community we work for	<ul style="list-style-type: none"> <li>Set yearly equality employment objectives and monitor the effectiveness of these. These will be in the annual employment statistics booklet</li> </ul>	2009-2012	All departments	All
	<ul style="list-style-type: none"> <li>Work through the Derby Museums and Art Gallery Diversity Action Plan for improving the diversity of the workforce</li> </ul>	2009-2011	Regeneration and Community	All
We want to check that minority ethnic employees applying for courses under the Qualification Training Scheme are not being refused without valid reasons	Explore options for recording and monitoring training applications and the outcomes from minority ethnic employees for Qualification Training Scheme courses	2010	Black Employees Support Network/Departmental QTS Officers	Race

<b>What we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We want to track the effectiveness of the Succession Planning Pool for minority ethnic employees in the pool	Monitor the targets set for minority ethnic employees in the pool by receiving update reports	2009-2012	Black Employees Support Network/Resources	Race
We want to check the numbers of internal minority ethnic employees getting promotions with us	Receive a report on the numbers of internal minority ethnic employees getting promotions and make recommendations for any positive action as needed	2009	Resources/Black Employees Support Network	Race
At present, disabled employees needing taxi services when they need to travel as part of their work, have to pay up front and wait several weeks before they get the money back	Explore the possibilities of a taxi card scheme for disabled employees, similar to the one used in Adult Social Services	2009	Resources	Disability
We want all employees, Chief Officers and elected members to be more aware of the three employee networks and the work they do	Hold an employee network event for all three employee networks	2009	Disabled Employees Network/Black Employees Support Network/LGBT Employees Network/Resources	Race Disability Gender Sexuality

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to increase the membership of the three employee networks and make meetings lively and meaningful	Design a questionnaire to target existing employee network members and potential members using a range of distribution outlets	2010	Disabled Employees Network/Black Employees Support Network/LGBT Employees Network/Resources	All
Although we have worked hard to try to make sure our recruitment processes are fair, we need to find this out from the people we interview	Issue a short questionnaire as a pilot exercise to all short-listed candidates asking for comments about their interview experience	2010	Resources	All
We want to support any employees who are affected by domestic abuse	Produce a domestic abuse policy for employees affected by domestic abuse	2010	Resources	Gender Sexuality, but other strands too
We want to make sure that employees going through fertility treatment are treated fairly	Develop a policy for employees going through fertility treatment	2010	Resources	Gender

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to achieve as high a position as possible in the Stonewall Equality Index	Prepare an evidence portfolio for Stonewall ready for submitting the application in September 2009	2009	LGBT Employee Network/Resources	Sexuality
We want to make sure all our managers know about their responsibilities under the Disability Discrimination Act for making reasonable adjustments	Re-issue the revised guidelines – Disability Equality at Work following the usual consultation with the Disabled Employees Network and trade unions	2009	Resources	Disability
We need to make sure that the New Ways of Working Project takes disability equality fully into account and other strands of equality	<ul style="list-style-type: none"> <li>• Keep the Disabled Employees Network and Diversity Forum fully informed of progress and involve them in equality impact assessments concerned with New Ways of Working</li> <li>• Incorporate a prayer room/quiet room into the plans</li> <li>• Incorporate a breast feeding room into the plans</li> </ul>	2009-2012	Resources/Disabled employees network/Disabled People's Diversity Forum	Disability Religion and belief Gender

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to make sure that disabled employees are getting risk assessments at work	Ask the departmental Health and Safety Advisors to give updates to the Disabled Employees Network	2009-2012	All/Disabled employees network	Disability Gender
We want to make sure that managers are putting in place disabled employees reasonable adjustments	<ul style="list-style-type: none"> <li>Review the current reasonable adjustments disabled employees have</li> <li>Issue guidelines to managers</li> </ul>	2009-2012	Regeneration and Community	Disability
We need to make sure our managers are aware of religion and belief issues concerning employees	Re-issue the religious and beliefs guide and distribute the multi faith calendars	2009	Resources	Religion and belief
We need to make sure that all our employees are aware that bullying and harassment is unacceptable behaviour and that people affected by this can complain easily	Produce some new bullying and harassment posters	2009	Resources	All
	Review the grievance and complaints procedures in line with the new ACAS guidelines	2009	Resources	All
	Include a section on third party reporting so that people who are not out at work can	2009	LGBT employee network/resources	Sexuality

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
	make complaints without being in fear of being outed			
We desperately need to increase the number of Pakistani employees working for us at all grades to tackle the severe under representation	<ul style="list-style-type: none"> <li>Continue with the range of positive action initiatives including additional work with all the mosques in the city, and the Pakistani Community Centre</li> <li>Each department to monitor the impact of the initiatives and report their findings to the Minority Communities Diversity Forum</li> </ul>	2009	Resources/Minority Ethnic Diversity Forum	Race
		2009-2012	Chief Officer from each department	Race
We need to increase the representation of women employees at the LGBT employee network	Examine recommendations in the Stonewall publication 'The Double Glazed Ceiling' and research good practice from other LGBT employee networks in increasing women's representation	2009-2012	LGBT employee network/Resources	Sexuality Gender

<b>What we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We want to make sure that employees in equality groups do not have any barriers for attending employee networks	Publicise the employee networks within the department	2009	Regeneration and Community	Race Sexuality Disability



# Managing equality

All chief officers and their senior management teams make sure that equality and diversity is integrated into the business planning process

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to achieve excellence in equality through the new Equality Framework for Local Government	• Prepare a Work Plan for working through the Equality Framework for Local Government	2009	Equality and Diversity Task Group	All
	• Self assess the level of achievement we are reaching	2010	Equality and Diversity Task Group	All
	• Organise external assessment of the Equality Framework excellence level	2011	Resources	All
We want to make sure that equality impact assessments are of a good quality and include robust equality objectives to be transferred to business plans	<ul style="list-style-type: none"> <li>• Continue scrutinising random equality impact assessments at Task Group meetings</li> <li>• Make sure that 75% of planned equality impact assessments are done in each year</li> </ul>	2009-2012	Equality and Diversity Task Group/All	All

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to make sure that employees are aware of equality issues and the Equality and Diversity Plan and have an opportunity to be updated and give their feedback	Include equality as a regular standing item at team meetings and minute and take forward any equality actions	2009-2012	Environmental Services/Resources	All
We want to make sure equality impact assessments are embedded in everyday work	<ul style="list-style-type: none"> <li>• Review equality impact assessments done over two years ago to make sure they meet present needs</li> <li>• Make sure objectives and targets are included in business plans</li> <li>• Provide more training for managers on doing equality impact assessments</li> </ul>	2009-2012	Regeneration and Community	All
We want equality objectives and principles embedded in Partner Organisations	Work with partner organisations to influence the equality agenda in the community and make sure that equality principles are included in Service Level Agreements	2009-2012	Regeneration and Community	All

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to make sure that equality is embedded in community cohesion work	<ul style="list-style-type: none"> <li>Explore the application of equality impact assessments in community cohesion work</li> <li>Set relevant targets</li> </ul>	2009-2012	Regeneration and community/Community Safety Partnership	Race Gender
Make sure the departmental equality group is meeting the equality agenda	Review the membership and terms of reference of the group	2009	Regeneration and Community	All
We need to make sure that the Council's Project Management Manual includes guidance on building equality and diversity into planning	Review and amend the Project Management Manual to include equality and diversity guidance	2009	Resources	All
We want to regularly evaluate progress to excellence of the Equality Framework	Develop a self assessment process to review and revise targets, monitoring and consultation systems – make this a regular part of performance management	2010	Community and Regeneration	All

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We feel it is important that Senior Managers are responsible for meeting equality needs in their service area	<ul style="list-style-type: none"> <li>• Make equality issues a standing agenda item on Divisional Management Teams and a standard objective of Assistant Directors and Heads of Service Achievement and Development targets</li> <li>• Make equality a standing agenda item on the strategic meetings for the Assistant Director and Departmental Team</li> </ul>	2009-2012	Regeneration and Community	All
We want to work to excellence through our sports and leisure service by adopting the Equality Framework for Sport	<ul style="list-style-type: none"> <li>• Set up an equality in sport and leisure group to work through the framework</li> <li>• Produce an action plan of the work involved</li> </ul>	2009	Environmental Services	All

## Equality training and awareness

We all know that having paper equality policies, even when backed up with commitment, are not enough on their own. They need to be supported by equality training and awareness opportunities for our employees. This needn't necessarily mean sitting in a training room, but can be one of the many varieties of training approaches available now.

Our employee newsletter, Council Life and departmental internal newsletters are ways we try to inform our employees about equality issues. We have ran a special edition on Equality and Diversity, but also run regular equality articles in each one.

We have produced several guidance booklets for managers and employees to learn more about particular equality areas. These include a guide on religious beliefs and cultures, guidelines for disabled people and managers on their responsibilities under the Disability Discrimination Act, and interpretation and translation guidelines. Our Recruitment and Selection Handbook and our Personnel Handbook also give employees lots of guidance on recruiting fairly and treating people fairly at work. We also have an Equality Impact Assessment toolkit to help employees with the process of equality impact assessments

Many departments request equality training and, where possible, we give them details of approved trainers and run some of the courses ourselves using our Fairs Fair programme. This particular package covers equality issues around age, race, disability, gender, and sexuality.

We recently conducted a survey amongst our managers and asked them about what equality and diversity training they would find useful. When the responses came back, the Equality and Diversity Task Group met with several external trainers to find a package that met our managers' needs.

We selected an organisation called Energise and have just held the first session. The feedback was excellent and so we will be offering more of this training to our managers, in particular, first, second and third tier managers. The training covers, legislation, particularly the newer equality legislation, complaint investigations and equality impact assessments, which is what managers told us they wanted.

Equality is included in our new induction training for new managers. One day's equality training is also included in the training programme of our Succession Planning Pool members – a pool of potential Heads of Service. This training covers general equality and diversity and equality impact assessments.

We are continuing with our programme of training on equality impact assessments and are extending this to community and voluntary groups by working in partnership with Derby Equality and Diversity Network and the Children and Young People's Equality Impact Group. We will also be offering this training to members of the Diversity Forums and employee networks in their role as critical friends of the assessments.

Show Racism the Red card is a project we are involved in and we have recently sponsored the publication of Derby County Football Club posters with the message of combating racism in football. All schools in the city have these posters and several young people attended an event at Pride Park to discuss racism and the effects of it.

Bullying in our schools is taken extremely seriously, and we are working on the Friends against Bullying Project to train young people and equip them with the skills to deal with bullying, prejudice and discrimination. At the Friends against Bullying, conference held recently, the focus was on homophobic bullying.

So, here is our action plan for equality training and awareness for the next three years...

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We feel it is really important that people who start work with us are made aware of our commitment to the Equality Framework and of their own equality responsibilities through the induction process	• Produce business cards to promote the equality agenda	2009	Regeneration and Community	All
	• Monitor changes to the new induction package to check it is meeting equality needs	2010	Regeneration and Community	All
	• Send questionnaires to a sample of new starters to get an in-depth view of the equalities information given	2011	Regeneration and Community	All
	• Introduce an equality section in the induction programme for new managers	2009	Resources	All
We need to make sure that all employees are aware of equality and diversity issues	• Draw up a programme of equality awareness for employees, including training and other forms of communication	2010	Regeneration and Community	All

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
	<ul style="list-style-type: none"> <li>• Make equality awareness part of team meetings and the probationary process</li> </ul>	2009	Regeneration and Community	All
	<ul style="list-style-type: none"> <li>• Deliver equality and diversity training to the Succession Planning Pool members</li> </ul>	2009	Resources	All
We need to make sure that none of our managers discriminate against anyone in the recruitment process, either knowingly or unknowingly	<ul style="list-style-type: none"> <li>• All new managers to attend recruitment and selection training</li> </ul>	2009-2012	Resources	All
	<ul style="list-style-type: none"> <li>• Put systems in place to make sure managers attend the mandatory refresher training every five years</li> </ul>	2009-2012	Resources	All
Make sure that our managers are fully aware of equality and diversity so that they can demonstrate this through their leadership qualities	<ul style="list-style-type: none"> <li>• 75% of first, second and third tier managers to attend the equality in action courses</li> </ul>	2009-2012	All	All
	<ul style="list-style-type: none"> <li>• Monitor the number of managers attending the course and make any recommendations to the</li> </ul>	2009	LGBT employee network	Sexuality



What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
	Assistant Director Group as necessary			
Equality impact assessments are now part of our everyday working and so it is important that employees know how to do them. It is also important that community and voluntary organisations know how to be effective as critical friends	• Provide equality impact assessment training for employees	2009-2012	Resources	All
	• Provide equality impact assessment training for the Diversity Forums and employee networks	2009	Resources/Corporate and Adult Services	All
Equality can be a complicated subject, but we know that once people are made aware of the basics, the knowledge can make a vast difference to employees and to customers	Produce an easy to understand Equalities Toolkit booklet for employees to refer to as necessary	2009	Resources	All
We feel it is really important that there is a clearer understanding across service and partner agencies about equality issues	Develop an anti bullying strategy	2009-2012	Children and Young People's Service	All

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We feel it is essential that we deliver an annual programme of awareness of the Holocaust covering racial hatred, persecution of minority groups and intolerance faced by refugees and asylum seekers	Continue with and build on the extensive partnership to deliver an annual programme of activities for Holocaust Memorial Day including film shows, poetry, dance, music and readings to highlight the dangers of prejudice, and racism and lessons to be learnt from genocides in the 20 and 21 st centuries	2009-2012	Corporate and Adult Services/Children and Young People's Service	Religion and belief
It is important that elected members and in particular Cabinet members are aware of equality and diversity in their responsibilities as decision makers.	<ul style="list-style-type: none"> <li>Produce a briefing for elected members on the importance of equality impact assessments when they are making decisions</li> </ul>	2009	Resources	All
	<ul style="list-style-type: none"> <li>Provide disability equality and positive duty training to elected members and Cabinet members</li> </ul>	2009	Resources	Disability
We need to make sure that the religious education syllabus is consistent with the duty to promote community cohesion	Revise the agreed religious education syllabus	2009	Children and Young People's Service	Religion and belief Race

## Making changes – equality impact assessments

Until we think about it, we don't often realise how decisions we make, or have made in the past can have an impact on people in equality groups. Sometimes the impact can be extreme and so we have developed a system of doing equality impact assessments on new policies and strategies we intend to introduce and looking at policies we have made in the past to make sure they do not discriminate against any particular group of people. We also need to use the system when we are making decisions that will affect people in equality groups.

We have designed an Equality Impact Assessment toolkit and Chief Officers and Assistant Directors as well as a whole range of managers have attended our equality impact assessment workshops. As we mentioned earlier we have extended the training to include community and voluntary groups and the Diversity Forums and employee networks, so they can maximise their roles as critical friends.

We like to encourage our managers to use the expertise of our Diversity Forums and employee networks to get involved in the assessments and from our experience, the best equality impact assessments are those that do involve people from equality groups.

Since we did our last three-year Equality and Diversity Plan we have done well over 70 equality impact assessments and we publish these on our website. Random assessments are scrutinised by the Equality and Diversity Task Group. Equality targets coming out of the assessments are embedded into our business planning process.

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So, here is our new three-year programme of the equality impact assessments we plan to do...

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<b>Equality impact assessments for Children and Young People's Service</b>	<b>When?</b>	<b>Lead</b>
Parenting Strategy	2009	Althea Bawden
Scheme of work for relationships and sex education for key stages 3 and 4 – post 16	2009	PSHE/Citizenship Team
Early Years Children in the City	2010	Fiona Colton
Care Planning Policy	2009	Nina Martin

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<b>Equality impact assessments for Corporate and Adult Services</b>	<b>When?</b>	<b>Lead</b>
Mayoralty Services	2009	Phil O'Brien
Disabled Facilities Grants	2009	Andy Humberstone
Housing Strategy	2009	Ian Fullager
Black and Minority Ethnic Communities Housing Strategy	2009	Ian Fullager
Older People's Housing Strategy	2009	Ian Fullager
Supporting People Strategy	2009	Andy Humberstone
Delivery of enhanced Housing Options Service	2010	Lisa Callow
Gypsies and Travellers	2009	Ian Fullager

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<b>Equality impact assessments for Corporate and Adult Services</b>	<b>When?</b>	<b>Lead</b>
Postponement of charges and offers of first refusal under the Right to Buy	2010	Ian Fullager
Area Renewal	2010	???
Enforcement and empty property	2011	Lisa Callow
Complete Electoral Registration assessment	2009	Daniel Swain
Communication Strategy	2009	Maureen Eaton
Fairer Charging	2009	Simon Fogell
Older People's Strategy	2009	Marilyn Hambly
New Statutory Complaints Procedure	2010	Mike Moody
Personalisation of Adult Social Care	2011	Mike Moody

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<b>Equality impact assessments for Environmental Services</b>	<b>When?</b>	<b>Lead</b>
Introduction of new gym equipment at sports centres	2009	Wayne Sills
Introduction of new swimwear policy	2009	Wayne Sills
Springwood Leisure Centre Development	2009	Wayne Sills
Review existing equality impact assessments on sports centres	2009	Wayne Sills
Ranger Service Review	2009	Steve Medlock
Markeaton Park facilities	2009	Steve Medlock
Proposed changes to the Crematorium buildings and premises	2009	Ian Wheatley
Charging structure for burial and cremation services	2009	Ian Wheatley
Review of school meal delivery	2010	Sandra Cole

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<b>Equality impact assessments for Regeneration and Community</b>	<b>When?</b>	<b>Lead</b>
The use of Rickshaws in pedestrian areas	2009	Adrian Astle
The introduction of Sunday car park charging	2009	David Gartside
New services and policies	2009-2012 – timetable to be agreed	Managers/Departmental Equality Group/HR Advisor
Information and Signage Strategy	2009	Helen Oakes
Sustainable Communities Strategy	2009	Hazel Lymbury

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<b>Equality impact assessments for Resources</b>	<b>When?</b>	<b>Lead</b>
Local Housing Alliance Safeguards Policy	2009	Maurice Curtain
Discretionary Housing Payments Policy	2009	Dawn Hallsworth
Redesigned customer services department	2009	Bernard Fenton
Change of address form for Council Tax	2009	Marj Morrice
Information Management Strategy	2009	Jason Gruber
New Ways of Working - customers	2009	Steven McNamara
New Ways of Working – decamp if necessary	2009	Anne-Marie Hayes
New Ways of Working – employees	2009	Andy Elliott
ICT Facilities Management Contract	2010	John Cornall

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<b>Equality impact assessments for Resources</b>	<b>When?</b>	<b>Lead</b>
Accessibility to the proposed new joint Business Systems team to all employees	2010	Linda Innocent/ Sally Coldron
Changes to the Cashiers Service	2010	Rob Strang
Housing Benefit and Council Tax Telephone Claiming Policy	2010	Bernard Fenton
Network and telecommunications Strategy	2010	Jason Gruber
Employee and public access needs following the first wing of refurbishment of the Council House	2010	Gordon Stirling
Accessibility of the Sundry Debtors Section to the public after its integration into Customer Services	2010	Chris Perry
Housing Benefits Visiting Policy	2011	Mark Holmes

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<b>Equality impact assessments for Resources</b>	<b>When?</b>	<b>Lead</b>
New HR/Payroll System – equality and diversity reporting	2011	Sue O'Reilly
Employee Service Centre access for employees and customers	2011	Sue O'Reilly
Corporate Plan 2010-2013	2011	Heather Greenan
Procurement Card Policy	2011	Dawn Moran
Accounts Payable – Cheque Uncrossing Policy	2011	Chris Perry
<b>Human Resources equality impact assessments</b>		
Travel Plan including Travel and Subsistence Policy	2009	Karen Jewell
Performance Management Procedures	2010	Barbara Rusk
Succession Planning Pool – Assistant Directors	2009	Simon Hann

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## Communicating, consulting and involving

Communicating with the people that use our services and those that don't is very important to us and, over the years, we have tried hard to improve the way we communicate with people.

We have a plain English policy, and we try hard to make sure that the documents we produce and the letters we write meet our plain English standards. We also have an interpretation and translation policy, which includes clear print guidelines, but we regularly need to check this is working effectively for the customers who need this service. We recently held a series of workshops for employees on making communications accessible and this was very successful. We are working on a communications toolkit to complement the information from the workshops. We know how frustrating it can be when you need information in a particular language or perhaps in Braille or large print and you don't get it, or have to wait a long time for it or you read something that we have produced and can't understand a word of it!

We accepted British Sign Language as a language, long before, the Government officially recognised the language, and we regularly use British Sign language Interpreters to help us communicate with Deaf customers and employees. We have minicomms in all our departments, so that Deaf people and hearing impaired people can contact us directly and we use the Language Line service for people who have English as an additional language. We are planning to sign up to the Louder than Words campaign.

We have Customer Care Standards, so we are all working towards these. We want our customers to get a good service from all of us, whether they contact us by phone, minicom, e-mail, fax, through an interpreter, or come to see us in person.

When we are looking at our services and policies and the way we communicate, it is so very important that we ask people who use our services how we can improve and how we can remove any barriers.

Since our last three-year Equality and Diversity Plan, we have revised our community consultation mechanisms and now have Diversity Forums instead of Advisory Committees.

We have a very active young people's group – Voices in Action – and get invaluable expertise on equality and young people's issues from the group. We have an Older People's Forum, who gives us lots of help on older people's issues. Our three Diversity Forums are the Gender and Sexuality Diversity Forum, Minority Communities Diversity Forum and Disabled People's Diversity Forum. The Forums meet every two months and we have included some actions from their respective work programmes in this Plan.

The Forums receive our employment equality objectives and we learn from what they have to tell us. For example, they were very concerned about the poor representation of Pakistani employees in our workforce and gave us suggestions for improving this. We also report our equality impact assessments to them. Many of the members are now experts in acting as critical friends when we do assessments, but for the benefit of new members, we are going to do a workshop for them on equality impact assessments.

We also use our three Employee Networks – LGBT Employee Network, Black Employees Support Network and Disabled Employees Network to give us well informed practical advice on our employment policies, and for improving our service delivery. Some of their actions from their work programmes are also included in this Plan. All three employee networks, are active and take the lead on many equality initiatives such as International Day against Homophobia, International Day of Disabled People and designing a questionnaire for all three networks to complete.

We could not even begin to write this Equality and Diversity Plan without the invaluable contributions from our employee networks, Diversity Forums, Voices in Action and the Older People's Forum.

Each department has considered how they can improve equality in the way they communicate with customers and here is our three-year plan for doing this...

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to make sure we are including and achieving equality in our Corporate Plan	Present the 2010-2013 Corporate Plan to the Diversity Forums for a review of the Plan	2011	Resources	All
We want to make sure the annual Sports Survey gets views from people representing the six areas of equality	<ul style="list-style-type: none"> <li>Amend the annual Sports Survey to include the six equality strands</li> </ul>	2009	Environmental Services	All
We need to make sure that all our literature is accessible and we have an efficient and responsive interpretation and translation service	<ul style="list-style-type: none"> <li>Review departmental literature</li> </ul>	2009	Regeneration and Community	Disability
	<ul style="list-style-type: none"> <li>Review translation and interpretation provision in line with the corporate approach</li> </ul>	2009	Regeneration and Community	Race Race Disability
	<ul style="list-style-type: none"> <li>Look into the possibility of all departments holding a budget for interpretation and translation</li> </ul>	2009	Black Employees Support Group/Resources/all	Race Disability

<b>What we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We feel it is important to listen to young people's views	Ask young people from different neighbourhoods what they want in their area such as activities, clubs, parks and facilities	2009-2012	Corporate and Adult Social Services/Children and Young People's Service/Regeneration and Community -Derby City Partnership/Environmental Services	Age
We want to communicate information better with young people	<ul style="list-style-type: none"> <li>Better promotion and communication of all activities such as after school clubs</li> </ul>	2009	Children and Young People's Service	Age
	<ul style="list-style-type: none"> <li>Websites to promote classes for each area through own school websites and Derby Kidz Talk</li> </ul>	2010	Children and Young People's Service/Corporate and Adult Services	Age
	<ul style="list-style-type: none"> <li>Promote activities by meetings, e-mails to other schools and letters</li> </ul>	2009	Children and Young People's Service	Age
	<ul style="list-style-type: none"> <li>Promotion should reach all young people such as the Pupil Referral Unit, different cultures, disabled young people, community and voluntary groups</li> </ul>	2009	Corporate and Adult Services/Children and Young People's Service	Age

<b>What we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
Promote a range of activities to women	Organise International Women's Day	2009-2012	Gender and Sexuality Diversity Forum/Corporate and Adult Services	Gender and transgender Race
Promote disability issues	Organise International Day of Disabled People	2009-2012	Disabled People's Diversity Forum/Disabled Employees Network/Resources	Disability
Promote anti-homophobic bullying	Organise an event for International Day against Homophobia	2009-2012	LGBT employee network/Resources	Sexuality
Promote World AIDS Day	Organise and event to promote World AIDS Day	2009-2012	LGBT employee network/resources	All
We want to make sure all equality groups' needs are met	Review membership of the equality impact assessment teams and strengthen the challenge element by introducing critical friends from stakeholder groups	2009	Regeneration and Community	All



What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
Make sure the new emerging communities needs are included in the equality planning process	Integrate consultation findings with newer communities of interest into the Community Strategy and neighbourhood approach	2009-2012	Community and Regeneration	Race Religion and belief
We want our Diversity Forums to be meaningful for the members and to make a difference	Monitor the effectiveness of Forum meetings following the three workshops held	2009	Corporate and Adult Services	Race Sexuality Gender Disability
Publicise sport and leisure's commitment to excellence in equality and diversity	Include an article in Inside Track informing groups about the Council's commitment to achieving excellence in the Equality Framework for Local Government	2009	Environmental Services	All
We need to improve awareness of the waste management and re-cycling service that we provide making sure it is all accessible	<ul style="list-style-type: none"> <li>Promote the exemption/help service we provide on all promotional literature</li> <li>Introduce tactile icons on bins for visually impaired people</li> </ul>	2010  2010	Environmental Services  Environmental Services	Age Disability Race

## Improving our buildings

We are committed to complying with our legal duty under the Disability Discrimination Act to make as many of our buildings as accessible as we possibly can. We have developed a Disability Discrimination Act Access Improvement Plan so that we have a structured way of improving access. Our Disabled People's Diversity Forum has been involved in developing the plan and we regularly use the expertise within the Forum for first hand advice on access for disabled people.

Our Access Officer, who is also a member of the National Register of Access Consultants, gives valued expertise to all departments to make sure they get access for disabled people right. We adopted the social model of disability several years ago and so we recognise that poor or impossible access to buildings, create barriers to equality for disabled people and we need to remove these barriers.

We are in for an exciting time over the next few years as we are either going to get a brand new Council building or have our current one re-furbished. Either way, it will be fully accessible for disabled people. We are involving both the Disabled Employees Network and Disabled People's Diversity Forum with the plans and will be doing equality impact assessments of employee services, customer services and the decant – what happens while we move out. We will also be incorporating a prayer/quiet room and breast feeding room in the plans. The whole project is called New Ways of Working

At the moment we are ashamed that our small lifts are not accessible to all wheelchair users, but when all the work is done, either to the Council House or to a new building – we will have accessible lifts at last!

Our committee rooms are accessible to disabled people and include induction loops. We will arrange British Sign Language interpreters for our Council meetings when requested and provide meeting

papers in large print, on tape, computer disk or in Braille. We have also done lots of work in making polling stations accessible to disabled people, but also need to take into account the access that surrounds the polling stations.

As part of our work on improving customer care, we standardised our main reception areas. We took full account of all equality issues when we put together the standards for the reception areas. This included facilities for parents with babies, mothers wanting to breastfeed, interpretation and translation services, and access for disabled customers. The whole reception area will change under the New Ways of Working and will be a one-stop facility, but again equality will be addressed within the scheme.

We have installed automatic doors to our main reception in the Council House, which is a great improvement for parents with pushchairs, wheelchair users or even customers with shopping trolleys. We also have automatic doors at our Tourist Information Centre and at Roman House.

We produce an Access Guide of Derby every two years and this gives information about access to our buildings, but also to other buildings in Derby, such as shops, dentists, travel agents, pubs and clubs and so on.

Improving our buildings is a huge task, but with a bit of imagination, good advice from disabled people and a clear plan of action, things can get better.

All departments have looked at how they can improve access to our buildings for disabled people and customers in general and here are their equality commitments for the next three years...

<b>What do we want to achieve?</b>	<b>What we are going to do to improve equality?</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We want to make sure the new QUAD building is accessible to all members of the community	Review and monitor the use of QUAD	2009	Regeneration and Community	All
Facilities for mothers who want to breastfeed	Include in the New Ways of Working Plans	2009	Resources	Gender
Facilities for a prayer room	Include in the New Ways of Working plans	2009	Resources	Religion and belief
New or refurbished Council building must be accessible for disabled people	Involve the Disabled Employees Network and Disabled People's Diversity Forum in all the plans	2009-2012	Resources	Disability
We need a Changing Places toilet in the city	Look into providing a Changing Places toilet in the review of toilet facilities in the City	2010	Environmental Services	Disability

<b>What do we want to achieve?</b>	<b>What we are going to do to improve equality?</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We need to improve access for disabled people at Blagreaves Lane library	Fund a disabled people's toilet from the DDA Access Improvement Budget	2010	Regeneration and Community/Corporate and Adult Services	Disability
We need to make the Joseph Wright and Military Gallery accessible for disabled people	Provide a platform lift to the gallery, partly funded from the DDA Access Improvement Budget	2009	Regeneration and Community/corporate and Adult Services	Disability

## Using our services

Our customers and potential customers are at the heart of everything we do. So, it is important to us that our services are accessible and delivered how customers want, not how we think they want them. We regularly consult and involve our customers in making changes to services to make them more accessible, culturally appropriate and accessible.

Our departments have learnt a lot about customers' needs from doing equality impact assessments and involving equality community groups and organisations in the assessment teams. Equality objectives identified in the assessment can then be translated into improving services for our customers.

Sometimes, we contract with other agencies to provide the services for us. It is important that we indicate equalities implications in the tender document and the contract, so we have produced equality guidelines for our Procurement Handbook. We also scrutinise equality policies from organisations who want to tender with us.

Our young people's group – Voices in Action - has helped us with lots of ideas on how we can improve services for young people and these are identified in this Plan. They identified that the Eastern European Roma young people face particular difficulties in accessing our services. They also identified improving access to parks and after school clubs.

Just by listening to what people need and then adjusting our services makes such a difference and many initiatives don't even cost money.

We have adopted the Customer Service Standards and although equality is included throughout the standards, here are departments' equality plans for improving access to services for the next three years...

What do we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
After school clubs must be diverse and inclusive for all	• Look into opening up clubs to young people from other schools	2010	Children and Young People's Service	Age
	• Look at clubs for different abilities such as beginners and advanced	2010	Children and Young People's Service	Age
	• Meet the needs of different cultures such as Asian young women only sessions, Roma only sessions to develop confidence and self – esteem to support integration, once confidence has improved	2010	Children and Young People's Service	Age Gender Race
	• More schools open, working together and each school specialising in different activities	2011	Children and Young People's Service	Age
	• Schools to work with Youth Centres	2009	Children and young People's Service	Age

What do we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
After school clubs must be diverse and inclusive for all - continued	<ul style="list-style-type: none"> <li>Look at times of after school clubs and see if they can be held during lunch times</li> </ul>	2009	Children and Young People's Service	Age
Parks should feel safer for young people by having brighter lighting	Look into improving lighting in parks	2010	Environmental Services	Age and other equality groups
Parks need to be cleaner for young people with improved dog waste bins	Look into providing dog waste bins that you cannot take out once you have put something in it	2010	Environmental Services	Age
Parks need more equipment in them that is maintained and suitable for all ages, cultures and disabled children	<ul style="list-style-type: none"> <li>Do an audit of park equipment with recommendations for improvements</li> <li>Work with Voices in Action on this</li> </ul>	2010	Environmental Services	Age



<b>What do we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
Schools, youth centres, leisure centres, activity clubs, and parks need to work in a co-ordinated way	Set up an inter-departmental meeting to work with Voices in Action to look at how this can be achieved	2010	Children and Young People's Service/Environmental Services	Age
We need to make sure that our school meals are available to all groups	Increase the diversity of the school meal menu	2009	Environmental Services	Race Religion and belief
We need to increase the take up of free school meals	Consider a range of initiatives to encourage the increase of free school meals	2010	Environmental Services	All
We want to increase the number of people taking part in sport and activities	<ul style="list-style-type: none"> <li>Continue to develop and improve opportunities for people to take part</li> <li>Use the information from the Women's Sports and Fitness Conference to make plans for women and girls in sport and activities</li> </ul>	2009-2012	Environmental Services	All Gender Disability

What do we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
	<ul style="list-style-type: none"> <li>Arrange for an access audit of all sports centres and decide whether to go for full disability equality accreditation</li> </ul>			
Review the policies on PSHE, Citizenship, RSE, Drug Education and anti-bullying	Make sure that all theses polices include the six areas of equality	2009	Children and Young People's Service	All
We feel it is important that those that contract to do work with us implement equality and diversity	Investigate the possibility of employing a contracts Equality Officer, possibly shared with other Councils	2011	Resources	All
We need to make sure that our Bailiff guidelines take account of equality and diversity	Review the Bailiff guidelines	2011	Resources	All

<b>What do we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We need to make sure that we do not create barriers in the way we ask for payments to the Council	Review the methods of payments accepted	2010	Resources	All
We need to make sure that our taxi services in the city are aware of disability equality	Consider some more disability equality training for drivers, in particular about the importance of putting the ramps out	2010	Environmental Services	Disability
We want better pavements in the City	Investigate repairs for pavements	2009	Regeneration and Community	Disability Age
We want to make sure that equality issues is embedded in service delivery	Produce service specific equality plans	2009	Regeneration and Community	All
We need to review our services to check on equality and identify	<ul style="list-style-type: none"> <li>Assistant Directors and Heads of Service to</li> </ul>	2010	Regeneration and Community	All

<b>What do we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
specific needs	review service proposals and make sure equality and diversity are included <ul style="list-style-type: none"> <li>• Introduce a new category of equality implications in the Delegated Functions Reports</li> </ul>			
We want to achieve the new Customer Service in Excellence Award in housing	Do the necessary work to achieve the award	2009	Corporate and Adult Services	All
We need to make sure we offer a fair service to people without recourse to public funds	Explore support offered to people without recourse to public funds	2009	Corporate and Adult Services/Gender and Sexuality Diversity Forum	Gender Race Religion and belief
We need to see what the impact for us will be in the Empowerment White Paper promoting local democracy	Look into the implications for the council and present a report to the Diversity Forums and employee networks	2010	Corporate and Adult Services	All

What do we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
The Cathedral Quarter needs to be more accessible for disabled shoppers	Work with the Chair of the Cathedral Quarter Bid Committee to offer help and advice to businesses to make their premises more accessible	2009	Regeneration and Community/Resources/Disabled People's Advisory Committee	Disability
We need to have on-street car parking suitable for disabled people who get out of their vehicle from the back	Include some disabled people's car parking spaces in the city that are accessible for people who get out of the back of their vehicle	2009	Regeneration and Community/Disabled People's Forum	Disability
We want to make sure that trans people are treated fairly and with dignity	Produce a trans friendly good practice guide	2010	LGBT Employee Network/Resources	Transgender
We want to make sure we provide better communication for Deaf People	Sign up to the Louder than Words campaign	2010	Disabled People's Diversity Forum	Disability

## **Monitoring and checking how we are doing**

We can introduce new policies and review old ones, do equality impact assessments and count the number of employees we have from equality groups, but the most important thing is that we check what we are doing is working for the groups that we intended.

We have got to grips with our employment monitoring now as highlighted in the section 'working for the council', and we have started to make some progress in monitoring our services, but we still have some way to go yet. We have designed a monitoring guidelines booklet which we will be issuing to our employees to help them with monitoring.

We use our business planning processes to monitor progress on equality and diversity and this Plan will be monitored this way. The Plan will also be monitored by our Chief Officer and Assistant Director Groups through the Equality and Diversity Task Group.

Equality Impact Assessment targets are included in business plans and some are monitored through Performance Eye – our performance management system.

We have started to monitor sexuality and religion and belief and hopefully by the end of this plan we will be much better at it.

Here are departments' actions for monitoring during the next three years...

What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We want to check that people in equality groups are accessing our swimming facilities	Include the six equality areas in the swimming card personal information section	2009	Environmental Services	All
We want to make sure that people from equality groups are using council run community centres	• Examine the current equality make up of people who use council run community centres	2009	Environmental Services	All
	• Evaluate the findings and produce an action plan for improvement if necessary	2010	Environmental Services	All
We want to make sure the young people from equality groups take part in the Youth Project	Monitor, evaluate and produce an action plan for diversity in the Youth Project	2010	Environmental Services	Age
We want to make sure young people from equality groups apply for a Leisure Card	Look into monitoring the six strands of equality for the Leisure Card	2010	Environmental Services	Age
Amend the customer satisfaction				

<b>What we want to achieve</b>	<b>What we are going to do to improve equality</b>	<b>When</b>	<b>Who is going to do it?</b>	<b>Which equality area</b>
We want customer satisfaction forms from all members of the community	survey forms to include the six equality areas	2009	Environmental Services	All
We want employees to be able to access our Customer Service Information System easier	Locate the Customer Service Information System in one central point	2009-2012	Resources	All
Equality and diversity performance monitoring in the department	Explore and agree what equality and diversity Performance Monitoring will be done	2009	Resources	All
We want to equality monitor all our service contracts	Implement the equality monitoring form in all service contracts	2009	Resources	All
We want to make sure that the way Internal Audit operate is fair	Present the findings of the equality and diversity internal audit to the Equality and Diversity Task Group for recommendations	2011	Resources	All
A systematic method for monitoring equality and diversity	Use Performance Eye for equality and diversity monitoring	2010	All	All



What we want to achieve	What we are going to do to improve equality	When	Who is going to do it?	Which equality area
We need to make sure the data we have on our Academy System – a computerised system for Housing Benefit and Council Tax and for awarding benefits is accurate	<ul style="list-style-type: none"> <li>Analyse the current data held</li> <li>Run a comparison with the Academy data and the local demographic breakdown</li> </ul>	2009	Resources	All

## Jargon buster

When we did this plan, some groups suggested that it would be useful to have a glossary of some of the words used so here it is...

**Community cohesion** – this is a way of everyone in the community getting on with each other

**Community strategy** – this is a booklet on plans for working together with partners to make a difference to people in Derby

**Equality and Diversity Plan** – this is what this booklet is and it has been produced by equality community groups and organisations. It gives a three-year timetable of equality work to be done on gender, race, disability, religion, age and sexuality

**Equality and Diversity Policy** – this is our booklet giving the Council's commitment to equality and diversity

**Equality impact assessment** – this is just a way of looking through the rules we have and the way we deliver our services to make sure there are no barriers for particular groups of people. If there are we look at removing these barriers where we can

**Equality Framework for Local government** – this is a new set of equality achievements for the Council to work through to reach 'excellence' in equality

**Equality Standard for Local Government** – this was just a set way of working on equality so that we could achieve a higher level, going up to Level 5 – this has been replaced by the new Equality Framework

**General duty** – these are laws we have to follow around race, gender and disability

**Guaranteed interviews** – disabled job applicants can ask for guaranteed interview, if they meet the essential parts of the job they are applying for

**Positive about disabled people** – this is a logo we include on our employment information. We were awarded the logo for our commitment to employing disabled people

**Social model of disability** - this means that we look at disability from a barrier point of view, because barriers can be removed, for example we can remove the barrier caused by a flight of steps by putting a ramp in or a lift. Another example is we can remove a barrier to printed material by providing it in large print, Braille or some other accessible way

**Specific duties** – these are actions we have to do to make sure we do not break the law of the general duty, mentioned earlier.

# **How we will keep you informed and involved**

## **Informing you of our progress**

Progress on the work in this Equality and Diversity Plan will be included in an annual report. We will present the report to our Diversity Forums, Voices in Action and Employee Networks and include it on the Council's website. We will also make sure that the report is accessible to all members of the community.

## **Involving you**

We will regularly talk with minority ethnic communities, making sure we keep up to date with new communities coming to Derby, organisations of disabled people, women's groups and lesbian, gay, bi-sexual and trans groups to get feedback about our policies, services and functions. We will also consult and involve people over any proposal to make important changes to these things and we will report back on any research findings or customer surveys.

We want this Equality and Diversity Plan to belong to the people of Derby and so your involvement is extremely important in making this Plan a success.

## **Who to contact for more information and to tell us what you think of our Plan**

We would really welcome your comments on this Equality and Diversity Plan, so please tell us what you think. You can contact:

Ann Webster  
Equality and Diversity Manager  
Policy and Employee Relations Unit  
Resources  
Room 161  
PO Box 6292  
The Council House  
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Derby  
DE1 2XL

Telephone 01332 255384  
Fax 01332 255520  
Minicom 01332 258427  
e-mail [ann.webster@derby.gov.uk](mailto:ann.webster@derby.gov.uk)

Or you can fill in the box over the page and send it to Ann with your comments. Just tell us the page and section you want to comment on, so we know where you mean. Use an extra sheet if you need to.

## My comments on the Equality and Diversity Plan 2009 - 2012

My comments are...

Please contact Ann with these comments or keep a note of them for your own use to remind you when we review the document in a year's time.

Name

Address

or

Telephone/minicom/fax/e-mail address



You only need tell us your name and how to contact you if you want us to get back to you. We will not use this information for any other purpose.