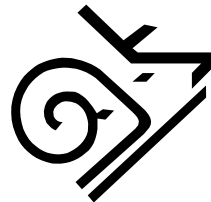


DRAFT FOR CONSULTATION



Corporate Equality and Diversity Plan

April 2005 - March 2008



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 to tell us what you need.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਰ ਕਿਸੇ ਲਈ ਹਾਜ਼ਰ ਹੈ ।

ਬਰਾਬਰੀ ਅਤੇ ਵੰਨ 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 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 منیکیم 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 । कृपया 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

कृपया 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 पर सम्पर्क करें और हमें बताएं कि आपको किस सुविधा की आवश्यकता है ?

HINDI

Message from Councillor Maurice Burgess, Leader of the Council and Ray Cowlshaw, Chief Executive

This booklet contains Derby City Council's proposals for making our Equality and Diversity Policy work, so it becomes real for our customers and our employees and job applicants. It covers the work we plan to do on equality for the next three years up until 2008. It outlines the action we intend to take to tackle discrimination, make sure everyone has equality of opportunity and for promoting good race relations in Derby. By using the essential parts needed for a Race Equality Scheme, we have expanded our race equality commitment to also cover our planned equality work on disability, gender, religion, age and sexuality.

Derby City Council is truly committed to promoting equality and diversity. We hope the actions in this booklet will 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 is made up of a whole range of people with different needs who look to us to lead the way. We feel it is really important that our workers come from as many backgrounds as our customers, so they can help us understand our customers' needs.

Please make a little time to read this booklet and tell us what you think. Equality in Derby cannot be achieved by us alone and we need the expertise from people in the community to help us to get things right. Tell us what you think about the actions we have proposed by filling in the form at the back of the booklet or just give us a ring. This booklet is only part of our long journey through equality and we still have lots to do. But, with your help, we will get there.

**Maurice Burgess
Leader of the Council**

**Ray Cowlshaw
Chief Executive**

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Why have a Corporate Equality and Diversity Plan?

We have had an equality policy at the Council since 1981. Over the years, it has been reviewed and re-written to take account of people's changing needs and, of course, new equality legislation. We produced our latest **Equality and Diversity Policy** in 2003. But, just having a paper policy is not enough and clearly we needed a plan to drive us through what we wanted to achieve.

As a starting point, we adopted the **Equality Standard for Local Government**, which is basically a way of measuring how we are doing on our equality work. It covers five levels of achievement and we have just reached Level 2. The levels are...

- Level 1 having a commitment to a comprehensive equality policy
- Level 2 assessing and consulting
- Level 3 setting equality objectives and targets
- Level 4 information systems and monitoring against targets
- Level 5 achieving and reviewing outcomes

One of the actions we needed to do to achieve Level 2 was to publish a Corporate Equality Plan. This booklet is our **Corporate Equality and Diversity Plan**, and gives details of the action we intend to take over the next three years to make our Equality and Diversity Policy work.

As well as our work on the Equality Standard, which is a voluntary commitment, we have a legal requirement under the Race Relations Amendment Act to produce a three-year **Race Equality Scheme**. We published our first Race Equality Scheme in May 2002 and our second three-year

Scheme is now due. We decided to include our new Race Equality Scheme in this Corporate Equality and Diversity Plan. We have also included disability and gender as it is likely that the positive duty to promote disability and gender equality will be in place within the lifetime of this booklet. Age, religion and belief and sexuality equality are covered too.

Looking back at our first Race Equality Scheme, we realised we had been far too ambitious with the actions that we planned to achieve. Because of this, we have some actions that we have not achieved, so we have included them in this new plan. So, this time, we have fully thought out what actions we can achieve by the end of the three years.

Another lesson we learnt from producing our first Race Equality Scheme was that, despite us publicising it widely, still many people in the community and even some of our own employees, had never heard of it. Clearly, this is not acceptable, so we have drawn up a communication plan to make sure as many people as possible know about our Corporate Equality and Diversity Plan.

We will consult our three Equality Advisory Committees on the contents of our Plan before we publish the final version. They are the Minority Ethnic Communities Advisory Committee, Disabled People's Advisory Committee and Women's Advisory Committee. We will also consult our Black Employees Support Network and our Disabled Employees Network and the trade unions so that we can make sure we have chosen the most important things to include in the Corporate Equality and Diversity Plan.

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

booklet 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 new policies and reviewing old ones**
- **Communicating**
- **Improving our buildings**
- **Accessing 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. This also gives us an opportunity to make any changes which people tell us about.

Your views and comments

We hope you will read this booklet 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 booklet and send it to us or just contact and tell us what you think.

Tackling discrimination, promoting equality and good race relations

Because this booklet is a Corporate Equality and Diversity Plan, we have extended our legal duties under the Race Relations Amendment Act to cover disability and gender, particularly as we will soon have a legal positive duty to promote disability and gender equality. We also take our commitment to equality for disabled people seriously and are working through our access improvement programme to fully implement the requirements of the Disability Discrimination Act. We were one of the first local councils to sign up to the 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.

We have a wide range of work-life balance initiatives, which help our employees combine work with family responsibilities. This work has been recognised as an example of good practice by the Department for Trade and Industry and is included on their website. We have also recently introduced our new Fairness at Work policy, which tackles bullying, discrimination and harassment. This new policy gives a strong message to all our employees that the Council has no room for bullies, harassers and people who discriminate against others.

We feel it is really 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 recently held some training courses for people on the registers to help them with job application forms and interview techniques. 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 recently ran a women into senior management programme and are going to repeat this for minority ethnic employees too, as part of our positive action initiatives.

Every year, we organise events around International Women's Day and the International Day of Disabled People. In the last three years, we have celebrated Derby's diverse communities by organising cultural diversity events, which has helped us to develop a better understanding of the many people's cultures in the city. The events were planned by Derby Community Cultural Diversity Group, a group which included members representing a wide range of minority ethnic communities and further promoted good race relations in the city. Derby's Community Safety Partnership leads on **community cohesion** initiatives, again to promote good race relations in Derby. One of the key areas of our **Community Strategy** is to develop Derby's approach to community cohesion and a Partnership Community Cohesion Action Plan is soon to be produced.

We are working closely with Derby Millenium Network to produce the **Derby Black and Minority Ethnic Code of Practice** as part of the **Compact**, which strengthens the relationship between the Council and the Voluntary and Community Sector in Derby.

Derby has a rich diversity of minority ethnic communities, disabled people's organisations and women's groups. We also have an active gay, lesbian and bi-sexual community, so there is no excuse for us not to consult with people in the community about services we offer that affects

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 will become law in December 2006 and like the positive duty to promote race equality, there is a general and specific duty. Indications from the draft Statutory Code of Practice are that 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.

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.

Our Race Equality Scheme and our Disability Equality Scheme, as well as our plans on gender equality and other equality issues are included in this Equality and Diversity Plan.

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 Corporate 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 also 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 Steering Group**, chaired by the Director of Policy. Representatives from senior management from all departments sit on this group and their task is to drive forward our work on the Equality Standard for Local Government. 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 Standard and equality laws
- reporting regularly to Chief Officer Group on progress or concerns

- keeping up to date with any new equality initiatives and passing these on
- confirming achievement of the different levels of the Equality Standard.

We also have an Equality Standard Task Group and this is the main ‘hands on’ group for co-ordinating the Equality Standard and making sure the Race Equality Scheme requirements are included in this plan. The Director of Commercial Services chairs the group and its members include key employees from all departments. 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.

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. Plans have been thoroughly discussed and agreed at each departmental senior management team, so that they can be owned and realistically achieved by them. 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 and provided a list of functions and policies that we need to re-visit to check that they are meeting our equalities expectations and are not unfairly discriminating against any particular group of people. We call this **equality impact assessment** and we will be making sure that any new key policies will also be checked thoroughly. We are working on a checklist form for employees to complete to help them with assessing functions and policies. We will also be consulting community and equality groups to get views on policies and the way we do things to make sure we get things right. 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 will publish and report the results of our equality impact assessments and the findings to our equality advisory committees.

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...

Chief Executive's - Corporate Services Directorate covers legal services, environmental health, trading standards, telecommunications, property services, purchasing, registrar services, democratic services and corporate customer complaints.

Chief Executive's - Finance Directorate covers corporate finance, financial services and performance, revenues and benefits, and information and communication technology.

Chief Executive's - Policy Directorate covers personnel and equalities, housing and advice services including housing strategy and homelessness, community policy including community consultation, partnerships and regeneration and corporate communication.

Commercial 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.

Development and Cultural 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.

Education covers school improvement and inclusion, pupils' and parents' services and governor support, resources and strategic planning, lifelong learning including early years, and community services including sports and leisure and youth services.

Social Services covers children and families, community care services, including services around mental health, disabled people and older people, assessment and care planning

Action plans

The action plans show what service, policy or function will be assessed, what we are going to do to achieve equality, when we are going to do it and which department is responsible for it. 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 will be made 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 2003/2004, we advertised around 1,600 vacancies. 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.

As well as trying to do our best to make sure that our employees come from as diverse backgrounds as the people we provide our services to, we also feel it is extremely important that women, minority ethnic people and disabled people are represented at all grades in the Council.

In January 2005, our records showed that of our employees who earn more than £30,654, that is our top 5% earners, 47.1% are women, 5.3% are minority ethnic employees and 3.8% 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 Minority Ethnic Communities Advisory Committee. This has been extremely useful as we get feedback on how we can improve our employment opportunities for minority ethnic communities. We will also now be reporting these statistics to our Women's Advisory Committee and Disabled People's Advisory Committee.

We have a wide range of personnel policies and within the last three years have fully reviewed many of these and taken into account equalities implications as a matter of course. These include

policies on work life balance and flexible working, breast-feeding, Fairness at Work and complaints procedure, which is our new policy for dealing with employee complaints about bullying discrimination and harassment. We have reviewed our attendance management procedure to make sure we are not discriminating against disabled people and have introduced disability leave. We have also introduced a religious beliefs and cultures guide, including specific information for managers. We reviewed our equality policy to take into account our work on the Equality Standard and the new sexuality and religious beliefs legislation.

Monitoring our personnel policies and our workforce statistics is important to us and we have made progress in doing this. For many years, we have been monitoring by race, gender and disability, who applies for jobs with us, who gets short-listed and who is appointed. We also monitor our workforce by race, gender and disability and what grade they are. We still do not have all the personal equality details of all of our employees, but we are working hard to do this. We are making some changes to our personnel computer system to accommodate the employment monitoring requirements under the Race Relations Amendment Act and the new positive duty on disability. However, the system is unable to provide all the information we need, so we are looking at other ways of collecting these statistics, even if it means we have to collect these manually.

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...

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We know the building industry is male dominated and so we want to provide more opportunities for women to join the industry	Use positive action to provide training opportunities for women in the Derby Homes and Derwent Builds employment project by allocating half the training places to women	2005/2006	Commercial Services
Compulsory retirement at 65 prevents some employees from continuing to work, even though they want to	Advise all employees just before they reach 65, that they can continue working, if they want to and are fit to do so. At the age of 70, they can still continue working as long as they have successful yearly medical reports	2005/2006	All
We want to make sure that our recruitment and selection procedures and processes are fully accessible and that we do not discourage people from applying for jobs with us	Review and look into: <ul style="list-style-type: none"> • how we advertise our vacancies • our recruitment literature • consulting with the local community, and equality advisory committees to find out their views on our recruitment processes and how we can improve 	2005/2006 2005/2006 2005/2006	All All All

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We want to increase the proportion of minority ethnic teachers in our schools	Appoint a part-time recruitment manager who will produce a three to five year action plan to increase the number of minority ethnic teachers in the city. The action plan will involve schools, and local further and higher education providers	2005/2006	Education
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 Social Services	2005/2006	Finance
We want to promote equality working patterns, particularly for those that improve work-life balance for parents of school-age children	Increase work life balance initiatives in the Directorate	2006/2007	Finance
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	2006/2007	Policy

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We know that the Education workforce needs to represent the local minority ethnic community and disability community more than it does at present	<ul style="list-style-type: none"> Do a thorough disability and racial group monitoring exercise of the Education Service workforce, including schools where the governing bodies are the employers 	2005/2006	Education
	<ul style="list-style-type: none"> Produce and implement an action plan with tailored training opportunities to respond to the outcome of the monitoring 	2006/2007	Education
We have a whole range of personnel policies, many of them promoting equality, but we need to make sure that managers are applying the policies fairly and consistently	Monitor the use of our personnel policies and provide more support for managers in implementing them.	2005/2008	Policy
Currently disabled employees in Finance, working on the ground floor have to use the public disabled people's toilet, unlike non-disabled employees who have access to a staff toilet	Explore the possibility of providing a disabled employees' toilet on the ground floor by discussing the proposals with the Asset Management Group	2006/2007	Finance/Corporate Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
It is important that we publish every year, the equality breakdown of our job applicants, those short-listed and those appointed. We also need to publish the equality profile of our employees, their grades, applications for training and those receiving training, as well as those involved in grievances and disciplinary procedures and those leaving the Council.	<ul style="list-style-type: none"> • Publish what we can from the data we already have 	2005/2008	All
	<ul style="list-style-type: none"> • Look at other systems and processes for collecting data that we do not have at the moment and put them in place 	2005/2006	All
	<ul style="list-style-type: none"> • Provide quarterly reports on the statistics to departmental management team to check progress. 	2006/2007	Social Services
We need to progress the Equality Standard and equalities legislation requirements throughout the department	<ul style="list-style-type: none"> • Review staffing and work of staff to see if the work can be accommodated with existing staff 	2005/2006	Development and Cultural Services
	<ul style="list-style-type: none"> • If necessary, establish a new post with an equality remit 	2005/2006	Development and Cultural Services

Managing equality

All chief officers and their senior management teams signed an Equality Standard Commitment Charter in March 2004 and one of the commitments they made was to integrate equality targets into the business planning process. So, this action plan is how departments plan to do this...

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to identify and address departmental issues that have an equality impact.	<ul style="list-style-type: none"> Start including equalities as a standing item on team and management meeting agendas 	2005/2006	Corporate Services
	<ul style="list-style-type: none"> Audit the team and management meeting minutes from 2005/2006 and produce an action plan of identified areas to work on. 	2006/2007	Corporate Services
	<ul style="list-style-type: none"> Review progress of first year's action plan and produce another plan from issues identified during 2006/2007. 	2007/2008	Corporate Services
We need to include equality actions in our business planning process	<ul style="list-style-type: none"> Arrange for all business units to do an equalities audit on how equality and diversity is integrated into their every day work 	2005/2006	Social Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to include equality actions in our business planning process - continued	• Do a self-assessment of how we are meeting the Equality Standard	2005/2006	Social Services
	• Produce a report on the findings of the audit and consult with the equality advisory committees on this	2005.2006	Social Services
	• Produce an action plan to remove the identified barriers to equality and agree this with the equality advisory committees	2006/2007	Social Services
	• Include specific equality actions in all business plans	2006/2007	All
Equalities issues may not always be considered as an integral part of business planning and this needs to change	Collect evidence from customer satisfaction surveys, customer profiles, and feedback from team meetings to develop an equalities action plan for including in business plans	2006/2007	Policy
Equality initiatives need to be included in the Finance Directorate Business Plan	Provide all managers with guidance on including equality initiatives in their business plans	2005/2006	Finance

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
School governors need to represent the diverse community we live in	<ul style="list-style-type: none"> Do an audit of how many minority ethnic and disabled school governors there are 	2005/2006	Education
	<ul style="list-style-type: none"> Extend our approach to encouraging minority ethnic communities to become governors to include disabled people as well 	2006/2007	Education
	<ul style="list-style-type: none"> Produce a strategy to take account of the results of the audit of school governors 	2006/2007	Education
	<ul style="list-style-type: none"> Implement the strategy 	2007/2008	Education

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 backed up with equality training and awareness opportunities for our employees. This needn't be sitting in a training room, but can be one of the many varieties of training approaches available now. For example, we are just at the beginning of an exciting pilot e-learning equality and diversity programme for 500 of our senior employees and councillors. If this is successful, we will be looking at providing it for more people. The programme even has a management information system so we can check up on who is doing it and how they are doing!

Our employee newsletter, Goldrush, is one way we try to inform our employees about equality issues. We have an 'equality notice board' within the newsletter, where we regularly include equalities information and news. When we adopted the Equality Standard, we also produced a specific Equality News Bulletin to inform employees about this and to show them the Charter that the Leaders of the Liberal Democrat, Conservative and Labour groups had signed.

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 Employee Handbook also gives employees lots of guidance on recruiting fairly and treating people fairly at work.

Well before the Disability Discrimination Act became law, we were offering our employees disability equality training. We also ran a series of cultural awareness and race equality courses following the Stephen Lawrence Enquiry.

Many departments request equality training and, where possible, we give them details of approved trainers and also run some of the courses ourselves using our Fairs Fair programme. This particular package covers equality issues around age, race, disability, gender, and sexuality. Our grounds maintenance team have recently completed this course. Our Library Services also make use of the programme during their disability equality courses, together with the Disability Rights Commission's Best Practice Training material. Adult Learning in Education, have also received a series of disability equality training and are planning to hold some race equality training for their employees very soon.

We recently ran sessions on the Race Relations Amendment Act and Special Educational Needs and Disability Act for school governors and more are planned.

We have a pool of employees who investigate complaints of bullying, harassment and discrimination and a majority of them have been on specific training to do this. We also provided training in the Equality Standard for employees on our Equalities Working Groups.

We try to include an equalities element in all our training courses, because we strongly believe that equality has an impact on everything we do.

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

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We feel it is really important that people who start work with us are made aware of our commitment to the Equality Standard and of their own equality responsibilities	• Review equalities information on the departmental induction course	2005/2006	All
	• Review the equalities information in the departmental induction pack	2005/2006	All
	• Consider a range of ways of communicating information about the Equality Standard to new employees	2005/2006	Development and Cultural Services
	• Send questionnaires to a sample of new starters to get an in-depth view of the equalities information given.	2005/2006	Development and Cultural Services
We need to develop equality training across the department to managers initially and then look at other ways of getting the equality message across	• Draw up a programme of equality training for the department, relevant to people's roles and the service areas	2005/2006	Development and Cultural Services
	• Consider what the corporate approach is on equalities such as computer based learning	2005/2006	Development and Cultural Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to develop equality training across the department to managers initially and then look at other ways of getting the equality message across - continued	<ul style="list-style-type: none"> • Look into a variety of ways to communicate equalities to employees, such as Goldrush, Derbynet, newsletters and payslip attachments. 	2005/2006	Development and Cultural Services
	<ul style="list-style-type: none"> • Check the effectiveness of equalities information and training by asking employees for feedback at their Achievement and Development or probationary interviews 	2005.2006	Development and Cultural Services
We need to make sure that our employees, particularly customer facing employees, are aware of equality issues	<ul style="list-style-type: none"> • Include equalities in our departmental induction course 	2005/2006	All
	<ul style="list-style-type: none"> • Include equalities in the customer service training that our builders will be doing 	2005/2006	Commercial Services
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"> • All new managers to attend recruitment and selection training 	2005/2008	All
	<ul style="list-style-type: none"> • Put systems in place to make sure managers attend the mandatory refresher training every five years 	2005/2008	All

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Investigating complaints is complex, particularly when there are equality issues involved	Train a senior manager in equality complaints investigation.	2006/2007	Commercial Services
We feel it is essential that any contractors we use are aware of our equality standard and that we expect a certain standard from them when they are on our premises	Make contractors aware of our commitment to equality by providing them with equality details when we take out a contract with them.	2005/2006	Finance
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	• Take part in the pilot e-learning equality and diversity training	2005/2006	All
	• Arrange for our employees to attend cultural and race equality training	2005/2006	Finance
	• Provide training for senior managers to fully understand the importance of equality impact assessments and how to do them	2005/2006	Policy
	• Produce an equalities toolkit for managers	2005/2006	Policy

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<p>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 - continued</p>	<ul style="list-style-type: none"> All teams to hold half day equalities team meetings to learn about legislation and the equality standard and make suggestions for improving their service 	2005/2006	Policy
	<ul style="list-style-type: none"> Provide feedback from team meetings to divisional management teams and Directorate Equality Team 	2005/2006	Policy
	<ul style="list-style-type: none"> Attend a range cultural events in Derby parks 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> Produce Equality Standard Commitment Charter posters 	2005/2006	Policy
	<ul style="list-style-type: none"> Produce articles on the equality standard for internal publications and display the equality standard charter in reception areas and on office notice boards 	Ongoing during 2005-2008	All

Making new policies and reviewing old ones

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 are developing a system of doing equality impact assessments on new policies 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 have designed an equality impact assessment toolkit and Chief Officers and Assistant Directors have attended an equality impact assessment training course to fully grasp the issues behind these assessments. Another set of workshops will be run for senior managers.

For some time now, we have been including a section on 'equality impact' on all our formal reports, but from 1 April 2005 we will be doing equality impact assessments on identified new key policies, functions, and strategies. Lists of the results of screening and partial impact assessments will be published and reported to the three equality advisory committees and, where appropriate, our Black Employees Support Network, Disabled Employees Network and trade unions. Where we do a full equality impact assessment, we will publish the full report.

Each departmental equality group or senior management team has made a list of the relevant key services, existing policies and functions they are responsible for and discussed how and when these will be reviewed.

So, here is our three-year programme for checking that our key services, existing and new policies and functions do not create barriers for people in equality groups, and that they address the requirements of the Race Relations Amendment Act and the new legal public duty to promote disability equality...

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
All new key policies, functions and strategies	<ul style="list-style-type: none"> Do equality impact assessments at the appropriate level so that we can make sure the decisions we make and the way we act on these decisions do not create barriers, but improve equality 	2005/2008	All
	<ul style="list-style-type: none"> Produce a policy and strategy development checklist which includes equality impact assessments as a standard item 	2007/2008	Social Services
<ul style="list-style-type: none"> Primary School Strategy Secondary School Strategy 14-19 Strategy, especially Pathfinder Continuing Professional Development of Teachers Access Service Traveller Service 	Do full equality reviews of these services, strategies, policies and programmes and produce an action plan to make any changes that are identified	During 2005-2008 as part of the move to an integrated children's service	Education

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Aim Higher Programme • Personal Social Health Education and Citizenship Programme • Marketing and Communications, including governor support • Fair Funding of Schools Scheme • Admissions • School Place Planning Strategy • Youth Service • Early Years Service • Education Welfare Service • Special Educational Needs and Access Strategies • Exclusions and Behaviour Support Strategies 	Do full equality reviews of these services, strategies, policies and programmes and produce an action plan to make any changes that are identified	During 2005-2008 as part of the move to an integrated children's service	Education
<ul style="list-style-type: none"> • Adult Learning Service • Sport and Leisure Service 	Do full equality reviews of these services, and produce an action plan to make any changes that are identified	During 2005-2008 when the placement of these services as part of an integrated children's service is known	Education

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Catering – school meals	Do a full equality review of this service and produce an action plan to make any changes that are identified	Ongoing during 2005-2008	Commercial Services
<ul style="list-style-type: none"> • Crematorium and cemeteries • Hiring out parks for events 	Do a full equality review of these services and functions and produce an action plan to make any changes that are identified	2005/2006	Commercial Services
<ul style="list-style-type: none"> • Parks including management of parks and open spaces • Providing external play facilities • Landscape Design 	Do a full equality review of these services and functions and produce an action plan to make any changes that are identified	Ongoing during 2005-2008	Commercial Services
Park Ranger service	Do a full equality review of this service and produce an action plan to make any changes that are identified	2006/2007	Commercial Services
<ul style="list-style-type: none"> • Markets • Repair and maintenance of all Council property, except housing 	Do a full equality review of these facilities, services and functions and produce an action plan to make any changes that are identified	2005/2006	Corporate Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Environmental Services including public health, taxi licensing, dog and pest control, trading standards, pollution control, food safety, statutory nuisances, licensing and communicable diseases • Electoral Services • Reception and telecommunications • Registration of births, marriages and deaths • Corporate Complaints Procedure 	Do a full equality review of these facilities, services and functions and produce an action plan to make any changes that are identified	2005/2006	Corporate Services
<ul style="list-style-type: none"> • Property management including surveying, land management, architectural design, electrical design and maintenance • Energy conservation • Purchasing 	Do a full equality review of these functions and produce an action plan to make any changes that are identified	2006/2007	Corporate Services
<ul style="list-style-type: none"> • Legal Services, including litigation, valuation and conveyancing • Mayoral Support 	Do a full equality review of these services and produce an action plan to make any changes that are identified	2007/2008	Corporate Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Adult Protection • Disability Service Procedures • Residential Care Manual for older people 	<ul style="list-style-type: none"> • Arrange a rolling programme of equality impact assessments at the appropriate level 	2005/2006	Social Services
	<ul style="list-style-type: none"> • Produce a report on the findings with recommendations 	2005/2006	
	<ul style="list-style-type: none"> • Revise policies and strategies from the recommendations 	2005/2006	
<ul style="list-style-type: none"> • Fair Access to Care Services • Home Care Manual • Risk Assessment, Assessment of Need and Risk Management for Individuals 	<ul style="list-style-type: none"> • Arrange a rolling programme of equality impact assessments at the appropriate level 	2006/2007	Social Services
	<ul style="list-style-type: none"> • Produce a report on the findings with recommendations 	2006/2007	
	<ul style="list-style-type: none"> • Revise policies and strategies from the recommendations 	2006/2007	
<ul style="list-style-type: none"> • Care Programme Approach and Care Management • Physical Interventions for Adults with Learning Difficulties 	<ul style="list-style-type: none"> • Arrange a rolling programme of equality impact assessments at the appropriate level 	2007/2008	Social Services
	<ul style="list-style-type: none"> • Produce a report on the findings with recommendations 	2007/2008	
	<ul style="list-style-type: none"> • Revise policies and strategies from the recommendations 	2007/2008	

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Assessment Framework for Children in Need • Children looked After Care Planning • Complex Placements • Kinship Care • Runaways 	<ul style="list-style-type: none"> • Arrange a rolling programme of equality impact assessments • Produce a report on the findings with recommendations • revise policies and strategies from the recommendations 	<p>2005/2006</p> <p>2005/2006</p> <p>2005/2006</p>	Social Services
<ul style="list-style-type: none"> • Children Looked After Care Planning • Contact • Leaving Care 	<ul style="list-style-type: none"> • Arrange a rolling programme of equality impact assessments at the appropriate level • Produce a report on the findings • Revise policies and strategies from the recommendations 	<p>2006/2007</p> <p>2006/2007</p> <p>2006/2007</p>	Social Services
<ul style="list-style-type: none"> • Children Looked After Sexual Health and Relationships • Recording • Transitions 	<ul style="list-style-type: none"> • Arrange a rolling programme of equality impact assessments at the appropriate level • Produce a report on the findings • Revise policies and strategies from the recommendations 	<p>2007/2008</p> <p>2007/2008</p> <p>2007/2008</p>	Social Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Equality Impact Assessments Policy	<ul style="list-style-type: none"> • Provide briefing sessions on equality impact assessments 	2005/2006	Policy
	<ul style="list-style-type: none"> • Nominate officers in each department to keep records of all equality impact assessments done in that division 	2005/2006	All
	<ul style="list-style-type: none"> • Audit the impact assessments done, every 3 months 	2005/2006	Development and Cultural Services
<ul style="list-style-type: none"> • Community strategy • Neighbourhood Renewal Strategy • Allocations Policy • Abuse, Aggression and Violence Code • Recruitment and Selection Policy including the Career Development Scheme • Voluntary Redundancy, Voluntary Early Retirement and Efficiency Retirement Guide • Job Sharing Policy • Redeployment Policy 	Do full equality reviews of these strategies, policies and guides and produce an action plan to make any changes that are identified	2005/2006	Policy

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Communications Strategy • Area Panel Protocol and Good Practice Guide • Supporting People Strategy • Homelessness Strategy • Attendance Management Procedure • Disabled People Working at Derby City Council – guidelines • Ill health Procedure • Training and Development Policy 	Do full equality reviews of these strategies, policies, procedures and guides and produce an action plan to make any changes that are identified	2006/2007	Policy
<ul style="list-style-type: none"> • Consultation Strategy • Black and Minority Ethnic Housing Strategy • Affordable Warmth Strategy • HIV and infectious Diseases Guide • Pay and Payments Code • Sick Pay and Sick Leave Code 	Do full equality reviews of these strategies, policies, codes and guides and produce an action plan to make any changes that are identified	2007/2008	Policy
<ul style="list-style-type: none"> • Local Transport Plan • Connecting Derby • Re-cycling Plan 	Do a full equality review of these plans and produce an action plan of any changes that are identified	2005/2006	Development and Cultural Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Arts Strategy 	Do a full equality review of this strategy and produce an action plan of any changes that are identified	2005/2006	Development and Cultural Services
<ul style="list-style-type: none"> • Public toilets • Waste management including refuse collection 	Do full equality reviews of these functions and plans and produce an action plan of any changes that are identified	2006/2007	Development and Cultural Services
<ul style="list-style-type: none"> • Plans and strategies concerning the Development Plan • Public Art Strategy • Derwent Valley Mills World Heritage site Management Plan • Derby Cityscape • Tourism Strategy 	Do full equality reviews of these strategies and plans and produce an action plan to make any changes that are identified	2007/2008	Development and Cultural Services
<ul style="list-style-type: none"> • Benefit take up strategy • Housing benefit outreach service • Fair Debt Policy • Debt collection and direct debit • Payment methods including BACS 	Do full equality reviews of these strategies, services and policies and produce an action plan to make any changes that are identified	2005/2006	Finance

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
<ul style="list-style-type: none"> • Professional training policy for minority ethnic employees • Networking and telephone strategy 	Do full equality reviews of these strategies, services and policies and produce an action plan to make any changes that are identified	2005-2006	Finance
<ul style="list-style-type: none"> • Benefit Fraud Prosecution Policy • Redevelopment of Council website • Customer Service Information System • Extending Internet payments • IT training Strategy • IT governance and standards 	Do full equality reviews of these strategies, services and policies and produce an action plan to make any changes that are identified	2006/2007	Finance
<ul style="list-style-type: none"> • Bailiff Collection guidelines • Customer Services Strategy • Recovery of housing benefit overpayments policy • Travel and subsistence policy • HR Vision System project • Replacement Financial System • Core Infrastructure Development • The e-Derby Strategy 	Do full equality reviews of these strategies, services and policies and produce an action plan to make	2007/2008	Finance

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 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.

We accepted British Sign Language as a language, long before it was officially recognised, by the Government and we regularly use British Sign language Interpreters to help us communicate with Deaf customers and employees. We use the Language Line service and have minicomms in all our departments, so that Deaf people can contact us directly.

We have recently adopted the 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 really important that we ask people who use our services how we can improve and how we can remove any barriers. Our three equality advisory committees provide us with first hand advice on race, disability and gender equality.

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...

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Website and information technology	<ul style="list-style-type: none"> • Make sure that our website is accessible to International Web Accessibility Standards 	2005/2006	Finance
	<ul style="list-style-type: none"> • Ask our disabled customers about the accessibility of our computer systems and make recommendations from their response 	2005/2006	Finance
	<ul style="list-style-type: none"> • Consider disability access requirements when buying new computer systems 	2005/2006	Finance
	<ul style="list-style-type: none"> • Look into including other language messages on the website 	2005/2006	Finance
Sending letters to customers and other forms of communication	<ul style="list-style-type: none"> • Work to the Customer Care Standards and equality clear print guidelines to provide a good, and accessible service to everyone 	2005/2006	All

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Sending letters to customers and other forms of communication - continued	<ul style="list-style-type: none"> • Build up a shared database of the language and accessibility needs of our customers so that any communication we send to them is accessible 	2005/2006	Finance
	<ul style="list-style-type: none"> • Follow up with a satisfaction questionnaire to check if we are meeting customers' language and accessibility needs. 	2005/2006	Finance
	<ul style="list-style-type: none"> • Prepare a 'first contact' leaflet so that customers can tell us how they want us to communicate with them and in which language 	2005/2006	Corporate Services
	<ul style="list-style-type: none"> • Include 'first contact' leaflet with all initial correspondence to customers 	2006/2007	Corporate Services
	<ul style="list-style-type: none"> • Evaluate how 'first contact' leaflet is working and make changes as needed 	2007/2008	Corporate Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Producing publications and forms	<ul style="list-style-type: none"> • Introduce a section in the Finance Directorate Business Plan to a commitment to plain English and ‘jargon busting’ for any publications we produce 	2007/2008	Finance
	<ul style="list-style-type: none"> • Check to make sure that all publications include the standard translation and format message 	2005/2006	Education
	<ul style="list-style-type: none"> • Include a short equalities standard statement in all new publications 	2006/2007	Policy
	<ul style="list-style-type: none"> • Set up a central recording system of all requests for languages made and the response and monitor these annually 	Ongoing During 2005-2008	Education
	<ul style="list-style-type: none"> • Where need has been identified we will produce translations of documents or summaries pro-actively 	2006/2007	Education
Interpretation and translation services for people who have English as a second language and for disabled people	<ul style="list-style-type: none"> • Review and re-issue the equalities and clear print guidelines to employees who are responsible for producing publications or posters 	2005/2006	Policy

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Interpretation and translation services for people who have English as a second language and for disabled people - continued	<ul style="list-style-type: none"> • Audit all publications we produce to check that all departments are following the clear print and equality guidelines 	2005/2008	Policy
	<ul style="list-style-type: none"> • Randomly check how easy or difficult it is to get information in other formats once a request has been made 	2005/2006	Policy
	<ul style="list-style-type: none"> • Review the use of Language Line and how often the in-house interpreting service is used and how effective it is 	2005/2006	Development and Cultural Services
	<ul style="list-style-type: none"> • Review public information we keep that is not produced by the Council to see if the authors will provide it in other languages and other formats 	2005/2006	Development and cultural Services
	<ul style="list-style-type: none"> • Check what the main community languages are currently in the city 	2006/2007	Policy
	<ul style="list-style-type: none"> • Investigate suitable computer software that can translate documents into a range of languages 	2006/2007	Policy

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Interpretation and translation services for people who have English as a second language and for disabled people - continued	<ul style="list-style-type: none"> Publicise interpretation and translation services throughout the department so all employees and customers are aware 	2006/2007	Development and Cultural Services
	<ul style="list-style-type: none"> Review the use of translation and interpreting services by auditing the use and identifying any gaps 	2007/2008	Social Services
Consulting with and involving the equality advisory committees and the wider community when making decisions on policies and procedures	<ul style="list-style-type: none"> Use our Women's, Minority Ethnic Communities and Disabled People's Advisory Committees to get advice on making our policies and procedures more user friendly for equality groups 	2005/2006	All
	<ul style="list-style-type: none"> Consult widely when doing full equality impact assessments 	Ongoing during 2005-2008	All
	<ul style="list-style-type: none"> Produce reports for the equality advisory committees on the equality impact assessment results. 	Ongoing during 2005-2008	All
	<ul style="list-style-type: none"> Support, develop, publish and adopt the Compact Black and Minority Ethnic Code of Practice 	2005-2006	Policy

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We know we need to improve the information available to people about building, traffic and development projects	<ul style="list-style-type: none"> Review the consultation and promotional processes to make sure they address equality 	2006/2007	Development and Cultural Services
	<ul style="list-style-type: none"> Check with the equality advisory committees to find out if they want to be consulted on this particular issue 	2006/2007	Development and Cultural Services
	<ul style="list-style-type: none"> Use the equality impact assessment policy in all projects 	2006/2007	Development and Cultural Services
We need to involve culturally diverse communities in arts events much more than we do, both as participants and as artists	Initiate an arts ambassador scheme to involve more culturally diverse young people in promoting events	2006/2007	Development and Cultural Services
Our museums want to contact diverse communities in Derby	<ul style="list-style-type: none"> Review our practice on mailing and the distribution of leaflets 	2007/2008	Development and Cultural Services
	<ul style="list-style-type: none"> Hold, promote and encourage exhibitions and activities involving the various communities in Derby 	2007/2008	
	<ul style="list-style-type: none"> Hold outreach sessions with diverse audiences across Derby 	2007/2008	

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 Advisory Committee have been involved in developing the plan and we regularly use the expertise within the Committee 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.

When we signed up to the Disability Rights Commission's Open4All campaign, we could not think of a better place to sign, than at Lancaster Sports Centre. Up until last year, the centre had been inaccessible for disabled people, but it now has a lift, disabled people's toilet and shower room, as well as an induction loop and minicom. There is also a fitness suite with equipment for disabled people to use.

We don't always get it right and value comments from our disabled customers. For example although we provided a lowered counter in our Derby Benefits reception area, a customer pointed out to us that the counter itself was too deep to get his knees underneath. So, we arranged for the counter to be changed and it is much more accessible now.

All 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.

As part of our work on improving customer care, we are standardising 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.

We have recently 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 have produced an Access Guide of Derby 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 as many are very old, 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...

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Reception areas	<ul style="list-style-type: none"> • Improve our key reception areas by adopting and following the reception standards agreed as part of the wider Customer Service Standards • Develop departmental standards in line with the corporate Customer Services Standards and monitor these • Audit the public information in reception areas to check that it is accessible for people who have English as a second language, or need another format and that it is reachable for disabled people 	2005/2008	All
Facilities for mothers who want to breastfeed	Review the accommodation strategy to assess whether facilities could be provided for mothers wanting to breastfeed	2007/2008	Development and Cultural Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Facilities for a prayer room	<ul style="list-style-type: none"> Review the accommodation strategy to assess whether facilities could be provided for a prayer room 	2007/2008	Development and Cultural Services
We need to do our best to make sure our buildings are accessible for disabled people	<ul style="list-style-type: none"> Check adaptations already made to London Road, including ramp, and disabled people's car parking bay 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> Check access for disabled people at the crematorium 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> Implement the Disability Discrimination Act Access Improvement Programme, which includes: <ul style="list-style-type: none"> automatic doors and lowered counter to Peartree Library lowered counter to Sinfin library automatic doors to Central library automatic doors to Spondon library automatic doors, lowered counter and better signs to Housing Options Centre 	2005/2006	Corporate Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to do our best to make sure our buildings are accessible for disabled people – continued	<ul style="list-style-type: none"> ○ ramp, entrance and toilet modifications and an induction loop to Chaddesden Pavillion ○ disabled people’s toilet as part of the bowls pavilion toilet complex at Chaddesden Park 	2005/2006	Corporate Services
We need to make sure that all our reception areas and meeting rooms are accessible for disabled people. Where this is not possible, we need to make alternative accessible arrangements	<ul style="list-style-type: none"> • Identify and inspect all reception areas and meeting rooms we use or are responsible for and check access for disabled people 	2005/2006	Corporate Services
	<ul style="list-style-type: none"> • Produce a checklist to help do the inspections and involve disabled people 	2005/2006	Corporate Services
	<ul style="list-style-type: none"> • Make arrangements for making the reception areas and meeting rooms accessible using the survey findings – involve the Access Officer and Property Services 	2006/2007	Corporate Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to make sure that any new facilities are accessible for disabled people and existing facilities remain accessible.	<ul style="list-style-type: none"> • Make sure the Access Officer and relevant equality working groups and advisory committees are involved in new facilities 	2005/2006	Corporate Services
	<ul style="list-style-type: none"> • Do a second survey of meeting rooms and reception areas involving disabled people and the Access Officer 	2007/2008	Corporate Services
We need to continue to improve access for disabled children and adults to our schools	<ul style="list-style-type: none"> • Aim to have at least one school in each area to be fully accessible for all ages 	2007/2008	Education
	<ul style="list-style-type: none"> • Monitor access levels in schools by using the audits already completed 	2007/2008	Education
	<ul style="list-style-type: none"> • Use a range of small and large projects in schools funded by the Access Initiative to improve access 	2007/2008	Education
	<ul style="list-style-type: none"> • Consider the needs of individual pupils and their school accessibility 	2007/2008	Education

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to continue to improve access for disabled children and adults to our schools - continued	<ul style="list-style-type: none"> Use a small percentage of the Access Initiative funding for equipment to aid individual pupils' access to the school and the curriculum 	2007/2008	Education
We need to look at access for disabled customers in our reception areas	<ul style="list-style-type: none"> Work closely with the Customer Services Manager to make sure we meet the corporate reception standards Discuss with the Asset Management Group about the possibilities of providing more accessible booths for disabled customers 	2007/2008	Finance

Accessing our services

Our 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. Here are some examples...

- Moorways Leisure Centre recognised they were not as accessible as they could be for Deaf people, when they went to Derby Deaf Club to find out how to improve their service. The club came up with some brilliant ideas and are now looking forward to seeing them introduced into Moorways.**
- Our Women’s Advisory Committee told us that some women visiting public places in Derby were asked to leave, because their baby needed breastfeeding. We wanted to make sure that women were not turned away from our premises, when they wanted to breastfeed, so we introduced a breastfeeding policy. The policy will be available in all reception areas.**
- By talking to community groups and the Muslim Burial Committees, Commercial Services made improvements to the burial services. When Muslim people die, they have to be buried within 24 hours and so changes were made by having ‘nominated’ community representatives who can arrange burials outside of usual opening times, providing ready built vaults, with training for community representatives, and Urdu and English written procedures with drawings.**

- **Social Services are leading the way nationally in their work involving minority ethnic people with learning difficulties and carers and together are looking at how services can be made more culturally appropriate and accessible. People with learning difficulties are involved throughout this work.**

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.

Four local Sure Start programmes, particularly Rosehill, are working to support and engage the very diverse community in the area, including more recent asylum seekers and refugees from a variety of countries. The support includes help on childcare issues, schooling, health, family support and benefits. The users would have real difficulty in accessing the services without this additional support.

Our Revenues and Benefits Service has an Ethnic Minority Community Liaison Officer to promote access to the Housing Benefit and Council Tax schemes, by making contacts with individuals and with community groups and organisations.

It is amazing what a difference we can make, just by listening to what people need and then adjusting our services.

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...

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to look into how we provide services to black and minority ethnic children and families	<ul style="list-style-type: none"> • Check what information we do have 	2005/2006	Social Services
	<ul style="list-style-type: none"> • Complete a profile of social care staff delivering children in need services and their training and support needs in relation to minority ethnic community service provision 	2005/2006	Social Services
	<ul style="list-style-type: none"> • Assess the children in need support services and support networks in Derby and available elsewhere for minority ethnic children looked after away from Derby 	2005/2006	Social Services
	<ul style="list-style-type: none"> • Produce a map of needs, matching services and service development requirements 	2005/2006	Social Services
	<ul style="list-style-type: none"> • Do an equality impact assessment of the service and consult the equality advisory committees 	2005/2006	Social Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to look into how we provide services to black and minority ethnic children and families - continued	<ul style="list-style-type: none"> • Include the results of the service review in the business plan with a set of actions 	2006/2007	Social Services
We need to make sure we do equality impact assessments when we are planning new services or reviewing existing ones	Do an equality impact assessment on the kerbside recycling service to make sure barriers are identified and removed for disabled people and language barriers are removed for people who have English as a second language	2005/2006	Commercial Services
Some people, for whatever reason find getting to the council offices difficult and this can have implications for getting payments to us	Offer direct debit to customers for sundry debtors payments and housing benefit overpayment invoices	2007/2008	Finance
Make sure our bereavement services are available to all groups of people	<ul style="list-style-type: none"> • Consult with community groups and make adjustments as needed 	20052006	Commercial Services
	<ul style="list-style-type: none"> • Muslim section of the cemetery to have pre-erected vaults 	20052006	Commercial Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
Make sure our bereavement services are available to all groups of people - continued	<ul style="list-style-type: none"> • Continue training Muslim community representatives so that burials can take place within 24 hours 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> • Offer Hindus the opportunity to witness cremations at the Crematorium 	2005/2006	Commercial Services
We need to make sure that our school meals are available to all groups	<ul style="list-style-type: none"> • Be aware of different needs when planning meals 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> • Provide a vegetarian option on the menu with additional hydrocarbons 	2005/2006	Commercial services
	<ul style="list-style-type: none"> • Provide menus without nut contents 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> • Allocate more hours to the kitchen in additional needs schools so that sufficient time is allocated for preparing for particular diets 	2006/2007	Commercial Services
	<ul style="list-style-type: none"> • Provide a wider choice of food in secondary schools 	2005/2006	Commercial Services

Service, policy or function to be actioned	What we are going to do to improve equality	When?	Which department?
We need to make sure that our parks and facilities meet the needs of the local community	<ul style="list-style-type: none"> Establish Friends of Park group at Arboretum Park that reflects the local community to consult with about the management of the park 	2005/2006	Commercial Services
	<ul style="list-style-type: none"> Maintain groups at Osmaston Park and Chaddesden Park 	2005/2006	Commercial Services
We need to make sure that when we plan events we do not exclude people from taking part	<ul style="list-style-type: none"> Review the processes for putting on events in the city and produce an event checklist for everyone to follow 	2005/2006	Development and Cultural Services
	<ul style="list-style-type: none"> Consult with relevant groups 	2005/2006	Development and Cultural Services
We need to make sure that the arrangements for Home to School Transport run smoothly	<ul style="list-style-type: none"> Work with colleagues from Education and Corporate Services to review each others' role in providing the service 	2006/2007	Development and Cultural Services
	<ul style="list-style-type: none"> Consult with service users about the current service and consider their views in the review 	2006/2007	Development and cultural Services

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 mentioned earlier on under the section on ‘working for the council’ how we are monitoring our employment statistics, but we need to build on this and develop better systems for monitoring our services too. At the moment, some services are monitored and others are not. Although we recognise that not all services need to be monitored all of the time, sometimes it is really important to take a snap shot of a service and check that we are not the reason why people are not using the service. This is where our equality reviews and equality impact assessments will be extremely useful. We will assess the impact, identify the gaps, plan how we are going to change things and check again to see if the changes are successful.

A useful way of measuring achievements or even activities that have not been so successful is to use performance targets and we will be using our Best Value Performance Indicators as a guide.

We will also be producing an equality toolkit to help employees with this Plan, but it will also include some basic guidelines on how to monitor services.

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

Service, policy or function to be monitored	What we are going to do to improve equality	When?	Which department?
Assess the planning applications process to make sure that it is accessible for everyone	<ul style="list-style-type: none"> • Produce a monitoring sheet with notes to be included in planning applications packs • Analyse the results • Consult with the equality advisory committees 	2006/2007	Development and Cultural Services
Check that library services are reaching all minority ethnic communities and disabled people	<ul style="list-style-type: none"> • Ask people to state their ethnic origin when they join the library • Set up a system for checking and removing barriers facing disabled people 	2007/2008	Development and Cultural Services
Equalities Audit	Check the yearly equality action plans and their outcomes	2007/2008	Social Services
Recording racist incidents in schools	Provide all schools with standardised reporting forms and collect these during the summer term from the School Improvement Officer. Our aim is for 90% of schools to return the forms.	2006/2006	Education

Service, policy or function to be monitored	What we are going to do to improve equality	When?	Which department?
We need to make sure we continue to identify the patterns of attainment of minority ethnic children and monitor the steps taken to narrow the attainment gap	<ul style="list-style-type: none"> Analyse the annual performance data at Key Stages 1,2,3 and 4 	2005/2006	Education
	<ul style="list-style-type: none"> Plan a programme of support intervention and training to raise attainment, including partnership with the National Primary and Secondary Strategies 	2005/2006	Education
We need to understand better the links between ethnicity and a range of inclusion data covering school age education	<p>Establish systems for systematic ethnicity monitoring of:</p> <ul style="list-style-type: none"> attendance admissions exclusions special educational needs assessments 	2006/2007	Education
We need to make sure that governing bodies of schools are more representative of the community	<ul style="list-style-type: none"> Do an audit of the breakdown of existing governors by ethnicity and whether they are disabled people 	2005/2006	Education
	<ul style="list-style-type: none"> Develop a strategy to respond to the results of the audit 	2006/2007	Education
	<ul style="list-style-type: none"> Implement the strategy 	2007/2008	Education

Service, policy or function to be monitored	What we are going to do to improve equality	When?	Which department?
We need to make sure that governing bodies of schools are more representative of the community	<ul style="list-style-type: none"> • Continue with a range of approaches to encourage minority ethnic people to become governors 	Ongoing during 2005-2008	Education
	<ul style="list-style-type: none"> • Extend these approaches to encourage disabled people to become governors 	Ongoing during 2005-2008	Education
Bullying in schools on grounds of sexuality	<ul style="list-style-type: none"> • Provide all schools with a standardised reporting form for collection during the summer term. The aim would be to get a 90% return 	2006/2007	Education
	<ul style="list-style-type: none"> • Monitor the number of incidents of sexuality bullying from the forms received 	2006/2007	Education
	<ul style="list-style-type: none"> • Develop policy and guidance for schools, supported by appropriate training and professional development opportunities for teaching and non teaching staff 	2007/2008	Education

Service, policy or function to be monitored	What we are going to do to improve equality	When?	Which department?
Although we have lots of customer satisfaction surveys measuring the quality of our service, we do not ask whether people felt the service was fair and whether they felt equality was taken into account	<p>On all customer satisfaction survey forms include:</p> <ul style="list-style-type: none"> • a fair treatment question • a contact point to discuss perceived unfair treatment in confidence • an opportunity for customers to expand on why they thought their treatment was discriminatory 	2005/2006	Policy
At the moment we do not know whether our services are being used by the people that are eligible to use them	<ul style="list-style-type: none"> • Identify potential customers for our services by gathering information about the number of minority ethnic people, disabled people and women in Derby 	2007/2008	Policy
	<ul style="list-style-type: none"> • Compare the take up of services with the data collected 	2007/2008	Policy
	<ul style="list-style-type: none"> • All sections and teams to provide a statement of who is eligible to be a customer of a particular service 	2007/2008	Policy
	<ul style="list-style-type: none"> • Assess which services should be monitored for take up by minority ethnic people, disabled people and women 	2007/2008	Policy

Service, policy or function to be monitored	What we are going to do to improve equality	When?	Which department?
At the moment we do not know whether our services are being used by the people that are eligible to use them - continued	<ul style="list-style-type: none"> • Monitor agreed services, identify gaps and include any action that is needed in business plans 	2007/2008	Policy
When internal audit do reviews in departments, at present, they do not assess for equality systems in place	Introduce an 'equalities review' section in audit programmes for individual service reviews	2005/2006	Finance

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 equality advisory committees 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, organisations of disabled people, women's groups and the gay communities 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:

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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 2005 - 2008

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.