

Single Equality Scheme Action Plan 2011/12

Corporate Section

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.1	Develop the Council's Equality Outcomes	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Council's Equality Outcomes are established with involvement with service users
1.2	Review existing evidence and gather evidence on needs of equality groups	March 2010	Policy & Performance Officer	x	x	x	x	x	x	x	x	Evidence base and understanding of key priorities for communities is improved
1.3	Engage with equality groups for their views on equality outcomes	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Equality Outcomes are based on equality groups' views and reflect their priorities
1.4	Review Equality Impact Assessment (EIA) process and toolkit, incorporating impact of financial decisions	July 2011	Policy & Performance Officer	x	x	x	x	x	x	x	x	EIA process is amended to comply with new legislation
1.5	Increase consistency in implementing EIAs across Council services	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Policies and practices impact assessed by all Council Services

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1.6	Review the operation of the Multi Agency Diversity Incident Monitoring Group	March 2012	Policy & Performance Officer	x	x	x		x	x		x	Hate crime monitored and addressed more effectively
1.7	Ensure equality considerations are integrated into self assessment of performance	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Equality considerations are incorporated into performance reports
1.8	Support Corporate Equality Group and provide progress reports to the CMT, the Executive and the Scrutiny Committee	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Accountability and governance arrangements improved and good practice by services is shared across the Council
1.9	Participate on Ayrshire Equality Partnership and on Scottish Councils' Equality Network	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Increased awareness of and contribution to equality developments in Ayrshire with CPP partners and nationally with other Councils
1.10	Review delivery of equality training	Sept 2011	Senior Manager - HR	x	x	x	x	x	x	x	x	Staff are aware of their responsibilities under equality legislation
1.11	Introduce Sensory Impairment Training	Sept 2011	Senior Manager - HR	x	x							Greater staff awareness of issues for people with a sensory impairment
1.12	Introduce ½ day Cultural Awareness Training providing 3 to 4 sessions a year	Sept 2011	Senior Manager - HR					x	x			Greater staff awareness and confidence to meet the diverse cultural and religious needs of customers

1. Chief Executive's

Ref	Indicator
1	Numbers of employees attending equality training
2	Number of equality impact assessments completed

Chief Executive's Service

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.1	Promote Livewell health improvement programme to all employees taking into account protected characteristics	March 2012	Health Improvement Officer	x	x	x	x	x	x	x	x	Increase in health improvement activity and reduction in sickness absence
1.2	Implement Violence Against Women Strategy 2010/13 to increase protection from domestic and sexual abuse	March 2012	Policy and Performance Officer	x	x	x	x	x		x	x	Reduction in violence and increase in preventative work challenging attitudes about domestic abuse
1.3	Commission rape counselling services for survivors of rape and child sexual abuse	May 2011	Policy and Performance Officer	x	x	x	x	x		x	x	Support and counselling services available locally to assist survivors of rape and child sexual abuse
1.4	Provide grant assistance to local organisations including elderly forums, disability groups, ethnic minority and church groups	March 2012	Policy & Performance Officer	x	x	x		x	x	x	x	Funding is available to support lobbying and activities of equality groups

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1.5	Develop indicators for SOA local outcome to promote equality and linked to new Equality Outcomes	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Monitoring of progress in promoting equality is improved
1.6	Develop Council Plan commitment to equality and ensure that it is included in service planning guidance	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Service Plans incorporate appropriate actions designed to promote equality
1.7	Incorporate information previously included in Annual Equality Report into new Council Annual Report	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Reporting on equality is built into new Council public performance reporting mechanism
1.8	Include equality training in Elected Member development proposals	March 2012	Policy & Performance Officer	x	x	x	x	x	x	x	x	Elected Members are aware of their responsibilities under the new equality legislation and take this into account in their decision-making
1.9	Ensure that Council meetings and their agendas are fully accessible	March 2012	Committee Services Manager	x	x		x	x				Information on meetings is available in different formats on request and meeting rooms are fully accessible
1.10	Assess access to polling stations and other election arrangements to ensure they are accessible	May 2011	Returning Officer	x	x		x	x				Access to vote in elections and to participate in the democratic process is available to everyone
1.11	Review Guidance on Written Communication for both external and internal clients	June 2011	Communications Manager	x	x			x				All our communication materials – publications, website, workforce communications, committee reports – are accessible

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.12	Incorporate accessibility information into new Communications Strategy	Aug 2011	Communications Manager	x	x			x				New strategy takes equality considerations into account
1.13	Support and advise Festival Forum on inclusive and accessible event programming	Nov 2011	Festival & Events Officer	x	x	x	x	x	x	x	x	Equality is built into local community events, festivals and gala days

Human Resources

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.14	Carry out Equal Pay Audit	March 2012	Senior Manager – HR							x		Audit completed to monitor equal pay between male and female employees
1.15	Publish gender pay gap	March 2012	Senior Manager - HR							x		Progress in reducing the percentage difference between men's average hourly pay and women's is monitored
1.16	Publish equal pay statement	March 2012	Senior Manager - HR							x		Improved awareness of Council's position on equal pay and occupational segregation
1.17	Process introduction of Minimum Living Wage (MLW)	June 2011	Senior Manager – HR							x		MLW introduced for relevant Grades and Terms & Conditions altered as required

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.18	Review Flexible Working Hours Scheme and adapt recording systems as required	March 2012	Senior Manager – HR	x	x		x			x		Process reflects needs of current and evolving working practices. New systems installed and operating
1.19	Expand e-learning available to staff	March 2012	Senior Manager – HR	x	x		x			x		Training accessed by staff who can have difficulties accessing it
1.20	Further develop accessibility functionality of Recruitment Portal	March 2012	Senior Manager – HR	x	x							Recorded increase in use of Recruitment Portal by people with a disability
1.21	Expand Modern Apprenticeships in Council and encourage recruitment from equality groups	March 2012	Senior Manager – HR		x			x		x		Increased diversity of the workforce
1.22	Publish % of Council workforce comprised of ethnic minority groups, disabled people and women and men	March 2012	Senior Manager - HR		x			x		x		Composition of workforce continues to be reported on and monitored
1.23	Investigate and possibly develop a methodology to acquire more accurate employment equalities data	Sep 2011	Senior Manager – HR		x							More accurate data available on number of employees with a disability to inform decisions

Corporate Services: Legal and Protective

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.24	Support Access Panel by assisting in the assessment of disability issues and raising awareness	March 2012	Senior Building Standards Officer	x	x							Improved access for disabled and older people and raised awareness of issues affecting disabled people.
1.25	Support Ayrshire Minority Ethnic Communities Association to increase assistance in aspects of the law	March 2012	Trading Standards Officer					x	x			Increased awareness of difficulties and issues encountered by ethnic minority communities.
1.26	Ensure translation of Trading Standards advice into ethnic minority languages as appropriate	March 2012	Trading Standards Officer					x	x			Translation services are targeted where required and effective in improving awareness of legal matters and trading standards regulations
1.27	Review Citizenship Ceremonies	March 2012	Registration Officer					x				Citizenship ceremonies are effective in promoting good race relations

IT Services and Customer Services

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
1.28	Review Lagan customer profile information to capture information on equalities	Aug 2011	Customer Services Manager	x	x					x		Information on customers segmented to target services and service delivery improved
1.29	Introduce Improvement Service Customer Satisfaction Toolkit across all areas of the Council	Aug 2011	Customer Services Manager	x	x			x	x	x		Customer satisfaction levels can be assessed by segmented equality groups
1.30	Review and improve the website to make it accessible to all visitors and ensure that content is easy to understand	March 2012	Head of IT	x	x			x				The WCAG (Web Content Accessibility Guidelines) Conformance Level AA are met or exceeded

2. Education and Skills

Ref	Indicator
1	Numbers of employees attending equality training
2	Number of equality impact assessments completed

Ref	Supporting Action/Task	Time-scale	Lead Officer	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
2.1	Train an equalities champion in every school and nursery to ensure that the establishment is well informed about equality duties and to submit an impact assessment once per session.	June 2011	Quality Improvement Officer	x	x	x	x	x	x	x	Every school and nursery has a designated Equalities Champion who is well informed, has access to all information about Equalities duties, and can confirm that establishments are fulfilling legislative duties.
2.2	Establish a GLOW-based Equalities Champion network area to allow for sharing of information and storage of all equalities documents.	Aug 2011	Quality Improvement Officer	x	x	x	x	x	x	x	GLOW site established and all relevant documents uploaded for easy access and use.

Ref	Supporting Action/Task	Time-scale	Lead Officer	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
2.3	Continue to ensure that children and young people affected by disability are fully included in the opportunities provided by schools and nurseries, through the work of the Accessibility Strategy Steering Group.	March 2012	Quality Improvement Officer	x							No child or young person affected by disability is unable to participate in all school opportunities.
2.4	Monitor the impact of the implementation of policies on pupils sharing protected characteristics in all educational establishments	March 2012	Quality Improvement Officer	x	x	x	x	x	x	x	All educational policies will be non-discriminatory both in content and in the impact of implementation.
2.5	Integrate the existing work of the parent and children Disability Equality Forum into a new and expanded Equalities Forum.	Oct 2011	Quality Improvement Officer	x	x	x	x	x	x	x	A new and expanded Equalities Forum is established and is working to ensure the involvement of children and parents/carers.
2.6	Continue to provide an English as an Additional Language (EAL) teaching service to support children and young people in schools and nurseries for whom English is an Additional Language.	March 2012	Head of Service				x				All children for whom English is an Additional Language experience effective and efficient support to enable them to benefit from education.

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
2.7	Deliver and promote English for Speakers of Other Languages (ESOL) classes to ethnic minority communities	March 2012	Lifelong Learning Officer					x				Increased uptake of ESOL classes, reduction in requests for interpreting services support, and increased involvement in community activities
2.8	Ensure communication and provision of appropriate information on Council services to ethnic minority communities.	Dec. 2011	BME Development worker					x				Better information available on Council services and increased uptake of services from ethnic minority communities.
2.9	Ensure awareness of Council customer comments and complaints procedure through awareness sessions	Dec 2011	BME Development worker					x				Increased number of customer comments and complaints forms returned by ethnic minority communities
2.10	Support the development of Multi-cultural information and advice centre	July 2011	BME Development worker					x				Specific information and advice resource established for ethnic minorities communities
2.11	Support and encourage celebrations of cultural diversity in local community	Dec. 2011	BME Development worker					x	x			Diverse cultural and religious events are celebrated in local community to enhance social interaction between communities

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
2.12	Identify new ethnic communities and encourage participation	March 2012	BME Development worker					x				Increased representation from different communities in AMECA and new community groups established
2.13	Create opportunities and support community groups to deliver cultural and religious awareness to schools and to local community	March 2012	BME Development worker					x	x			Community awareness of cultural and religious diversity is increased and hate crime is reduced
2.14	Consult ethnic minority communities to identify needs and emerging issues on regular basis	March 2012	BME Development worker					x				Improved services to ethnic minority communities and any adverse impact in policies and practices identified
2.15	Support Joint Elderly forum to address issues facing older people and develop intergenerational work	March 2012	Community Development Worker	x								Improved services to older people and increased interaction and joint activities between young and older people
2.16	Co ordinate multi agency working group to monitor progress and review services at Redburn Gypsy Travellers site, including pupil support services, children outreach services, youth work, health visitor, literacy worker, welfare rights and community development.	March 2012	Community Development Worker					x				Literacy levels increased, health status improved, positive development of young Gypsy Travellers supported, financial inclusion addressed, and increased participation and interaction with the wider community

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
2.17	Deliver awareness raising sessions to voluntary and statutory groups to address negative attitudes towards the Gypsy Traveller community, working with Gypsy Travellers and other agencies	March 2012	Community Development Worker					x				Positive attitudes adopted towards the travellers community, a reduction in hate crime, better community relations and positive reporting by the media
2.18	Support North Ayrshire Access Panel to improve access for people with disabilities by providing information and advice, working with East and South Ayrshire Council Access Panels to plan an awareness seminar and deliver awareness sessions	March 2012	Community Development Worker		x							Better access for disabled people, better awareness of access issues, more positive attitudes towards disabled people and improved, more inclusive design in all Council buildings and public areas
2.19	Support Three Towns Forum on Disability and build its capacity	March 2012	Community Development Worker		x							Disability issues and positive attitudes towards people with disabilities are promoted

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Preg & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
2.20	Raise awareness of violence against women issues to local community through annual community and voluntary sector training programme, support and involve the community to tackle this issue, and promote White Ribbon campaign	April 2011	Community Capacity Building Officer							x		Heighten awareness of the unacceptable violence and behaviour towards women with the community and voluntary sector and reporting of domestic abuse incidents increased
2.21	Deliver sensory awareness session to the local community through the annual community and voluntary sector training programme	June 2011	Community Development Worker		x							Raise community awareness of the impact of hearing and visual impairment

3. Infrastructure and Design

Ref	Indicator	
1	Numbers of employees attending equality training	
2	Number of equality impact assessments completed	

Revenue and Benefits

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Pren & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
3.1	Train staff in British Sign Language	March 2012	Benefits Manager and Revenue Manager		x							Trained staff available to assist customers with a hearing impairment
3.2	Provide leaflets and other documents in other languages, large print, Braille or audio tape	March 2012	Benefits Senior Team Leader	x	x			x				Improved access to information by ethnic minority communities and by disabled people
3.3	Provide access to interpretation & translation Services	March 2012	Benefits Senior Team Leader		x			x				Improved communication with ethnic minority community and with disabled people
3.4	Provide Appointment & Home Visit service	March 2012	Benefits Senior Team Leader	x	x		x	x	x			Improved access to the service

Ref	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Pren & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
3.5	Provide private interview facilities to aid confidentiality and respect privacy	March 2012	Benefits Senior Team Leader	x	x	x	x	x	x	x	x	Better office space available to allow discussion in a more confidential setting
3.6	Provide hearing Loop system	March 2012	Benefits Senior Team Leader		x							Improved communication with people with a hearing impairment
3.7	Provide assistance with form completion	March 2012	Benefits Senior Team Leader	x	x			x				More accessible service provided
3.8	Work jointly with WorkAble (part of the Wiseman group), Age Concern, the Pension Service and the ethnic minority community to improve access to services	March 2012	Benefits Senior Team Leader	x	x			x				Referrals received from partners and better access provided

4. Social Services and Health

Ref	Indicator	
1	Numbers of employees attending equality training	
2	Number of equality impact assessments completed	

No.	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Prea & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
4.1	Undertake a review of equalities based training to ensure that all training addresses the new provisions within the Equality Act 2010.	March 2012	Manager. Planning & Commissioning	x	x	x	x	x	x	x	x	Staff are aware of the new rights and responsibilities in the Equality Act 2010 and have an awareness and respect for good equality practice.
4.2	Consult with elderly and disability groups on programme of building re-developments and refurbishing.	March 2012	Policy Officer. Social Services	x	x							Disabled Groups and Older People participate in the consultation process and influence decisions
4.3	Install a hearing loop system in newly refurbished Sheltered Housing Units.	March 2012	Office Manager. Housing Services	x	x							Residents with a hearing impairment can fully participate in communal activities within newly refurbished sheltered housing facilities.

No.	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Prea & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
4.4	Monitor engagement with the ethnic minority community through Reception Services and establish 2010 baseline figures for engagement by the ethnic minority community with the service.	March 2012	Senior Manager. Social Services					x				Systems and processes are established to collect accurate data on the nature of ethnic minority community engagement with Reception Services
4.5	Develop a dedicated Social Services Equalities page on the internal Council web site and update regularly.	March 2012	Policy Officer. Social Services	x	x	x	x	x	x	x	x	Staff have greater access to core equalities information including information on equality related strategic plans, policies and procedures and are able to deliver inclusive services, which meet the needs of North Ayrshire's diverse communities.
4.6	Provide advice on benefits and promote financial inclusion through the Money Matters service to ethnic minority and Travelling communities.	March 2012	Team Manager, Money Matters					x				Greater awareness in ethnic minority and travelling communities of benefits entitlements and an improved uptake of services

No.	Supporting Action/Task	Time-scale	Lead Officer	Age	Disability	G Re-ass	Prea & M	Race	Religion	Sex	S Orientn	Success Criteria/Desired Outcome
4.7	Facilitate access to supported training and employment opportunities for service users from adult care and young people in transition groups.	March 2012	Senior Manager, Social Services	x	x							Service users with a range of disabilities, including young people in transition, have mainstream opportunities that promote well being, personal development and independence.
4.8	Implement the Caledonian System to address behaviour of male perpetrators of domestic abuse and reduce the risk to women and children.	March 2012	Manager. Criminal Justice Partnership							x		Men selected for participation in the programme have been fully supported to engage with staff and participate in programme activities.
4.9	Promote Choose Life (suicide prevention) initiatives to ethnic minority and travelling communities.	March 2012	Choose Life Manager					x				Mental health and wellbeing is improved and self-harm / suicide rate reduced in ethnic minority and travelling communities.
4.10	Promote an awareness of the Disabled Persons Housing Service (DPHS) by use of a Poster campaign.	March 2012	Office Manager. Housing Services		x							Greater awareness amongst disabled people of the Disabled Persons Housing Service (DPHS) and an improved uptake of services.

Key to Protected Characteristics Abbreviations: -

G Re-ass – Gender Re-assignment
Preg & M – Pregnancy and Maternity
S Orientn – Sexual Orientation