

Equality Objectives 2017 – 2020: Action Plan Monitoring Report 2018

| Equality Objectives – Services | Lead Equality Group Member(s) | Actions To Support Objectives and Target Dates | Action/Progress |
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| <p>1. We will use fair and evidence based decision making when reviewing Council policies, services and functions, including ensuring equality implications are taken into consideration</p> | <p>All</p> | <ul style="list-style-type: none"> • Introduce a new corporate policy template and supporting guidance document, which remind users to consider equality implications of policy development/review. • Reinforce the need to undertake equality impact assessments as part of the procedure for considering all new initiatives, and when making decisions relating to new/existing services and policies • Review and refresh/update the EIA toolkit and associated forms • Review the need to undertake refresher training on EIA's for Senior Managers and Equality Group members • Promote support provided by Equality Group members in relation to EIA's • Undertake post implementation reviews of the EIA's completed for key decisions to ensure relevant issues were identified and addressed and to share learning/best practice where possible • Develop an approach which demonstrates EIA's have been completed for all key Council policies/decisions. | <ul style="list-style-type: none"> • New corporate policy template and associated guidance adopted and published to all staff May 2018. New Equality Policy adopted in January 2018 and implementation plan developed and followed to ensure communication with employees and Elected Members. • EIA toolkit and full impact assessment form reviewed by Equality Working Group who determined still fit for purpose. • EIA template discussed at Equality Working Group in September 2018 and proposed amends discussed. Revised form discussed and agreed at EWG meeting December 2018. Information on revised template communicated to EMT January 2019. • Reminder about EIA's and equality working group members roles published in Internal Affairs (February 2019) • Post implementation review of key decisions undertaken by Equality Working Group (eg. Council Tax Discounts and the Closure of Downham Market and Hunstanton offices). • Equality Working Group members have been involved in investigating a small number of corporate complaints which have a potential equalities strand. This ensures that specific knowledge/expertise is incorporated in responses and any areas for improvement can be identified. • Equality Group Members review new guidance/best practice documents (eg from Age Concern and ACAS) and have also reviewed interesting cases reported in the media to maintain a knowledge of current issues/trends with regards equalities |

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| <p>2. We will improve the quality of life for people in West Norfolk through improved access to information and services.</p> | <p>Honor Howell, CIC Manager and Andrew Howell, ICT Web Team Manager</p> | <ul style="list-style-type: none"> • To undertake web accessibility training to improve knowledge and understanding, and use that to build better, more accessible services • Ensure the council's online services are available and accessible for all and designed to be simple, straightforward and intuitive so that people with limited digital skills are able to access the service • To improve our website rankings within SOCITM Better Connected and SiteMorse • Provide translation services upon reasonable request (to include face-to-face, telephone, braille, audio and written translation) as appropriate. Review the continued provision of this service annually on renewal of the INTRAN contract, • Ensure that the council continues to provide face-to-face access to services at its offices in King's Court by offering personal appointments to all customers who request the service. • Continue to support Community Information Points in rural communities • Work with/consult with our key partners regarding information and access to services they provide | <ul style="list-style-type: none"> • Awaiting new EU Directive regarding accessibility to websites prior to progressing with training • New digital inclusion strategy being developed in consultation with Norfolk County Council, and will be progressed in 2019 • Work on assisted digital support for Universal Credit applications being progressed in partnership with DWP & CAB • New guidance on accessibility standards currently being reviewed, this contains additional criteria to reflect a wider range of access issues, such as colour blindness. Website will be reviewed and upgrades implemented as required to ensure compliance. • Council achieved the highest SOCITIM rating of four stars from assessment in (March 2018) • Council continues to provide translation service upon reasonable request although there is an increased provision of own support from customers, eg through use of friend/family member (Honor to check/amend/add) • Council continues to provide an appointments service for customers requiring a face to face service in King's Court. This is managed via the CIC. • The Council continues to support a small number of Community Information Points in rural villages where is a continued need for the resource • Equality Working Group met with Manager of Access (supporting Migrants in East Anglia) to gain an understanding of key issues and to build links with the organisation • Council has supported the first King's Lynn Pride event (August 2018) and plans in place to repeat event in August 2019 • Council supported the first 'Purple Tuesday' shopping event in December 2018 • LILY service has been expanded to all those over 18 and continues to be promoted widely within the community of West Norfolk • Researching potential to support the 'Changing Places' campaign in West Norfolk |
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| 3. We will ensure the Council's approach to equalities issues are regularly reviewed and promoted. | All | <ul style="list-style-type: none"> • Ensure clear and up-to-date information in relation to equalities is published on the Council's web-site. • Use delegated authority to update the Council's Equality Policy as required to ensure it remains compliant with current legislation. • Ensure the corporate Equality Group meets on a regular basis to discuss and progress equality related issues/actions. • Ensure Management Team is updated on the activities of the corporate Equality Group on a six monthly basis. • Ensure that the Corporate Performance Panel is updated on progress with the Council's equality objectives on an annual basis. • Ensure regular communication with employees and Elected Members on equality related issues, including via use of Internal Affairs and the Members Information Bulletin. • Support the Council's Disabilities champion as may be required. | <ul style="list-style-type: none"> • Up-to-date Equalities Policy published on website and supporting 'equalities' page on website has been updated. Information regarding gender pay gap reporting published on website in accordance with Government Equalities Office requirements • Delegation is in place for use when required, although no updates have been necessary during 2018 • Corporate Equality Group meets on a quarterly basis • Update reports have been presented to Management Team in February and May 2018 • Annual update reported to Corporate Performance Panel in September 2018 • Regular column on equalities issues in Internal Affairs, the internal magazine read by employees and Elected Members • Equality Working Group Members have supported the Council's Disabilities champion as required, for example with the "Yes I Can" event held at the Corn Exchange in September 2018 • Disabilities champion provide an update on her work to the Environment and Communities panel in November 2018 |
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| Equality Objectives – Employment | | Actions To Support Objectives and Target Dates | |
| 1. We will maintain a diverse workforce that reflects the community that we serve. | Becky Box, Policy, Performance and Personnel Manager | <ul style="list-style-type: none"> • Undertake a review of current employment monitoring criteria. • Undertake a review of the use of gender neutral terms and how these can be incorporated into best practice, both in terms of employment and service provision. | <ul style="list-style-type: none"> • Review of employment monitoring criteria and use of gender neutral terms to be undertaken during 2019 • Annual Employment Monitoring Report presented to Elected Members in September 2018. Members have requested additional monitoring in relation to age in future years and steps have been put in place to achieve this. • Steps to raise awareness of different cultures to be progressed |

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| | | <ul style="list-style-type: none"> • Undertake annual workforce and recruitment monitoring to assess trends in employment. • Raise employees awareness of different cultures | <ul style="list-style-type: none"> • during 2019 • Work underway to support employees who may need to apply via the UK Settlement Scheme post Brexit |
| 2. We will maintain a working environment that is inclusive and where all staff are treated fairly. | Becky Box, Policy, Performance and Personnel Manager | <ul style="list-style-type: none"> • Continue to review the Council's harassment policy in light of changes in legislation and best practice. • Provide annual update training to Harassment Advisers. • Continue to promote use of the internal recruitment portal to provide all employees with access to information regarding promotion opportunities • Ensure the provision of relevant training for employees and Elected Members. | <ul style="list-style-type: none"> • No updates to harassment policy required during 2018 • Annual update for harassment advisers took place in June 2018 • Ongoing use of internal portal to promote job vacancies to all employees • Review of training provision has been slightly delayed due to vacancy within HR team but will be progressed during 2019 |
| 3. We will ensure all our employment policies, practices and procedures comply with equalities legislation. | Becky Box, Policy, Performance and Personnel Manager | <ul style="list-style-type: none"> • Regularly monitor, review and refresh employment procedures and practices in light of changes to equality legislation and best practice. In particular: <ul style="list-style-type: none"> • Ensure the Council's obligations with regards to gender pay gap reporting are complied with and that any issues identified as a result of the gender pay gap monitoring are responded to • Ensure the Council complies with the requirements of the "Code of Practice on the English Language requirements for Public Sector Workers" | <ul style="list-style-type: none"> • Employee induction programme updated to reflect new corporate Equality Policy • Management Team has been fully briefed on the new requirements with regards to gender pay gap reporting. • The Council has published its gender pay gap information for 2017 and 2018. • Equality Working Group received and update on the findings of the 2017 gender pay gap analysis and will receive one on the 2018 findings in early 2019 • An action plan has been produced in response to an analysis of the two years gender pay gap data (although it should be noted that the gap narrowed within the two reporting periods) • Work to embed the requirements of the 'fluency duty' continues in consultation with relevant line managers |