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COMPREHENSIVE EQUALITY POLICY ACTION PLAN FOR LEVEL 2 OF THE EQUALITY STANDARD

08/01/2008

No.	Equality Standard Level 2 section - Leadership and Corporate Commitment	Baseline/Current Position	Action	Target/Outcome	Milestone/Target for completion by	Completed by	Lead Officer
A	Subject/Task						
1	Use the Business Planning process as the corporate mechanism to ensure principles of Equality Standard are fully incorporated into service delivery	Following consultation with stakeholders a revised Comprehensive Equality Policy was approved by Full Council on 01.03.06	To ensure that the Group Business Plans include equality targets	Action to attain Level 2 of the Equality Standard included in the Corporate Group and Community Group Business Plans	26/01/2007	Apr-07	Corporate Group Director
2	Agree Draft Comprehensive Equality Action Plan with Executive Management Team (EMT) and Project Assurance Team (PAT)	Template submitted for EMT approval 08.08.06	Update plan following EMT consultation	PAT to approve Comprehensive Equality Action Plan	26/01/2007	Feb 07 draft published on website	Strategic Partnerships Advisor
3	Publish draft Comprehensive Equality Action Plan for consultation and engagement with community partners (covering race, gender, disability, sexual orientation religion or belief and age)	Draft plan still being developed	Finalise plan	Develop consultation pack for engagement with community stakeholders	31/01/2007	Feb 07 draft published on website	Strategic Partnerships Advisor
4	Agree the process, detailed procedures and priority list of policies/services requiring impact and needs/requirements assessments with EMT	EMT consulted on initial priority list June 2006	Revised list included in Action Plan (section E)		30/09/2006	03/07/2006	Strategic Partnerships Advisor

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5	Provide evidence of corporate engagement in the equality impact assessment process	EMT consulted on initial priority list June 2006	Managers Workshop 31/05/07 Service Managers meeting: 1/8/07 Democratic Services: 23/8/07 Communications Team: 24/08/07	All equality impact assessments signed off by Heads of Service	28/09/2007	Sep-07	Strategic Partnerships Advisor & Equalities and Access Officer
6	Establish procedures and apportion responsibility for undertaking self-assessment and scrutiny of progress in meeting service level equality objectives and targets	All service level equality objectives and targets included in the Comprehensive Equality Action Plan	Agree reporting arrangements with EMT. Quarterly reporting agreed. Emt Updates: 23/01/07, 17/04/07, 5/6/07, 19/10/07, 15/01/08	Monitoring plan set up and progress monitored at each Team meeting	31/03/2007	Mar-07	Strategic Partnerships Advisor
7	Establish clear procurement guidance to ensure suppliers work in accordance with Equality Standard principles	Standard form of tender documentation being reviewed	Raise with the Procurement Forum Procurement Forum Meeting 7/9/07	Revised contract documentation finalised and in use	31/10/2007	31/10/07 Guidance revised. 7/12/07 in use	Procurement Manager
8	Develop HBC website & establish links to other useful websites	Already have cross referenced with some other authorities websites for best practice examples		Website revised and updated	31/08/2007	Jan 07, and May 07 but needs ongoing attention Meeting with Support Officer: 15/08/07, 10/09/07, 21/09/07, 24/09/07	Equalities and Access Officer and Support Officer

No.	Equality Standard Level 2 section - Leadership and Corporate Commitment	Baseline/Current Position	Action	Target/Outcome	Milestone/Target for completion by	Completed by	Lead Officer
9	Develop a communication plan including publicity and general awareness raising to implement equality consultation and community engagement			Building towards an Equalities 'Inclusion Day' event for 2008	31/05/2007	31/05/2007 to be constantly updated	Equalities and Access Officer
10	Annual Report on progress to EMT and Members published on website	Presentations to EMT on 17/11/05, 08/08/06 and 23/01/07. Presentation to Members on 16/10/06		Quarterly progress reports to EMT electronic updates approx 6 weekly	09/01/2007 06/03/2007 05/06/2007 30/10/07 12/02/08	23/01/2007 17/04/2007 30/10/07	Strategic Partnerships Advisor & Equalities and Access Officer
11	Complete the self-assessment which meets the criteria for attaining Level 2 of the Standard in full				21/12/2007	Self Assessed 28/11/2007	PAT (project assurance team)
12	Prepare draft Comprehensive Equality Action Plan for attaining Level 3 of the Standard			Review outcomes from Level 2 and incorporate lessons learned	31/03/2008		Equalities and Access Officer
13	PAT to approve Comprehensive Equality Action Plan for Level 3				30/07/2008		PAT
14	Publish draft Comprehensive Equality Action Plan for consultation and engagement with community partners (covering race, gender, disability, sexual orientation religion or belief and age)		Finalise plan	Develop consultation pack for engagement with community stakeholders	30/09/2008		Equalities and Access Officer
15	Meet the criteria for attaining Level 3 of the Equality Standard				31/08/2009		Heads of Services

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16	Develop a corporate framework for equality consultation and guidance on consultation methods to be adopted within the authority	Corporate consultation toolkit process in place	develop a directory of community and voluntary organisations in the Borough to aid consultation with harder to reach groups	Ensure Corporate Consultation framework and new directory is used for all new equality schemes	01/01/2007	Jan 07 (DES and CEP), April 07 (GES),	Market Research and Consultation Officer
B	Equality Standard Level 2 section - Consultation and Community Development and Scrutiny						
17	Consult a wide range of stakeholders concerning the Draft Comprehensive Equality Action Plan and is made available in an appropriate range of languages and formats	Draft plan being developed	EMT approved layout of the plan 08.08.06	Draft Comprehensive Equality Action Plan consultation period	05/02/2007 through to 30/03/2007	updated 10/06/07, 14/8/07, 25/09/07, 7/10/07	Consultation and Market Research Advisor & the Equalities and Access Officer
18	Develop links with a wide range of community groups to assist with corporate policy formulation and implementation	There are six Community Boards within the HCP who are representative of local views and who will have an important role to play as consultation mechanisms. There is also a disability Access Group	Invite Citizens Advice to PAT. Establish a representative consultee group via community boards and the new HBC directory of VCO's (see item 18)	E&A Officer engaging with community boards: Havant/Bedhampton 19/09/07, Waterlooville 01/10/07, New diversity network to be established	30/11/2007	Nov-07	Equalities and Access Officer and Officers involved in Consultation

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19	Ensure all Equality documentation is accessible to all community groups and stakeholders		Put all equality documentation on the council's website and make available for public to view at council offices	Updates added during Aug and published on website by 28/09/07	01/05/07 updates to website 28/08/07, 10/09/07, 24/09/07	01/05/2007 and ongoing	Equalities and Access Officer and Admin Support
20	Co-ordinate the completion of impact and needs/requirements assessments for the list of policies/services agreed by EMT	See notes for action 5			28/09/2007	Sep-07	Equalities and Access Officer
21	Agree secondary schedule of services for impact assessments				05/11/2007	Nov-07	Equalities and Access Officer and project team
C	Equality Standard Level 2 section - Service Delivery and Customer Care						
22	Review Customer Care and Access Action Plan approved by Full Council 01.03.06	EMT agreed On 08.08.06 to integrate the Access Action Plan into the Comprehensive Equality Action Plan	Review progress and against targets and integrate into Comprehensive Equality Action Plan	Meet with the Head of Customer and Support Services to agree integrated actions	26/01/2007	06/12/2006	Strategic Partnerships Advisor

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23	Customer care training programme	Established training programme for staff and members	Sustain customer care induction programmes for new staff throughout the year and review requirement for new councillors	To achieve a more customer-focused culture with enhanced service quality and standards	Ongoing. Oct 1-5th 2007 National Customer Service Week: Members will be visiting service areas	Ongoing: Customer Service Staff Induction: every March & April. Newstarters Induction every month. Members Induction once a year	Customer Services Manager
24	Customer care standards and communication	Established procedures for feedback on customer satisfaction surveys	Undertake regular consultations and surveys to determine customer satisfaction and issues to be addressed	To raise levels of customer care, service delivery, response times and customer satisfaction	At least once a year Starting March 2008		Customer Services Manager
25	Establish a representative Equality Group	Disabled Access Group ongoing (fortnightly drop ins and quarterly meetings)	Project Team to agree way forward	new work starts with the Diversity Network Project 5/10/07 to engage with new and existing BME communities/migrant workers in Havant	30/11/2007	Diversity Initiative established 5/10/07	Equalities and Access Officer
26	Establish monitoring systems to ensure translation services are available, promoted, and being used effectively	Currently no monitoring		collect monitoring info on usage across HBC on translation services 28/09/07	30/10/2007 Language line & Typetalk promotion to all staff	Typetalk: 15/10, Language line: throughout	Typetalk: Equalities and Access Officer. Language Line: Customer Service Manager

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27	Establish and maintain an Equalities Library	lots of info on intranet but none on internet	Update Internet	Equalities information on the internet	Work started on new webpage 15/08/07 completion 28/09/07	Complete 28/09/07 (Ongoing and reviewed bi monthly)	Equalities and Access Officer
28	Maintain existing and establish new links with other organisations to benchmark progress and identify best practice		links with Fareham, extended to PCC, SCC, Eatstleigh etc	Constant liaison now in effect,	01/05/2007	complete 01/05/07	Equalities and Access Officer
29	Use established links to ensure robustness of the self-assessment, scrutiny and audit of systems and procedures	Project Assurance Team established		PID updated July 07, PAT to meet quarterly	30/06/2007	30/06/2007	Project AssuranceTeam

D	Equality Standard Level 2 section - Employment and Training						
30	Review HBC's fair employment and equal pay policy	Comprehensive Equality Policy adopted March 2006. Review of pay and rewards in progress since April 2006	Complete review of pay and rewards	New pay and grading structures and allied terms and conditions in place and equality-proofed. See also 47, 67 and 68 below	01/10/2007	30/12/2007	Corporate Development Manager
31	Complete HBC workforce profiling against the Borough labour profile	Comparisons made when annual BVPIs reported	Carry out profiling using 2006/7 workforce and 2001 Census data	Profile reported to Equalities Standard Project Team. BVPI's give data	30/04/2007	Apr-07	HR and Learning Advisor / Corporate Development Manager
32	Undertake an equal pay review	Equal Pay Audit conducted November 2005	Not applicable however see 39 above	N/A	N/A	01/12/2005	N/A

No.	Equality Standard Level 2 section - Leadership and Corporate Commitment	Baseline/Current Position	Action	Target/Outcome	Milestone/Target for completion by	Completed by	Lead Officer
33	Adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants		Identify and make any appropriate improvements, for example signing up to the Two Ticks (disability) scheme	Confirm existing procedures/advise managers of changes to advertising procedures - via recruitment portal	28/02/2007	22/06/2007	HR & Learning Adviser
34	Produce a standard range of application forms and job descriptions that are clear and explicit		Identify and make any appropriate improvements	Adoption of HLOWLA recruitment portal. New Recruitment Draft Policy in existence	01/09/2007	Dec-07	Corporate Development Manager
35	Adopt a Local Government Workforce Strategy	April: 07 Service Reviews conducted	Develop HR action plan for 2007-10	Draft complete for EMT approval	by Christmas 07	new action	Corporate Development Manager
36	Review personnel information system for monitoring suitability including supporting HBC's statutory monitoring duties	Supports monitoring by age, gender, ethnicity and disability	Confirm monitoring requirements. Check Performance Indicators for suitability for supporting ALL statutory monitoring duties. Necessary adaptations made	Performance Indicators meet all requirements for supporting all required monitoring - update Team Spirit data, recruitment portal will monitor applicants	01/10/2007	Dec-07	Corporate Development Manager
37	Develop an equalities training plan for the Council	No Plan in place	Produce a training plan. Draft training plan to project team:3/09/07	Present Plan to Equalities Standard Project Team	28/09/2007	Sep-07	HR and Learning Advisor /Equalities and Access Officer
38	Undertake awareness Training for:	Possible trainers identified	Write specification for training; select trainer through Contract Standing Orders	Complete training for current staff and members			HR and Learning Adviser/Equalities and Access Officer/External Facilitator/quality champions

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39	(a) Project Team	HR Learning Adviser to train		As above	30/11/2007	26/09/2007	HR and Learning Adviser/ Equalities and Access Officer
40	(b) Equality Champions	External Trainer to train			16/01/08	16/01/2008	External Trainer/ HR & Learning Adviser, Equalities and Access Officer
41	(b) Front-line staff	Equalities Champions to train		As above	30/04/2008		Equalities champions
42	(c) Other staff	Equalities Champions to train		As above	30/04/2008		Equalities champions
43	(d) Members	External Trainer to train		As above	30/04/2008		HR and Learning Adviser/ Equalities and Access Officer/external facilitator
44	(e) EMT	External Trainer to train		As above	30/11/2007		HR and Learning Advisor / External Trainer/ Equalities and Access Officer
45	(F) Service Managers	External Trainer to train			31/12/2007		HR & Learning Adviser/ External Trainer/ Equalities and Access Officer
46	(F) Partner organisations	Equalities Champions to train		As above	30/04/2008		HR and Learning Advisor / Corporate Development Officer

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47	Ensure all employment procedures are consistent with current legislation and Employment Codes of Practice	Procedures introduced in line with legislation and codes of practice current at the time; amended as required by changing legislation/case law	Disciplinary and Capability Procedures being revised. General review of all procedures against legislation in conjunction with 67 and 68 (below)	Revised Disciplinary and Capability Procedures agreed for consultation with UNISON. Any other improvements to procedures made and publicised to managers/staff	28 February 2007 (Disc and Cap). General improvements made by Nov 2007.	Nov 2007 - all employment policies/procedures now have a plan of review in place	Corporate Development Manager
E	Completion of impact assessments - phase 1		Managers Training Workshop	Managers better equipped to carry out EIA's listed below completed	31/05/2007	31/05/2007	Strategic Partnerships Advisor/Conculation and Market Research Officer/Equalities and Acces Officer
A – Direct provision of services							
48	All aspects of refuse collection e.g. domestic, recyclable and clinical waste	Draft EIA on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Waste and Resources Manager
49	Leisure services e.g. sports development , concessionary travel	Draft EIA on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Community Regeneration Manager
50	Housing advice	Draft EIA on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Housing Service Manager
51	Landlord functions for the Council's property portfolio	Draft EIA on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Property Service Manager
52	Car parks and decriminalised parking enforcement	Draft EIA on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Technical Services Manager
B – Implementing statutory powers							

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53	Benefits Service	No EIA	Carry out Assessment	Assessments signed off and published	30/09/2007	SEE ITEM 60	SEE ITEM 60
54	Homelessness	Draft EIA on Intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Housing Services Manager
55	Development & Building Control	Draft EIA on Intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Building Control Team Leader
56	Planning Policy	Draft EIA on Intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Planning and Urban Design Manager
57	Licensing Service	Draft EIA on Intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Environmental Health Manager
58	Elections and Electoral Registration	No EIA	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Democratic Services Team Leader
59	Environmental Health functions e.g. food safety, health and safety inspections, housing grants, pollution complaints	Draft EIA on Intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Environmental Health Manager
C - Partnership working with other organisations							
60	Revenues and Benefits provided by Capita	Draft on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Revenues Client Manager
61	Community Safety	Draft on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Community Regeneration Manager
62	Grants to voluntary and community organisations	Draft on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Economic Development Officer

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63	ICT Services provided by Steria	Draft on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Steria Manager
63	Procurement of goods and services	Draft on intranet	Carry out Assessment	Assessments signed off and published	30/09/2007	28/09/2007	Procurement Manager
D – Indirect service provision							
64	Customer Service Centre	Draft on intranet	Carry out assessment	Assessments signed off and published	30/09/2007	28/09/2007	Customer Services manager
65	Consultation and community involvement	Draft on intranet	Carry out assessment	Assessments signed off and published	03009/2007	28/09/2007	Communication Manager
66	Communication promotion and publicity	Draft on intranet	Carry out assessment	Assessments signed off and published	30/09/2007	28/09/2007	Communication Manager
67	Business Transformation & ICT services	Draft on intranet	Carry out assessment	Assessments signed off and published	30/09/2007	02/10/2007	ICT Contracts Manager
E – HR policies							
68	Recruitment and employment		Carry out Impact Assessments in conjunction with action 47 (above)	Required changes to policies identified and recommended to EMT	30/09/2007	28/09/2007	Corporate Development manager
69	Training and development		Carry out Impact Assessments in conjunction with action 47 (above)	Required changes to policies identified and recommended to EMT	30/09/2007	28/09/2007	Corporate Development manager