


































## Corporate Equalities Action Plan Progress Report May 2009







	ACTION	PROGRESS	
1.	Perform an Integrated Impact Assessment on all new and revised high level Strategies and Plans developed by Denbighshire County Council	Impact assessment group in place. Group to promote the need to undertake Equality Impact assessment screening on all new strategies, policies and procedures.	 Strategic Policy Unit
2.	Produce a running programme of work to use the WAG Integrated Equalities Impact Assessment tool on 2 functions of the Council per year	Specific Equality Impact assessment screening template in place. Equality Officers to update list of department policy/procedures requiring EIA screening (Feb 09) Complaints policy and Children and Young People Strategy	 Strategic Policy Unit
3.	Set up a Human Resources Policy Consultation Group (HRPCG)	Completed	 HR
4.	HRPCG to review all existing HR policies to make sure they support the equalities agenda	Equal Opportunity policy to be reviewed by Dec 09. 5 policies to be equality impact assessed by Dec 09	
5.	Make sure we are fully compliant with the specific duties on Disability, Gender and Race in employment	Provide monitoring data twice yearly. Review PI for this action	 HR



6.	Make sure one member of the recruitment panel has been trained in recruitment and selection equalities training	Recruitment and Selection Policy is being revised at present. Personnel have relevant training and have a presence on all interviews undertaken in the resource directorate. Investigate % of interviews held in other directorates where officers have not had sufficient training.	  HR
7.	Encourage job applicants to complete the diversity monitoring form	The next report for April 08 to March 09 should be an increase on 15%. User defined field has been added to the recruitment module in Trent. Disability, race and gender data available twice yearly.	 HR
8.	<p>Capture equality monitoring data based on the equalities strands of age, disability, gender, race and Welsh language:</p> <p>a. Applications for jobs and success rates at each stage in the process</p> <p>b. Distribution of workers in the organisation by type of job, location and grade</p> <p>c. Applications for promotion, transfer and training and success rates for each strand</p> <p>d. Results of performance appraisal</p> <p>e. Grievance and disciplinary action</p>	<p>a. Report created through OB</p> <p>b. cannot report at present fields are not mandatory on Trent. (available April 2010)</p> <p>c. Trent only highlights transfers/secondments internally and for leavers of the authority.</p> <p>d. Performance appraisals are now recorded on Trent.</p> <p>e. Can be recorded under Equal Opportunities. Investigating</p>	   

	f. Termination of contracts	<p>recording by equality strand.</p> <p>f. Reason for leaving to be adjusted on Trent to include equalities by relevant strand.</p>	 
9.	Set up Customer Service Centre as the point of contact for complaints made on the grounds of discrimination	Action has been taken over by the Corporate Complaints Officer and incorporated into the revised Corporate Complaints policy which is currently out for consultation.	 Customer Service
10.	Officers from Strategic Policy Unit to meet with all Heads of Service to identify gaps in equalities monitoring and identify whether gaps in monitoring can be eliminated	Equality Officer Group now in place, meeting quarterly. They provide information on behalf of Heads of Service and report on equalities monitoring	 SPU
11.	Produce a programme of work to ensure that all services have equalities monitoring arrangements in place	Equality Officer Group highlight issues and feedback on department monitoring arrangements in place.	 SPU
12.	Make sure services record complaints by equalities strands	CMS data base will include opportunity to log by equality strand where applicable	 Customer Service
13.	Carry out equalities monitoring in front line services for a 2 week period twice per year	Monitoring undertaken through SNAP survey and questionnaires through customer services, libraries, one stop shops and leisure. (172 returned Oct 08)	 SPU

14.	Appoint a Head of Customer Care	Completed August 2007	 HR																
15.	Increase the % of staff who have attended Customer Care training	Attendance % of 2500 (all non school staff) 2008/09 actual 36% 2009/10 Target 40%	 HR																
16.	Encourage staff and county Councillors to complete the equalities e-learning modules	No information provided on County Councillors completion of e-modules  % of 4596 employees completed 3-module training <table border="1"> <thead> <tr> <th></th> <th>12/12/08</th> <th>07/04/09</th> <th>Target 2009/10</th> </tr> </thead> <tbody> <tr> <td>Race</td> <td>673 (14.6%)</td> <td>703 (15.3%)</td> <td>20%</td> </tr> <tr> <td>Disability</td> <td>569 (12.4%)</td> <td>597 (13%)</td> <td>18%</td> </tr> <tr> <td>Gender</td> <td>313 (6.8%)</td> <td>344 (7.5%)</td> <td>12%</td> </tr> </tbody> </table>		12/12/08	07/04/09	Target 2009/10	Race	673 (14.6%)	703 (15.3%)	20%	Disability	569 (12.4%)	597 (13%)	18%	Gender	313 (6.8%)	344 (7.5%)	12%	  HR
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17.	Review our Communication Strategy to address areas of weakness in equalities	Draft Strategy to be completed by Dec 09	 Communication																
18.	Ensure all bus stops on the main network, where practically possible, are DDA compliant with raised kerbs	Target depends upon Taith. Taith's AGM is delayed owing to the outworking of council elections. Two bus stops cannot physically be improved. Approximately 80% complete.	 Transport																
19.	Ensure 80% of buses on regular passenger service to offer low floor easy access	Previous report 1 <sup>st</sup> November 2007 -80% achieved. (low level is not always easy access for wheelchair users) Target has been changed to 70% and 69% achieved.	 Highways																

20.	Ensure all pay and display machines are at an accessible height and distance from the bays	As 1 April 2009 All pay and display machines will have their coin slots accessible to comply with the Disability Discrimination Act.	
21.	Ensure that reception areas and entrances to council occupied civic buildings (excluding schools) are Phase 1 DDA compliant	There are 6 properties which are not practical to improve access. Of the remaining properties 5 require access audits, access improvements have been completed on 55 and work is in progress at a further 2. This alters the previously reported % from 76% to 88% complete.	 Property
22.	Prepare a good practice design guide for use by DCC asset management group for all new build and regeneration projects	Previous date November 2008. Now moved draft document for consultation in July 2009	 Property/Asset Management
23.	Publish information about the access features of each of the public buildings	Facility information available on meeting rooms at council civic buildings. Available on internal information centre and Equality webpage.  Audits complete on civic buildings, report to be published.	 SPU  Property
24.	Ensure all new schemes built by Registered Social Landlords using the Social Housing Grants meet lifetime homes standards	30% of affordable housing built to Lifetime homes standards for 2009/10	 Housing
25.	Achieve a 'Double A' accessibility standard for our website	working with our Content Management System (CMS) suppliers (Triangle Systems) and ICT department to ensure a Double A compliance for our CMS content and for our bespoke content respectively. This years	 Customer Care

		SOCITM Website Assessment is underway the results of which will be published March 2009	
26.	Carry out annual mystery shopper exercises to assess service delivery	Small mystery shopper survey complete. Next survey October 2009	 SPU
27.	Hold and promote sports event days in North Wales for disabled people	No information available	 Leisure
28.	Have a BSL interpreter available at a number of events this year where possible	No recent requests for a BSL interpreter Social services are willing to host another apprentice should there be a request.	 Social Services
29.	Coordinate with NWREN to establish a drop in centre in Denbighshire	No funding available (Investigating convergence bid)	 Social Services
30.	Produce and maintain a database of relevant equality groups for consultation purposes	Completed 1 <sup>st</sup> April 2008 Information available on Denbighshire Information Centre. This is a working document.	 SPU
31.	Undertake a Joint Survey of Gypsy and Traveller needs with North Wales Councils and Bangor University	Joint research assessment commenced April 2009	 Housing

32.	Ensure the percentage of women in senior management roles is more reflective of the workforce	2008/09 Target 43% Qrt 1 = 46.29% Qrt 2 = 46.84%	 HR
33.	Ensure men and women are represented at all levels of the workforce and in all areas of work	Workforce development plans carried out on an annual basis	 HR

**Abbreviations:**

WAG - Welsh Assembly Government, EIA's - Equality Impact Assessments, NWREN - North Wales Race Equality Network  
 BSL - British Sign Language, DCC - Denbighshire County Council, DDA - Disability Discrimination Act

