

## DRAFT – Corporate Equalities Action Plan 2009 – 2012

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S	R
<b>1. Customers and the Community</b>											
<b>a. Consultation and Involvement</b>						<b>race, disability, gender, age, sexual orientation, religion or belief )</b>					
1	Consult and inform minority groups of new council policies and procedures	Annual update	Produce and maintain a database of relevant equality groups for consultation purposes	Minority group database available on Denbighshire Information Centre	Equality Officer Strategic Policy Unit	X	X	X	X	X	X
2	Consult with Citizen panel on equality and diversity	Annual Update	Equality Plan, and annual report to be sent to Citizen Panel for comment	Consultation on Equality policy with regular community representatives	Equality Officer Strategic Policy Unit	X	X	X	X	X	X
3	Improve consultation and involvement with various religious or belief Communities	November 2009	Map out groups within Denbighshire (Cytun Groups). Produce contact list of other faiths and beliefs.	Produce database of religious groups practicing in Denbighshire	Equality Officer SPU						X
4	Produce corporate Engagement policy on how to consult and involve all members of the public.	Nov 2009  6 monthly reports	Procedure for reimbursement of Out of Pocket expenses to consulted voluntary sector.  Monitor number of external public meetings requiring additional services, , ie languages, formats, accessible venues	Consultation and involvements events accessible for everyone  All members of the community to be involved in public meetings	Strategic Policy Unit	X	X	X	X	X	X

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S O	R B
5	Involve disabled people and their organisations when consulting on policies and procedures.	6 Monthly Report	Contact list to be widely available and on the intranet	Meet the duties of the disability equality scheme	Equality Officer Strategic Policy Unit	X	X	X	X	X	X
6	Continue to develop the council accessible venue list.	6 Monthly Report	List facilities available at council venues  Provide access information on internal room booking database	Meet the duties of the disability equality scheme	Equality Officer Strategic Policy Unit  ICT	X	X	X	X	X	X
<b>.Customers and the Community</b>											
<b>b. Communication and Information</b>											
1	Complaints to be logged in relation to equality strand	6 Monthly Report	monitored complaints logged to identify if equality strand or human rights related	All members of the community able to make compliments and complaints on council services.	Customer services	X	X	X	X		
2	Achieve a 'Double A' accessibility standard for our website	Annual - November 2009	SOCITM assessment of Council website	Council website to be accessible to all	Customer Services (ICT)		X		X		

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand								
						R	D	G	A	S	R			
						O	B							
3	The Council to Promote Equality and Diversity	Quarterly	Include equality and diversity editorials in council publications Newsletters, County Voice Headlines	Highlight Council commitment to equalities	Communication Department	X	X	X	X	X	X			
4	County Voice to be available in alternative formats	Quarterly	Produce audio version of County Voice on website	Visually impaired people to access council information	Communication Department	X	X		X					
5	Provide information for Migrant Workers	November 2909	Publish Migrant Worker Information Guide	Information on council services for migrant workers	Equality Officer Strategic Policy Unit	X								
6	Promote use of 'thebigword' translation service	Monitor twice yearly	Produce report of use and by which directorates. Advertise availability quarterly	Highlight language translation for council services	Strategic Policy Unit	X	X							
7	Produce equality and diversity newsletter	Quarterly	Publish on intranet	Promote Equalities to staff and members	Strategic Policy Unit	X	X							
8	Improve ways of communicating with the community.	December 2009	Update Communication Strategy include guidance on easy read, different languages, alternative formats.	Encourage communication within the community	Communication Department	X	X							

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S	R
						O	B				
9	Adopt corporate symbols for use in Easy Read documents	February 2010	Involve and work with learning difficulties groups to identify suitable symbols/pictures		Communication Department	X	X				
<b>1. Customers and the Community</b>											
<b>c. Service Delivery</b>											
1	Ensure all bus stops on the strategic bus network linking main settlements are DDA compliant with raised kerbs where physically possible	Annual Report	Identify programme to complete remaining 10% and produce report	Bus stops on the strategic bus network are DDA compliant	Highways and Infrastructure / Passenger Transport		X	X	X		
2	Regular passenger service to have 'low floor easy access' buses.	Annual Report	Monitor % of low level buses and route information available	Transport services to work in partnership with disabled people to address transport issues raised	Passenger Transport		X	X	X		

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S	R
						O	B				
3	Carry out remarking and reallocation of spaces within council car parks to provide 7% for blue badge user.	December 2009	% of blue badge spaces in each car park in comparison to total amount of spaces provided	Meet legislative requirements	Parking Services		X		X		
4	Ensure that approach, reception areas and entrances to council occupied civic buildings (excluding schools) are Phase 1 DDA compliant	6 Monthly Report	% of buildings complete	Identify access barriers at council buildings	Property Services		X	X	X		
5	Implement Phase 2 of DDA works to council buildings	December 2009	Produce action plan for phase 2 improvements	Identify access barriers within council buildings	Property Services		X	X	X		
6	Provision of assisted bin collection services	Annual Report December 2009	Monitor number of assisted bin collections provided Produce self assessment application form	Provide service for older, vulnerable and disabled residents	Environmental services		X	X	X		

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand								
						R	D	G	A	S	R			
						O	B							
7	Development Control to ensure planning applications address access needs of disabled people.	6 Monthly Report	% of planning applications checked and refused because of insufficient or unacceptable information in Access and Design Statements	The needs of disabled people, including people with prams / buggies and the elderly, are effectively considered when approving development schemes.	Planning & Public Protection	X	X	X	X	X	X			
8	Promote venues used for civil ceremonies in Denbighshire	6 Monthly Reports	Number of civil ceremonies held in Denbighshire	Provide facilities for civil ceremonies.	County Clerk						X	X		
9	Provide housing to meet specific needs and maximise the number of properties meeting Lifetime Homes standards	6 Monthly Reports	a) Provide a bungalow in Rhyl during 2009/10 b) 30% of affordable housing built to Lifetime homes standards for 2009/10	Provide specifically developed affordable housing for those requiring it	Housing		X	X	X					
10	Create and maintain an Adapted Housing register across all tenures	Annual Report	Research feasibility of providing a register for council and housing association property.	Meet the housing need of disabled people	Housing		X							

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S	R
						O	B				
11	Prepare scheme for footway maintenance and provision of dropped kerbs at crossing points	Annual Report	Programme of continued improvement to footways Research grants available	Improved footways that are more user friendly for all abilities	Highways and Infrastructure		X	X	X		
12	Enforce Council policy to ensure clear footway is maintained.	6 Monthly Reports	Identify potential barriers on the footway  Log complaints and enforcement notices	Prohibit unauthorized items place on highway/ footways	Highways and Infrastructure		X	X	X		
13	Enforce correct use of blue badge parking bays at council civic buildings	6 Monthly Review and Report	Update Special Parking Provision policy  Special parking bays to be provided at, County Hall, Trem Clwyd, Brighton Road, Caledfryn  Provide loading areas at council buildings  Monitor use of accessible parking bays	Blue badge parking bays available for use by disabled people	Development Services & Central Personnel		X	X	X		
14	Improve physical access to school buildings	Annual Report	Monitor number of schools receiving DDA improvements	Support of mainstream school provision	Education		x	x	x		

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand						
						R	D	G	A	S	R	
						O	B					
15	Carry out annual mystery shopper exercise to assess service delivery.	February 2010	Research how disabled people can carry out annual mystery shopper exercise on council services	Identify how easy or difficult it is for disabled people to use council services	Equality Officer SPU	X	X					
16	Coordinate with NWREN to establish a drop in centre in Denbighshire	Annual Report	Research funding opportunities	Additional support for ethnic people in Denbighshire	Social Services	X						
17	Improve access to leisure facilities for specific groups	Annual Report	Complete DDA Phase 2 capital improvements in Leisure Centres  Target number of centres for completion each year	Access Improvements completed	Leisure Services	X	X	X	X	X	X	
18	Ensure opportunities for involvement in sports events for specific groups	6 Monthly Report	Number of events (plus numbers of attendees) held for disabled children and adults  % of Swimming sessions available for older people and women  Target number for each year	Events Held for all, including disabled people, older people, ethnic minorities	Leisure Services	X	X	X	X	X	X	

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand						
						R	D	G	A	S	R	
						O	B					
19	Monitor opportunities for involvement in sport and leisure for specific groups	Annual Report	Equality Monitor numbers of people using centres, using corporate monitoring form	Produce programme recognizing the needs of minority groups	Leisure Services	X	X	X	X	X	X	
20	Countryside developments to be more accessible and appealing for everyone	6 Monthly Report	No of projects undertaken with involvement from minority groups	Remove environmental barriers	Countryside services	X	X	X	X	X	X	
<b>2. Employment</b>												
1	Recruitment panel to understand equal opportunities responsibility - ensure one member of the recruitment panel has been trained in recruitment and selection equalities training	April 2010	% of recruitment panels which include at least one member who have been on recruitment and selection equalities training.	Ensures fairness, consistency and equal opportunities for all candidates.	HR	X	X	X	X	X	X	

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S O	R B
2	Monitor the percentage of women in senior management roles. workforce	March 2010	% of senior management positions filled by women (spinal column point 39 and above).  Targets 2007/08 - 43% 2008/09 – 43% 2009/10 – 43%	Equal Opportunities for female members of staff.	HR	X	X	X	X	X	X
3	Ensure men and women are represented at all levels of the workforce and in all areas of work	Annual Report	Monitor distribution of workers by type of job, location and grade	Comply with gender legislation	HR			X			
4	Applications for jobs and success rates at each stage in the process	6 Monthly Reports November & July	% of candidates who apply and are shortlisted and appointed broken down into the different equality strands.	Detailed analysis of statistics in order to see success rates in all stages of the recruitment process.	HR	X	X	X	X	X	X
5	Job applicants who meet the person specification under the 'Two ticks award' will be guaranteed an interview	Annual Report – April	% of candidates who meet the 'Two ticks' criteria and number interviewed.	Comply with Two Ticks Award criteria	HR		X				

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S O	R B
6	Set up Equality staff forum	Complete – First one held in June 2009	Forum set up	Opportunity for staff to raise diversity issues / good practice	HR	X	X	X	X	X	X
7	All managers involved in recruitment and selection are required to undertake a training programme to ensure consistency across the Council.	April 2010	% of managers who completed Recruitment and Selection training. Recruitment and Selection training is mandatory for managers	To ensure managers are fair and consistent in their approach to recruitment and selection.	HR	X	X	X	X	X	X
8	Encourage staff to complete the diversity monitoring form	Annual Report - April	% of completed forms. Not mandatory for staff. Trent now has self service module where staff can input own details.	Identify % of employees from minority groups	HR	X	X	X	X	X	X
<b>2. Employment</b>											
<b>b. Training</b>											
1	Equal opportunities to be included in Induction and customer services training.	Review Annually April	Improve % of staff who attend induction and customer care training.	Front line staff to be aware of council duty in equality legislation	HR	X	X	X	X	X	X
2	All staff to complete mandatory race, disability and gender equalities e-learning modules	Review Annually April	Promote and improve % of staff completing e-modules,	All staff to be aware of duties under equality legislation.	HR	X	X	X	X	X	X

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S O	R B
3	All Members to complete mandatory race, disability and gender equalities e-learning modules	Review annually April	Promote and improve % of Members completing e-modules	All members to be aware of duties under equality legislation.	HR	X	X	X	X	X	X
4	Promote the equality e-modules in relation to age, sexual orientation, religion and respect.	6 Monthly Reports	Promote and improve % of staff completing e-modules	All staff to be aware of duties under equality legislation	HR	X	X	X	X	X	X
5	Use accessible venues when arranging training courses	January 2010	a) produce list of venues to be used b) use booking form to ask for specific needs	All members of staff to equally access training provision	HR	X	X	X	X		X
<b>3. Mainstreaming</b>											
<b>a. Monitoring</b>											
1	Collect evidence of who uses council services	6 Monthly Reports	Carry out equalities monitoring in front line services for a 2 week period	Council services to be available to everyone	Strategic Policy Unit Customer Services	X	X	X	X	X	X
2	Assess the need for Gypsy Traveller site in Denbighshire	2009/2010 Annual report	Undertake a Joint Survey of Gypsy and Traveller needs with North Wales Councils and Bangor University	Identify if a site is required	Housing	X					

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S O	R B
3	Encourage job applicants to complete the diversity monitoring form	Annual Report April	% of completed returns	Identify workforce in relation to minority groups	HR	X	X	X	X	X	X
4	To Self Assess in relation to equalities	Annual Report	Research how and work with the WLGA	Working towards Equality Improvement Framework category of 'Improving council'	Equalities Officer Strategic Policy Unit	X	X	X	X	X	X
5	Report on number of domestic violence incidents	Annual Report	Monitor serious violent crimes in relation to first time and repeat domestic victims	Identify number of local incidents reported	Social services	X	X	X	X	X	X
6	Number of teenage pregnancies (under 18)	Annual Report	Monitor and collect local data	Research and monitor	Social services	X	X	X	X	X	X
7	Identify which minority groups use adult services	6 Monthly Reports	Monitor service users completing corporate equality form	Identify good practice in services provided	Social services	X	X	X	X	X	X
8	Secondary schools to publish their individual equality schemes	Annual Report	Number of secondary schools with published equality schemes	Compliance with Equality legislation	Education	X	X	X	X	X	X
9	Primary Schools to produce accessibility plans	Annual Report	Number of accessibility plans in place	Meet SENDA legislation	Education		X				
10	Support children whose first language is not Welsh or English	Annual Report	Identify number of languages spoken at school, record number of children.	Provide services in language required	Education	X					

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S	R
<b>b. Equality Impact Assessments (EqIA's)</b>											
The primary function of an Equality Impact Assessment is to determine the extent of differential or adverse impact of a policy upon relevant groups or individuals. The aim of the assessment is to promote equality of opportunity and to develop services that meet real needs											
1	Adopt EqIA corporate toolkit for use on policies, procedures and strategies	January 2010	All services to complete an agreed programme of Equality Impact Assessments (EIA's) and put in order of risk	New Council policies to be impact assessed before adoption	All Directorates	X	X	X	X	X	X
2	Scrutiny and cabinet reports to request information on EqIA's	6 Monthly Reports	Equality request on report templates to highlight need for EqIA .	Highlight need for EIA at senior level	Strategic Policy Unit	X	X	X	X	X	X
3	All departments to have process in place for EqIA's	December 2009	Department Policy officers to attend training on how to complete EqIA	Policies to be risk assessed in relation to recognized equality groups	All Directorates	X	X	X	X	X	
4	Completed EqIA's to be approved by independent group	Quarterly meetings	Investigate set up and membership of Impact Network	Self assessment of policies and strategies	Strategic Policy Unit	X	X	X	X	X	
<b>c. Policies and Functions</b>											
1	Review all existing HR policies to ensure compliance with Equality legislation	December 2009	% with EIA screening completed	Ensure all policies do not discriminate	HR	X	X	X	X	X	X

Appendix 3

	Action	Target Date	Performance Measure	Outcome	Responsibility	Equality Strand					
						R	D	G	A	S O	R B
2	Community strategy to recognise, equality, diversity, language and culture	March 2010	Public consultation to include minority groups and involve disabled people.	A coordinated approach to the delivery of public services in Denbighshire.	Strategic Policy Unit	X	X	X	X	X	X
3	Clear guidance of what is expected of our partners/contractors/agent with regards to equality and diversity when meeting legislative requirements	6 Monthly Reports	Monitor % of relevant and up to date equality policies received from partners, contractors and agents	All partners/contractors/agents to have recent equal opportunity policies	Procurement All directorates	X	X	X	X	X	X
4	Risk assess council policies and functions	February 2010	Update information	Equal access to council services	All directorates	X	X	X	X	X	X
5	LDP to recognise and address the needs of all the community	November 2009	Complete full Equality Impact Assessment	Support community cohesion and sustainability	Planning & Public Protection	X	X	X	X		
6	Adopt inclusive design methodology for improvements and regeneration projects in Denbighshire	November 2009	Prepare a good practice design guide for asset management, property service	Good design guidance for use in Denbighshire	Development Services	X	X	X	X		X

Draft