

THE EQUALITY ACT 2010 PART 11

THE PUBLIC SECTOR EQUALITY DUTY

The Public Sector Equality Duty encompasses all nine “Protected Characteristics”:-

The General Duty

A public authority must, in the exercise of its functions, have due regard to the need to:-

- 1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;**
- 2. Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it; this means:-**
 - removing or minimising disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
 - taking steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
 - encouraging persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- 3. Foster good relations between persons who share a protected characteristic and persons who do not share it; this means:-**
 - tackling prejudice.
 - promoting understanding.

Whenever a function is carried out by an external supplier/organisation, the council remains responsible for meeting the equality duty. This means building equality considerations, including monitoring, into the appropriate stages of commissioning and procurement.

MONITORING

Collecting and analysing customer data enables us to:-

- Find out which customer groups are using our services and how satisfied they are with them – this will enable us to identify and make changes which enhance our services where necessary;
- Ensure that our services can be easily accessed by all customer groups;
- Target our services to customer groups;
- Use real data and evidence to make changes rather than risk relying on assumptions;
- Determine whether we are offering equality of opportunity, access and treatment to all groups in the provision of services;
- Find out if our equalities policies are effective and highlight areas where our policies need to be changed in order to offer greater equality of opportunity, access and treatment;
- Improve our reputation as a fair provider of goods or services;
- Evidence that we know who our users and non users are and that we have found out what their needs are.

Monitoring - Practical Advice

1. Decide which Protected Characteristics you will monitor – Age, Disability, Race and Gender are mandatory, but you should decide if Sexual Orientation, Religion or Belief and Gender Reassignment are applicable/appropriate for you to monitor.
2. Add the equalities monitoring categories to your standard surveys – this means that you do not need to have a separate ‘equality survey’ - use the council’s Customer Insight guide to copy the monitoring categories (appendix 1 of Customer Insight).
3. Insert an explanation about why you are asking people for this information and what you will do with it – use the Customer Insight guide to help you word your explanation (appendix 2 of Customer Insight).
4. Analyse the results and bear in mind issues including the following:
 - Who has visited? This also tells us who has not visited!
 - What might be done to promote our organisation/site to those who do not currently attend and what might be done to make our organisation/site even more popular amongst those who do attend?
5. Report the above information back to the Council.