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INTRODUCTION

The work completed by Departments and Members represents a further major leap forward in the equalities agenda for South Gloucestershire Council and follows the excellent outcomes of our Equality Standard for Local Government (ESLG) Level 3 report. The current journey towards ESLG Level 4 followed a rigorous external examination of our equalities practices at Level 3, where we were adjudged to have “not ‘just’ achieved level 3 but to have “clearly integrated and embedded equalities into all the activities of the council” (for further information visit our website [here](#)).

This report details key evidence in relation to the core areas of the ESLG and demonstrates how South Gloucestershire Council meets all of the criteria set out within Level 4 of the Standard. Each key statement of evidence contains an indication of key sources of information which may be followed-up as part of the council’s audit against Level 4 of the Standard. A range of practical examples are also shown which indicate key activity conducted by each Department under each core area of the ESLG. These examples can form the basis of further investigations as part of the council’s audit against Level 4 of the Standard.

The following provides an overview of some of the key ‘highlights’ of the progress we have made over the last 15 months:-

Equalities has been established as key and central to all activities of the Council. Senior Officers drive the agenda and a “golden thread” for equalities has been established, which runs throughout the authority, i.e. from the Corporate Plan through to individual service level equality plans, delivering tangible outcomes for residents and customers. The Equality and Diversity Action Team (EDAT), chaired by the lead corporate officer for equalities (the Director of Community Services) continues to be the main agent for coordinating, monitoring and driving the progress of equalities work across the Council.

As an authority we have established excellent and comprehensive monitoring systems across the authority (Including a review of our employment monitoring) and have developed first rate customer care service practices, which are incorporated in well drafted guidelines for use by our staff i.e. our “Think Customer!” Toolkit.

Monitoring for ‘extended’ equalities strands has been introduced following an extensive consultation process with staff and community representatives. Internally, “My View” is a key mechanism for use with the new monitoring strands. Appropriate training has been developed and delivered for customer facing staff to assist them in understanding and effectively answering questions relating to monitoring of the new equalities strands.

Monitoring reports are available for scrutiny at all levels by stakeholders. Monitoring is built into the key role of the Corporate Equalities Forum (CEF), and scrutiny Select Committees. Progress against equality objectives is regularly reviewed by the Member with responsibility for equalities (the member for Community Services).

PBViews, which was regarded by the external auditors at ESLG Level 3 as an excellent vehicle for equalities monitoring, is continuing to be used to monitor progress by Departments against equalities objectives. A new annual departmental equalities report is being introduced, which will report on progress against objectives and specific achievements. The aim of this is to provide an easily assimilated update on our corporate progress with regard to equalities.

New and more comprehensive monitoring has been built in to Hate Crime work with the involvement of our partners.

Advances in equalities training for staff have been achieved, with all departments reviewing their equalities training and implementing new and appropriate training sessions. Induction training content for the authority has been reviewed and updated. It is planned to introduce new and robust levels of equalities training e.g. a programme of E-Learning is scheduled for introduction by the end of 2009. Member training in equalities has continued and continues to be regarded as essential.

A new approach to equalities in procurement has been developed to include a thorough monitoring system and full guidelines have been produced. The South Gloucestershire procurement process with regard to equalities is now regarded as an exemplar of good practice.

South Gloucestershire Council's public equalities website has been subject to a complete review and represents a vast improvement on the original sites. In addition, a new corporate equalities intranet site is in place and individual Departmental equalities web sites are linked to the corporate site.

Work has continued to improve and establish the Corporate Equalities Forum (CEF). A workshop for CEF members is scheduled for later this year and will focus on our equalities monitoring process. The workshop will better equip members to input to the equalities agenda of the authority and to enable them to conduct monitoring in a more effective way.

We have worked hard to support and establish minority staff groups (representing disability, race and sexual orientation) and further involve them in shaping and monitoring the corporate equalities agenda. This support has taken the form of providing finance to enable the groups to establish themselves across the authority, and the provision of administrative support. A new sub group of the Equality and Diversity Action Team (EDAT) has been established to allow equality issues concerning employment to be effectively addressed.

The EIA process is central to monitoring and the development of equalities actions and objectives and is a major driver for improvements in the area of equalities. The guidelines which we have produced for the EIA process are widely regarded as model of good practice. We have rolled out a programme of staff training with regard to the completion of EIA's. It has been particularly encouraging that following training for Members covering the EIA process, tangible equality related actions have been developed.

A new Single Equality Scheme (SES) and action plan has been produced and is currently undergoing a formal consultation process. The SES has been designed as a strategic document and will inform the overall approach of the authority to the equalities agenda.

Working with our partners is fundamental to this authority in strengthening and augmenting our approach to equalities and community issues. Partnership working provides a cohesive strategy for improving the lives of residents across our area. There are many excellent examples of partnership working across the authority e.g. we have recently been working closely with Age Concern to ensure that we plan for and provide the best and most relevant services in the area of care and service provision for older people in South Gloucestershire. Important work has recently been conducted with the local PCT to address disability issues.

Community Cohesion It is a key issue for the authority and a comprehensive plan to address this agenda has been produced by our Community Services Department. It is necessary that, as an authority, we strengthen our knowledge of all communities within South Gloucestershire (this will be a major requirement within the new Equalities Framework for Local Government) and to this end we are appointing a worker specifically to develop links with individuals from minority groups within the area. This new post will work closely with a newly appointed member of Community Service Volunteers (CSV), who is tasked with developing more effective links with minority community groups in South Gloucestershire. We are looking to further encourage and enable residents, in particular from minority groups, to embrace and join in with the democratic process in South Gloucestershire and are considering the implementation of a programme entitled "Operation Black Vote".

In summary we are confident that, as an authority, we meet the requirements of ESLG Level 4. As an authority we have built on the excellent work of all Departments at Level 3 and have fully addressed the requirements for Level 4.

We look forward to embracing the new Equality Framework for Local Government and work has already begun to enable the transition to the new framework and towards achievement of the 'Excellent' Level e.g. we are commissioning a community mapping exercise and this work has already commenced.

The following report provides information on how we have addressed the substantive areas of ESLG Level 4, together with key sources of information (highlighted in blue boxes) and Departmental examples of evidence of our progress.

Leadership and Corporate Commitment

Departments produce annual Equalities Action Plans (EAPs) which are based on the Council Plan, Corporate Equalities Action Plan, Equality Schemes, corporate equalities policy, EIAs, and departmental & service level monitoring information.

Council Plan: [here](#)

Corporate Equalities Action Plan: [here](#)

Equality Schemes: [here](#)

Corporate Equalities Policy: [here](#)

Departmental Plans: [here](#)

EIA Toolkit: [here](#)

Departments monitor the progress of action plans on a regular basis via EDAT and Departmental Equalities Working Groups.

EDAT Information: [intranet](#)

Service Plans specifically incorporate equality action plans, which are monitored regularly.

[See Departmental Equalities Reps and Departmental Equalities Working Groups](#)

Departments have undertaken an exercise to identify the relevance of extended equalities monitoring in relation to service areas and have implemented extended equalities monitoring as appropriate. Service areas report to departmental equalities working groups regarding monitoring outcomes and identify actions for implementation as a result of monitoring outcomes.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

EIA Schedules have been produced by all service areas. EIAs are planned, conducted, reported and feed into planning systems.

EIA Schedules: [here](#)

The authority has put in place PBViews which enables all departments to input equalities information and monitor progress against equality objectives.

[See Departmental Equalities Reps and Equalities Officers](#)

EDAT is used to co-ordinate, oversee and monitor progress against equality indicators. Equality Officers provide support.

[See Departmental Equalities Reps and Equalities Officers](#)

Departments produce annual equalities reports which are consulted upon widely.

[See Departmental Equalities Reps and Equalities Officers](#)

Evidence is available by Departments to demonstrate progress against level 3 targets. Action plans have been reviewed and updated.

[See Departmental Equalities Reps and Equalities Officers](#)

[Departmental Equalities Action Plans: here](#)

Departments report annually on procurement issues.

[See Departmental Equalities Reps and Equalities Officers](#)

Senior Equalities lead reports to COMT, Cabinet, Select Committees and Member lead for Equalities on progress against equalities objectives.

[See Director of Community Services and Equalities Officers](#)

Monitoring and consultation is conducted via the Corporate Equalities Forum (CEF), which is made up of representatives from all minority groups and attended by members and senior officers of the Council. This enables the wider community to contribute to and monitor the equalities agenda of the authority. This consultation is supported by input from our partner organisations.

[Partnerships information: here](#)

[Corporate monitoring structure: here](#)

[CEF information: here](#)

EDAT takes the role of an inter-departmental scrutiny group.

[See Departmental Equalities Reps, Equalities Officers and Employee Equalities Groups](#)

Individual departmental consultations are conducted by each department as a result of the Equality Impact Assessment (EIA) process and Equalities Action Plan monitoring.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

We currently support three staff groups (representing disability, race and sexual orientation) who are consulted on all equalities issues and assist in the monitoring process.

[See Employee Equalities Groups, Greg Chippett and Equalities Officers](#)

Departmental Equalities Working Groups are used to monitor and review service areas.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

Reports are provided at regular intervals by HR&OD on employment targets. A scrutiny system has been set up in regard to employment monitoring.

[See HROD Equalities Rep and Equalities Officers](#)

PBViews is used to monitor departmental progress.

[See PBViews, Departmental Equalities Reps and Equalities Officers](#)

Reports are produced and circulated, for scrutiny by designated stakeholders.

[See Departmental Equalities Reps and Equalities Officers](#)

Senior Equalities lead reports to COMT, Cabinet, Select Committees and Member lead for Equalities on progress against equalities objectives.

[See Director of Community Services and Equalities Officers](#)

All departments report annually against equality objectives, these are subject to regular review by EDAT, Members and CEF.

[See Director of Community Services, CEF, Departmental Equalities Reps and Equalities Officers](#)

Service areas are subject to regular review by Departmental Equalities Working Groups.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

COMT receive regular reports and information relating to equalities issues.

[See Director of Community Services and Equalities Officers](#)

Progress reports against policy objectives are presented on a regular basis to executive/cabinet, select committees, executive member for equalities.

[See Director of Community Services and Equalities Officers](#)

Progress reports against policy objectives are presented on a regular basis to CEF.

[See Equalities Officers and CEF](#)

Priorities and objectives are identified by departments who have ownership for reporting progress to EDAT, EWGs and Corporate Equalities Officers.

[See Departmental Equalities Reps and Equalities Officers](#)

LSP receives progress reports.

[See Equalities Officers](#)

Progress reports against policy objectives are presented on a regular basis to executive/cabinet, select committees, executive member for equalities and feedback is incorporated within improvement action.

[See Director of Community Services and Equalities Officers](#)

Progress reports against policy objectives are presented on a regular basis to CEF and feedback is incorporated within improvement action.

[See Departmental Equalities Reps, CEF and Equalities Officers](#)

Priorities and objectives are identified by departments who have ownership for reporting progress to EDAT, EWGs and Corporate Equalities Officers.

[See Departmental Equalities Reps, CEF and Equalities Officers](#)

LSP receives progress reports and feedback is incorporated within improvement action.

[See Equalities Officers](#)

Consultation is conducted as part of the EIA process.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

All new policies and procedures are subject to an EIA. Actions arising from identified inequalities will become objectives and targets and are included in Equality Action Plans

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

Targets are contained in departmental and service area Equality Action Plans. Action plans are regularly reviewed by the Departmental Equalities Working Groups.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

All departments report annually against equality objectives, these are subject to regular review by EDAT, Members and CEF.

[See Departmental Equalities Reps and Equalities Officers](#)

Progress against equality targets are recorded on PB Views.

[See Departmental Equalities Reps and Equalities Officers](#)

Areas have been identified for the new equalities monitoring strands and have been implemented by departments. The areas have been identified on the basis of appropriateness and relevance.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

Comprehensive consultation on these areas has been conducted with community groups prior to their introduction.

[See Equalities Officers](#)

Results are monitored and reviewed by departments, EDAT and CEF.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

Targets and action plans have been developed via EIAs, departmental consultation and research.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

Stakeholder involvement is an essential part of the development of new targets and plans.

The CEF performs a vital role acting as a 'critical friend' and representing the wider community.

[See Departmental Equalities Reps, CEF and Equalities Officers](#)

Equalities training continues to be delivered across the council and this is supported at a senior level.

[See Director of Community Services, Departmental Equalities Reps and Equalities Officers](#)

Leadership and Corporate Commitment Examples

The following is intended to provide a 'flavour' of just a few practical examples of how each Department across the council ensures that equalities is central to their activity within the ESLG area of 'Leadership and Corporate Commitment'. The examples, and many others, can provide a basis for further investigation during the Level 4 Audit.

CC&H

- The Diversity Matters Group (DMG) has used Personalisation and Transformation as its focus and has met on a regular basis to drive and review the equality agenda. It has reviewed the progress of each area against the ESLG using a specifically designed "in house" template.
- Operational managers complete a monthly case file audit to monitor and ensure consistency in the application of the FACS criteria and entitlements to health services. The Council currently funds a number of advocacy services, including self advocacy for people with learning difficulties and an advocacy review is close to completion.
- With older people, the Council lead the development and introduction of a South Gloucestershire wide charter for Older People. Organisations have agreed a joint commitment to protect all older people from harm and neglect and help them to feel safe at home and in their communities.
- The Council has funded an additional Assistant Commissioning Manager via the Transforming Social Care Grant to work with NHSSG to further develop CHC systems and processes. A detailed work plan has been agreed and the outcomes and recommendations from the use of CSIP self assessment tools to identify further improvements are close to completion.
- The senior management team in CC&H has quarterly meetings with a specific focus on our departmental Framework for Equalities and Diversity and reviews progress against our action plans.
- South Gloucestershire Supporting People Commissioning Body commissions a supporting people service to gypsies, travellers and show people.

CE&CR

- Prime methodology has been updated to evolution and includes equalities and diversity issues in change/project management.
- Intranet based resource point created for equalities issues within department.

CYP

- There is a departmental senior leadership team commitment to embed equalities into the core of all Departmental activity e.g. from 1st April, Equality and Diversity planning will be integrated into the Departmental Plan.
- All members of the senior leadership team have undertaken to lead on Equality Impact Assessments.
- The departmental Equalities Working Group has been restructured to ensure appropriate representation.

Community Services

- Assessing grants applications to ensure applicants are meeting all equalities requirements.
- Financial Inclusion Officer (Priority Neighbourhoods Team) is currently helping the Equalities team produce a document containing useful contact details of services within the Council for Disabled people.
- Maintained the SLA resource for Equalities groups.
- Launched the review of Compact which explicitly and comprehensively covers equalities.
- Financial and officer investment into the recent Faith Audit that was carried out in South Gloucestershire and a report has been launched.
- There is currently a proposal for the CEF to evolve to take ownership of NI1 - 'Percentage of people from different backgrounds who get on well together in their local area' (this is part of 9 national indicators which address issues of community cohesion).

PTSE

- EIA Initial Screenings and Equalities Action Plan assessed and approved by PTSE DMT.
- Departmental Equalities Action Plan identifies responsible individuals to report back to DMT.

Community Engagement and Accountability

Consultation is both internal where appropriate (via staff equalities groups/unions/EDAT/Departmental Equalities Working Groups) and external (via CEF and other minority groups identified by departments).

[See Departmental Equalities Reps, CEF, Employee Equalities Groups and Equalities Officers](#)

The CEF is the key corporate mechanism for engaging with communities. It is chaired by a member of the LSP which ensures that equalities is integral to strategic council planning.

[See CEF and Equalities Officers](#)

CEF members are consulted regularly on wide variety of issues. A recent example of this is the comprehensive consultation exercise concerning the corporate equalities categories which include sexual orientation, religion or belief and gender identity.

CEF information: [here](#)

[See CEF and Equalities Officers](#)

EIA work conducted across the council builds in consultation as a core element of the process. EIA work is built into the iNovem system.

EIA Information: [here](#)

[See Departmental Equalities Reps, CEF and Equalities Officers](#)

EIA work is comprehensive and has been conducted across all areas of the council.

EIA Schedules: [here](#)

[See Departmental Equalities Reps and Equalities Officers](#)

Partnership working on equalities is in place across the council. Examples of this are recent consultation exercises with the PCT around Disability Equality and partnership working with the police and others on Hate Crime – the new Hate Crime monitoring form incorporates robust equalities monitoring and covers all equalities strands including sexual orientation, religion or belief and gender identity. Partnership working has also recently taken place with Age Concern concerning residential care and services for older people and proposals will be consulted upon widely as part of the council's approaches to consultation.

Hate Crime information: [here](#)

[See Equalities Officers](#)

All new policies and procedures are subject to consultation. A recent example of this is the council's new Single Equality Scheme (SES).

SES information: [here](#)
See Equalities Officers

There is a comprehensive consultation toolkit for the authority which covers equalities monitoring.

Consultation toolkit: [here](#)
See Equalities Officers

A wide range of mechanisms are used to consult and engage with local people, including the Council's citizens panel 'Viewpoint' which was established in 1999 to enable local people to put forward their views about Council services – equalities and community cohesion is a core part of this.

See [Departmental Equalities Reps and Equalities Officers](#)

The Community Services Select Committee has the lead role in scrutinising equalities issues. The five Select Committees contribute to the development of policy and undertake reviews. These reviews form part of the Select Committee annual work programme and equalities is embedded within the scrutiny approach. The Select Committees monitor the implementation of recommendations and actions are mainstreamed into the Council's planning framework. Service users are also involved in providing evidence and shaping the outcomes of the reviews. EIA work has been undertaken by Members within their review work, resulting in tangible equalities outcomes e.g. PTSE Select produced a recommendation to lobby Government with regard to national building regulations to ensure equal access to the built environment for disabled people and the Community Services Select have addressed issues of equalities within the Anti-Social Behaviour agenda.

See [Equalities Officers, PT&SE and Community Services Select Committees](#)

Engagement continues on the Safer and Stronger Communities block of the Local Area Agreement including equalities representation.

See [Community Services Departmental Equalities Working Group and Equalities Officers](#).

Departments report to EDAT, the corporate driver for equalities, regarding their progress against equalities targets and objectives. Service Areas report their progress to Departmental Equalities Working Groups which is in turn incorporated within Departmental Reports to EDAT.

See [Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

Departmental and Service Area progress is recorded on PBViews and is continually monitored using verbal updates via EDAT.

[See Departmental Equalities Reps and Equalities Officers](#)

The Chair of EDAT delivers progress reports to COMT, Select Committees and Cabinet on a regular basis for scrutiny.

[See Director of Community Services and Equalities Officers](#)

Employee Equalities Groups are involved in the consultation process and provide regular challenge to Departments via EDAT.

[See HROD Equalities Rep, Employee Equalities Groups and Equalities Officers](#)

Reports are delivered to Unions on progress against equalities targets and provide critical challenge and feedback which in turn informs action plans.

[See HROD Equalities Rep and Equalities Officers](#)

Equalities in Procurement guidance has been available to contractors for many years. It has recently been fully reviewed and revised.

[See Procurement Officer and Equalities Officers](#)

[See Equalities In Procurement Guidance via intranet](#)

Contractors are required to meet stringent levels of equalities monitoring – council requirements are dependant upon contract type. Equalities is a central feature of contracts and SLAs.

[See Procurement Officer, Community Services Departmental Equalities Working Group and Equalities Officers](#)

[See Equalities In Procurement Guidance via intranet](#)

Equalities work is reported via the public website, presentations with groups and individuals.

[See corporate equalities website: here](#)

Community Engagement and Accountability Examples

The following is intended to provide a 'flavour' of just a few practical examples of how each Department across the council ensures that equalities is central to their activity within the ESLG area of 'Community Engagement and Accountability'. The examples, and many others, can provide a basis for further investigation during the Level 4 Audit.

CC&H

- A joint meeting with the Care Forum and CVS has been arranged to focus on the JSNA on transforming health and social care. This is a unique event and a key aim is to attract groups and organisations not usually associated with health and social care, for instance the CVS youth network.
- The Safeguarding Adults Manager from CC&H attends the meetings of both the PAHC and the local Multi Agency Risk Assessment Conference (MARAC) which addresses Domestic Violence. Work with PAHC resulted in a detailed action plan to address disability related hate crime, has been agreed and a designated police officer has been appointed for instances of disability related hate crime as well as safeguarding for vulnerable adults.
- The Council has produced a Consultations Toolkit and service users and their carers are supported to express their voice during consultations on service improvement. For example, by listening to service users and their carers during consultation on our new housing strategy and when commissioning new core supported housing schemes for people with learning difficulties for up to 18 dwellings per year.
- CC&H is leading a project to further develop the Handy Van scheme that offers a free home security service and advice to residents and properties at risk of burglary, including victims of domestic violence and hate crime. South Gloucestershire Supporting People Commissioning Body commissions a supporting people service to gypsies, travellers and show people.
- CC&H have developed, consulted upon and implemented outcomes based service specifications for residential care, home care, care and support for extra care housing, day services and supported living. These include clear requirements on all providers to comply with equalities legislation and ensure equal access to services without discrimination or prejudice. As a result, all providers are required to ensure that service users feel safe and are safeguarded from harm and that all their staff receive training to safeguard service users and protect them from discrimination, harassment or social exclusion.

CE&CR

- iNovem consultation and engagement system widened to make accessible to community/partner organisations.
- Corporate lead on Think Customer!, ensuring the council responds positively and learns from service user needs.
- Revised guidance on harassment of officers from service users.

CYP

- Development of the 2009 – 2012 CYP Plan involved extensive and comprehensive consultation activity – at the core of the CYP Plan is a commitment to equalities.
- Well constituted Youth Forums are in place within all localities and are coordinated centrally.

Community Services

- Breakthrough Voice consultation group with young people on Breakthrough Project (including young carers, children in care, and children referred through CAMHS). The young people asked for more materials to promote the project in simple language for them rather than being aimed at adults. As a result, a DVD, leaflet and pyramid picture to present the project in simpler and more accessible terms were created. This work is now being conducted with young people playing a full part in design.
- Choices 4U service runs 3 days a week and consults with both adults with learning difficulties and also A4E brokerage who consulted with service users. As a result the service was developed and is now attended by 10 people each day with a second club planned for early 2010 due to demand.
- Older People's Information Day, Patchway Community Centre, 19 February – work was conducted with agencies including Southern Brooks Community Partnership, South Gloucestershire Age Concern, NHS South Gloucestershire, North Bristol Advice Centre, South Gloucestershire Community Care and Housing to organise and run a day for older people to give residents the chance to try out new activities, find out what services exist and what else they would like to see in the area. Over 100 people attended the event which was also attended by over 20 agencies. Outcomes from the day include establishment of toe nail clipping service on a fortnightly basis at Coniston, plans to set up coffee morning for isolated older people to link in with Bristol Debt Advice sessions, work with Four Towns transport and isolated older people – all to increase access for older people.
- Working in partnership with Southern Brooks Community Partnership to plan International Women's Day (March 2010).
- Participated in Funders Forum (organised by CVS SG) - 9th July 2009 by presenting information on the Council's VCS Investment.
- Partnership working with CVS South Gloucestershire in the appointment of their new Engagement Officer, and the coordination of work between their officer and the council's.
- Revision of SLAs in to incorporate direction on cross community engagement events and intergenerational work.

PTSE

- Public consultations have taken place on schemes.
- Work completed on Gypsy and Traveller DPD.
- Equalities clauses within Contract documents.

Service Delivery and Customer Care

Corporate information systems have been fully revamped to include the collection of customer information with regard to Race, Gender, Disability, Sexual Orientation, Gender Identity, Religion or Belief and Age.

See Customer Relations Manager and Equalities Officers

See Customer Insight Document: [here](#)

All Departments have conducted a prioritisation exercise and where relevant, Service Areas have been identified for extended equalities monitoring (i.e. collection of customer information with regard to Sexual Orientation, Gender Identity, Religion or Belief and Age). The following Service Areas have been identified:

- Environmental Services, Food Premises Interventions (Religion or Belief)
- Housing Benefit (Sexual Orientation; Transgender; Religion or Belief)
- Registrars Service –Legal (Sexual Orientation; Transgender; Religion or Belief)
- Schools reporting of prejudice based incidents to the authority (Sexual Orientation and Religion or Belief)
- Care Management, Occupational Therapy and Hospital Social Work (Religion or Belief)
- Mental Health (Religion or Belief)
- Learning Difficulties (Religion or Belief)
- Residential Care (Sexual Orientation, Religion or Belief)
- Home Care (Sexual Orientation, Religion or Belief)
- Support Services (Religion or Belief)
- Housing (Sexual Orientation, Religion or Belief for Homelessness and Home Choice; Transgender for those requesting support due to harassment)

See CE&CR Equalities Reps, all Departmental Equalities Reps and Equalities Officers

See Customer Insight Document: [here](#)

Extended equalities monitoring has also been rolled out in other key areas of the council, for example, as part of the customer complaints procedure.

See Customer Relations Manager and Equalities Officers

A key consultation exercise has been conducted with regard to the council's equalities monitoring activity.

See Equalities Officers

Equalities monitoring forms are available for all departments to use.

See Equalities Officers

See: intranet

Equalities monitoring is used across the council with regard to customers, partners, contractors and employment issues. This monitoring information is reviewed internally and externally and is used to inform the planning process.

[See CE&CR Equalities Reps, all Departmental Equalities Reps and Equalities Officers](#)

The Think Customer! Toolkit has been fully updated with equalities information.

[See Customer Relations Manager and Equalities Officers](#)

[See Think Customer! Toolkit: intranet](#)

Training has been delivered for customer facing staff across the council with regard to equalities monitoring.

[See Customer Relations Manager and Equalities Officers](#)

EIAs are used across the council as a method of equalities monitoring and service improvements are implemented as a result of this activity. EIAs incorporate the use of wide internal and external consultation and scrutiny.

[See Departmental Equalities Reps and Equalities Officers](#)

[EIA Schedules: here](#)

The Access to Services Plan is in place and has undergone an Equality Impact Assessment.

[See Customer Relations Manager and Equalities Officers](#)

EDAT and Departmental Equalities Working Groups review monitoring information on an ongoing basis and service improvements are implemented as a result.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

CEF provide an ongoing external consultation and scrutiny group and structured reports are circulated to members on an annual basis.

[See Departmental Equalities Reps, Departmental Equalities Working Groups, CEF and Equalities Officers](#)

EDAT Employee Equalities Sub-Committee (made up of representatives from council departments) provides an internal consultation and scrutiny group.

[See Departmental Equalities Reps, Employee Equalities Groups and Equalities Officers](#)

EDAT forms the basis of an inter-departmental scrutiny process.

[See Director of Community Services, Departmental Equalities Reps and Equalities Officers](#)

All Departments and Service Areas conduct ongoing reviews of their equalities action plans. There is demonstrable progress against plans set at Level 3 and this feeds into current action plans, building on good practice.

[See Departmental Equalities Reps, Departmental Equalities Working Groups and Equalities Officers](#)

All Departments use PBViews as a key monitoring tool.

[See Departmental Equalities Reps and Equalities Officers](#)

The Compact document sets out equality criteria for partners.

[See Community Services Equalities Working Group and Equalities Officers](#)

A comprehensive review has been conducted with regard to equalities in procurement and procurement approaches have been fully revamped to include equalities PQQs and Post-Contract Monitoring systems. Guidance has also been produced for contractors on developing and implementing equalities policies and equalities in procurement guidance is available for all contracting officers.

[See Procurement Officer and Equalities Officers](#)

[See Equalities In Procurement Guidance via intranet](#)

Departments report annually both internally and externally on procurement issues.

[See Departmental Equalities Reps and Equalities Officers](#)

[See Equalities In Procurement Guidance via intranet](#)

Reports are produced by HR&OD, which evidence progress against employment targets and a system in place for the reporting of this information to directorate members, council members and members of consultation and scrutiny groups.

[See HROD Equalities Rep and Equalities Officers](#)

[See Equalities In Procurement Guidance via intranet](#)

The procedure for the reporting of Hate Crime has been updated and agreed with partners. This covers the new corporate equalities monitoring categories and allows for an enhanced level of monitoring activity.

[See Equalities Officers](#)

[See Hate Crime Information: here](#)

The Council has a corporate translation contract and ensures that resources are available to enable interpreters to be utilised for those members of BAME communities who have difficulty understanding English. Language Line is also used which provides direct telephone access to interpreters.

[See CE&CR Equalities Reps and Equalities Officers](#)
[See Translation and Interpreting guidance via intranet](#)

Service Delivery and Customer Care Examples

The following is intended to provide a 'flavour' of just a few practical examples of how each Department across the council ensures that equalities is central to their activity within the ESLG area of 'Service Delivery and Customer Care'. The examples, and many others, can provide a basis for further investigation during the Level 4 Audit.

CC&H

- In developing 'Safe Havens' with key retailers we have recognised that the potential beneficiaries or users of this scheme are not just people with learning difficulties but also other vulnerable individuals within our community. We are working with the Police to provide community safety instructions via SMS texting on mobile phones as an additional safety feature which gives individuals the confidence to go out and about within the community.
- Each of these initiatives are linked to the successful travel trainers and travel buddy schemes which have been critical to the delivery of more community based support following the closure of Resource and Activity Centres.
- Advice about entitlements and options for support is offered to all via our Customer Services Desk.
- CC&H have well established contact centres and one stop shops including a social care contact centre staffed by specially trained Customer Services Officers who offer self assessment to all potential service users and carers as well as supported assessments by phone.
- Initiated a project to track the care pathway of each black and other minority ethnic group, starting with the Chinese community which has resulted in ring fencing a trainee social work post to a worker from the Chinese community.
- Community Development Workers (CDW) are in post to further improve the service delivery for people from black and minority ethnic communities with mental health needs.

CE&CR

- Access audit carried out for One Stop Shop service.
- Refurbishment completed of Thornbury OSS making it compliant to disability access requirements.
- Extended equalities monitoring has been implemented as appropriate.

CYP

- Extended equalities categories are in use within Sentinel which provides an approach for monitoring and reporting incidents that are prejudice and non-prejudice based.
- A member of staff was at a school giving Choice Advice to parent, when a parent approached who had a hearing problem. The member of staff was able to sign for her, including the headmaster's speech. This parent was extremely happy with the advice she was given and the service she received.
- Last October we had several polish parents come into the office to complete school admission forms with very little English. We were able to find a member of staff from another team who could speak polish, who came and translated and helped the parents complete their applications. These parents were very happy and pleased with the advice given by the staff.

Community Services

- As a direct result of consultation with disabled users the Yate Library refurbishment project has included the addition of a path to the rear of the building and a bell for easier access to the library by disabled users. We are also providing improved office space for use by mobility scooter providers.
- BME homework club set up (November 2008) and running very successfully each week at the Park Centre for pupils and families of Park Primary in Kingswood. Support is given to families in order to help BME children access the curriculum as fully as possible, with the help of their parents.
- Video tackling isolation issues for Chinese Elders (September 2008) filmed by BME Mental Health Officer and part of the Priority Neighbourhoods Team.
- Welfare Advice Partnership - provides home visiting service for people with mobility issues, information is provided in accessible formats increasing the take up of disability related benefits e.g. Disability Living Allowance, Attendance Allowance, improving access to Council services for the Deaf Community via work with Deaf Association (e.g. remodelling of service).
- Financial Inclusion Officer gave a talk at the NHS South Gloucestershire Better Health seminar (Spring 2009) highlighting the importance of equalities in financial inclusion issues.
- Food safety - we identified a training need for Chinese food proprietors and arranged for training courses to be carried out in Cantonese. Delivered training courses in nutrition for people working in elderly persons homes. To support Food Safety Week we held events focusing on promoting food safety and hygiene, as well as healthy eating, to older people living in South Gloucestershire. We have run free certificated training in Food Hygiene for unemployed people in priority neighbourhoods.
- A project was run earlier in the year in conjunction with the Health & Safety Executive concentrating on premises where migrant workers were likely to be employed.
- Work has been carried out in partnership with the CYP department to raise awareness amongst parents and employers of the additional risks associated with the employment of young people who are under school leaving age. The project was also seeking to protect this group from exploitation.

- Training sessions have been delivered to Community Care staff who work with older people day to day. The training covered key issues relevant to maintaining good health and wellbeing and staying independent for older people. The Community Care Commissioners have stated “the feedback we get from staff who attend the information sessions you run has been very positive which indicates that it is proving really useful to them in their everyday practice, critical that we communicate such key information to "front-line" workers”.
- Sloppy Slippers Exchanges have taken place in priority neighbourhoods. Older people are offered a new pair of well fitting slippers to replace old unsafe slippers, which we know is a common cause of falls in the over 60s and a huge cost to the NHS. Feedback is always excellent
- WalkFit is based in the Kingswood Priority Neighbourhood and works with people who are overweight and/or have health conditions preventing them accessing physical activity. We provide walks suitable for wheelchair users/ mobility scooters We are linking up with Bristol Walk to Health to develop Volunteer Walk Leader training for people with learning disabilities
- A new monitoring field has been set up on Mayrise so Helpdesk operators can identify equalities issues, e.g. disabled, needing info in different languages etc. This enables us to run and analyse reports and identify improvements to our equalities services.
- An appointment system has been set up at our SORT IT!* Centres to help address access problems for people who would be otherwise excluded from using our sites because they do not have a car, are disabled etc.

PTSE

- EIA initial screenings have been reassessed and revised.
- New timetable of Full EIAs has been established for all functions.
- Opportunity for customers to provide feedback on Development Control issues.
- Equalities forms part of each individual Services plan reported through PBViews

Employment and Training

Personnel information systems are in place, which provide equality data relating to recruitment, promotion, training, grievances, disciplinary action, appraisal, dismissal and other reasons for leaving, retention, and equal pay.

[See HROD Equalities Rep and Equalities Officers](#)

[See example report: here](#)

Monitoring reports are produced at regular intervals and are circulated to designated consultation and scrutiny groups which include EDAT, TU's, CEF, HRSG and Employee Equalities Groups.

[See HROD Equalities Rep and Equalities Officers](#)

HR produce regular information covering employment profiles and whether this fits closely with local labour market profiles. This information is widely communicated.

[See HROD Equalities Rep and Equalities Officers](#)

Training needs are reviewed on a regular basis and training plans exist for all staff. Regular equalities training is delivered across all Departments from staff induction onwards. Training is also inclusive of specific training such as EIA training and customers and equalities training.

[See Departmental Equalities Reps and Equalities Officers](#)

Equalities information is regularly covered at JCCs.

[See HROD Equalities Rep and Equalities Officers](#)

There is a staff survey system in place which covers comprehensive equalities information. This survey is subject to scrutiny and feedback from equality staff groups.

[See HROD Equalities Rep and Equalities Officers](#)

A comprehensive equal pay review has been conducted, showing positive results, and a process for conducting this review regularly is in place.

[See HROD Equalities Rep and Equalities Officers](#)

[See equal pay report: here](#)

Equalities is integrated in the PDPR process and service managers have the responsibility to monitor and review progress of all staff in the area of equalities. Reports are made to senior management as appropriate.

[See HROD Equalities Rep and Equalities Officers](#)

The Workforce Plan is in place and aims to ensure that the Council has the right people with the right knowledge, skills and behaviours deployed appropriately throughout its structure. In particular, the Plan takes into account the Council's stated aim of having a workforce that reflects the diversity of the community it serves.

[See HROD Equalities Rep and Equalities Officers](#)

Progress has been made in achieving equality within the work place and have comprehensive policies for equal opportunities, bullying and harassment, flexible working, work life balance as well as a home working policy.

[See HROD Equalities Rep and Equalities Officers](#)

EIAs have been carried out on all policies relating to employees.

[See HROD Equalities Rep and Equalities Officers](#)

[See HROD EIAs via intranet](#)

Employee Equalities groups are in place covering Race, Disability, Sexual Orientation and Gender Identity.

[See HROD Equalities Rep and Equalities Officers](#)

Job-shadowing opportunities have been implemented through our Disability Confident programme.

[See HROD Equalities Rep, Disability Confident Rep and Equalities Officers](#)

Equality Training is provided to all new Members and has been made available to existing Members. The Standards Committee recommended that all Members undertake mandatory equality training and this is to be endorsed by Cabinet. All Select Committees have undertaken EIA training and have incorporated this into their work with positive results e.g. PTSE Select produced a recommendation to lobby Government with regard to national building regulations to ensure equal access to the built environment for disabled people and the Community Services Select have addressed issues of equalities within the Anti-Social Behaviour agenda.

[See HROD Equalities Rep, Member Development Officer and Equalities Officers](#)

Briefing workshops have been provided for Members on Gypsies and Travellers with specific reference to the DPD and RRA implications. These briefings were very well received and we believe will contribute positively to the community cohesion agenda. This was a cross-departmental initiative.

[See HROD Equalities Rep, Member Development Officer and Equalities Officers](#)

An Equality and Diversity Toolkit has been developed internally and is available to all staff via the intranet.

[See Equalities Officers and intranet](#)

A new corporate equalities intranet site has been established and is in place for use by all staff.

[See Equalities Officers and intranet](#)

The new Hate Crime procedures incorporate provision for staff reporting of hate crime issues.

[See Equalities Officers](#)

[See Hate Crime Information: here](#)

The “Employee Equalities EDAT Sub-Committee” is in place and supported by the council. This provides an opportunity for wider internal consultation and challenge.

[See HROD Equalities Rep and Equalities Officers](#)

Employment and Training Examples

The following is intended to provide a 'flavour' of just a few practical examples of how each Department across the council ensures that equalities is central to their activity within the ESLG area of 'Employment and Training'. The examples, and many others, can provide a basis for further investigation during the Level 4 Audit.

CC&H

- The DMG has reviewed training needs for front line with regard to support around monitoring the new equality strands.
- Training for front line staff on monitoring of the new equality strands has been implemented.
- Staff have been trained in completing comprehensive Equality Impact Assessments.
- All Council staff have access to Equalities and Diversity training and in addition, CC&H has an Equalities and Diversity Workforce Training and Development Plan.
- A Trainee Social Worker scheme has been in place since 2005 which starts 3 trainees per year linked to the 3 year SW degree programme at UWE.

CE&CR

- Corporate induction training includes sign posting around equalities awareness.
- Staff training on diversity, equalities and customer care given to all front line staff in the CE&CR department.
- EIA training has been delivered for Select Committees.
- Employment monitoring categories have been extended.

CYP

- EIA training has been provided.
- Sentinel training has been provided (which covers the extended equalities strands).

Community Services

- Equality training for staff has continued across the department including refresher training and comprehensive training for new starters.
- EIA training has been provided to service areas as appropriate.
- Appointment of new Equalities Community Engagement Officer who will work with residents from across all equalities communities.

PTSE

- Members of the PTSE Equalities group have attended workshop training.
- Refresher training booked and organised for all PTSE staff in Autumn '09.
- Commitment from DMT to provide specific training to Staff and Members once Gypsy and Traveller DPD has been adopted.
- PTSE web pages refreshed with updated links and content.