

EQUALITY ACTION PLAN

Objective – characteristics of an ‘Excellent’ Authority.	We have identified the following areas for improvement	Priority 1-10 (1 is high)	Responsible Service	Resources needed	Potential barriers	Potential solutions	Staff & community involvement required
1							
Knowing Your Community and Equality Mapping							
It has good evidence of the equalities profile of the community based on national and local data that is regularly reviewed.	Continue to work through Strategic Intelligence Board to develop a data and intelligence hub across the County	6	Policy – Cheltenham BC are now representing the District councils	Meeting attendance and co-ordination at District level	Buy-in from all organisations	Strategic level commitment	
It identifies the changing nature of its communities and their expectations and then prioritises its activities and explains its decisions.	Improve use of data / intelligence across all services to ensure a clear understanding of our customer profile & needs to enable us to set appropriate priorities	3	All	Staff time	Lack of data for some equality strands, particularly LGBT	Policy to upload available data to the HUB and raise awareness through EWG. “inform Gloucestershire” website	
2							
Place Shaping, leadership, partnership and organisational commitment							
Councillors and officers have a reputation for championing equality issues and ensure that the equality issues relevant to their communities are embedded in their sustainable community strategy, strategic plans, local area agreements and local delivery plans.	Councillors complete the IDeA “equalities and councillors” member workbook, to help identify some of the equality issues within their own wards.	7	Democratic Services / Policy	Officer / Member time	Members have conflicting priorities	Roll-out through Cabinet / Scrutiny	

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It reviews its equality strategy and public duty equality schemes every three years and seeks innovative improvement challenges.	Review our Equality Schemes and work with partner authorities to produce a Single Equality Scheme for the County.	1	Policy	Officer time. Consultation & involvement with equality groups.	Each organisation has competing priorities and works to different timescale.	Use the County Equality Group to keep a co-ordinated approach.	Consultation workshops run by ESW covering all equality strands
Through its achievements, it is an exemplar of good practice for other local authorities and agencies and works with others to share best practice.	Publish 2 annual editions of the Equality Newsletter - Include	2	EWG	Staff time			Articles promoting the work of V&C groups included. Distributed to all public sector & vol. Orgs.
It works with all strategic partners and the voluntary and community sector acting as advocates to achieve defined equality outcomes.	Establish the strategic role of the County Equality Group (CEG) to ensure effective monitoring of all LAA JSNA action plans	1	Policy / CEN	Officer time		Director of Public Health is the CSEB equalities champion and will attend CEG meetings	GAVCA reps are part of CEN
3	Community Engagement and Satisfaction						
It has improving satisfaction and perception indicators from all sections of the community and staff.	Conduct 2010/11 Place survey & disaggregate results.	1	Policy	£6-8,000	Monitoring does not include LGBT	Agree with partners to include as an optional question.	
	International Peace Day Event – 22 Sept 2010.	3	Policy/ Com Safety	Appropriate information given to SDYC	SDYC members unable to take up opportunity	Make opportunity relevant, meaningful and	Faith groups Stroud District

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	Stroud District Youth Council (SDYC) given opportunity to be involved			in advance		potentially enjoyable	Youth Council
There are forums for all equality stakeholders to share experiences and evaluate the authority’s progress.	Actions to be developed to meet this objective	4	EWG	Budget may be needed to recompense voluntary groups for their involvement	Not all equality strands have formal representation at a district level.	Follow the model of the previous Equality Advisory Panel.	Equality Stakeholders
4 Responsive Services and Customer Care							
It is measuring progress on equality outcomes, is able to disaggregate data on relevant performance indicators and can demonstrate real outcomes that have improved equality in services and employment.	Improve the collection of data of who is using our facilities/services,		Culture (Sports Dev Unit)	officer time	e driven questionnaires save paper, but will still need to do hard copies	as is already the case at the Museum.	JUSC staff to signpost customers to questionnaire (sports dev unit)
	Programme more events at the Subscription Rooms which are accessible to all groups in the district.		Culture		May focus on popular mainstream events to generate more income	Some of the annual budget is used to promote events which reach all sections of the community.	working with organisations such as Planet Arts, Arts Shape, Glos Dance and young Gloucestershire
	Develop better evaluation and feedback systems for participants of events / classes / workshops.		Culture (sports dev unit)	officer time and space to deliver	officer time, space and financial support to deliver face to face	post workshop questionnaires used by sports dev unit complete at end of session and not later (sports dev unit)	staff and customer delivery and awareness of what is required (sports dev unit)

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						follow up reviews for physical and mental health (inc warwick Edinburgh scale) used by Health Dev (sports dev unit)	
	Profile all current and potential service users and ensuring that services are proactively delivered to meet their needs.	1	Housing	Officer time to develop requirements. Possible budget for outsourcing survey work. Officer time to input data collected	Lack of service user engagement. Lack of funding. IT limitations for the number of data descriptors available.	Collect data as part of the annual tenant visit programme. Outsource data collection to update database as quickly as possible. Include data collection as part of normal contact with service users. Target specific users for update based on existing data held elsewhere (e.g. adaptation data). Collect data as part of housing application and/or sign up process for new tenants	Work with resident representatives to publicise the need for the data collection to try to maximise cooperation. Additional staff time to be given collecting the data as part of their normal day to day contacts. Involvement of scheme managers to collect relevant disability data for their residents
	Investigate the use of feedback questionnaires on planning and		Planning	Staff time	Unable to identify financial and	Use the NVQ student to carry	NVQ student time to carry

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	building regulation applications. Looking to introduce a systematic approach to feed back on a statistically valid sample on an on-going basis at the completion of a project.				human resources necessary to carry out the project	out the survey by phone. Saving postal costs and getting first hand evidence.	out customer feed back on the “call ahead” system.
	Investigate the use of timed inspections for Building Control to address concerns of carers and working individuals who find open ended inspection times difficult to accommodate.		Planning	Staff time	Reluctance of officers to be tied to time slots. Invasion of their autonomy.	Persuade the officers that it makes good marketing sense.	NVQ student to carry out customer feed back on the “call ahead” system.
	Capture customer profiles from Benefit applications.		Rev & Ben	Officer time, IT support and form design	Benefit form does not carry these questions and would need to be a separate sheet. Would have to buy additional module on Civica system to capture details	Printing additional sheet as enclosure to benefit application form. Buy module for Civica system	Officer time to enter additional details on benefit claim. Anyone claiming benefit would be asked to give this extra information.
All parts of the authority can show tangible progress towards achieving outcomes which address persistent inequalities and narrow the gaps.	Car Parking - provide accurate, useful information to users, in a suitable format, including concessions, signposting, recommended car parks and accessible public conveniences.	7	Asset Management	Officer time & existing budget			Stroud & District Access Group
	To roll out Hear By Right throughout SDC under Article 12 of the United Nations Human Rights by including it in a	2	Community Safety	Officer time in each service	Lack of knowledge & understanding of HBR within each service unit	Creation of HBR Champions for each service unit	SDC Officers Stroud District Youth Council

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	corporate service delivery target for each service.			Specific planning by each service unit Support from SDC Senior HBR Youth Officer		Focused group work HBR Mapping & Planning carried out per service unit	National Youth Agency/Participation Works
	Inclusion of Hear By Right (HBR) as a Corporate delivery target for each SDC service unit. The rationale being, Article 12 & 15 of the United Nations Convention on the Rights of the Child – HBR adopted by SDC in 2008.	2	Community Safety	Officer time in each service Specific planning by each service unit Support from SDC Senior HBR Youth Officer	Lack of knowledge & understanding of HBR within each service unit	Creation of HBR Champions for each service unit Focused group work HBR Mapping & Planning carried out per service unit	SDC Officers Stroud District Youth Council National Youth Agency/Participation Works
	United Nations 18 Principles for Older People (1991) to be disseminated into the corporate service delivery target for each service.	3	Community Safety	Staff time, senior management and member support	Does not receive senior management and member support	Already adopted into Terms of Reference but needs recognition at member level	Older Persons Forum
	Consider a wider variety of ways to consult with disabled children and their families regarding physical activity and play, and increase consultation with non users.		Culture (sports dev unit)	staff time and admin support	lack of hands on time and capacity to deliver all modes of consultation (sports dev unit)	build on partnership working and info sharing with mini consults across the district eg:	involving disabled c & YP to designing of questionnaires/ sit on any

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						GL11 surveys, C&YP surveys, County Play survey (sports dev unit) ensure play and physical activity questions are added to SDC residents survey and the Place survey in different format eg: pictorial (sports dev unit)	consultation focus groups – hands on assistance required by partner orgs here as well (sports dev unit)
	Better understanding and communication with the public on gypsy and traveller issues particularly relating to unauthorised encampments.	complete	Environmental Health	Leaflet produced September 2009 and information placed on SDC website to assist public in understanding the protocol for dealing with unauthorised encampments.			
	Further work in relation to Gypsies and travellers – Improved information and links to County Council pages - Train staff to be aware of literacy problems when filling in forms, etc. - provide leaflets on Gypsies and travellers protocol.	complete	Environmental Health	Improved Information on Gypsies and Travellers now on SDC website and links to County Council Gypsies and Traveller service now provided. Training session held with staff in October 2009 with regard to dealing with potential literacy problems for gypsies and travellers. Leaflets produced on gypsies and travellers protocol and information also placed on website.			
	Undertake Equality Impact Assessments across all key housing strategic plans and services and take actions that arise from these assessments	1	Housing	Staff time to undertake work and/or review that done by 3 rd parties (i.e. the	Lack of understanding about how to write an EIA. Dilution of staff	Working party with remit to monitor specific progress and review outputs.	Staff awareness of need to undertake project and act

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				consultants undertaking the policy/procedure reviews.	resources to other improvement processes. Failure of policy/procedure contract to deliver expected outcomes	Service users as part of panel or forming a review panel of their own to review outputs. Regularised reporting through existing structures.	on outputs. Service user involvement to ensure EIA's are relevant and appropriate.
	Develop an equality action plan for the housing service	1	Housing	Small project team to develop plan and incorporate best practice examples	Lack of staff resources. Timescale.	Write plan from scratch based on best practice examples. Build on existing plan(s) modified to reflect the needs of housing service.	Engagement with service users and advocacy groups
	Improve access to Stratford Park facilities for people who are disabled – toilets and bowling green	1	Public Space	The planned work was completed in 2009/10. Both the Bowling Green and the toilet block have improved access for visitors who are disabled			Stroud District Access Group, British Toilet Association, Stroud Bowling Club
	Consult with disability groups over bring site provision and specifically the pending roll out of cardboard and mixed plastic banks.	3	Public Space	Officer time at present albeit this has been placed on hold pending a possible kerbside collection method for these materials	Cost of new system and availability of suitable transfer facilities	Third party involvement	Consultation over the past 10 years has been a key feature around the collection of these materials from resident's doorsteps – residents have requested such

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	Operation of a Kerbstone removal programme at Stroud Cemetery to provide improved access to grave plots for people who are disabled and elderly	3	Public Space	Officer time both for SDC and STC – increased manpower and land resource needed in 2011 to remove and store kerbstones	Sensitivities of the bereaved, kerbstone removals dependant on manpower and short term storage availability	Comms plan to help bereaved understand issues, work with STC to plan removal of kerbstones over a reasonable time period, plan and prepare suitable storage area/s	a service Consultation undertaken with bereaved and visitors to the cemetery, STC workforce (H&S perspective), Funeral Directors and Stone Masons
5	Modern and Diverse Workforce						
It has implemented action for equal pay outcomes and demonstrates progress on under-representation, flexible working, access to training and development and promotes an inclusive working culture based on respect.	Investigating the possibility of increasing staff skills development through the use of apprenticeships linked to local colleges.	3	HR	Staff time, senior management support	Age issues? – free apprenticeships for under 24’s.		Identification of relevant staff.
	HR equalities reports in respect of recruitment and leavers to be analysed quarterly / six monthly and published Hub / Website. These reports to be expanded to include analysis on age, sexual orientation and religion / belief.	1	HR	Staff time, relevant reporting facility in HR system.	Ensuring that the resourcelink system can provide relevant reports.		
	The creation of an effective Appraisal system utilising the revised employee and manager behaviours	1	HR	Staff time, external consultants			

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				cost			
It provides good customer care by ensuring that services are provided by knowledgeable and well-trained staff who understand the needs of their communities.	See above re: creation of new appraisal system.		HR/ Heads of Service to identify appropriate staff	Cost Staff time attending course.			Identification of relevant staff
	Equality Training – roll out to all Heads of Service and Unit Managers.	3	HR/ Policy	Cost Staff time attending course.			Identification of relevant staff
	To make a corporate decision on the use of work related tests offered by external providers (e.g. administrative tests and proficiency in various IT packages).	4	HR	Time, cost, ICT support likely to be required			
	The use of annual staff surveys used to measure and compare corporate health and to measure equalities issues.	4	HR	Time, both in construction of survey and interpretation of results			