

EQUALITY ACTION PLAN – Progress November 2019

Section 1: Customers

Customers Objective – Provide equality of opportunity through access to services for all and delivering services which meet the needs of our customers				
Overview	Key deliverables	Target Dates	Comment	RAG
Redesign of services	Each service redesign will demonstrate how it has addressed Equality in terms of accessibility, understanding the needs of customers who share a protected characteristic and ensuring staff are given the right training and support to make appropriate reasonable adjustments.	From April 2019	E&D embedded in project management, Customer service training and service redesigns are screened for EIAs.	
Digital inclusion	Establish network of digital champions from different protected characteristics. They will include people who can promote digital access to people in their networks, and also be involved in helping the Council to shape its digital offer.	From April 2019	User groups are in place to trial digital products and applications. More work is ongoing to ensure they reflect the diversity of the county.	
	Achieve Triple A standard for web accessibility.	October 2019	Work is underway to achieve this standard.	
Targeted services	New strategies and policies relating to target customer groups have had an Equality Impact Assessment.	From January 2019	Relevant Strategies and Policies have been identified in the Council's Policy Pipeline	
Fire Service Equality Strategy	Delivery of Fire Service Equality Strategy in terms of customers, communities and workforce.	From June 2018	CFRS strategy is being delivered.	

Section 2: Communities

Communities Objective – Fostering good relations by understanding the communities we serve and deliver meaningful engagement				
Overview	Key deliverables	Target Dates	Comment	RAG
Develop Local Area information on diversity	<ul style="list-style-type: none"> Community Diversity Profiles that include statistical data, community groups and contacts, local assets that assist integration. Support Members to develop their awareness of Equality issues in the local area 	November 2018	Completed and published on website.	
Cumbria Community Integration Project	Oversee delivery of the project through partner delivery organisations.	From September 2020	Project delivering against outcomes.	
Syrian Refugee Resettlement Programme	Deliver multi-agency programme of work to integrate Syrian refugees into Cumbria.	Ongoing	Programme being delivered	
Local implementation of Government plans and strategies	Respond to and work with partners around local implementation of the Hate Crime Plan, Inclusive Transport Strategy, and LGBT Action Plan.	From January 2019	Engaged partners on national government plans and working with Police on their new diversity strategy.	
Skills – basic literacy, numeracy and IT	Increase equality of access, attainment and progression by protected characteristic.	Ongoing	Adult Education data showing progressing in this measure. End of year data will be captured in the Equality Needs Analysis.	
Participation in physical activity	Delivery of Active Cumbria 3 Year Plan	Ongoing	Active Cumbria data showing progress in this measure. End of year data will be captured in the Equality Needs Analysis.	
Participation in Pride in Cumbria and Black History Month	Council to have a visible presence at Pride which promotes Council services, employment and apprenticeships to the LGBT community.	September 2019 and annually	Achieved.	

Section 3: Workforce

Workforce Objective - Eliminate discrimination through the systematic review of our operational and workplace policies and procedures				
Overview	Key Deliverables	Target Dates	Comment	RAG
Compliance with legislation	Compliance with key legislation applicable to the Council workforce (examples include Equalities Act, Employment Act etc.	Ongoing	This is included in policy scanning and briefing activity.	
Accreditation	Successfully achieving accreditation for Disability Confident	August 2018	Successfully accredited for Disability.	
	Achieve Stonewall accreditation	November 2019	Work is still underway to achieve this standard.	
Equal Pay	Deliver Gender Pay Gap action plan tracking the gender pay gap.	Annually April	This is in place and action being taken.	
Positive Action	Deliver positive action programmes to increase representation in the workforce from deprived, disadvantaged and under-represented groups.	From May 2019	Plans are still being developed.	
Apprenticeships	Sign up to the national Apprenticeship Diversity Champions Network by pledging what we will do around apprentices and diversity.	From October 2018	This has been achieved.	
Staff engagement	Establish arrangements with public sector partners for BME, LGBT and Disability staff networks. Support development of Blue Light Women's network between Police, Fire and emergency services.	From November 2018	Groups in place and beginning to inform Council activities.	

Section 4: Organisational support

1. This section focuses on how we will provide organisational support to deliver the Equality Plan.

Organisational support				
Aim – to provide organisational support to deliver on the Equality plan				
Overview	Key Deliverables	Target Dates	Comment	RAG
Policy development	Embed Equalities into the Council's responses to government consultations and calls for evidence. Maintain overview of key Government Strategies relating to Equality.	Ongoing	This is in place through the work of the Policy and Scrutiny Team	
Awareness and Training	Refresh Council package of Equality awareness and training to have a more targeted and flexible approach. Embed equality training and awareness within the Member Development Programme. Develop Member capacity to raise awareness with staff, Members and partners about particular groups who share a protected characteristic – current examples include Autism and Mental Health. Develop an annual calendar of Equality related events to promote and use for awareness raising.	From October 2018	New e-learning developed for Members and for staff. Member Autism Champions Group established Annual Calendar of Events established.	
Equality Impact Assessments	EIA Introduce a new approach to EIAs with revised guidance EIAs embedded in project and programme management toolkit EIAs embedded in decision making and key programmes of work. Training for identified staff on how to complete EIAs	October 2018 November 2018 From February 2019 From March 2019	Completed.	

Interpretation and translation services	Procure new provider to address issues of increased demand. Work collaboratively with Police and NHS to develop more consistent standards and price.	September 2018 From October 2018	Provider procured, and discussions with providers still ongoing about looking at policies and standards for interpreters.	
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