



***'leading for tomorrow'***

# Equality Scheme

January 2007 (amended March 2009)

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## **FOREWORD**

Surrey Heath Council adopted an Equality Policy (Recognising Diversity) in April 2002 (**Annex A**).

In April 2003 the Council reviewed and revised its vision, aims, objectives and values. Of the nine values two: Accessibility (where our aim is to improve access to services) and Equality (where our aim is to improve social inclusion) are particularly relevant to the Equality Scheme. Recognising equality and accessibility is an integral part of our way of working.

The Council has a duty to prevent discrimination against people on the grounds of race, gender, age, disability, sexual orientation, gender re-assignment and religion or faith.

The Council takes responsibility to ensure that equality is integrated into both the service delivery and employment practices of the authority.

The Executive resolved in November 2005 that the Council work towards the Equality Standard for Local Government, a tool used by local authorities to mainstream equality and diversity into service delivery and employment.

The demographic profile of the Borough will inform the work of the Council in achieving the outcomes of the Equality Scheme.

## INTRODUCTION

1. This scheme demonstrates our commitment to continue to embed equality and diversity in employment practices, services of the Council and work with partners to set equality objectives. To prevent discrimination and recognise that people have different needs and treat them fairly. To ensure that all individuals/groups are given an opportunity to participate and to contribute to the well being of the community. To promote equality of opportunity and improve the accessibility of services for the public and to abide by legislation.

## EQUALITY FRAMEWORK

2. The Equality Framework (originally the Equality Standard) provides guidance for local authorities to mainstream race, gender and disability into Council policy, services and employment.
3. The Council achieved Level 1 of the Equality Standard in January 2007 by gaining commitment to an Equality Policy and a Corporate Equality Action Plan. The Council achieved Level 2 of the Equality Standard in October 2008 by undertaking Equality Impact Needs and Requirement Assessments in each service, including consultation. The Council's achievement in reaching the Equality Standard is also assessed through a local performance indicator.

The new Equality Framework has introduced 3 new levels to replace the 5 levels of the Equality Standard:

Current Levels	New Levels
Levels 1 and 2	Emerging
Level 3	Achieving
Levels 4 and 5	Excellent

The Council is working towards the 'Achieving' Level of the Equality Framework by March 2010.

## LEGAL FRAMEWORK

4. The Council must comply with the following legislation:

The Race Relation Act 1976  
The Race Relations (Amendment) Act 2000  
The Disability Discrimination Act 1995  
The Disability Discrimination Act 2005  
The Sex Discrimination Act 1975  
The Equal Pay Act 1970  
Employment Equality (Religion or Belief) Regulations 2003  
Employment Equality (Sexual Orientation) Regulations 2003  
Equality Bill 2008  
Age Regulations – October 2006

The legal requirements are in place to influence policy development, service delivery and employment in order to eradicate direct and indirect discrimination.

## **CORPORATE EQUALITY ACTION PLAN**

5. The Equality Action Plan sets out how the Council will implement the aims and commitments set out in the Equality Scheme available at **Annex A (to be updated)**. This action plan has 5 linked modules, set out below:
  - Leadership and Corporate Commitment
  - Consultation
  - Access to Services
  - Employment and Equal Pay
  - Monitoring and Review

## **IMPACT ASSESSMENT OF COUNCIL FUNCTIONS AND POLICIES**

6. The Equality Framework requires local authorities to conduct impact needs and requirement assessments on Council functions and policies which have potential equality issues. The Race Relations Amendment Act, the Disability Discrimination Act and the Gender Equality Duty impose a statutory duty to undertake impact assessments in relation to ethnicity, disability and gender. The Council has adopted a wider equality policy and will therefore conduct impact assessments in relation to all the equality strands: race, gender, disability, sexual orientation, religion and faith, gender re-assignment and age.
7. In assessing the impact of policies and functions on the promotion of equality we will examine whether there is:
  - evidence of higher or lower take up of services by different groups
  - evidence to suggest different needs
  - evidence to suggest unmet needs
  - evidence of higher or lower participation
  - evidence of discrimination or adverse impact on particular groups in the community
8. Services will use the results of the impact assessments to set targets, to promote equality, improve services and address the needs of different groups in the community. Actions and targets will be fed into Business Plans for implementation.
9. To achieve this, Council Services have been identified and prioritised and will be impact assessed over a three year programme (**Annex C – to be updated**). Priority services will first be screened to identify which functions should be given priority in terms of the equality strands.

10. The list of Priority 1 services identifies those areas where there are more likely to be potential equality issues, and will be reviewed in 2007/08  
The list of Priority 2 identifies areas which are important but not the highest priority and will be reviewed in 2008/09  
The list of Priority 3 identifies areas which are of low priority and will be reviewed in 2009/10.
11. In the future the formulation of new policies will be subject to impact assessment.

## **RESPONSIBILITIES**

### **Members of Staff and Councillors**

12. Officers and councillors have a legal duty not to discriminate against other employees/members or service users. The Council also expects officers and councillors to promote the Equality Policy and Scheme in service delivery.

Officers and Councillors with specific responsibilities are listed below

### **Organisational Development Portfolio Holder**

13. The Organisational Development Executive Portfolio Holder champions equality and diversity for the Council and together with the Executive provides direction on priorities for action within the Equality Action Plan. The Executive also ensures that adequate resources are available to enable the Council to meet its legal duties.

### **Policy and Audit Scrutiny Committee**

14. The Policy and Audit Scrutiny Committee has a remit from the Executive to monitor progress against the Equality Action Plan through twice yearly reports.

### **Chief Executive**

15. The Chief Executive champions equality and diversity for the Council and takes responsibility to ensure that the Equality Policy is integrated into both service delivery and employment. The Management Board monitors progress on moving forward with equality and diversity and reaching the Levels of the Equality Framework through twice yearly reports.

### **Heads of Service Team**

16. The Heads of Service Team monitors progress against the Equality Action Plan on a quarterly basis and individual Heads of Service are responsible for ensuring actions resulting from Impact Assessments and in the Equality Action Plan are integrated into their Business Plans. They also have a responsibility for ensuring that service delivery is in line with the Council's Equality Policy and that all HR and management processes comply with the Council's Equality Policy.

## **COUNCIL EQUALITY WORKING GROUPS**

### **EQUALITY WORKING GROUP - working group of the Executive**

17. The Equality Working Group has been set up to demonstrate high level commitment to equality and diversity including employment within the Council and services provided to the whole community. To ensure that the Equality Scheme links in with the Corporate Plan. The Equality Working Group is a politically balanced councillor group.
18. **Terms of Reference of the Equality Working Group:**
  - To approve the updated Equality Scheme and Equality Action Plan
  - To monitor the progress made in embedding Equality and Diversity within the Council and reaching the Levels of the Equality Framework for Local Government.
  - To make recommendations to the Executive to move the equality and diversity process forward where necessary.

### **EQUALITY ACTION GROUP – officer working group**

19. The Equality Action Group has been set up to take the Equality Scheme forward. The Equality Action Group provides regular update reports to the Equality Working Group – working group of the Executive, on progress made in meeting the levels of the Equality Framework. It is responsible for identifying and prioritising, in conjunction with Service Heads, Council functions and policies, and impact assessing whether there are potential equality issues.
20. The Action Group is also responsible for monitoring the Equality Action Plan to progress identified issues, reporting results and reviewing the Equality Scheme. Following prioritisation the Action group will also lead on Council wide assessment of functions and policies of the authority to ensure that they are in line with the current equality legislation, adhere to Surrey Heath's Equality Policy and do not have any adverse impact on different groups. The Equality Action Group officer membership represents all the Council departments.
21. **Terms of Reference of the Equality Action Group**
  - To assess the functions and policies of the authority to ensure that they are in line with the current equality legislation and adhere to the Surrey Heath's Equality Policy.
  - To lead on equality and diversity including employment within the Council and services provided to the whole community.
  - To increase awareness and understanding of the Surrey Heath's Equality Policy and Scheme and the Equality Framework.

- To influence and gain commitment from all staff and members to work within the spirit of the Surrey Heath's Equality Policy and progress towards meeting the Equality Scheme and the Levels of the Equality Framework.

## **EQUALITY STRANDS**

22. The equality strands are: race, disability, gender, age, religion or faith, sexual orientation and gender re-assignment. The Council is committed to achieving equality in service provision and employment in all equality strands.

### **Race**

23. The Council is committed to achieving racial equality and recognises its duties under the Race Relations Acts.

The Race Relations (Amendment) Act 2000 which requires that local authorities have a general duty to:

- eliminate unlawful racial discrimination
- promote equality of opportunity
- promote good race relations among people of different ethnic groups.

The duty aims to make the promotion of race equality central to the way public authorities work.

### **Disability**

24. The Council is committed to achieving disability equality and recognises its duties under the Disability Acts 1995 and 2005.

The Disability Discrimination Act 2005 requires that local authorities have a general duty to:

- Promote equality of opportunity between disabled people and other people
- Eliminate discrimination
- Eliminate harassment of disabled people that is related to their disability
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps towards meeting disabled people's needs even if this means more favourable treatment

### **Gender**

25. The Council is committed to achieving gender equality and recognises its duties under the Sex Discrimination Act 1975 and Equal Pay 1970 legislation. (This includes trans-gender equality, which is also covered under the Sex Discrimination Act.) It is acknowledged that career patterns and lifestyles may be affected by caring responsibilities and that these should not disadvantage individuals.

The General Gender Equality Duty (due to be implemented April 2007) will require local authorities to:

- Eliminate unlawful discrimination and harassment
- Promote equality of opportunity between men and women

## **Age**

26. The Council is committed to eliminating any discrimination on the grounds of age. The Council recognises its responsibilities under the Age Regulations 2006 on discrimination in employment and vocational training. The Council is aware that age discrimination can affect all age groups and both genders, that age is not an indication of effectiveness in most jobs, that employment decisions should not be based on age and that services should be considerate to the needs of all age groups.

## **Religion or Faith**

27. The Council is committed to equality for people of all religions and beliefs and to eliminating any discrimination on the grounds of religion. The Council recognises its responsibilities under the Employment Equality Regulations 2003 – religion, belief and sexual orientation on discrimination in employment and vocational training.

## **Sexual Orientation**

28. The Council is committed to eliminating any discrimination on the grounds of sexual orientation. The Council recognises its responsibilities under the Employment Equality Regulations 2003 – religion, belief and sexual orientation on discrimination in employment and vocational training.

## **Equality Bill – Gender Re-assignment**

29. A new single Equality Duty applying to the 6 equality groups plus gender reassignment was introduced in December 2008, to be implemented in 2010. Gender reassignment is a process undertaken under medical supervision of reassigning a person's sex by changing physical or other characteristics.

## **30. OUR EQUALITY SCHEME IS REQUIRED TO:**

- say how the Council plans to meet its statutory requirements
- identify the Council functions and policies relevant to equality and assess these as high medium or low priority in order to conduct impact assessments
- assess and consult on the likely impact of its proposed policies on the promotion of equality
- examine the profile of service users
- monitor our policies for adverse impact on the promotion of equality
- publish the results of assessments and consultation and monitoring
- ensure public access to information and services which we provide
- train staff in connection with the general and specific duties

- include an action plan and timetable to progress the Scheme

### 31. **OUR AIMS FOR EQUALITY ARE:**

1. to create an environment which recognises and respects people's differences
2. to ensure that access to our services is a right for all members of the community by monitoring use of services and identifying areas where service provision may be improved;
3. to ensure that the needs of individuals and groups in the community are identified and considered,
4. to abide by the legislation;
5. to consult and work with the community;
6. to ensure that all our employees and potential employees are treated equally and fairly, to ensure a continuing commitment to a fair recruitment and equal pay policy and to introduce action to encourage individuals and groups in the community to apply for employment at the Council and consequently training opportunities in areas and at levels where they are under represented
7. to make a commitment to monitor recruitment, promotion, training opportunities and take up of opportunities, pay, grievances and exit from employment.
8. to aim to provide a work environment that is free from harassment and all forms of discrimination;
9. to actively encourage the reflection of the diversity of the local population in the Council.
10. to make a commitment to use demographic and other relevant information in service provision

### 32. **SURREY HEATH'S VISION, AIMS, VALUES AND OBJECTIVES**

- Our vision is '*leading for tomorrow*' and supports improving the quality of life both now and for future generations by looking forward, the vision is underpinned by the Council's values
- We have four objectives and nine values which underpin those aims, identified in the Council's Corporate Plan available on the Council's web site.
- Of the nine values, two of them; Accessibility (where our aim is to improve access to services) and Equality (where our aim is to improve social inclusion) are particularly relevant to the Equality Scheme.

### **HOW OUR SERVICES ARE DELIVERED**

33. Surrey Heath Borough Council is composed of 40 Members representing 16 Wards elected for a 4-year term and works with a Leader and Executive for decision making, including policy.

The Chief Executive and the Management Board have the overall responsibility for delivery of services and are tasked with effective implementation of the decisions and policies agreed by Council or the Executive, ensuring that services are provided efficiently within identified resources, and to meet the

needs of the service users. Heads of Service are responsible for their individual service delivery and performance.

34. The Council has a Corporate Plan, reviewed annually, which sets out its short, medium and long term priorities. All current and future Council key strategies and policies will take account of equalities issues and aim to be fair to all.

## **OUR ROLE IN THE COMMUNITY AND WORKING IN PARTNERSHIP**

35. The Council's approach to equality and accessibility should be reflected in our work within and for the community, in all our partnerships and wherever we work with contractors.

## **PROFILE OF THE SURREY HEATH COMMUNITY**

36. The population of the Borough is approximately 83,300. More detailed breakdowns, including Ward details will be available on the Council's web site.

## **EQUALITY PERFORMANCE INDICATORS AND TARGETS**

37. Surrey Heath's Local Performance and Activity Indicator figures relating to equality and diversity are available on the Council's web site.

## **RECRUITMENT AND EMPLOYMENT**

38. There are specific duties under the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 2005 for monitoring Human Resources Policies. As these are monitored, we will ensure that all relevant Human Resources documents and policies reflect the standards in this Equality Scheme.
39. Policies and procedures are in place to ensure that concerns over discrimination from staff are addressed, (these can be found in the Conditions of Service for Officers – under review and on the Council's Intranet):

Grievance Procedure (to be reviewed)

Whistle Blowing Procedure

Health and Safety Policies and Procedures

If a member of staff feels they have been discriminated against then they should report this to their manager or alternatively seek advice from HR.

## **SERVICE DELIVERY**

40. In delivering services, the Council is aware of its responsibilities to be fair to all in the provision of those services and the ability to access services. We aim to provide the public with access to services and service information as widely as possible.

When reviewing services whether as part of developing Business Plans or as part of the impact assessment process, equalities issues will be considered.

The Customer Care Standards have been developed to address equality and fair access.

All Business Plans will be monitored and reviewed.

Data relating to the profile of service users will be collected.

## **COMPLAINTS**

41. We are committed to high standards of service delivery, but we recognise that mistakes are made and would wish to learn from our mistakes. All complaints will be dealt with openly and impartially, and monitored and reviewed regularly. Members of the public can use the Councils Complaints, Comments and Compliments leaflet to raise any equality issues. The Council's Complaints Procedures is available on the Council's web site.

## **CONSULTATION**

42. A key element of consultation is to seek the views of all sections of the community so that we have a better understanding of experiences of our services.

Staff will be a useful resource for consultation on service delivery and policy development in terms of equality and diversity.

The Consultation Strategy includes a participation and involvement element and is available on the Council's web site.

## **TRAINING**

43. The Council has provided introductory and equality and diversity training for all staff and Members. Impact Assessment training has also been provided for officers representing priority services with potential equality issues. The Council will also encourage officers to attend training courses around specific areas of equality. Introductory equality and diversity training is also part of the induction process for new staff and Members.

## **MONITORING AND REVIEW**

44. As the Equality Scheme develops, and reviews of functions are carried out, the Equality Action Plan will be reviewed and updated to address identified issues.

**The Equality Action Group** will work with Service Heads to ensure that tasks identified in the Action Plan are carried out and that reviews of services incorporate consideration of equality issues.

**The Heads of Service Team** will be responsible for monitoring the implementation of the Equality Action Plan on a regular basis and work with services to achieve objectives.

**The Management Board** will receive half yearly update reports on progress in achieving the aims in the equality scheme. This will then be reported to the **Policy and Audit Scrutiny Committee** on a half yearly basis.

**The Equality Working Group** – working group of the Executive, will make recommendations to the Executive to move the equality process forward where necessary.

## **PUBLICATION OF SCHEME**

45. This Equality Scheme has been sent to our partners and to relevant organisations in the Borough and made available to the people of Surrey Heath via the Council's web site and at libraries. Printed copies are available on request.

46. **ANNEXES**

Annex A	Equality Action Plan
Annex B	Equality Policy
Annex C	List of Functions in Priority Order for Impact Assessment

## Corporate Equality Action Plan 2007 (Updated 2009)

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Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
<b>Leadership and Corporate Commitment</b>					
1. Formulate and adopt an equality policy	A policy statement 'Recognising Diversity' was adopted by the Council in April 2002.	1	Policy and Partnership Manager/Policy Officer		Completed April 2002
2. Obtain corporate commitment to reaching Levels 1 and 2 of the Equality Standard.	Report to Executive P&R Select Committee and management teams (MB & HOST).	1	Policy Officer		Completed November/December 2005
3. Reconstitute the Equality Action Group	Equalities Action Group reconstituted	1	Policy Officer		Completed February 2006
4. Establish Equality Working group – working group of the Executive	Equality Working Group set up to demonstrate high level commitment to equality and diversity.	1	Policy Officer		Completed October 2006
5. Updated Equality Policy and Equality Action Plan agreed	Updated Equality Policy, Scheme and Equality Action Plan agreed by MB and Executive	1	Policy officer	August Sept 2006 and January 2007	MB – August 2006 Executive – January

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
					2007
5a. Reach Level 1 of the Equality Standard		1	Policy Officer, Equality Action group, Council as a whole	January 2007	January 2007
5b. Reach Level 2 of the Equality Standard		2		October 2008	
<b>Consultation</b>					
6. Develop draft Equality Scheme and Corporate Equality Action Plan to ensure they are in line with the Equality Standard	Develop Equality Scheme and Equality Action Plan using recommendations from DIALOG consultant's report on how to reach level one and two of the Equality Standard  Heads of Service, Management Board and staff reps consulted on Scheme.  Agreed by Management Board (MB), and Executive.	1	Policy officer, Equality Action Group	July/August 2006  August/September 2006	August 2006  September 2006  August 2006 January 2007
7. Re-publish Equality Policy and Action Plan	Re-published on the Council's web site and sent to staff.  Sent out to key stakeholders and large print version was sent out to Disability groups.	1	Policy Officer/Communications	January 2007	February 2007  April 2007
8. Consult key stakeholder	The Equality Scheme was sent out to Key	1, 2	Policy	April 2007	April 2007

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
groups on Equality Policy and Action Plan – specifically disability groups.	<p>Stakeholders listed in the Equality Scheme for consultation. The Council is statutorily required to consult disability groups under the Disability Act 2005.</p> <p>Consult Disability Groups – North West Surrey Partnership Board for People with Disabilities consulted in March 2007</p> <p>Consulted Disability Action Surrey Heath (DASH) - Sept 2007</p>		Officer	<p>March 2007</p> <p>Sept 2007</p>	<p>March 2007</p> <p>Sept 2007</p>
9. Corporate and service area commitment to contribute to the consultation and scrutiny on service delivery	<p>Inclusion in Business Plans. Make staff aware at team meetings.</p> <p>HoST to regularly monitor whether actions in Equality Action Plan have been achieved.</p> <p>Services consulting the public, stakeholder groups to give them the opportunity to scrutinise significant changes that a service is proposing to make when developing or reviewing a policy or function. The Council’s Consultation Strategy advocates ‘that consultation is representative of the community and consideration is given on how to consult hard to reach groups’.</p> <p>Where possible, services will consider including equality questions in consultations that are already planned.</p>	1, 2	<p>Departmental Team Meetings</p> <p>HoST</p> <p>HoST, Community Partnership</p>	<p>July 2006 onwards</p> <p>2007 on-going</p> <p>2007</p> <p>2007 on-going</p>	<p>2007 onwards</p> <p>On-going</p> <p>2007 on-going</p> <p>2007 on-going</p>

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
			s and Corporate Performance		
10. Establish consultation of equality groups.	<p>Various methods of consultation will need to be used to consult people from the 6 equality groups. By consulting local groups within the community and the Local Strategic Partnership. The Community Panel will also be utilised.</p> <p>The Consultation Strategy has been reviewed and now includes a participation and engagement element.</p> <p>The Community Panel is being updated to include equality monitoring information about members to ensure it is representative of the community.</p> <p>Monitor information on the background of people accessing services and consult to find out whether services meet people's needs or could be improved - this could be done through an annual Residents Satisfaction Survey.</p> <p>Contact Centre customer satisfaction survey includes access and service delivery questions.</p>	2	<p>Community partnerships and corporate performance</p> <p>Community partnerships and corporate performance</p> <p>Community partnerships and</p>	<p>2006 on-going</p> <p>April 2008</p> <p>Autumn 2009</p> <p>April 2007, on-going</p>	<p>2006 On-going</p> <p>Jan 2008</p> <p>2008 on-going</p> <p>2009 - on going</p> <p>2007</p>

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
	<p>The Best Value Performance Indicator Satisfaction Survey included a question on community cohesion.</p> <p>Annual Staff Survey – included questions on equality monitoring, discrimination etc based on 6 equality strands.</p> <p>Consultation will be undertaken as part of the Equality Impact assessments in all services.</p>		<p>corporate performance</p> <p>ICT, Contact Centre</p> <p>Community partnerships and corporate performance</p> <p>Community partnerships and corporate performance</p>	<p>September 2007,</p> <p>Annual – every Sept/October</p> <p>October 2008 on-going</p>	<p>Sept 2007</p> <p>October 2006, September 2007 on-going</p>

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
			All services		
11. Incorporate equality and diversity within the 'Community Strategy' – partnership document produced by the Local Strategic Partnership.	The LSP will be asked to review equality and diversity in terms of the Community Strategy and its joint working and share information/experiences. This will be part of the Community Strategy review.	1, 2	Local Strategic Partnership/ Community partnerships and corporate performance	May 2009	
12. Make arrangements for publishing results of assessments, monitoring and consultations, in order to show commitment to promoting equality, raise staff awareness of the issues and promote public confidence.	<p>Publish consultations etc on the Council's website, Intranet, in Heathscene (Council's magazine for Surrey Heath) and press releases.</p> <p>Equality Impact assessments will be published on the Council's intranet and web site.</p>	1, 2	Community partnerships and corporate performance /Communications	<p>Dec 2007 on-going</p> <p>April 2008 on-going</p>	<p>On-going</p> <p>2008</p>
<b>Access to Services</b>					
13. Ensure that all Council policies <b>conform with</b> the Equality Policy and Scheme	<p>Service Heads to undertake impact assessments of relevant policies and strategies. Strategies should also explicitly address equality and diversity issues and include outcome targets.</p> <p>HR reviewed staff's terms and conditions – the Council's Equality Scheme was included.</p>	2	Heads of Service, Community partnerships and corporate performance	<p>2007 – 2010 On-going</p> <p>2007</p>	<p>2007 on-going</p> <p>2007</p>

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
	<p>The equal opportunities statement in the Staff terms and conditions will be updated.</p> <p>Quarterly Legal Review published by Legal section contains Employment Law item which HR and officers can refer to, to ensure that policies are up to date in terms of equality legislation.</p>		<p>e HR HR  Legal Services</p>	<p>2008  On-going</p>	<p>  On-going</p>
<p>14. Service Area commitment to implementing impact and needs assessments requirements for their service delivery</p>	<p>Service Heads to include scheduled impact assessments for their services in Business plans.</p> <p>Officers from priority services with potential equality issues attended impact assessment training in July 2006.</p> <p>Equality Action group to lead on implementing impact assessments in services and go through a challenge exercise of completed impact assessments.</p> <p>Functions within priority services to be initially impact assessed (preliminary assessment) in terms of the 6 equality strands before undertaking full impact assessments on any issues.</p>	<p>1, 2</p>	<p>Service Heads   Equality Action Group   Community partnerships and</p>	<p>Feb 2006   2007 -2010  Dec 2006 - October 2008</p>	<p>March 2007 – on-going  July 2006  2007 on-going</p>

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
	<p>Impact assessments to be carried out for functions and policies in priority services – the Homelessness function was used as the impact assessment pilot.</p> <p>A schedule of priority impact assessments to be carried out by each service from June – October 2008 has been produced.</p>		<p>corporate performance, Service Heads</p> <p>Community partnerships and corporate performance</p>	<p>2006 – 2010</p> <p>2007</p>	<p>2007</p>
<p>15. Service Area commitment to allocate specific resources; staff, training for improving equality practice. Commitment from staff to ensuring that considering equality and diversity becomes part of their every day role.</p>	<p>Officer representatives from priority services with potential equality issues have attended impact assessment training.</p> <p>Officers will then work with their service and possibly other services to undertake assessments.</p> <p>Service Heads to encourage new staff to undertake the induction equality training,</p> <p>Service Heads to encourage existing staff to be involved with impact assessments etc.</p>	<p>1</p>	<p>MB, HOST</p>	<p>Completed July 2006</p> <p>2007 On-going</p> <p>2008</p> <p>October 2006 – on-going</p>	<p>Completed July 2006</p> <p>2007 On-going</p> <p>2008 on-going</p> <p>October 2006 – on-going</p>

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
16. Make arrangements for ensuring that people have access to information and services that the Council provides.	<p>Undertake audit of the services that the Council offers to diverse groups of people who may have different needs. Use this information to tailor services and service information to users.</p> <p>Consider the implementation of suggested actions for providing access to information from the Audit. Review the arrangements for providing information to the public and employees.</p>	1	<p>Policy Officer/ Service Heads</p> <p>Community partnerships and corporate performance</p>	<p>2006</p> <p>Dec 2007 - on-going</p>	Completed June 2006
17. Accessible Services - Housing	Work with partners to address needs identified in Housing Needs Survey.	2, 3	Housing Manager	2008	2008
18. Accessible Services – Corporate Property	<p>Continue to improve physical access to buildings and services where achievable for the public. Currently (March 2009) 85% of the Council's buildings are accessible to people with disabilities.</p> <p>Further works to make Surrey Heath compliant with the Disability Discrimination Act have been completed.</p> <p>A new ramp and steps to make entering the reception of the Civic Offices easier for wheel chair users and those with push chairs has been built. Access to the rear entrance has also been improved including the installation of automatic doors.</p>	All levels	<p>Assistant Head of Corporate and Legal Services</p> <p>Assistant Head of Corporate and Legal</p>	<p>On-going</p> <p>2008</p>	Nov 2006

Objective	Action	Level 1, 2 and 3 of the Equality Standard	Responsible Officer	Target date for completion	Date Completed
	Access to Voluntary service is to be improved during the Council offices ground floor refurbishment.		Services		

## Summary and Actions from Equality Impact Assessments June 2007 – October 2008

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
<b>Community Services</b>				
Homelessness Prevention Service, Housing, Community Services	<p>The Council is required to have a housing advice function available for local residents, and to provide services to those at risk of homelessness or who are homeless.</p> <p>This includes general advice work and signposting, through to detailed case work to prevent homelessness and the assessment and determination of the duty owed to those households who become homeless.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• Write to B&amp;B providers regarding equality and diversity work.</li> <li>• Send impact assessment (IA) to the main stakeholders for comments. Ask for comments/supporting information/evidence and ideas and include a request for information regarding Home Choice. This went to Accent Peerless, the Bengali Welfare Society and Citizen’s Advice Bureau in August 2007.</li> <li>• Customer feedback is needed to review this assessment. A questionnaire has been devised and will be sent to housing customers, the results of feedback will be reported to the Equality Action Group for consideration and will be used in reviewing the Council’s Homelessness Strategy and service development.</li> <li>• Collated equalities data collected by the housing service will be regularly reported through the Bulletin</li> <li>• An impact assessment will be carried out on the Homelessness Prevention Strategy 2008-13 in June 2008</li> </ul>	Housing Manager	<p>August 2007</p> <p>August 2007</p> <p>April 2009 (resources not currently available)</p> <p>Summer 2009</p> <p>June 2008</p>	<p>August 2007</p> <p>August 2007</p> <p></p> <p></p> <p>July 2008</p>

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<ul style="list-style-type: none"> <li>• The housing team will actively challenge stereotypes and publish information to counteract incorrect customer perceptions by publishing equality monitoring statistics on customers in the Bulletin.</li> <li>• The Impact Assessment for homelessness services will be reviewed in January 2010 following a year of customer feedback.</li> </ul>		<p>Summer 2009</p> <p>January 2010</p>	
Homelessness Strategy, Housing, Community Services	<p>The Homelessness Strategy is a requirement of the Homelessness Act 2002. It details the Council's response to a review of homelessness in the Borough in terms of preventing homelessness, supporting homeless households and ensuring that sufficient accommodation is or will be available to those who may become homeless.</p> <p>The Homelessness Strategy 2008 -13 recognises a number of customer groups with specific needs and puts in place an action plan to meet these needs, jointly working with a number of agencies.</p> <p>Race – no negative impacts identified but new data collection and reporting recommended as part of Homelessness Service Impact Assessment.</p> <p>Disability – specific actions in Strategy relating to customer groups with special needs, including learning disability, mental health and physical disability as well as more complex needs such a drug and alcohol abuse</p> <p>Age – Young people, often with high needs, are over represented in homelessness approaches and a number of actions are</p>	Housing Manager		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>proposed to deliver services to this group.</p> <p>Gender - No issues identified around gender (although specific actions round domestic abuse including lack of provision for male victims)</p> <p><b>Actions:</b></p> <p>Monitoring of issues relating to race/gender/disability/age/sexual orientation/religion to be included in monitoring and the annual review of the Strategy.</p>		July 2009	
<b>Legal and Corporate Services</b>				
Recruitment process, Human Resources, Legal and Corporate Services	<p>Recruitment (the placing of the right candidate in a vacant post) – to reach all walks of the community without discrimination.</p> <p>The recruitment service supports the aim in the Equality Scheme to ensure that all our employees and potential employees are treated equally and fairly, to ensure a continuing commitment to a fair recruitment and equal pay policy and to introduce action to encourage individuals and groups in the community to apply for employment at the Council.</p> <p>The percentage of people with disabilities applying for jobs at Surrey Heath is low – 1.93% in 2007/2008, however, the percentage of employees declaring they have a disability was significantly higher at 12.7% in 2007/2008, following a staff survey. Some applicants do not wish to disclose a disability at this stage.</p> <p>The percentage of employees from ethnic minorities at the Council has increased to 4.5% in 2007/2008; we are still striving towards a target of 6% (which would be representative of the ethnic minority</p>	HR officer		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>population in Surrey Heath).</p> <p><b>Actions:</b></p> <p>The Equality Action Group raised a concern that it is intended that HR will not be present at interviews to provide support on equality and diversity issues. This could have a negative impact on equality groups and further consideration will be given to this proposal before discontinuing with the service. However, the Head of Legal and Corporate Services stated that all Managers who interview will be trained in all aspects including equalities. This practice is common in most other authorities.</p>		October 2008	October 2008
Bullying and Harassment Policy, HR, Legal and Corporate Services	<p>To ensure the Council has a robust policy and procedures to identify and manage any potential allegations of bullying and harassment in a timely and effective manner.</p> <p>It is hoped the policy will help the organisation identify and manage all allegations of bullying and harassment, including those from equality groups, in a more timely manner. The policy helps demonstrate that the Organisation takes these issues seriously and has correct procedures in place to deal with any potential allegations.</p> <p><b>Actions:</b></p> <p>HR to brief HoST on line management responsibilities and to raise awareness. HoST will then roll this out to line managers via team meetings and one to ones. Line managers are being trained through the Middle Managers training programme.</p>	HR Manager	September 2008	September 2008
Disciplinary Policy	<b>Actions:</b>	Senior HR		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
and Procedures HR, Legal and Corporate Services	<p>HR to implement awareness sessions for line managers and to generally promote to all employees the revised Policy and supporting documentation.</p> <p>HR to also strongly relay the message to line managers that the welfare of affected employees during the disciplinary process is to be paramount (for example: regular contact by an appropriate officer, generic news of Council activities). – (HR is working closely with any officers involved in disciplinary actions, ensuring that relevant correspondence and procedures are adhered to. HR are emphasising directly to those managers the importance of maintaining contact with any individual under scrutiny).</p>	Adviser	<p>December 2009 (will be started later in the year).</p> <p>April 2009</p>	February 2009, on-going
Probationary Policy and Procedures HR, Legal and Corporate Services	<p>The Probationary period within the conditions of service to provide a trial period for new employees was being reviewed.</p> <p><b>Actions:</b></p> <p>the following wording be added to para 3.2 of the Probationary Procedures within the Conditions of service on 'the HR team will provide guidance for line managers to ensure that the correct training and support is provided to staff'.</p>	HR Manager	October 2009	(Policy has not been taken forward)
<b>Built Environment</b>				
Local Development Framework – Housing Needs Development Plan, Planning Policy. Built Environment	<p>The aim of the activity is to ensure that new housing provided within the Borough up to 2026 addresses the needs of all of the community.</p> <p>The current Local Plan policy addresses housing needs but the needs of the equality groups were not addressed as part of policy formulation for the document. That said the Local Plan does identify Housing for Special Needs, specifically the elderly and</p>	Planning Policy Manager		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>disabled, as an issue. Reference is also made to sites for Gypsies and Travellers. The purpose of the policies is to provide opportunity for take up. Monitoring can only identify the types of provision coming forward and assess against the identified need. It will be difficult in practice to monitor take up by the equality groups as provision is made by external organisations. The one exception to this will be Gypsy and Traveller sites.</p> <p>The only possible barrier to accessing the document might be due to language or sight difficulties. However, these can be overcome if the need arises.</p> <p>A preliminary assessment suggests that the Development Plan policy has no negative impacts and if implemented properly should have positive impacts.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Further action is needed to address the unmet needs of Gypsies and Travellers and Travelling Show people. The level of need and the requirement to be met is being established through work with the South East of England Regional Assembly.</li> </ul> <p>An internal officer group has been formed to look at the issues around the travelling community within the Borough and to discuss how their housing needs can be met.</p>		<p>March 2009</p> <p>N/A (Working group set up to deal with specific issues only)</p>	<p>On-going. (SEERA are currently working on revised options for pitch distribution).</p>
<b>Arts and Leisure</b>				
Action Holiday Scheme, Leisure Management, Arts	To introduce young people to a variety of activities they would not normally have access to.	Senior Leisure and Recreation		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
and Leisure	<p>Participation is encouraged by all social groups. The Council work with Accent Peerless to encourage housing association residents to use the programme. This year (2008) a 25% discount will be offered to all Accent Peerless residents. Residents will be directly targeted through mail shots to ensure they are aware of this offer.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• The categories of Disability and Ethnicity to be added to the Equality Monitoring section of the Action Holiday Satisfaction Survey.</li> <li>• All participants are asked to complete a feedback form.</li> <li>• The feedback form needs to be analysed carefully and used to inform the following years programme content.</li> <li>• There are potentially monetary barriers to participation in place however; these are being addressed through partnership working with Accent Peerless. The possibility of offering a discount to other low income families is also being considered. However, more thought is needed in relation to the application of such a scheme. (this could be considered)</li> <li>• Consultation could be extended to a wider audience before the action holiday programme content is confirmed to reduce the risk of certain groups being excluded by the programme offer. (The resources are not available to achieve this).</li> <li>• Ensure that promotional material is sent to local schools which cater for children with a disability. (This will be undertaken where appropriate).</li> </ul>	Officer	<p>August 2008</p> <p>August 2008</p> <p>October 2008</p> <p>February 2009</p> <p>Feb 2009</p> <p>April 2009</p>	<p>August 2008</p> <p>August 2008</p> <p>October 2008</p> <p>Not to be carried forward.</p>

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<ul style="list-style-type: none"> <li>Action Holiday brochure could be sent to different ethnic minority and religious groups in SH to reach a wider audience of children and parents/guardians. (This will be undertaken).</li> </ul>		April 2009	
<b>Environmental Services</b>				
Disabled Facility Grants, Private Sector Housing, Environmental Services	<p>The aim of the activity is to provide adaptations to a disabled person's home that have been deemed necessary and appropriate to meet their particular needs by a qualified Occupational Therapist, that can restore or enable independent living with confidence and dignity for individuals and their families. An applicant does <b>NOT</b> have to be registered disabled to qualify.</p> <p>All strands are covered by an Act of Parliament and it's supporting Regulations. There are no obvious barriers preventing access to the service. Applicants are visited in their own homes and unless otherwise requested every step of the process is undertaken either by the Council's own in house Home Improvement Agency or "Homelink" (An independent external Agency).</p> <p>One obvious barrier however, would be the lack of funding. A higher concentration in Surrey Heath's population of those aged between 35 and 59 suggests that during the next couple of decades this may change to a concentration of over 65's above the national average and those over the age of 80 doubling. This may create a greater strain on current resources both in funding and staffing levels. Further information also suggests that more people from ethnic minority groups are migrating into the area, which may call for additional resources to be allocated towards information in foreign languages and interpreters.</p> <p>Information on the service is readily accessible through the Primary Care Trust (PCT) (GP's, Community Nurses and Social Services).</p>	Environmental Health Officer		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>Leaflets are available at venues where the elderly are likely to visit and further information is on the Council website. The overarching objective of the service is to provide improved living conditions for the disabled of Surrey Heath.</p> <p><b>No actions resulted from the assessment.</b></p>			
<b>Customer Relations Development</b>				
<p>Concessionary Bus fares, face to face activity in the Contact Centre, Customer Relations</p>	<p>The aim of the activity is to provide bus permits enabling free travel within England on local bus services, for eligible residents over 60 years of age or people with a disability aged 5 years or above, residing in the Borough of Surrey Heath or Companion permits for either citizen groups. The provision of such permits by the Local Authority is a statutory requirement, as laid out in the Concessionary Bus Travel Act 2007.</p> <p>Surrey Heath has made the decision to offer the benefit to our disabled citizens to be able to travel at any time.</p> <p>The initial registration for a bus permit is a statutory requirement and the customer has to come into Surrey Heath to make their application with the necessary documents. For some of our customers particularly those not living in Camberley this can be a problem and maybe alternative arrangements could be considered.</p> <p>Novacroft (company providing bus fare statistics) are able to issue reports with the information collated from our residents which maybe useful in the future to other services within the Council. To date Novacroft can confirm that since April 2008 they have issued a total of 9,332 permits.</p> <p>With increasing levels of life expectancy, it is recognised that these</p>	<p>Contact Centre Manager/ Home Support Manager</p>		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>demographic changes are resulting in a continuous increase in the ageing population and therefore an increasing number of people with disabilities this will affect the service in the longer term.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Regular advertising in Heathscene - consider the question of accessibility.</li> <li>• Community Services will ensure that regular advertisements are included in Heathscene bringing to the attention of any potential new customers who's own change in circumstances, may now leave them eligible for free travel. (Home Support Manager/Contact Centre Manager will include regular advert in Heathscene, following the usual reminder that is e-mailed round).</li> <li>• Concessionary Fares leaflets to be available in the Contact Centre and arrange distribution of leaflets to Libraries and Surgeries.</li> <li>• Novacroft will be able to supply statistics for the tax year 1<sup>st</sup> April 2008 to 31<sup>st</sup> March 2009. (Home Support Manager will provide statistics on no. passes issued to older people and people with disabilities at the end of the financial year).</li> <li>• Continue to issue customer satisfaction surveys and look to add further questions if considered appropriate. The Contact Centre Manager will review this. (The surveys are to be reviewed in April 2009).</li> </ul>		<p>April 2009</p> <p>April 2009</p> <p>April 2009</p> <p>April 2009</p> <p>April 2009</p>	<p>February 2009</p>
Website, Joint assessment	The mission is to have an accessible, dynamic, top quality website that meets the needs of Surrey Heath residents, surrounding	ICT officer and Web		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
<p>between Communications, Customer Relations Development and ICT</p>	<p>boroughs and people finding out information when they are moving into the Borough. We will develop one source of accurate, up-to-date service information that can be easily accessed by the public whether self-serving, via the Contact Centre, telephone or face to face at an office. We are currently carrying out usability testing by consulting the community to test the effectiveness of the website for finding information and using the site to carry out transactions.</p> <p>The Council is required to cover all services and links to any useful non Council websites which it deems to be of use to residents. We provide online services for payments, planning applications, online reporting and much more. We have invested in Browse Aloud and Large Text options for sight impaired residents (so that residents and businesses are able to self serve without the need to telephone or visit the Council Offices).</p> <p>In order to meet all equality strands, the Web team has consulted with residents who do own a computer and those who do not own a computer through both an online survey and postal Equalities and Diversity consultation.</p> <p>The website's online services were promoted through a Borough wide Web Road show during July and August 2008.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>Improvements need to be made on the website for ethnic minority groups. Although it was noted from the survey that there was approximately 6.1% of the group we consulted with who fitted into this category. We are currently working on a new area for the local community to include a variety of religions and nationalities linking to associations and events.</li> </ul>	<p>Managers</p>	<p>November/ December 2008</p>	<p>December 2008</p>



Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>impairment. The colours of the pages, the text and the size of the font in the document should be considered, a large print version should also be available. The document should also state that it is available in other languages.</p> <ul style="list-style-type: none"> <li>• Consideration should be given to fully impact assessing the Corporate Plan 2008/09.</li> <li>• Representatives from ethnic minority, disability, age, religious, sexual orientation and gender groups to be included in the Corporate Plan consultation.</li> <li>• Consideration should be given to the distribution of the document to ensure that 'hard to reach' groups are able to access the document.</li> </ul>		<p>June - September 2009</p> <p>December 2008</p> <p>June - September 2009</p>	<p>December 2008</p>
<b>Finance</b>				
<p>Activity of Bailiffs, Council Tax, Finance</p>	<p>The Council has a duty to collect the Council Tax due from each taxpayer and the procedures to do this are set out within legislation. The Council complies fully with the legislation. In a small number of cases the Council's bailiffs are instructed to collect unpaid Council Tax.</p> <p>The Council has a code of conduct that lays down the criteria of expected conduct for the bailiffs who act as agents representing the Council. The code of conduct includes the 'National Standards for Enforcement Agents' (NSEA).</p> <p>The lack of complaints in this area would indicate that the NSEA document and our code of conduct is being adhered to and we are effective in filtering out cases of vulnerability before they reach the bailiffs. Our continued close liaison with the Citizens Advice Bureau continues to provide an effective bridge between debtors and the</p>	<p>Council Tax Manager</p>		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>Council. It is appreciated that any adverse cases could have a serious impact on the Council's reputation so close monitoring of the bailiffs work needs to continue.</p> <p><b>Action:</b> Review the code of conduct with the bailiffs on an annual basis commencing 2010. At the next review incorporate the Council's Equality Policy within the document. Await the substantial new legislation from Government on Enforcement Agents and incorporate this within the code of conduct.</p>		2010	
<b>Audit and Partnerships</b>				
Interview Under Caution, Fraud Investigation, Audit and Partnerships	<p>The Council has a statutory duty to investigate Housing and Council Tax Benefit fraud in line with legislation. Surrey Heath Borough Council is committed to ensuring that it gives the right amount of benefit only to those people genuinely entitled to it. In doing so, the Council is also committed to protecting public funds through its action on fraud.</p> <p>The Investigation Section's Policy and Procedure documents promote a consistent and transparent culture resulting in a balanced, uniform and impartial conclusion being drawn and ensuring that discrimination due to race, gender, disability, sexual orientation, religion or age does not occur.</p> <p>The initial process begins with a standard model letter, the recommended wording as being supplied by the Department of Work and Pensions. The letter contains instruction regarding the use of interpreters, which the Council has a duty to provide. It also confirms that they may be accompanied by legal representation or friend/relative. The Investigation Section's interpreting needs are met by Woking Interpretation Services (WITS) which is a registered</p>	Fraud Investigations Manager		

Equality Impact Assessment	Summary and Actions	Responsible Officer	Target date	Completion Date
	<p>charity run by Woking Borough Council. A leaflet entitled 'Request to attend an Interview Under Caution – what it Means is also included with this letter.</p> <p>In certain circumstances, for example when the interviewee is a juvenile under 18 years or someone mentally disordered, they will be accompanied by an appropriate adult. This is usually a parent/guardian or social/project worker. When required, Surrey Interpreting Agency is used for someone who has speech/hearing impairments.</p> <p>On occasions, at the customer's request, the Investigation Team have carried out formal interviews (IUC's) at the customer's home address. This has usually been when the interviewee has been housebound.</p> <p><b>No actions resulted from the assessment.</b></p>			
<p><b>Access to Services</b></p> <p><b>Actions to improve access to services affecting people within the 6 equality strands will also be included in Business Plans where appropriate.</b></p>				
<p><b>Employment and Equal Pay</b></p>				
<p><b>Ensure the evolving People Strategy conforms with the Equality Policy</b></p> <p>23. Continue to ensure that recruitment procedures use non-discriminatory practices.</p>	<p>The People Strategy has been agreed and development is on – going.</p> <p>The People Strategy has been reviewed and re-</p>	<p>1, 2</p>	<p>HR</p>	<p>December 2007.</p> <p>April 2009</p>

	<p>published.</p> <p>The Council has a Job Evaluation Scheme – scheme based on set criteria to assess at what grade a job should be placed.</p> <p>A statement that ‘Surrey Heath is an equal opportunities employer and applicants are welcome to from all sections of the community’ is included in the Recruitment Pack ‘Further Particulars’ documentation and on the web page.</p>			2007	2007
<p>24. Commitment to establish a fair employment and equal pay policy.</p> <p>Commitment to a flexible working environment where work and home balance requirements are recognised and supported where possible in all areas.</p>	<p>The Council already operates on an equal pay basis. A pay policy review working group has been set up by the Joint Staff Group.</p> <p>A Job Evaluation scheme already operates.</p> <p>The Council also operates fair employment processes such as flexible working hours for staff where services can accommodate such practices.</p> <p>Home working is in place.</p> <p>Training is supplied where appropriate regardless of grade, gender, hours worked etc.</p>	1, 2	HR	March 2007	On-going
<p>25. Commitment to adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants and to produce a standard range of application forms and job descriptions.</p>	<p>The Council has standard application forms with an Equal Opportunities Monitoring Form enclosed. The form is removed when applications are sent for short listing. This will be reviewed as part of the Impact Assessment of the Recruitment process.</p> <p>Equality statement included in Further Particulars</p>	1	HR	Dec 2007	Aug 2008
				March 2007	March 2007

	employment documentation.				
26. Commitment to review the capacity of HR information system to produce ethnic minority, gender and disability monitoring reports on recruitment/applicants, retention, training, grade, promotion, grievances, disciplinary procedures, leavers etc.	<p>Monitoring reports form part of the People Strategy.</p> <p>The Council collects data in order to meet Performance Indicators.</p> <p>The Council is now collecting information on new local indicators to monitor recruitment.</p>	1	<p>HR</p> <p>Policy Officer</p> <p>HR</p>	<p>March 2007</p> <p>on-going</p>	<p>2007, on-going</p> <p>On-going</p> <p>Nov 2006, on-going</p>
27. Aim to recruit workforce representative of the local community	<p>Work toward meeting targets for relevant Performance Indicators relating to the percentage of people with disabilities and ethnic minorities in the work place and also women in higher level posts.</p> <p>The HR Business Plan will include actions to achieve this objective and ensure that all groups are given equality of opportunity within the recruitment process.</p> <p>Include positive images of different groups in the community in Council publications.</p> <p>Recruitment Equality Impact assessment will look at this issue.</p>	1, 2	<p>HR Manager</p> <p>Communications Manager, Heads of Service HR</p>	<p>On-going</p> <p>Jan 2006 on – going</p> <p>Jan 2006 on-going</p> <p>April 2008</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p> <p>Aug 2008</p>
28. Make a commitment to establish mechanisms for responding to harassment on the grounds of race, age, disability, sexual orientation and	The existing Harassment statement is to be updated as part of the People Strategy.	1			Aug 2008

gender – produce a harassment and victimisation policy.					
29. Commitment to develop a programme of staff and member training in equality issues.	<p>Introductory equality and diversity training carried out for MB, HOST, Members, Equality Action Group and officers from priority services in June/July 2006.</p> <p>Training rolled out to all staff in Oct/Nov 2006.</p> <p>Training on how to conduct Impact Assessment training held for officers from priority services July 2006.</p> <p>An E-learning package has been made available as part of the induction process for new staff, which includes an equality and diversity module. This is included in the induction check off list.</p> <p>Equality and Diversity awareness session held as part of the induction process for new Members (all members were able to attend).</p>	1	<p>HR/Policy Officer.</p> <p>HR/Service Heads</p> <p>Committee Administration, Community partnerships and corporate performance</p>	<p>Jan 2007 on-going</p> <p>June 2007 on-going</p>	<p>Completed July 2006</p> <p>Nov 2006</p> <p>July 2006</p> <p>Dec 2007</p> <p>June 2007 - Member induction</p>
30. Contracting/ Procurement	<p>Contracting and tendering arrangements to include appropriate equality measures in new or renewed contracts.</p> <p>The Council's Procurement Strategy includes equality requirements.</p>	2	Legal Services/ Service Heads	<p>On-going</p> <p>Early new year 2007</p>	<p>On-going</p> <p>January 2007</p>

	Equality impact assessment of Procurement to be carried out.		Finance, Community Partnerships and Corporate Performance	June 2009	
<b>Monitoring and Review</b>					
31. Make a corporate commitment to equality self-assessment, scrutiny and audit.	<p>The Equality Action group will be involved in self assessment to assess whether the Council has reached the Achieving Level of the Equality Framework.</p> <p>The Equality Working Group will be monitoring progress in embedding Equality and diversity within the Council.</p> <p>Heads of Service Team will monitor whether actions in the Equality Action Plan have been achieved on a quarterly basis.</p> <p>The Policy and Audit Scrutiny Committee is involved in scrutinising the Council's progress in reaching Levels 1 and 2 of the Standard and receives 6 monthly reports.</p> <p>MB will receive regular half yearly update reports on progress in reaching Levels 1 and 2 of the Standard.</p> <p>Executive receives annual reports.</p>	1, 2	<p>Equality Action Group</p> <p>Equality Working Group</p> <p>HOST</p> <p>Policy and Audit Scrutiny Committee</p>	<p>Aug 2009</p> <p>quarterly</p> <p>Quarterly from August 2007</p> <p>6 monthly reports 2006/07</p> <p>From 2006 half yearly</p> <p>Jan 2007</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p>

	<p>DIALOG consultant (worked with the Council to improve its performance on equality and diversity issues) has also provided scrutiny and audit. Dialog has under taken an assessment to examine performance against the Standard and provided recommendations on how to move forward.</p> <p>Investors in People re-accreditation in November 2006 included Equal Opportunities.</p> <p>Investors in People to be re-assessed in Nov 2009.</p>		<p>Executive DIALOG – Diversity and Districts Programme</p>	<p>on-going</p> <p>Dec 2006</p> <p>Nov 2009</p>	<p>March 2006</p> <p>Nov 2006</p>
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SURREY HEATH BOROUGH COUNCIL

RECOGNISING DIVERSITY

EQUALITY POLICY

The Council recognises diversity and is committed to equality of opportunity.

The Council's aim is that no one is discriminated against either directly or indirectly on the grounds of race, gender, sexual orientation, religion, disability, age or gender re-assignment.

The Council will ensure that, in all its policies and objectives, the principles of equality are clear and transparent.

The Council will work to achieve social inclusion in delivering services and will seek to provide services that reflect the needs and make up of the local community.

As an employer the Council will provide equal access to jobs, as well as to training and development opportunities, for all staff.

*This Equality Policy provides the framework for monitoring and reviewing all services and functions provided by the Council.*

*Key to the achievement of our commitment to equality of opportunity is the development and maintenance of a strategy that ensures the Council recognises, acknowledges and integrates into all its policies and objectives the need to treat all sections of the community fairly and in so doing meets its duties to promote equality.*

## LIST OF COUNCIL FUNCTIONS IN PRIORITY ORDER FOR IMPACT NEEDS AND REQUIREMENT ASSESSMENT

**This priority order reflects areas where there are potential equality issues, the functions listed below will be impact assessed over a 3 year period 2007 – 2010.**

**Priority 1** identifies those areas where there are more likely to be potential equality issues

**Priority 2** lists areas which are important but not the highest priority

**Priority 3** lists areas which are of lower priority.

This list and the assigned priorities will be reviewed annually.

**1 function categorised as Priority 1 below will be impact assessed from each Service in the table from 2007 – March 2008.**

<b>Service Area</b>	<b>Priority 1, 2 or 3</b>	<b>Priority Functions to be Impact Assessed 2007 - 2010</b>
<b>Customer Relations Development</b>	1	Contact Centre
	1	Communications
	2	Elections
<b>Community Services</b>	1	Housing Homelessness Housing Benefits Services for Older and Vulnerable People: a. Meals on Wheels b. Community Alarm Service c. Shopmobility d. Community Transport
<b>Community partnerships and corporate performance</b>	1	Community Fund Applications
	2	Emergency Planning Procurement Community Plan Community Safety
<b>Legal and Support Services</b>	1	HR and Training including: a. Basic data collection b. Welfare of staff and Terms and Conditions c. HR Policies
	2	Corporate Property – Council owned assets/building compliant with DDA Mayoral Events Vehicle Licensing
	3	Committee Services Corporate Management – Member costs Legal Services Payroll Management

		Provided Car Scheme Job Evaluation Office Services
<b>Audit</b>	1	Fraud Investigation
<b>Leisure</b>	1	Arena Leisure Centre Children's Play Schemes and Action Holiday Marketing and Communication Leisure Development Leisure Strategy Conservation Management of Parks and Open Spaces
	2	Museums: a. Displays b. Outreach work with the community c. Shop and Publications d. Education e. Special Events f. Liaison with related groups
<b>Environmental Services</b>	1	Gypsy Site Management
	2	Parking Services – a. Decriminalised Parking Enforcement b. Controlled Parking Zones Environmental Services: a. Food Safety Enforcement b. Health and Safety Enforcement c. Waste Management d. Gypsies and Travellers
<b>Camberley Theatre</b>	1	Public Entertainment Arts Development Camberley Theatre
<b>Built Environment</b>	1	Local Development Framework
	2	Planning: a. Determination of planning applications, b. Appeals c. Breaches of planning control d. Local Land Charges e. Conservation and Historic Buildings
<b>Finance</b>	2	Council Tax

## Schedule of Equality Impact Assessments for October 2008 – March 2010

<b>Service Area</b>	<b>Priority Functions to be Impact Assessed</b>	<b>Start Date</b>	<b>Completion Date</b>
<b>Community Services</b>	Community Services Review	TBC	Sept 2009
	Housing Strategy	Jan 2010	Spring 2010
	Home Choice Allocation Policy	March 2009	May 2009
	Welfare Benefits Take-up	July 2009	Oct 2009
<b>Community Partnerships and Corporate Performance</b>	Community Fund	Dec 2008	April 2009
	CDRP funding criteria	April 2009	June 2009
	Sustainable Community Strategy	March 2009	April 2009
	New Corporate Plan	June 2009	Sept 2009
<b>Support Services</b>	Support Services review (TBC)	TBC	Dec 2009
<b>Legal and Support Services</b>	Probationary policy and procedures	Oct 2008	Completed Nov 2008
	Disciplinary procedures	Oct 2008	Completed Oct 2008
	Staff Allowances	tba	tba
	People Strategy	Late Feb 2009	March 2009
	Grievance/ capability	April 2009	30 April 2009
<b>Audit and Partnerships</b>	Police Move into Council offices	Dec 2008	tbc
	Camberley Town Centre/Atrium	April 2009	June 2009
	London Rd	April 2009	July 2009
	Replacement Strategy for Arena/ Land east of Knoll Rd	tbc	tbc
<b>Arts and Leisure</b>	Action Holiday	Feb 2009	Feb 2009
	Theatre Box office and discounts	Feb 2009	30 April 2009

	Cultural Strategy	May 2009	Aug 2009
	Theatre Review	TBC	Sept 2009
<b>ICT</b>	Accessibility of special ICT equipment staff and members procedure	April 2008	June 2009
<b>Customer Relations Development</b>	Kiosk payments	July 2009	30 Sept 2009
	Heathscene	June 2009	30 Sept 2009
	Elections	July 2009	31 Oct 2009
<b>Environmental Services</b>	Waste Contract	Oct 2008	April 2009
	Gypsies/travellers (tbc)		
<b>Built Environment</b>	Process of determination of planning applications	July (provisional date)	tbc (once resources confirmed)
<b>Finance</b>	Procurement	June 2009	August 2009
	Fees and charges	tbc	tbc

Please contact us if you would like the Equality Scheme in another format such as large print or another language



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