Chorley Council

Draft Equality Scheme
(Incorporating the Race, Gender and Disability Equality Schemes)

December 2006

This information can be made available to you in larger print or on audiotape, or translated into your own language.

Please telephone 01257 515325 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جا سکتا ہے ۔ یہ خدمت استعمال کرنے کیلئے براہِ مہربانی اس نمبر پر ٹیلیفون کیجئے: 01257 515823

Chorley Borough Council Equality Scheme

Contents

Our vision is for a Borough in which inequality ceases to exist and where people from all communities live and work together with mutual understanding and respect. As a community leader, service provider and employer we will work to ensure that everybody is afforded equality of opportunity and good life chances and that our Communities are places where people get on well together and prosper.

As an organisation, which celebrates diversity, we recognise and embrace people's individuality and understand that our customers and employees come from different backgrounds and different circumstances.

This document sets out our approach to mainstreaming equality across the Council. This is a live document which will be developed and updated on an ongoing basis.

If you have any comments on this document or on our approach to equality, diversity and community cohesion generally please contact us by telephoning 01257 515325 or emailing sarah.dobson@chorley.gov.uk

Peter Goldsworthy
Leader of the Council

Donna Hall
Chief Executive

The Vision

1. Our Vision for Equality

This Equality scheme has been developed in response to the duties placed upon us as a Public Body and in order to provide information about the Council's equality-related work. Our approach to equalities is not just about responding to legislative and statutory requirements but also providing the leadership to ensure the needs and concerns of all of our communities are addressed and that everybody living in our communities and using our services is afforded equality of opportunity and outcome.

Delivering Equality is central to all that we have set out to achieve as an authority. The Chorley Community Strategy sets a priority for the Borough of reducing pockets of inequality. This priority has been reflected in the Council's Corporate Strategy, which drives all that we have set out to deliver with a commitment to improve equality of opportunity and life chances.

In delivering this objective a series of measures and key actions will be identified, which will be cascaded into Directorate Business Plans and individual performance and development reviews to ensure that we are achieving those things the people of Chorley have told us are important to them.

We will work in partnership with other bodies across the borough in a community leadership roll to ensure that Equality and Diversity outcomes are delivered and to ensure that everybody is offered equality of opportunity. We are also committed to ensuring that equality is a key consideration in delivering the Corporate Strategy and recognise that by enabling everybody to achieve their full potential we will be more successful in delivering for our communities.

The Council's Strategic Priorities

1. **Put Chorley at the Heart of Regional Economic Development**
2. **Improving Equality of Opportunity and Life Chances**
3. **Get People Involved in their Communities**
4. **Improved Access to Public Services**
5. **Develop the Character and Feel of Chorley as a good place to live**
6. **Ensure Chorley Borough Council is a performing organisation.**

This Equality Scheme builds upon the Race Equality Scheme, as introduced in November 2003 (and updated in 2005). Specific Race actions are already incorporated into individual Directorate Business Plans.

Given the new duties that are introduced for Disability and Gender, our recognition that policy decisions can impact on different sections of the community, and the need to tackle a range of inequalities in key public services we have determined that the duties should be addressed within a single document, whilst at the same time recognising that there will be distinct elements on the grounds of race, disability and gender.

This equality scheme has been developed as the framework for our work to ensure equality and to provide information about how we will deliver this commitment.

This scheme has been developed with the help and involvement of members of the public and Council staff. We see this scheme as an evolving plan which must continue to be responsive to local needs and concerns. We welcome your interest

and comments on the contents of this scheme.

We will also ensure that Equality Impact Assessments appear in the appropriate Directorate Business Plans as a means of addressing equality and diversity considerations in all that we do.

Chorley- a place of Equality
(contextual information about the Borough)

Chorley Borough is located in the part of northwest England where southern Lancashire adjoins Greater Manchester. The Borough extends to about 205km^2 (approximately 80 square miles).

The 2001 census indicated that the total population of the Borough is 100,449. The proportion of people in the Borough belonging to an ethnic group other than white is 2.1%. The largest minority ethnic group in the Borough is Indian (0.39%), closely followed by Pakistani (0.33%) and Chinese (0.31%). The full census results for minority ethnic groups in the Borough are shown in the table below:

Ethnic Group	% of Population of Chorley
Mixed: White & Black Caribbean	0.25
Mixed: White & Black African	0.06
Mixed: White & Asian	0.16
Mixed: Other	0.12
Indian	0.39
Pakistani	0.33
Bangladeshi	0.05
Other Asian	0.06
Caribbean	0.21
African	0.05
Other Black	0.02
Chinese	0.31
Other Ethnic Group	0.09

- 49.7% of the population of the Borough is male, and 50.3% female.

- 18.5% of the population recorded that they had a limiting long-term illness in 2001. 49.2% of these residents were of working age.

Equalities issues are enshrined in the Best Value process, and form part of Best Value Reviews. It is intended that further mainstreaming will occur as equality issues are an integral part of the business planning and performance management processes.

Chorley Borough Council is committed to ensuring that the commendations contained in the Statutory Codes of Practice relating to the Acts are adhered to.

Chorley Council- Improving equality of opportunity and life chances

The Council has been commended for its approach to Equality, Diversity and improving access to services.

"Providing access to information and services and a good Customer experience is a major priority of the Council. Its success is reflected in an inspection assessment of a three star approach to Customer Access and User Focus that has excellent prospects for improvement"

"Strong visionary leadership is placing Customers at the heart of planning and service delivery; a good range of access channels fit well with local needs including well developed electronic access, and a modern one stop shop with excellent facilities. This has substantially improved the service to customers"

"The minority ethnic population is growing and the Council is building a good level of engagement with Community representatives developing it's understanding of the cultural issues that can create barriers to access and take up of services"

Audit Commission
Direction of Travel 2005

Chorley Council- Improving equality of opportunity and life chances

How we will meet our specific duties

3. How we will meet our specific duties.

The are two principle reasons that Chorley Council has produced this scheme:

i) to inform the public about what we are doing and what we plan to do to reduce inequalities and promote good relations in the Borough

ii) to meet the specific duties of the Race Relations Act 1976, The Disability Discrimination Act 2005 and The Equality Act 2006. (the Acts)

Legislative requirements around Race, Disability and Gender provide standards for all public bodies to work to and a valuable common framework for action against which progress can be measured and benchmarked.

In response to the legislative duties under the Race Relations Act 1976, The Disability Discrimination Act 2005 and The Equality Act 2006. (the Acts) placed upon the Council we will specifically address the following points:

Race
   a) Eliminate unlawful racial discrimination
   b) Promote equality of opportunity
   c) Promote good relations between persons of different groups

Disability
   a) eliminate unlawful discrimination;
   b) promote equal opportunities;
   c) eliminate disability related harassment;
   d) promote positive attitudes towards disabled persons;
   e) encourage participation by disabled persons in public life.

   f) take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons.

Gender
   a) to eliminate unlawful discrimination and harassment
   b) to promote equality of opportunity between men and women

This Equality Scheme will:
- State the functions and policies that have been assessed as being relevant to the general duty to promote equality in relation to Race, Gender and Disability,
- Set out the arrangements for meeting the duty by:
  - Monitoring policies for any adverse impact on the Race, Disability or Gender
  - Assessing and consulting on the likely impact of proposed policies on Race, Disability and Gender considerations,
  - Publishing the results of assessments, consultation and monitoring
  - Making sure that the public have access to information and services
  - Involve the those directly impacted up by the scheme in its production
  - Delivering Staff training

This document describes how the Council will meet the requirements of the Race, Gender and Disability duties in all respects.

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The relationship of the general duty to the specific duties set out in the Acts

The specific duties are a means to an end, that is, the means by which the Council will ensure it meets its obligations under the duties.

This Equality Scheme that sets out how the council intends to meet the general duty and other specific duties to promote Race, Disability and Gender Equality.

The Council will also, in line with the requirement the Acts prepare for the extension of the Scheme, and undertake to examine its policies and service delivery in as much as they affect Race, Disability and Gender. This is also a requirement of the Equality Standard for Local Government. The Council currently meets Level 1 of this standard and has stated its ambition to reach Level Three by 2009.

The Government's proposed Commission for Equality and Human Rights may extend the duties placed upon us as a Public Body into other areas and we are aware of the need to be proactive in tacking emerging agendas.

How we will monitor our progress in delivering our vision for equality

To really progress our work on equality, we need to ensure that we measure our performance with the same rigour as we do other aspects of service provision.

The Equality Standard for Local Government

Our key tool to measure our progress in mainstreaming equality is the Equality Standard for Local Government which consists of five levels

- Level 1: Commitment to a Comprehensive Equality Policy

- Level 2: Assessment and Consultation

- Level 3: Setting equality objectives and targets

- Level 4: Information systems and monitoring against targets

- Level 5: Achieving and reviewing outcomes

Progress against this is agreed by Cabinet and reported in the Performance Agreement. We currently meet Level One of the Equality Standard and have committed to achieving Level Three by March 2009.

How the Council Monitors Progress

The Executive Cabinet develops and implements policy on behalf of the Council. All major policies and projects that are taken to Cabinet detail the equality implications of what is being proposed.

The Equality and Diversity Group, chaired by the Director of Policy and Performance, maintains an officer oversight of objectives and target setting

in all Directorate equality action plans, and will review corporate targets. This group will be accountable for ensuring implementation of the Councils Equality Scheme and will monitor and drive our attainment around the equality standard. This group provides a link to the Strategic Management Team of the Council.

Each Directorate has an Action Plan, as outlined in this document which sets out the key actions to be taken to address Equality Objectives.

The Council also leads a Community Cohesion Diversity Incidents Monitoring Panel, which seeks to deliver integrated Multi Agency solutions to Harassment and hate crime and to develop a proactive approach to addressing issues of Community Cohesion across the Borough .

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Equality Impact Assessments

5. Equality Impact Assessments

As a major employer in the Borough with responsibility for key public services, the Council must ensure that it is effectively delivering equality and promoting Diversity within the policies and functions for which it has lead responsibility. In order to do this we will take the following steps:

Step One: The Council will assess each function/policy for its relevance to the general duty (high/medium/low), at least every three years in relation to Race, Disability and Gender

Step Two: The Council will establish the priority (high/medium/low) for the Council and its customers of each function/policy, in relation to Race, Disability and Gender

Step Three: Each function/policy will then be assessed, using the Council's Equality Impact Assessment Framework and Guidance, according to the following timetable:

> ➤ Any function/policy classed as being of High relevance and/or High priority in relation to Race, Disability and Gender will be reviewed by 31 May 2008.

> ➤ Any function/policy classed as being of Medium relevance and/or Medium priority in relation to race and/or gender and/or disability will be reviewed by 31 May 2009.

In addition to the review of existing policies/functions described above, EqIAs are also carried out for any new policy/function or the amendment of an existing one, where the relevance has been classed as High or Medium with respect to Race, Disability or Gender

There are 2 levels of Equality Impact Assessment: initial/screening assessment and full Equality Impact Assessment. An initial/screening EqIA is a tool for deciding whether more detailed analysis needs to be undertaken. If there is a negative or differential (likely negative or positive impact will be greater for one target group than another) impact in terms of race and/or gender and/or disability, or not enough knowledge available to make an informed judgement, a full Equality Impact Assessment would need to be undertaken.

A full Equality Impact Assessment is a substantial exercise, involving more detailed analysis of the initial assessment, and involving consultation with the target groups that may be affected and other relevant consultation e.g. with existing/potential service users, Citizens' Panel, other Directorates, Corporate Diversity Group. Following a full Equality Impact Assessment, an action plan should be drawn up, to minimise negative and maximise positive impacts.

Step Four: If a policy/function would have a negative effect on any of the target groups, the Council will consider alternatives that may more effectively promote equal opportunity, or put measures in place to reduce/eliminate the likely negative impact.

Step Five: The results of all Equality Impact Assessments will be considered and quality checked by the Corporate Diversity Group. The results of this Quality Assurance procedure will feed into any review of the Equality Impact Assessment and will inform the decision to be made as to whether to pursue to a full Equality Impact Assessment

Step Six: Initial Equality Impact Assessment results will be published as part of the report for proposing change, and the results of a full EqIA should be published in its own separate report.

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Staff training in EqIAs has been delivered to all Senior and Middle Managers within the authority and we will continue to deliver training to meet needs on an ongoing basis.

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The Council as an employer

6. The Council as an Employer

The Human Resources Directorates is responsible for the development, maintenance and management of the implementation of the corporate Human Resource Strategy including issues relating to equality and diversity.

All Human Resource based policies are reviewed and developed with due consideration to the implications to legislation and best practice related to race, gender and disability along with other equality and social inclusion issues.

The Council is committed to the development of a Corporate Equality Plan (CEP), which will underpin a community cohesion aimed at meeting a number of objectives including The Equality Standard for Local Government. Meeting some aspects of the standard has direct implications specific to the Acts

Monitoring Equality in Employment

The Council recognises its specific and general duties under the Acts, in relation to our arrangements for monitoring of employees and potential employees. It will build into its systems the facility to record and monitor the following (although some aspects of this are already being monitored):

- Monitor the ethnicity, gender and disability of employees broken down by grade;

- Monitor the ethnicity, gender and disability of employees applying for and achieving promotion;

- Monitor the ethnicity, gender and disability of employees applying for and receiving training;

- Monitor the ethnicity, gender and disability of job applicants.

Although it does not currently, the Council will also move towards equality monitoring and analysing data and information arising from:

- Performance Reviews (where there is benefit or detriment);

- Bullying and harassment cases;

- Disciplinaries;

- Exit interviews;

- Grievances

The Council will collate and publish statistical information resulting from equality monitoring on an annual basis.

Current Equality in Employment

Current monitoring includes collation and analysis of our workforce statistics and employment applications by ethnicity, disability and gender based on the census categories.

In connection to the data prepared for Best Value Performance Indicators, the Council is required to report a breakdown of the workforce by ethnicity, gender and disability. Analysis of this information provides an indication of any potential positive action measures that may be required.

To establish whether the Council's workforce is representative of the local community, the statistics below are monitored. The workforce at March 2005 is compared with Chorley's local population as per the 2001 Census as follows:

*economically active people from ethnic minority communities in the local authority area.

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**economically active people in the local authority area who have a disability - this statistic is calculated using ' limiting long term illness' as a proxy for people with disabilities

Group	% of local population	% of total workforce
Black Ethnic Minorities	1.95%*	1.37%
Meeting the Disability Discrimination Act 1995	15.09%**	3.52%
Female	50.25%	**47.36%**

The Human Resources Directorates can provide statistical information related to the number of applications they receive, which are broken down by the equality target groups.

Future Monitoring in Employment

An integral aspect of this Equality Scheme is to develop our systems to meet the specific duties under the Act and to encourage best practice in order to produce effective management information.

Future monitoring will include developing our systems procedures to widen race, gender and disability monitoring to those areas where it does not currently exist. In particular, the Council will include monitoring in relation to religion and sexual orientation.

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The Council as a service provider

Monitoring in Service Provision

Monitoring procedures must be in place, covering relevant existing and new policies and functions to:

- Measure effects on race, gender and disability
- Check whether there are differences between race, gender and disability judged according to agreed criteria
- Assess whether these differences have an adverse impact on a particular group

Systems to collect and analyse data will be established in every Service Directorates in order to ascertain the extent of the above. If any adverse impact is found then the reasons for it will be investigated, and policies and procedures may be revised accordingly. The four main methods of monitoring may be:

- Ongoing contact, measuring people's experiences over a period of time of the processes that are used to deliver services
- Episodic contact, where contact is fairly limited, short term or occasional, for example applying for a planning application
- Usage – where profiles of service use and users are drawn up
- Satisfaction and complaints, using or enhancing the use of the complaints, comments or compliments' procedure already in place

Reporting will be via Business Plans, with planned periodic updates to Member Committees in accordance with the existing business planning process.

Dealing with complaints

The Council has in place a formal complaints procedure for dealing with complaints from members of the public. Embedded in the procedure, and stated clearly in our publicity leaflets, is a

recognition that a valid complaint can occur if a member of the public feels that they have been treated differently by the Council or by one of its employees because of their race or other social grouping. The procedure has recently been enhanced to collect data about the ethnic origin; gender and disability of the complainant and monitoring arrangements are currently being set up.

Telling the public about our Equality Progress

Details of the Council's progress in respect of equality will be published annually in the Performance Agreement, which is published on the Council's web site.

Targets and Performance Indicators

The Council currently meets Level One of the Equality Standard for Local Government (a national Best Value Performance Indicator (BVPI) – more details at www.lg-employers.gov.uk). Progress against the standard will be reported annually in the Performance Agreement (BVPI2a). Progress against the Best Value Performance Indicator 2b, the duty to promote race equality, is also reported in the Performance Agreement, the current figure (2004/05) being 79%. Other BVPIs, together with targets, relating to equal opportunities in employment, are also included in the plan.

Roles and Responsibilities

Members and Chief Officers are ultimately responsible for ensuring that equality and diversity principles are included in all functions of the Council. Operational responsibility for the Corporate Equalities Plan and Equality Scheme is co-ordinated by the Policy and Performance Directorate with the Human

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Resources Directorate responsible for Equalities in Employment.

The Corporate Diversity Group includes senior officers from each Directorate and is responsible for monitoring the implementation of the Plan and Scheme. The implementation of equalities policies is part of the Business Planning process.

Staff training

Ultimately all employees and Members of the Council have an individual responsibility for Equality and Diversity and promoting good race relations. Any identified training needs will continue to be identified via the Performance Management process. Corporate requirements for all employees and Members will continue to be identified at this level, through the Corporate Diversity Group and the Member Development Steering Group.

Access to Information and Services

8. Access to information and services

The Council ensure that its information and services available to everyone and will proactively seek to address barriers to services and particpation.

Service Managers will need to:

- Consider access to information and services when they assess their functions

- Consider whether poor use of a service is because people do not have enough information

- Consider whether the information is sufficiently available and take steps to improve it

- Monitor the use of information and ensure staff have sufficient skills to deal with all clients

The Council has already put in place some measures to make its information and services available to minority groups:

- The establishment of a telephone service for Urdu and Gujurati speakers, through which it is possible to access any service provided by the Council.

- The establishment of a link on the Council's website to ensure that those who do not speak English as a first language are able to access the Council's services through this channel.

- Translated straplines are included on all Council mailings, which make provision for the translation of any information produced by the Council.

- A strapline included on all Council mailings offers to provide any information in large print or on audiotape on request.

- A Community Cohesion working group has been established; this group is currently developing a community profile that will help the Council and its partner agencies identify need, and target action where it will be most effective.

- All directorates have outlined, in their business plans, a commitment to working to ensure equal access to services and to consistently challenge the way that they do things, in order to ensure continuous improvement in this area. This commitment is to be monitored through individual business plans and through the Council's diversity risk register (to be maintained by the Corporate Diversity Group).

- An evening session for the local Black and Minority Ethnic community has been held to promote the Council's 'One Stop Shop' and collect ideas on improving access to services.

- The Council's website meets the WAI-AA WCAG 1.0 standard as set by W3C.

- Work is underway to ensure that data collected about the ethnic origin, gender and disability of complainants to the Council is monitored and used to inform the way the Council operates, and to ensure that our services are accessible and responsive to the needs of all our customers.

- All housing leaflets are translated into a number of different languages including Urdu, Gujurati and Bengali. Housing Services monitors the satisfaction rates of ethnic minority groups specifically, and benchmarks this against other satisfaction rates, using the data to inform their work.

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- The Council is currently conducting an overarching review of the way in which its housing services are delivered, and housing issues for minority groups will form a part of this review.

- We have delivered a project which ensures that burial services meet the needs of the Black and Minority Ethnic community, including an extension to Chorley cemetery.

- A specific team in Benefits has been established to take forward work in relation to take up and customer involvement, and is committed to developing the services further to ensure equality of access. The Council's translated strapline has been added to the Benefits claim form and there is now a system to 'flag up' customers needing translation services, where we are made aware of this need. In addition, there are links on the website to benefits information in other languages. There is also a monthly telephone survey of 1% of customers, in which they are asked how accessible they found the offices and service. The results are then fed back to the customer involvement team.

- There is a requirement in the new Indoor Leisure contract for the contractor to agree targets for participation, including take up by people from minority groups, and to achieve an agreed level of the Equality Standard.

The Equal Opportunities policy addresses the issues relating to access to services, although actions to be considered, initially via the Corporate Diversity Group, include further consultation, providing outreach services and taking positive action in accordance with the Race Relations Act 1976

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Consultation, Involvement and Communication

9. Consultation, Involvement and Communication

A crucial aspect of service improvement is consultation and the development of different groups of service users. We have in committed to ensuring that our consultation is increasingly useful in enabling us to respond to the needs, concerns and aspirations of our communities.

Consultation on the draft Equality Scheme took place through departmental equalities groups for the first revision in 2002. Consultation for the second revision took place through the Corporate Diversity Group, Directors, the Local Strategic Partnership, the Disability Forum, the Ethnic Minorities Consultative Committee, the Muslim Welfare Society and the Asian Women's Forum. Further consultation and communication is outlined below. Consultation and involvement in relation to the present draft took place during 2006 and the process and outcomes are documented at appendix 1.

The Equality Scheme will be published on the Council's website –. Copies will also be available from the Council's One Stop Shop and all reception areas. Alternative formats will be available on request. Annual reviews of the Equality Scheme will be published in the Best Value Performance Plan.

Feedback on the plan is welcomed through the Corporate Diversity Group. Specific questions may be included via the Citizen's Panel or Best Value Review and other forms of consultation.

We will look at ways of working in conjunction with other public bodies to deliver the sections of our Equality Scheme that overlap.

The Team Briefing process will be used to inform staff about equalities issues and feedback will be welcomed. Where appropriate, the internal newsletter and

theloop (intranet) will be used to publish occasional articles.

Different methods of communication, appropriate to the circumstances and the needs of the customer may be used to provide information to Customer or obtain feedback about our services. We are aware that an inclusive approach to our services extends beyond communication and into service delivery.

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Equality Action Plans

Action Plans

Delivering Equality: Whose Responsibility?

Ultimate responsibility for the achievement of the equality goals and objectives rests with the Council's Executive, which provides strategic direction on Equality issues. The Deputy Chief Executive and Director of Policy and Performance are the senior officers charged with delivering Equality Objectives.

We will embed equality objectives in all that we deliver and the importance afforded to this activity is reflected in the inclusion of Improving Equality of Opportunity and Life chances in the Corporate Strategy the key strategic driver for the authority.

Responsibility for the delivering of services which meet the needs of all of our Customers and Communities and are inclusive lies with the Council's Directors, Service Managers and Staff and a framework for Corporate and service specific equality action is detailed below.

We will ensure that the actions listed below are delivered through inclusion in Directorate Business Plans and careful monitoring.

Chorley Council- Improving equality of opportunity and life chances

Corporate Objectives for all Departments to introduce

	Action	Intended Outcome	Lead Person	Timescales
1.	To introduce appropriate monitoring arrangements in relation to race, gender and disability for the take up of services	Better baseline data on customer profile which will lead to better planning.	**Lesley-Ann Fenton**	
2.	To contribute to the corporate consultation strategy	Better able to respond to the needs to diverse groups	**Lesley-Ann Fenton**	
3.	To ensure that all directorates review literature and communications to ensure that appropriate formats are being used and to ensure that different languages and formats are available	Better able to communicate with all members of the public	**Lesley-Ann Fenton**	
4.	To communicate to staff and the public the arrangements that are in place in order to obtain literature in different languages and formats	Raise staff and public awareness of available facilities	**Lesley-Ann Fenton**	
5.	To conduct equality impact assessments on all policies	Better and more inclusive policy making	**All Directors**	
6.	To ensure that all relevant staff are trained and brought up to speed on equality and diversity issues and the provisions of the equality scheme	Increased staff awareness and confidence to include equality and diversity in all that they do	**Lesley-Ann Fenton**	
7.	For all actions identified in this scheme to be included within the business plans of each Directorate	Equality becomes mainstreamed across the Council	**All Directors**	

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Individual Directorate Equality Actions

Service: Policy and Performance

Action	Intended Outcome	Lead Person	Timescales
1. To develop a corporate standard for Council Letters and literature which is accessible to all and introduce across the Council	More accessible communications across the Council	**Lesley-Ann Fenton**	**March 2007**
2. To monitor the complaints by the race, gender and disability to ensure that no groups of people are not disproportionately affected by service failure.	Baseline information on profile of complainants	**Lesley-Ann Fenton**	**March 2007**
3. To continually review access issues for disabled people to Council buildings and services in consultation with disabled groups	Improved accessibility for disabled groups	**Lesley-Ann Fenton**	**Ongoing**

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4. To ensure that there is an effective communications strategy to ensure that those who may use the service are aware that the Council is able to produce literature in different formats and languages	Increased awareness of availability of different formats and languages across all customers	**Lesley-Ann Fenton**	**March 2007**
5. To ensure that the consultation strategy includes equality target groups	Equality Target Groups are included in all consultation initiatives	**Lesley-Ann Fenton**	**March 2007**
6. To make sure that all venues used for consultation purposes cater for the needs of people with disabilities.	To encourage all Council employees to use accessible venues, improve accessibility of consultation events	**Lesley-Ann Fenton**	**Ongoing**
7. To develop networks/ mechanisms for sharing learning on equality issues with neighbouring authorities.	Best Practice is being shared across all the region	**Lesley-Ann Fenton**	**Sept 2007**
8. To submit quarterly monitoring reports to management and Overview and Scrutiny Committee.	Progress against actions are being monitored	**Lesley-Ann Fenton**	**Ongoing**

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Service: Information, Communications and Technology

Action	Intended Outcome	Lead Person	Timescales
1. Review the ICT procurement strategy to ensure that it takes account of Race, Gender and Disability Issues.	Procurement Policy which delivers accessible services	**Tim Murphy**	**Sept 2007**
2. Ensure that regular liaison with customer services takes place so that awareness of barriers, in relation to Race, Gender and Disability, to services can be better identified and solved through the use of ICT.	Increased awareness of where barriers exist and where ICT can be used to overcome the barriers	**Tim Murphy**	**Ongoing**
3. To work with the website manager to ensure that an annual consultation takes place in order to ensure that the website is accessible in relation to the Equality Target Groups	Improved accessibility of website	**Tim Murphy**	**Annually**

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Service: Development and Regeneration

Action	Intended Outcome	Lead Person	Timescales
1. Review the take up of the adaptations for disabled persons grant to ensure that it is being proportionately administered	Ensure proportionality in take up of grant	**Jane Meek**	**Sept 2007**
2. Review the implementation process for adaptations taking place to ensure that the system is as efficient as possible	Improved efficiency in implementing adaptations	**Jane Meek**	**Sept 2007**
3. Ensure that the Housing Strategy is fully cognisant of the new Statutory Code of Practice on Racial Equality in Housing	Compliance with good practice	**Jane Meek**	**March 2007**

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Service: Development and Regeneration

Action	Intended Outcome	Lead Person	Timescales
1. To ensure that all planning applications comply with the requirements of the Disability Discrimination Act and building regulations	Compliance with best practice and legislation	**Jane Meek**	**March 2007**
2. To review the planning application process to ensure that it is accessible in relation to race, gender and disability at all stages of the processes	Planning process is accessible to all equality target groups.	**Jane Meek**	**March 2007**
3. To ensure that Equality Target Groups are involved in the consultation process	Views from Equality Target Groups are included in consultation exercises	**Jane Meek**	**March 2007**

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Service: Customer, Democratic and Legal Services

Customer Services

Action	Intended Outcome	Lead Person	Timescales
1. To forward the monitoring data collected by the service to Service Directorates to help them plan their services to meet the needs of people based on their gender and/or disability.	Better data on race, gender and disability for service directorates to enable them to better plan to meet the needs of equality target groups	**Andy Docherty**	**Sept 2007**
2. To seek regular meetings with Service Delivery Directorates for exchange of information. For example, changes in legislation affecting people with disabilities, housing provision for people with different needs.	Better information for Service Directorates	**Andy Docherty**	**March 2008**
3. To have representatives of the race, gender and disability interests represented on Chorley Borough Council's Customer Focus Group to share their views and concerns about the Council's services.	The views of equality target groups are incorporated into service planning for the Customer Services	**Andy Docherty**	**March 2007**

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4. To conduct an annual review of technology available (in conjunction with disabled groups) to ensure that we are communicating effectively with all and in particular disabled customers for example those who wish to use Textphone facilities.	Improve accessibility of communications with the equality target groups	**Andy Docherty**	**Annually**
5. To continue to design services to meet the needs of the equality target groups	Improved accessibility for equality target groups	**Andy Docherty**	**Ongoing**

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Action	Intended Outcome	Lead Person	Timescales
1. To ensure that an induction loop is installed in the Council Chamber and the Lancastrian Suite	Improved communications for people who are hard of hearing	**Andy Docherty**	**March 2007**
2. Review committee rooms in consultation with disability groups to identify if any actions need to take place to improve accessibility	Improved accessibility of committee rooms	**Andy Docherty**	**March 2007**
3. Review polling stations for accessibility in conjunctions with disability specialists	Improved accessibility of polling stations	**Andy Docherty**	**March 2007**
4. Explore whether it is possible to breakdown the profile of voters	Improved data on profile of voters and therefore if any action needs to take place to address any identified gaps	**Andy Docherty**	**March 2007**
5. Ensure that voter registration form is available in different formats	Improve accessibility of voter registration forms	**Andy Docherty**	**March 2007**
6. Promote and monitor the Freedom of Information Act issues to all sections of the community, including equality target groups	Ensure that all equality target groups are aware of and able to use the rights conferred by the Freedom of Information Act	**Andy Docherty**	**March 2008**

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Service: Streetscene, Neighbourhoods and Environment

Action	Intended Outcome	Lead Person	Timescales
1. To include equality monitoring questions on customer feedback form and then review the customer feedback questionnaire in order to identify the specific needs of people by race, gender and disability.	Equal satisfaction of services across all equality target groups	John Lechmere	March 2007
2. To review the assisted bin collection scheme to ensure that it is being appropriately and efficiently utilised	Better targeted resources	John Lechmere	March 2007
3. To develop an action plan to in consultation with equality target groups to meet their identified needs	Better able to meet the needs of equality target groups	John Lechmere	March 2008
4. To provide a briefing session for the Contact Centre staff so that they are fully aware of the services delivered by Streetscene.	Customer Contact centre staff better aware of services provided by Streetscene	John Lechmere	March 2007

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Service: Housing Services

Action	Intended Outcome	Lead Person	Timescales
1. To review and develop an equalities policy in rented housing in accordance with relevant Codes of Practice in relation to race, gender and disability	Better targeted policies to meet the needs of race, gender and disability	**Steve Lomas**	**March 2007**
2. To identify and monitor the specific data and needs of tenants from different racial, gender and disability backgrounds in order to provide appropriate tenant support service.	Better baseline data and information in relation to race, gender and disability	**Steve Lomas**	**March 2007**
3. To review Antisocial Behaviour Policy to ensure it includes the procedure for dealing with action that relates specifically to people from different gender and disability groups. (The Racial Harassment Policy already covers Race).	More inclusive policy	**Steve Lomas**	**March 2007**
4. To review and monitor performance against Housing Strategy action plan targets.		**Steve Lomas**	**March 2007**
5. To continue to manage performance through corporate Best Value Performance Plan.		**Steve Lomas**	**March 2007**

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Service: Leisure and Cultural Services

Action	Intended Outcome	Lead Person	Timescales
1. To conduct a thematic Equality Impact Assessment based on two themes - access and promotion in all areas and develop specific action plans in relation to race, disability and gender.	Identify gaps in service provision and take action to remedy gaps.	**Jamie Carson**	**March 2007**

Service: Human Resources

Action	Intended Outcome	Lead Person	Timescales
1. Develop specific action plans to meet specified targets in relation to race, gender and disability in terms of employment	More representative workforce	**Lorraine Charlesworth**	**March 2008**
2. Add equality monitoring questions to customer satisfaction surveys	Better data in relation to customers	**Lorraine Charlesworth**	**March 2008**
3. Introduce monitoring arrangements for the Harassment and Bullying Policy and Grievance and disciplinary policies	Better data in relation to race, gender and disability and Harassment and Bullying etc	**Lorraine Charlesworth**	**March 2008**
4. Develop an appropriate staff forum ensuring that the there is appropriate representation in terms of race, gender and disability	Effective staff consultation including views and opinions on race, gender and disability	**Lorraine Charlesworth**	**March 2008**
5. Explore the possibility of ensuring that members receive appropriate equality and diversity training.	Better informed decision making, increase awareness amongst members of equality and diversity issues	**Lorraine Charlesworth**	**March 2008**

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Timetable for Review

Each function/policy will be assessed, using the Council's Equality Impact Assessment Framework and Guidance, according to the following timetable:

Any function/policy classed as being of High relevance and/or High priority in relation to race and/or disability and/or gender will be reviewed by 31 May 2008.

Any function/policy classed as being of Medium relevance and/or Medium priority in relation to race and/or disability and/or gender will be reviewed by 31 May 2009.

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Chorley Borough Council Equality Scheme Relevance Review 1 June 2005 to 31 May 2008

Function / Policy	Race		Disability		Gender	
	Relevance	*Priority*	*Relevance*	*Priority*	*Relevance*	*Priority*
Customer, Democratic and Legal Services						
Customer services	H	H	M	H	M	H
Civic Buildings	L	H	H	H	L	H
Member/ committee Services	H	M	H	M	H	M
Elections	H	H	H	H	M	H
Electoral Registration	H	H	H	H	M	H
Mayoral	M	L	M	L	M	L
Overview and Scrutiny	H	M	H	M	H	M
Lancastrian Suite	H	H	H	H	L	M
FOI and DPA	L	M	L	M	L	L
Information Management	L	L	L	L	L	L
Complaints Procedure	M	M	M	M	L	L
Licensing Act 2003	H	H	H	H	L	L
Other Licensing including Hackney and Private Hire	H	H	H	H	L	L
Whistleblowing	M	M	M	M	M	M
Corporate Procurement Strategy	M	M	M	M	L	L
Development and Regeneration						

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Function / Policy	Race		Disability		Gender	
	Relevance	Priority	Relevance	Priority	Relevance	Priority
Economic Development						
Business Assistance	M	M	M	M	L	L
Inward Investment Promotion	L	M	L	L	L	L
Town Centre Support	M	M	L	L	L	L
Regeneration						
Countryside Management	L	L	M	L	L	L
Derelict Land Reclamation	L	L	M	M	L	L
Nature Reserves	M	L	M	L	L	L
Environmental Enhancement - Urban	L	L	M	M	L	L
Environmental Enhancement - Rural	L	L	M	L	L	L
Heritage Conservation	M	M	M	M	L	L
Town Centre Strategy	M	M	H	H	M	L
Transport	M	M	H	H	M	M
Planning Services						
Building Control	M	L	M	M	L	L
Planning Policy	M	M	M	M	M	M
Housing Strategy						
Housing Renewal Grants	M	M	M	M	M	M
Adaptations for Disabled Persons	H	H	H	H	L	L
Low Cost Housing	H	H	H	H	H	M
Housing Strategy	M	L	M	L	M	L
Homelessness	H	H	H	H	H	H

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Function / Policy	Race		Disability		Gender	
	Relevance	Priority	Relevance	Priority	Relevance	Priority
Finance						
Benefits Service and associated policies	H	H	H	H	L	H
Access to Information	H	H	H	H	L	L
Collection of Debts	L	H	L	H	L	H
Concessionary Travel	L	L	H	H	L	L
Financial Systems Strategy	L	H	H	H	L	H
Financial Strategy	L	H	L	H	L	H
Anti-Fraud and Corruption	L	H	L	H	L	H
Exchequer Services	H	H	H	H	L	L
Payroll	L	M	H	M	L	M
Housing Services						
Council House Rents	L	L	L	L	L	L
Council House Allocations	H	L	H	L	H	L
Cotswold Homeless Hostel	H	M	H	M	H	M
Sheltered Housing Schemes	M	L	M	L	M	L
Repairs and Maintenance	M	M	M	M	M	M
Tenant Support Services	M	M	M	M	M	M
Lifeline Units	L	L	H	H	L	L
Tenant Participation	H	H	H	H	L	L
Tenant Relation Service	H	H	H	H	M	L

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Function / Policy	Race		Disability		Gender	
	Relevance	Priority	Relevance	Priority	Relevance	Priority
Housing Business Plan	M	L	M	L	M	L
Domestic Violence	H	H	H	H	H	H
Proposed Housing Stock Transfer	H	L	L	L	L	L
HR						
Absence	L	H	M	H	L	H
Alcohol and substances Policy	L	H	L	H	L	H
Bullying & Harassment	H	H	H	H	H	H
Capability Policy	M	M	M	M	M	M
Change Management	L	L	L	L	L	L
Disciplinary	L	H	L	H	L	H
First Aid Payments	L	L	L	L	L	L
Flexible Working	L	M	H	H	L	H
Flexitime	L	M	L	M	L	M
Grievance	H	H	H	H	H	H
Grievance for Leavers	M	M	M	M	M	M
Information & Consultation	M	L	M	L	M	L
Maternity	L	L	M	L	H	M
Maternity Support & Paternity Leave	L	L	M	L	H	M
Parental Leave & Adoption	L	L	M	L	H	M
Redundancy	L	H	L	H	L	H
Special Leave	L	L	M	L	M	L

Function / Policy	Race		Disability		Gender	
	Relevance	Priority	Relevance	Priority	Relevance	Priority
Stress Guidelines	L	H	L	H	L	H
Whistleblowing	L	M	L	M	L	M
V time (Flexible working with option to return to existing hours	L	L	L	L	L	L
Agency Staff	L	L	L	L	L	L
Annual Leave	L	L	L	L	L	L
Casuals	L	L	L	L	L	L
Code of Conduct for employees	H	H	H	H	H	H
Diversity & Equality	H	H	H	H	H	H
Induction Pack	L	L	L	L	L	L
Internet and e-mail acceptable use policy	L	L	L	L	L	L
Recruitment and Selection Code of Practice	H	H	H	H	H	H
Relocation Scheme	M	L	M	L	M	L
Reward and Recognition	H	L	H	L	H	L
Travel and Subsistence	L	L	L	L	L	L
Work Life Balance Policy	M	H	M	H	M	H
ICT Services						
Desktop ICT support	L	L	L	L	L	L
Business Process Transformation Support	M	L	M	L	L	L
Project Support	L	L	L	L	L	L
Telephony Provision & Support	M	M	M	M	L	L
ICT Information Security Policy	L	L	L	L	L	L

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Function / Policy	Race		Disability		Gender	
	Relevance	*Priority*	*Relevance*	*Priority*	*Relevance*	*Priority*
Customer Focussed Access & Service Design Strategy	H	H	H	H	L	L
ICT infrastructure support	L	L	L	L	L	L
ICT Procurement	L	L	L	L	L	L
ICT Security	L	L	L	L	L	L
ICT Strategic development	L	L	L	L	L	L
Web development	M	L	M	L	L	L
Systems integration	L	L	L	L	L	L
Software development	L	L	L	L	L	L
Leisure and Cultural Services						
Arts Development	H	H	H	H	H	H
Sports Development	H	H	H	H	H	H
Community Development	H	H	H	H	H	H
Astley Hall Museum & Art Gallery	H	H	H	H	H	H
Community Centres	H	H	H	H	H	H
Young People's Activities	H	H	H	H	H	H
Yarrow Valley Country Park	H	H	H	M	H	H
Duxbury Park Golf Course	H	H	H	H	H	H
Leisure Management	H	H	H	H	H	H
Cultural Strategy	H	H	H	H	H	H
Tourism	H	H	H	H	H	H

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Function / Policy	Race		Disability		Gender	
	Relevance	*Priority*	*Relevance*	*Priority*	*Relevance*	*Priority*
Policy and Performance						
Production of Community Strategy/LA21	H	H	H	H	H	H
Strategic and Business Planning	H	H	H	H	H	H
Performance Management	L	L	L	L	L	L
Community Consultation	H	H	H	H	H	H
Equal Opportunities	H	H	H	H	H	H
Property Services						
Maintaining property records	L	L	L	L	L	L
Maintaining property records	L	L	L	L	L	L
Purchase of property	L	L	L	L	L	L
Management of property	H	M	H	M	H	M
Letting & sale of property	H	M	H	M	H	M
Maintenance of Council buildings	L	L	L	L	L	
Access to Council buildings	L	L	H	H	L	L
Streetscene, Neighbourhoods and Environment						
Recycling/Refuse	L	L	M	H	L	L
Bereavement Services	H	M	L	L	L	L
Grounds and Play areas maintenance contractor	L	L	M	L	L	L
Sports Pitches maintenance	L	L	M	L	L	L
Outdoor Recreation Policy	M	M	H	M	M	L

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Function / Policy	Race		Disability		Gender	
	Relevance	Priority	Relevance	Priority	Relevance	Priority
Street Cleansing	L	L	L	H	L	L
Transport Management	L	L	L	L	L	L
Landscaping	L	L	M	L	L	L
Open Spaces, Sports Pitches	L	L	H	M	L	L
Special Events	L	L	M	L	L	L
Parking	L	L	M	M	M	M
Land Drainage	L	L	L	L	L	L
Allotments	L	L	M	M	M	L
Crime and disorder co-ordination	H	M	H	M	H	M
Tree Works	L	L	M	L	L	L
Community Safety	M	M	M	M	L	L