

Equality Strategy Action Plan (Recommendations from Diversity Peer Challenge – September 2010)

Annex A

Recommendation	Areas to consider	Council Action	Completion date	Responsible officer
Access to Services				
For effective service planning that is capable of meeting changing customer needs and expectations there should be better use made of base data to analyse and compare service take-up – this will be achieved by improved service equality monitoring.	Services to make more use of data and intelligence about the borough when considering their priorities.	Officers to raise with Service Heads the issue of using data more effectively during their 1-1 performance meetings October 2011	Completed 2011	Community Development/ Service Heads
	There are data gaps in relation to changes in the local population.	Update SH Evidence Base using 'Surrey I' database ('Surrey i' now used as main source of data)	Completed	Community Development
	Need to make more use of qualitative data about the borough – speak to voluntary and community sectors.	Approach Voluntary Services, CAB etc. Using qualitative data from CAB etc. to learn more about the local community (e.g. meeting with CAB on the advice that is being sought from the Nepalese community)	Completed	Community Development
	Some equality champions worry that they have insufficient time to champion equality issues within departments. A clearer corporate approach across all departments to data collection, quality, monitoring and review needs to be achieved	See above. Officers will also ask Service Heads to ensure Equalities is a standing item on team meeting agendas, areas to be discussed – equality hot topics and discussing what equality and diversity means with new staff. Also discussed at Equality Action Group 19 th October 2011 – members to update their team meetings on work of the group.	Completed 2011	Community Development/ Equality Action Group/Service Heads
		Officer and Member dementia awareness training undertaken.	Completed 2014	Community Services

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		<p>The opening of the Wellbeing (Dementia) Centre and development of the Memory Garden</p> <p>The establishment of the Saturday Club at Windle Valley Centre for carers and the cared for with dementia</p>	<p>Garden officially opened Spring 2015</p> <p>Completed 2014</p>	<p>Community Services</p> <p>Community Services</p>
Engagement with Communities				
<p>Examine engagement methods used in the Heatherside project to see if best practice can be used elsewhere. Continue to explore new innovative ways of engaging such as the mobile diary room (MIPOD) and youth football tournaments, while bearing in mind that different methods of engagement may suit different communities. Thus, all the council needs to be aware that 'one size doesn't fit all'.</p>	<p><u>Engagement:</u></p> <p>Cultural Engagement Strategy to demonstrate a more systematic approach to consultation and engagement</p>	<p>Media and Marketing Department to draw up a template reflecting the best practice used during the Heatherside consultation to be rolled out to the rest of the authority as the model for consultation exercises in the future. (Draft template created, to be developed and rolled out).</p> <p>Surrey-wide Prevent Strategy, The Council does not wish to adopt the new strategy and will continue with its own Cultural Engagement Strategy. (Executive Equality Group decided to continue with the Cultural Engagement Strategy)</p> <p>Cultural Engagement Strategy to be reviewed by Surrey Heath Partnership (SHP) (strategy now part of the Partnership Action Plan)</p>	<p>Completed and ongoing. Nov 2013 The template will be amended depending on the appropriate communication methods for each consultation</p> <p>Completed</p> <p>Completed</p>	<p>Media and Marketing Team</p> <p>Community Development</p> <p>Community Development</p>

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	Fast track the plan to hold regular meetings and lunches with faith leaders.	Churches Together Camberley to be approached to take a lead on this. To be organised by a working group made up of the Surrey Faith links, Churches Together Camberley, Surrey Police, Surrey Minority Ethnic forum.	Completed	Police/ Churches Together Camberley
	More clarity and awareness about the spectrum of engagement activity available.	Success in engaging with groups; Muslim Association, Nepalese/Gurkha communities, Buddhist, Hindu and Christian faiths through the Faith lunch. The Faith lunch has led to other opportunities for groups to engage e.g. Baha'i faith. Engagement with the Gurkha community to utilise the Gurkha Re-settlement Fund. Islamic Cultural Open Day 30 June 2013. Faith lunches held and very successful with many people attending.	Completed	Partners
	Scope for improving the range of joint engagement activity through the pooling of resources from relevant stakeholders.	Discussions on-going with Surrey Heath Clinical Commissioning Group (CCG) and other partners with regard to joint areas of work particularly through the Old Dean Priority Group looking at mental health and wellbeing. Joint engagement with the Old Dean community continuing through the Old Dean Community Group.	Completed On-going	SH CCG / SCC
	More effort could be expended on developing systematic engagement	Nepalese representative now on Surrey Heath Partnership but not attending. Representatives from the protected groups to be invited to have a stand	Completed, On-going	Community Development

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	<p>mechanisms with black and minority ethnic (BME) groups.</p> <p>Use example of recent work to provide a joined-up Council service to Gypsies as a good example for developing effective engagement with other communities.</p>	<p>raising awareness of their faith, culture etc at an event open to staff, councillors and partners. To be held during the afternoon and evening. Could be part of Member induction training.</p> <p>Use methods from Heatherside project to see if best practice can be used elsewhere.</p> <p>Consultation on the capital works plans have been progressed to make improvements to the gypsy/traveller sites.</p>	<p>2015</p> <p>Ongoing 2015</p>	<p>Member Eq. Working Group</p> <p>Member Induction</p> <p>Community Services/ Media and Marketing Team</p> <p>Community Services</p>
Make more use of current/existing community development officers to help identify needs of hard-to-reach local communities.	Work with VSNS and other community partners to develop new engagement initiatives. Make use of their intelligence networks to tailor engagement methods.	<p>Discussions with VSNS and ODCoG taken place. More residents encouraged to join ODCOG at AGM in March 2012. ODCOG has developed a Facebook page and is sending out a newsletter to all Old Dean households.</p> <p>St Michael's group re-established in January 2012.</p> <p>Care Co-ordinator Role in place as well as Lightwater hub pilot.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Community Development / Voluntary services</p> <p>VSNS</p> <p>Community Services</p>
Make use of the current goodwill and enthusiasm of voluntary sector partners to engage in community led initiatives. This	Work with SHVS and other community partners to develop new engagement initiatives. Make use of their intelligence networks to tailor engagement methods.	The Surrey Heath Show Management Group encouraged more voluntary groups to participate in the Surrey Heath Show through increased promotion. Voluntary services have visited different areas/communities to promote volunteering opportunities.	Completed	Voluntary Services/ Community groups, Youth services

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movement will inevitably create a range of new contributors, each of whom will have their own expectations about involvement.				
Use the results of satisfaction surveys to find out whether different communities are more or less satisfied than others, and increasingly refine the survey process.	Link with consultation programme.	Satisfaction survey conducted with clients of Windle Valley Older People's Centre. Satisfaction surveys to be included in the Consultation programme.	Completed Sept 2013	Media and Marketing Team
Workforce/Positive Culture				
Explore ways of making working for the Council an attractive career and work experience proposition for younger people.	Progress work experience, apprenticeships	<p>Working with SHAPE on behalf of local secondary schools to place students on work experience at the Council. In Sept 2013 the Council accommodated 8 work experience students in different services. In April/May 2014 the Council accommodated four work experience students in different services from Collingwood and in September 2014 ten from Tomlinscote</p> <p>Council has developed its own Apprenticeships Scheme.</p> <p>The Apprenticeship Scheme was rolled out in 2012. (An apprentice has been appointed in ICT and Green spaces; more will be employed in other services).</p>	<p>Completed/ On-going</p> <p>Completed</p> <p>Completed, On-going</p>	<p>HR</p> <p>HR</p> <p>HR</p>

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		The ICT apprentice was successful in getting a temporary job in ICT.		
Consider how all staff can be kept informed about equality and diversity news, developments and initiatives, perhaps through a newsletter, staff magazine or the Intranet.	StaffScene, Intranet updates	<p>To action Staff Scene and intranet options.</p> <p>Use Staff Notice Boards to promote equality information. (New Equality Objectives displayed on notice boards from May 2012)</p> <p>Equality Action group, Chief Exec, HR, Legal, Service Heads consulted on Public Sector Equality Duty Review consultation.</p> <p>The Council was awarded the 2 ticks disability symbol in January 2015 and the Council has recently appointed 2 internal volunteer Disability Mentors.</p>	<p>Completed, On-going</p> <p>Completed - May 2012 and on-going</p> <p>Completed - March 2013</p> <p>Completed</p>	<p>Media and Marketing</p> <p>Community Development</p> <p>HR</p>
Review equality and diversity training and tailor it to meet the different needs of new officers, members and partners. Introduce e-learning equality and diversity modules to train staff and partners at any time or location. Consider making training on equality and diversity a mandatory requirement for both staff and members.	As per recommendation	<p>Member and staff training conducted in spring/summer 2011.</p> <p>HR to roll out e-learning modules on Introduction to Diversity, Equality and Discrimination (equality and diversity modules now available to staff on Escene)</p> <p>Equality and Diversity e-learning modules to form part of the staff induction process</p>	<p>Completed</p> <p>Completed Roll out in autumn 2013 and refresher training in 2015.</p> <p>Completed</p>	<p>HR</p> <p>HR</p> <p>HR</p>

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Check that monitoring of, and reporting on all HR activity e.g. applicants for posts, disciplinaries, grievances, leavers etc. complies with current legislation and the new public sector Equality Duty. Regular reviews of HR practice should ensure compliance is maintained.	As per recommendation	HR to lead. (All policies being reviewed including the Disciplinary and Grievance policies are equality impacted assessed).	Completed	HR
		Staff Equality Monitoring survey completed and data published on SH Equality and Diversity web pages by 31 January 2012.	Completed	HR
		Staff equality survey completed winter 2014/15	Ongoing	HR
Involve the trade unions in the Corporate Equality Group, and ensure the widest representation within the group.	As per recommendation	Unison rep formally acknowledged.	Completed	Community Development
		New Minority Ethnic group and Disability Mentor representative joined the group.	Completed	HR