

Directorate of Law, Property and Human Resources

Annual Equality & Diversity Action Plan 2010/11

1.0 Introduction- Purpose of plan

- 1.1 The Council's Equality & Diversity Policy requires all directorates to produce an annual equality and diversity action plans and annual reports. The policy is supported by the detailed arrangements, priorities and actions in the Council's Equality Scheme. The directorate's action plan describes how it will implement the policy and Scheme in relation to responsibilities, service areas and employment practices during the year.
- 1.2 The Directorate of Law, Property and Human Resources plan is submitted to the Select Committee on Community Safety and Community Services, before being approved by the appropriate Cabinet Member.
- 1.3 Progress with implementing the plan is reported in the equality and diversity annual report. The Directorate of Law, Property and Human Resources' annual report for 2009/10 will be submitted to the Select Committee on Community Safety and Community Services at its first meeting of the 2010/11 municipal year.
- 1.4 This action plan covers the period from April 2010 to March 2011 and contains:-
- an explanation of its relationship with other plans
 - a summary of the directorate's equality and diversity vision and values
 - key issues and targets for the plan
 - the action plan summary

2 Relationship with other plans

2.1 The objectives and targets in this action plan relate and contribute, where relevant to the Dudley Sustainable Community Strategy 2020 and the Council Plan 2013 where the overall vision is for stronger communities to be delivered through six key themes:

- Jobs and prosperity
- Health and wellbeing
- Heritage, culture and leisure
- Environment and housing
- Individual and community learning
- Community safety

In addition to the above, the Council Plan also includes a Quality Services priority to ensure good governance and best use of resources.

2.2 The overall long-term, policy framework for equality and diversity is set out in the Equality and Diversity Policy. The Equality Scheme, published in April 2007, which brings together the statutory disability, gender and race equality schemes for the Council, provides the overall three-year equality strategy and action plan. A supplement covering age, religion or belief, sexual orientation and transgender equality was approved by the cabinet in June 2009. The disability equality scheme was revised in December 2009 and the gender equality scheme is currently being reviewed.

2.3 Council-wide progress in implementing the Equality Scheme is reported each year in the Annual Review of Equality and Diversity, which is submitted to the Select Committee on Regeneration, Culture and Adult Education (as the select committee with responsibility for corporate equality and diversity issues) and the Cabinet for approval.

3 Vision and Values

3.1 The Council has agreed a ten year vision for equality, which will contribute to the achievement of the Community Strategy. In ten years the Council will be one:

- which will be recognised nationally as a leading Council on equality and diversity.
- which had improved its response to the needs of the borough's communities.
- whose services receive high satisfaction ratings from across the borough's communities.
- whose workforce reflects the local community at all levels of the organisation and for which people from all backgrounds want to work.

- which has improved its equality training and the skills of its employees in dealing with all customers.

3.2 The Directorate is committed to building an organisation which values diversity in the workforce by maintaining an environment, which maximises the contribution, each person can make to the Directorate in serving the needs of a diverse society.

The Directorate of Law, Property and Human Resources supports the Council's Equality and Diversity Policy and takes action to implement the policy, both as an employer and service provider.

We are committed to a Directorate, which truly values diversity in our workforce and serves the needs of our community. The Directorate maintains a commitment to implementing the Council's policy in relation to its services and employment practices by using:

- Action planning and reporting processes
- Designating responsibility for actions to particular staff
- Reviewing policies and procedures
- Improving consultation processes
- Continuing with staff training and development.

3.3 The Directorate consists of 584 employees (correct as at 05.02.2010) split over three divisions:-

- Corporate Property (CP)
- HR & Citizenship (HRC)
- Legal & Democratic Services (L&D)

3.4 Within the Directorate, all employees have a responsibility to comply with the requirements of the Council's and Directorate's Equality and Diversity Policy in all dealings with Members, other employees, job applicants, service users, members of the public and other organisations.

All employees in the Directorate have at least one performance, review and development discussion (Two Way Assessment) with their Line Manager where training and development needs are reviewed and performance targets agreed.

3.5 Specific responsibility for promoting equality and diversity in employment and services within the Directorate rests with each of the three Assistant Directors.

4. Key Issues & Targets

- 4.1 The Council's Equality Scheme is currently being revised – the Disability Equality Scheme element of this was approved by the Cabinet in December 2009 and a report on the review of the Gender Equality Scheme is being considered by the Cabinet at its March 2010 meeting.
- 4.2 The Cabinet approved a ten year equality and diversity for the Council in June 2009, alongside the Equality scheme supplement.
- 4.3 The 2009 annual review of equality and diversity identified priorities for the next twelve months and these are also reflected in directorate's action plan, namely:
- implementing actions aimed at increasing the proportion of the Council's employees who have a disability
 - ensuring equality impact assessments are completed where appropriate, with improved monitoring and reporting arrangements and training provision
 - reviewing the Equality Scheme, in the light of the implications for the Council and its partnerships of the forthcoming Equality Act
 - progressing work against the Equality Framework and responding to any equality issues arising from the CAA.
- 4.4 For the revised Equality Scheme, directorates also identified overall priorities for their service areas linked to the three years of the Scheme which are to be reflected in its action plans. For the Directorate of Law, Property & Human Resources these priorities are:-
- Complete a review of equality training for council employees to include appropriate enhanced provision for disability equality training during 2010. (HR & Citizenship)
 - Implement the actions set out in the Human Resources Strategy in order to improve the recruitment of disabled employees and increase the percentage of council employees who are disabled from the 2009 baseline. (HR & Citizenship)
 - Maintain an access improvement programme for the Council's buildings subject to available resources. (Corporate Property)
 - Develop a guide for employees on access facilities to council meeting rooms. (Corporate Property)

- 4.5 Whether as part of Equality Impact Assessments or other activities, the Directorate undertakes a range of consultation and engagement which feeds into the action plan. The Directorate contributed to the Council-wide BME Engagement event in November 2009 by providing information on the Temp Solutions recruitment programme managed by the Human Resources team in the HR & Citizenship division within the directorate.
- 4.6 Where items in the attached action plan respond directly to actions set out in the Equality Scheme, reference to the corresponding action in the scheme are included in brackets e.g. (DES3.20).

5. **The Action Plan**

- 5.1 The detailed action plan for 2010/2011 is set out in the attached appendix.

Directorate of Law, Property and Human Resources
February 2010.

Directorate of Law, Property & Human Resources – Equality and Diversity Action Plan for 2010/11

| Objective | Detailed action/target (and lead officer) | Target Date/ milestones | Planned outcome/performance indicator |
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| Priority 1: Quality Services Matter – Ensure High Levels of Customer Satisfaction | | | |
| <p>1.1 To ensure (in partnership with Dudley College) the Road Passenger Vehicle Driving NVQ Level 2 qualification is undertaken by all licensed private hire and hackney carriage drivers to improve the service they provide to the travelling public.</p> | <p>The course has been reviewed and evaluated with both our partner agency and the Taxi and Private Hire Focus Group. It has been agreed that the course is beneficial to both the drivers and travelling public.</p> <p>The Taxi Committee have resolved that it shall be a condition of both private hire and hackney carriage driver’s licenses that they undertake the NVQ Level 2 course.</p> <p>Lead Officer: Janet Elliot – Legal & Democratic Services.</p> | <p>April 2010 – 100 drivers have passed the NVQ Level 2 in Road Passenger Vehicle Driving.</p> <p>March 2013 – All drivers have gained the NVQ Level 2 in Road Passenger Vehicle Driving.</p> | <p>Private Hire and Hackney Carriage Drivers, 96% of whom are from ethnic minority groups, gain the NVQ qualification. The customer service levels received by the users of private hire cars and hackney carriages are improved.</p> <p>A consultation exercise will be undertaken with the travelling public in March 2011.</p> |

| Priority: 2 – Quality Services Matter – Widening Our Appeal as an Employer | | | |
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| <p>2.1 Promotion of careers within Professional Property related services to women and ethnic minorities through close liaison with school career advisors, school career events and work placements within Corporate Property.</p> | <p>To give work placements as wide as possible experience within all property related disciplines throughout Corporate Property.</p> <p>Lead Officer: Andrew James</p> | <p>April 2010 – March 2011</p> | <p>Number of placements undertaken by children during the year. Students expressing an interest in furthering their knowledge in the property or construction sectors.</p> |
| <p>2.2 Maintain an access improvement programme for the Council's buildings subject to available resources.</p> | <p>Establish and implement a programme of disability access improvements (for the corporate property portfolio)</p> <p>Lead Officer: Paul Bickerdike</p> | <p>April 2010 - March 2011</p> | <p>More accessible property portfolio. Measured by Access Officer's review of public access buildings.</p> |
| <p>2.3 Develop a guide for employees on access facilities to Council meeting rooms.</p> | <p>Carry out an audit of meeting rooms used in the central campus and facilities they can provide.</p> <p>Lead Officer: Steve Cooper</p> | <p>September 2010</p> | <p>Produce a useful guide for employees.</p> |

| Priority 3: Quality Services Matter – Ensure all employees are aware of and practice the key principles of Equality & Diversity with colleagues, customers and others with whom they come into contact with. | | | |
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| <p>3.1 To develop Equality & Diversity training strategy that encompasses a range of learning options for different levels of staff and which fit with the equality competencies. (DES3.1)</p> | <p>Review actions in other organisations and benchmark against them.</p> <p>Develop a robust learning plan for Equality.</p> <p>Implement the e-learning package for Equality & Diversity which includes Disability.</p> <p>Lead Officer: Head of Corporate Learning & Development.</p> | <p>October 2010</p> | <p>Increased awareness among employees who receive the training.</p> <p>Increased number of staff who receive training.</p> |
| <p>3.2 Undertake another Equality Impact Assessment on the Learning & Development Strategy and other policies as they are written once the reports have been set up in PSE.</p> | <p>Undertake EIA's</p> <p>Lead Officer: Head of Corporate Learning & Development</p> | <p>September 2010</p> | <p>EIA's completed with action plans.</p> |

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| | <p>DACHS report on Learning Disabilities in Employment.</p> <p>Lead Officer: Margot Worton</p> | | |
| <p>4.2 Targeted advertising using a generic advert to attract disabled people using Able Magazine and Rehab UK publications.</p> | <p>Demonstrating the Council is being more positive about employing people with a disability.</p> <p>Lead Officer: Sharon Hartill</p> | <p>June 2010</p> | <p>Increase the numbers of disabled people applying to work at the Council.</p> |
| <p>4.3 Equality Impact Assessments to be carried out on all revised and future HR policies and procedures.</p> | <p>Undertake a review of all policies and procedures as they are updated.</p> <p>Lead Officers : 4 x Heads of HR</p> | <p>March 2012</p> | <p>EIA's completed.</p> |
| <p>4.4 Provide administration support to the employee support groups.</p> | <p>Raise awareness of the groups with our employees by sending out letters to employees identified as having a disability for the Employees with Disabilities and being from a BME background for</p> | <p>April 2010</p> | <p>More employees attend the group meetings and feel informed and supported in the workplace.</p> |

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| | <p>the BME Support Group.</p> <p>Lead Officer: Caroline Glover</p> | | <p>Improved two way communication and understanding.</p> |
| <p>4.5 Implementation of Self Serve Module in PSE.</p> | <p>First time individuals log into the system they will be given the opportunity to update their personal date.</p> <p>Lead Officers: 4 x Heads of HR</p> | <p>March 2011</p> | <p>More accurate data.</p> |
| <p>4.6 Provide support to Directorates with workforce planning.</p> | <p>Offer facilitated sessions with managers when they are considering their service plans.</p> <p>Lead Officers: Heads of HR/Head of Corporate Learning & Development.</p> | <p>April 2010</p> | <p>Enable managers to have a workforce in place to achieve their service plans objectives.</p> |
| <p>Priority 5: Support Corporate Initiatives</p> | | | |
| <p>5.1 Support the review of the Equality Scheme when requirements of the Equality Act are published.</p> | <p>Attendance and participation at the Corporate Equality and Diversity Leadership Group.</p> | <p>Ongoing throughout 2010/2011</p> | <p>Meet legal requirements and keep Directorate Management Team</p> |

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| | Lead Officers: Philip Tart, Caroline Glover, Abbie Goodwin. | | informed. |
| Priority 6: Establishment of the new Directorate of Corporate Resources | | | |
| 6.1 Deal with the impact on Employment and Services for the new Directorate of Corporate Resources. | Undertake equality impact assessment of changes and develop action plan. Lead Officer: Director of Corporate Resources. | March 2011 | EIA Undertaken. |
| 6.3 Equality & Diversity Action Plan | Produce an equality and diversity action plan for the new directorate. Lead Officers: Director of Corporate Resources. | March 2011 | Plan agreed and published. |