

## Assessment and Consultation Gap Analysis re: Equality Standard Level 2 - North Wiltshire Council

| REQUIREMENT   | ACTION TAKEN BY<br>31 <sup>ST</sup> MARCH 2007   | ACTION TO BE<br>TAKEN  | UPDATE AUG 2007 |
|---|--|--|-----------------|
| <b>2.1 LEADERSHIP &amp; CORPORATE COMMITMENT</b>  |  |  |                 |
| 2.1.1 Publish Corporate Equality Plan (CEP)   | Yes  |  |                 |
| 2.1.2 Demonstrate corporate engagement in an equality impact & needs/requirements assessment (INRA) process | <b>Programme in place</b>  |  |                 |
| 2.1.3 Develop corporate mechanism for assessing development of service level equality objectives & targets  | ➤ Action plans contained in service plans  |  |                 |
| 2.1.4 Create corporate structure for overseeing development of information &                                | ➤ <i>A corporate structure is in place - the Internal Equality &amp; Diversity Group is representative of all business</i> | Do all satisfaction surveys etc include equalities monitoring? Is there a system |                 |

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| <p>monitoring systems</p> | <p><i>areas and one of the roles of the group is to oversee development of information and monitoring systems across the whole Council. The Group is led by a member of the Corporate Management Board and the Lead Member for Equalities &amp; Diversity. The Council's Equality policies and action plans, demonstrates the Council's commitment in developing this area of work. Equalities monitoring on employment is reported to Committee on an annual basis. A number of presentations have been delive to the Corporate</i></p> | <p>for reporting the monitoring&gt;</p> |  |
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|  | <p><i>Management Board and Team Leaders on new equality legislation and has included raising awareness of the importance of equalities monitoring in all service areas. The Council is currently considering using Govmetric with neighbouring authorities, to capture the quantity and quality of customer interactions with the Council, with Equalities monitoring built into the system.</i></p> <p>➤ <i>Satisfaction surveys including equality monitoring:-</i></p> <p><b><i>Environmental</i></b></p> |  |  |
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|  | <p><b>Health</b> –<br/> <i>information analysed and results published on the Council's website together with information on changes made to services as a result of customer feedback.</i></p> <p><b>Customer Services</b> –<br/> <i>customer satisfaction surveys – monitoring is reported to Corporate Management Board &amp; Overview &amp; Scrutiny Committee quarterly.</i></p> <p><b>Employee satisfaction survey</b> –<br/> <i>results, including equalities monitoring, was reported to Corporate</i></p> |  |  |
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|  | <p><i>Management Board and all employees.</i></p> <p><b>Planning –</b><br/><i>Best value surveys carried out 3 yearly with equalities monitoring.</i></p> <p><b>Community Partnership –</b><br/><i>Wiltshire Youth Arts Partnership undertakes equalities monitoring as part of the feedback received from project participants. This information helps to shape service delivery priorities and encourage wider and more diverse participation in youth arts opportunities.</i></p> <p><b>County wide People’s Voice</b><br/><i>- People's Voice is a panel of North Wiltshire</i></p> |  |  |
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|   | <p><i>residents from a range of different ages and background, who are surveyed twice a year on a wide range of issues and topics. They help provide important feedback to the council and their views are used to help inform the decision making process. The results are reported and published on the Council's website.</i></p> |          |          |
| <p>2.1.5 Ensure that mechanisms for responding to harassment on the grounds of race, disability &amp; gender are in place</p> | <p>Members of the public may make a complaint through its complaints procedure.</p> <p><i>All incidences, harassment on the grounds of race, disability &amp; gender, would be dealt with in accordance with the Council's Comments &amp; Complaints Procedure. Equalities monitoring is</i></p>                                     | <p>(</p> | <p>)</p> |

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|  | <p><i>carried out on all complaints.</i></p> <p><i>The Council works in partnership with the Wiltshire Race Equality Council that gathers information on racist incidents and shares this with the Council to take action if appropriate.</i></p> <p><i>The Council has a Harassment Policy in place for Employees and Members. All cases are recorded and broken down by nature of complaint within Human Resources.</i></p> |  |  |
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| <b>REQUIREMENT</b>  | <b>ACTION TAKEN BY 31<sup>ST</sup> MARCH 2007</b>     |   |   |
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| <b>CONSULTATION &amp; COMMUNITY DEVELOPMENT &amp; SCRUTINY</b>                                      |   |   |   |
| 2.2.1 Ensure that draft Corporate Equality Action Plan has been circulated to designated community, | ➤ Yes, including v good practice of using Browsealoud | ➤ | ➤ |

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| <p>staff &amp; stakeholder groups with consultation timetable &amp; is published in an appropriate range of languages &amp; formats</p> |  |  |  |
| <p>2.2.2 Review equality content of 'Community Strategy'</p>  | <ul style="list-style-type: none"> <li>➤ <i>An EIA has been undertaken for Community Planning which is the process that underpins the creation and delivery of both the 5 Community Area Plans and the Community Strategy</i></li> <br/> <li>➤ <i>Wide consultation from 5 Community areas (community planning) and Young People's Conference 2004 fed into the Community Strategy.</i></li> </ul> | <p>()</p> <ul style="list-style-type: none"> <li>➤ Not clear if eia of community strategy per se?</li> </ul> |  |

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|  | <p><b>Issues highlighted:</b></p> <p><i>Social Care &amp; Health:</i></p> <ul style="list-style-type: none"> <li>• <i>Support for vulnerable people</i></li> <li>• <i>Access to health care services locally</i></li> <li>• <i>Difficulties using public transport to access health care</i></li> <li>• <i>Better access to services for advice and counselling for young people</i></li> </ul> <p><i>Housing &amp; Built Environment:</i></p> <ul style="list-style-type: none"> <li>• <i>Lack of affordable housing</i></li> <li>• <i>Availability of shelter housing</i></li> <li>• <i>Lack of starter homes to enable young people to stay in the area</i></li> </ul> <p><i>Transport:</i></p> <ul style="list-style-type: none"> <li>• <i>Particular groups (older people &amp; young people) being isolated &amp; unable to access public transport</i></li> </ul> <p><i>Crime &amp; Community Protection:</i></p> |  |  |
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|   | <ul style="list-style-type: none"> <li>• <i>Perceptions of young people by other members of the community is often negative</i></li> <li>• <i>Young people have the highest levels of fear of crime</i></li> </ul> <p><i>Culture:</i></p> <ul style="list-style-type: none"> <li>• <i>Lack of facilities &amp; activities for young people</i></li> <li>• <i>Poor public transport for accessing facilities and activities</i></li> </ul> |  |  |
| <p>2.2.3 Establish consultation with designated community, staff &amp; stakeholder groups on all aspects of equality policy</p> | <ul style="list-style-type: none"> <li>➤ <i>Consultation on most areas seems to be in place</i></li> <li>➤ <i>Stakeholder groups include representatives from BME (WREC) and gender groups – Wiltshire Gay Mens Health, Rubicon Society, Internal Equality &amp; Diversity Group – mixed gender group.</i></li> </ul>   |  |  |

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|  | <p><i>Consultation exercise undertaken with members of the public as part of the North Wiltshire Festival exploring how customers want to access our services. Results were fed and reported on as part of BVPIs.</i></p>  |  |  |
| <p>2.2.4 Engage in consultation with employee representatives, departments &amp; service areas on equality impact &amp; needs/requirements assessment &amp; all aspects of the CEP</p> | <ul style="list-style-type: none"> <li>➤ Ctte reports include strong equalities aspect &amp; staff involved in eia</li> <li>➤ <i>Group session held with Corporate Management Board &amp; Team Leaders on EIAs.</i></li> <li>➤ <i>Group sessions held with employees to raise awareness of equality issues and Council equality policies.</i></li> <li>➤ <i>Monthly</i></li> </ul> |  |  |

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|       |   | <i>meetings with members of the Internal Equality &amp; Diversity Group</i>  |  |  |
| 2.2.5 | Each department & service area to engage in consultation with designated staff & stakeholder groups on its equality impact & needs/requirements assessment & its service delivery | ➤ See the following EIAs publicised on the website that demonstrates how consultation took place:-<br>Youth Involvement / Chairman's Event – Annual Civic Carol Service / ICT Services - Website / Benefits Administration / Cleansing & Amenities – Rounds Review |  |  |
| 2.2.6 | Each department & service area to engage with equality self-assessment, scrutiny & audit on its service delivery  | ➤ There is a consultation strategy & various consultation processes<br>See EIAs refer to in 2.2.5  |  |  |

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| <p>2.2.7 Seek to ensure that the equality policy &amp; objectives are incorporated in “partnership” arrangements engaged in by the authority</p> | <p>EIA process</p> | <p>Need more evidence on how this works with partnerships</p> |  |
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| <p><b>SERVICE DELIVERY &amp; CUSTOMER CARE</b></p>   |   |  |  |
|--|---|--|--|
| <p>2.3.1 Engage in department &amp; service area impact &amp; needs/requirements assessment</p>    | <p>➤ EIAs happening</p>   |  |  |
| <p>2.3.2 Engage in development of department/s service level equality objectives &amp; targets</p> | <p>Some evidence of objective setting</p> <p><i>EIAs cover all services. All service plans link into the Corporate Plan that has a specific goal of Equality of Access to Services.</i></p> <p><i>The Council’s equality policies and</i></p> |  |  |

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|       |   | <i>actions plans set targets for all business areas.</i>   |   |
| 2.3.3 | Review of services should include the procurement function & all contracted services & partnership agreements | <ul style="list-style-type: none"> <li>➤ Work underway to include equality in pre contract questionnaire</li> </ul> <p><i>See attached E&amp;D extract from Procurement Strategy that was adopted by Executive on 3.11.2005</i></p>  | <p>()</p> <ul style="list-style-type: none"> <li>• More work may be needed <b>(Jointly with other councils?)</b></li> </ul> |
| 2.3.4 | Each department & service area to establish planning groups for monitoring & information systems              | <ul style="list-style-type: none"> <li>➤ <i>As we are a relatively small authority, the Council's internal E&amp;D Group, who has representation from all business areas, takes on this role to ensure monitoring and information systems are being developed and in place.</i></li> <li>➤ <i>The new structure will remove the existing business areas and the Council will move</i></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Not clear if advanced enough</b></li> </ul>                                     |

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|  | <i>forward as one management team.</i> |  |  |
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| REQUIREMENT  | ACTION   |   |
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| <b>2.4 EMPLOYMENT &amp; TRAINING</b>   |  |   |
| 2.4.1 Develop fair employment & equal pay policy element of CEP  | Yes  | ()<br>Work continues  |
| 2.4.2 Engage in employment equality assessment of the Local Labour Market  | Some initial work  | ()<br>Needs to be deepened (as discussed                                    |
| 2.4.3 Engage in workforce profiling & an equal pay review  | In train   |   |
| 2.4.4 Adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants                             | ➤ Yes  | ()  |
| 2.4.5 Produce a standard range of application forms & job descriptions that are clear & explicit   | ➤ Yes<br><br><i>Yes - all personal details are omitted from application forms during the shortlisting process.</i> | ()  |
| 2.4.6 Review personnel information system for monitoring suitability including supporting the authority's statutory ethnic monitoring duties | ➤ Yes  | ()  |
| 2.4.7 Have all employment procedures been made consistent with current legislation & all relevant employment                                 | ➤ Yes  | ()<br>➤ Review harassment ID requi etc to <b>include transgender</b> people |

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| Codes of Practice?   |  |    |
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| 2.4.8 Develop a programme of equality training to support the CEP & departmental service objectives. Ensure that the training programme is consistent with the training arrangements in the authority's Race Equality Scheme | <ul style="list-style-type: none"> <li>➤ Plan being formulated</li> <li>➤ The workbook general training and the disability awareness training are clearly models of good practice</li> </ul> | () |