

# 'Opportunities for All' Scheme (OAS)

2009-2012



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## **i (a) Foreword**

### **'Opportunities for All' Scheme (OAS)**

#### **A Foreword by the Leader of Basildon District Council**

It is with pleasure that we publish our first 'Opportunities for All Scheme (OAS) and Action Plan (2008/09 & 2009/12)

In producing the OAS the Council has set itself two strategic aims.

The first of these is to assemble and rationalise all of our diversity and inclusion objectives and targets within a single, overarching framework. This includes assimilating the current targets in our individual, statutory race, disability and gender equalities schemes and agreeing new targets covering age, faith/belief, sexuality and community cohesion. The document is a true 'masterplan' for the Council and will establish effective linkage with our inclusion, sustainability and local partnership priorities.

Secondly, we wish to mainstream inclusion and diversity throughout the Council. In doing so, we view it has an essential tool in achieving our continuous improvement as both a first class employer and provider of quality services. Quality services must by definition be both fair and inclusive and the OAS has a key role to play in supporting our strategies to deliver service improvement. This 'business case' argument is the guiding thread that runs throughout the OAS and the way in which we have developed our inclusion & diversity policy and practice.

We will deliver on the commitments in our new comprehensive Inclusion & Diversity Policy Statement to ensure that employment opportunities and service provision are inclusive, accessible and geared to the specific needs of all sections of the local community. These commitments will be integral to the Council's core business, including:

- Service delivery
- Employing and developing our staff
- Contracting and commissioning services
- Consultation and involvement of the community & stakeholders
- Partnership & multi-agency work

This OAS needs to be seen as a living, evolving document. With that in mind, it has been structured so that the action plan targets, under each of the six equalities strands, and community cohesion are clear, discernible and can be separately scrutinised and reported on as appropriate.

Linkage to the Council's service planning systems is crucial to ensure efficient and effective outcomes. It is also equally vital that we have in place robust performance management systems to monitor progress and urgently address any areas of slippage or under-performance.

Staff and community stakeholders have been involved in the formulation of those targets and the Council will continue to be held accountable for progress achieved. Mechanisms have been put in place to ensure the

effective and ongoing involvement of staff and the community stakeholders in the implementation, monitoring and renewal of our OAS.

Our Council will pursue inclusion & diversity objectives because of the value that it adds to the quality of our core business as an employer and service provider. We are not interested in 'political correctness' and will not make empty gestures and pursue activities that undermine the true value of inclusion & diversity.

We are confident that our first OAS will provide a suitable vehicle to improve our core business and deliver the local improvements that we are all committed to delivering for the benefit of our whole community.

Councillor Malcolm Buckley,  
Leader, Basildon District Council



## **i (b) Foreword**

### **A Foreword by the Lead inclusion & Diversity Councillor - Basildon District Council**

I am pleased to present this, the first “Opportunities for All Scheme” (OAS) and Action Plan 2008/09 & 2009-12.

This is a fundamental stepping-stone on the path of Community Cohesion and brings together, in one document, the disparate strands of equalities legislation.

The concept of equalities should not be (and is not within this document) about placing any one group above all others. It is also not about Political Correctness.

What it is about is recognising that not all people are equal and that different people have differing needs. These should not be a barrier to opportunity.

This document, ultimately, is about people and I believe that no matter what an individuals age, race, gender, sexuality, faith or ability they will find something within that they can identify with.

Basildon is a diverse community but it is also One Community and this scheme aims to represent this and to ensure that within Basildon District there are “Opportunities for All”

Councillor Baggott  
Lead portfolio holder for Inclusion & Diversity



## ii) Basildon's 'Opportunities for All' Scheme (OAS) – An Executive Summary

### Introduction

The law requires all Councils to promote equality and tackle unfair treatment. To do this the Council is required to produce three statutory plans covering race, gender (men, women & transgender) and disability equality. Each of these plans set out the Council's policies, priorities and the actions that the Council will deliver over the following three years. In preparing these, the Council must not only find out the priorities of local people and feed them into the action plans, but also report annually on progress achieved.

The Council also has a number of legal and other obligations to ensure:

- Equality in access to goods and services and employment opportunities (although these do not require formal Schemes) for religious people, gay & lesbian people and older and younger people;
- Everyone has equal life opportunities and is included in the mainstream of society;
- The preservation of people's basic human rights; and
- The building of a cohesive local community where all groups with different backgrounds get on well together

These legal requirements are very complex and the government will soon be bringing in a new law to simplify them. In the meantime, Basildon District Council has decided to bring together all of these plans and obligations to make them clearer, more manageable and easier to put in to action.

Basildon Council has agreed to produce a single plan (an 'Opportunities for All' Scheme or OAS) that brings all of these duties together in one place and provides a single set of actions, rather than three or four. The purpose of this Executive Summary is to explain the contents of the new OAS, why fairness and reasonableness is important and what we want to achieve over the period 2008/09-2012.

### The Contents of the OAS

The OAS includes the following information:

- A description of Basildon District
- The Council's policies, key objectives (it's mission statement) and what is to be done over the next three years to 2012 (it's vision)
- A summary of all the equality laws with which the Council must comply
- Information on how the Council will:
  - Provide strong leadership
  - Involve local people
  - Make sure that everyone has equal access to information and services
  - Use information to improve services
  - Carry out equality impact assessments on services (to make them fairer and open to all)

- Make sure all employees are treated fairly
- Procure services
- Work with partners to drive improvement within the District

In addition, it:

- Outlines who has been involved in the production of the plan
- How the Council will monitor the actions in the plan
- How the Council will report progress to its staff and the community

### **Why is the OAS Important?**

The OAS explains why the Council has adopted its inclusion & diversity policies and what it wishes to achieve.

Basildon Council considers inclusion & diversity as vitally important to every single person in the District. This is because we believe everyone should receive fair and equal treatment and that we should ensure that their service needs are met. The Council does this not just because it is the right thing to do in terms of social justice, but also because it helps improve the quality of everything that the Council does (what we call its core business) as an employer and provider of services.

The Council wants to be a good employer and give local people high quality services. To deliver quality it is necessary to ensure that we meet people's different and specific needs. The Council's inclusion & diversity policy & practice ensures that everyone is included and helps to create a cohesive District where people of different backgrounds live and get on well together.

The Council does not believe in 'political correctness.' The OAS is not just about minority rights, but rather about promoting the rights of everyone to fair treatment, excellent services and creating a District that is a great place to live in. The Council believes that Inclusion & Diversity is in the interests of the whole community, so that we are fair and reasonable to all our residents.

The OAS lays out the Council's priorities, including its statutory requirements and ensures that it is accountable for its plans and actions.

### **The Council's Statement of Ambitions (objectives) on Inclusion & Diversity: 2009-12**

This OAS includes the following statement of ambitions (objectives):

'Basildon District Council will mainstream its inclusion & diversity policy and practice to improve its core business as both an employer and provider of local services.

In doing so, it will work to create a fairer, more inclusive and cohesive District in which everyone is treated with respect, given equal access to services and is free to contribute to its social, business and cultural life

We will also strive to create an inclusive, highly skilled workforce in which staff are appointed on merit, treated with respect and have access to training and development opportunities and good work-life balance'

## **The OAS Inclusion & Diversity Vision for 2012**

By 2012, the Council wants to be able to demonstrate that it:

- Has built a more inclusive, developed and skilled workforce that is equipped to meet the needs of all the District's people;
- Delivers good quality, inclusive and accessible services for all sections of the local community;
- Uses its contracts and commissioning to achieve measurable equality outcomes for all sections of the community;
- Reaches its diverse communities and inputs their views into service planning; and
- Provides leadership to the local strategic partnership in creating a fairer, more inclusive and cohesive Basildon District

The vision will be achieved through the following:

- Publishing an 'Opportunities for All' Scheme (OAS) that outlines relevant policies, processes and includes a 3 three year action plan
- Involving all community stakeholders in the formulation and monitoring of the OAS
- Being publicly accountable for the involvement strategy's implementation
- Monitoring access to services by race, gender, disability, age, sexual orientation faith (six equality strands) and publishing the results
- Surveying people's satisfaction with services and publishing the results
- Ensuring that contract arrangements deliver inclusion & diversity and that the performance of contractors is monitored
- Carrying out equality impact assessments and publishing the results
- Making information available and accessible to all, as well as making reasonable adjustments to remove barriers to inclusion
- Changing our services to deliver cohesion and working in partnership to deliver a shared community cohesion plan, through the Basildon Partnership
- Training all staff on inclusion & diversity and cohesion
- Publishing staff monitoring data annually (across all six equality strands) on:
  - Applicants for posts
  - The workforce (At all levels)
  - Staff accessing training & development
  - Appraisals completed
  - Grievance & disciplinary action
  - Staff leaving employment
- Using measures as appropriate, to promote inclusion & diversity in employment and create an inclusive and skilled workforce

## **The OAS Action Plan**

The OAS also contains an action plan, combining the Council's legal requirements, obligations and best practice, that covers:

- Organisational development (generic inclusion & diversity targets) that strengthen Basildon's capacity to deliver in the future

- Separate targets on disability, race, gender, age, sexual orientation, religion & belief and community cohesion. Social inclusion and human rights are a recurring and cross-cutting themes throughout the action plan

These actions are summarised in the Executive Summary version used for community engagement and involvement. This document, along with the full version of the OAS, can be downloaded from:

[www.basildon.gov.uk](http://www.basildon.gov.uk)

### iii) Glossary of Abbreviations

RRAA	Race Relations Amendment Act (2000)
DDA (1995)	Disability Discrimination Act (1995)
DDAA	Disability Discrimination (Amendment) Act (2005)
Eq.Act	Equality Act (2006)
HRA	Human Rights Act (1998)
Religion (Employ)	Employment (Religious Belief) Regulations (2003)
Sex.Or (Employ)	Employment (Sexual Orientation) Regulations (2003)
Age (Employ)	Employment (Age) Regulations (2006)
RES	Race Equality Scheme
GES	Gender Equality Scheme
DES	Disability Equality Scheme
Age (SD)	Age (Service Delivery)
Operational	Operational action (as distinct from the majority of strategic actions in the OAS)
Org. Cap. Act	Organisational Capacity (Generic Equality) Action
C.C.	Community Cohesion
SI	Social Inclusion
CAA	Corporate Area Assessment
KLOE	Key Lines of Enquiry
ESLG	Equality Standard for Local Government
LSP	Local Strategic Partnership
LAA	Local Area Agreement
ESOL	English for Speakers of Other Languages
SEA	Single Equality Act
IDDP	International Day for Disabled People (3 December)
HR	Human Resources
OD	Organisational Development
SLA	Service Level Agreement
BDVC	Basildon District Volunteer Carers
BME	Black & Minority Ethnic
CSG	Community Stakeholder Group
PR	Public Relations
RSL	Registered Social Landlords
EIA	Equalities Impact Assessment
CSN	Community Sports Network
CYPSP	Children & Young People's Strategic Partnership
SMT	Senior Management Team
OMT	Operational Management Team
LGB	Lesbian, Gay & Bisexual
V&CS	Voluntary & Community Sector
CVS	Council for Voluntary Service
FE	Further Education
HE	Higher Education

## **1. Background Information on Basildon District**

### Geography & Demographics

- 1.1 Basildon District lies in the southern part of Essex, 30 miles east of London, and covers some 42.5 square miles, including the towns of Basildon, Billericay and Wickford.
- 1.2 With excellent road and rail links to London, South-East of England and the rest of the country, Basildon has much to offer. Only seven miles of major roads separate Basildon from the M25, and the Channel ports and Channel Tunnel are within easy reach. Stansted Airport is a 25 minute drive away and Gatwick Airport is just an hour away.
- 1.3 Basildon is one of the most successful of the post-war New Towns, with a flourishing business community and a vibrant shopping centre. More than 200 major shops and stores in Basildon attract customers from a catchment area with a population of 1 million, just under an hours drive away.
- 1.4 Billericay is an attractive urban combination of historic and modern buildings and attractions. It retains much of its old world charm, yet still has a thriving industrial estate and modern shopping facilities and services.
- 1.5 Wickford has undergone major investment in recent years, with new industrial estates being created and housing and other facilities built.
- 1.6 70% of the District is rural, with large areas of open farmland and scattered rural developments. The majority of District's population of approximately 165,600 are concentrated in the three main towns. Current Demographic information is based upon the 2001 Census and this reveals that, compared to the national average, there are more young people under 25; less people over 65; black & minority ethnic people constitute 3.1% of the population; 51% are female; and (based on national estimates) an estimated 10% of residents are gay, lesbian or bisexual and based on recent statistics from a housing survey, it is estimated that 33% of people in the District have a disability. 23 languages including English are spoken in the District. A survey detailing the makeup of the community will be available in 2009.
- 1.7 A unique demographic feature of the District is the size of the local traveller & gypsy population. It has been estimated that Basildon has the largest traveller & gypsy community in the Europe, with both authorised and non-authorised sites currently located within the District.
- 1.8 The recent High Court action on the proposed eviction of travellers from the unauthorised site at Dale Farm has underlined the size and specific needs of that BME community. It has been estimated that 1,000 travellers are resident on Dale Farm alone, which is four times the size of the single largest ethnic minority group (Black Caribbean) recorded in the 2001 census. Meeting the service needs of these

communities is a key challenge for the Council and one that our OAS will help us to meet.

- 1.9 The available demographic data is now 7 years out of date and it is probable that the diversity of the district has increased significantly in that period. The Council has set itself the objective of securing an up to date 2008/09 demographic and ensuring that this is shared with partners and continually updated in future.

#### Leisure & Tourism

- 1.10 The District offers an outstanding range of leisure facilities in Essex, from the Leisure Park Entertainment Super Centre to the 18 hole, par 72 golf course at Kingswood. The District also boasts more parks and open spaces than anywhere else in Essex for people to relax and enjoy outdoor activities. There are country parks in Basildon, Billericay and Wickford and a number of nature reserves, including:
- Wat Tyler Country Park at Pitsea, which has a fantastic variety of children's play areas
  - Lake Meadows Park at Billericay offers a tea house, an established fishing lake, leisure pursuits and beautiful grassed areas
  - Wick Country Park at Wickford, that has over two kilometres of easy access trails that lead past old hedgerows, the five acre lake, ponds, World War 2 pillboxes and recent woodland plantings

#### Business & Regeneration

- 1.11 Located within the Thames Gateway, the District is the business and commercial centre of South-East Essex and accounts for nearly a quarter of the total manufacturing output of the whole of Essex.
- 1.12 With substantial industrial, office and retail floor space, the District is a major centre for business and employment. While an estimated 30% of residents commute in to London every day to work, an equal number commute into the District.
- 1.13 The District is recognised as the business hub within the Thames Gateway South Essex initiative. Major employers include: Ford, Visteon, First Data, Gilbarco, Bae Avionics, York International, MSX, CGNU, Abbey National, Case New Holland, International Financial Data Services, PMS International and Konica UK Ltd.
- 1.14 The major regeneration opportunities created by the investment in the Thames Gateway mean that large parts of the District will undergo a further transformation in the next 15-20 years. Through a comprehensive regeneration programme there will be major investment in the District and improved quality of life and opportunities for the local community.
- 1.15 This will involve major physical regeneration projects, together with associated social, environmental and community regeneration

initiatives. It will provide an opportunity for sustained economic growth; development of local skills; the provision of places where people want to live; and enhanced care for the improved health and welfare of residents and the environment.

### Service Delivery & Governance

- 1.16 Basildon District Council is responsible for the delivery of a number of key local services, including:
- Electoral Services
  - Housing Strategy
  - Housing Services (Delivered via the ALMO)
  - Leisure & Arts
  - Environmental Services
  - Regeneration & sustainability
  - Community services
  - Customer Services
- 1.17 In accordance with our status as a District Council, some other major services, such as Children's Services and Adult Social Services, are delivered locally via Essex County Council.
- 1.18 The District Council is composed of 42 Councillors with one-third elected three years in every four. Councillors have to agree to follow a code of conduct to ensure high standards in the way that they undertake their duties. The Standards Committee trains and advises them on the Council Code of Conduct.
- 1.19 All Councillors meet together as the Council and these meetings are usually open to the public. Here Councillors, amongst other things, decide the Council's policy framework and set the overall annual budget. The Council also elects a Leader of the Council and Councillors to the Regulatory or Statutory Committees that help dispense the Council's legal functions.
- 1.20 The Cabinet is the major, day-to-day, decision-making body of the Council. It is chaired by the Leader of the Council and is composed of a total of 10 Councillors. The Leader of the Council annually appoints to the Cabinet and decides how responsibilities for specific areas of policy are allocated to leading Councillors.
- 1.21 Issues for discussion at Cabinet will, wherever possible, be included in the Council's Forward Plan. Cabinet discussions are open to the public, except where items are exempt (due to their personal and confidential nature, as defined by law). The discussion of exempt items will take place in closed session.
- 1.22 The Council has an Overview & Scrutiny Commission and three Overview & Scrutiny Committees. These structures exist to undertake reviews, monitor the performance of the Council and its services, call-in Cabinet decisions prior to implementation and scrutinise issues and

help develop policy. They have the ultimate power to refer decisions back to the Cabinet for reconsideration.

- 1.23 The Council has a number of community structures designed to facilitate community participation. These include: Community Fora, Neighbourhood Committees, Parish Councils and Community Panels, under the Tenants Compact.
- 1.24 The Council employs professional officers to give advice, implement decisions and manage and deliver services. The paid staff is headed by the Council's Chief Executive and managed by the 2 Executive Directors and a number of Heads of Service.

## **2. An OAS that Promotes the 'Business Case' and Contributes to the Effective Delivery of Core Business**

### A Radical Review

- 2.1 The law requires every local Council to ensure that its employment practice and service delivery is fair, equal and accessible. The current equalities legal framework places specific duties upon the Council to promote equality and tackle discrimination. In addition, there are closely related requirements to ensure that we contribute to social inclusion and build stable and cohesive communities.
- 2.2 In fulfilling its legal obligations, the Council asked itself two basic questions: what is the best way of implementing equalities that best contributes to the delivery of our services and functions? How will it help make us a better and more efficient organisation?
- 2.3 Basildon District Council responded to those key questions by adopting a very specific philosophy and approach. The Council's starting point was an admission that its existing policy and practice needed improvement. The compliance notice issued against the Council by the former Commission for Racial Equality (CRE) provided a focus in terms of what we needed to do to move forward.
- 2.4 The Council achieved its first objective and worked with the former CRE to achieve a compliant Race Equality Scheme (RES). However, the Council did not just leave the matter there. This episode was used as an opportunity to undertake a radical (root and branch) review of our whole approach to diversity.
- 2.5 The first outcome of this review was the adoption of a new, revised Inclusion & diversity policy position. The Council did this because it wished to emphasise the breadth of its statutory obligations, including not only race equality, but also disability, gender, age, sexual orientation and faith/religious belief. It was felt that 'Equal Opportunities' had become too closely identified with race equality, at the expense of the other equality strands.

- 2.6 In addition, the term 'Inclusion' allows us to focus on tackling the wider combination of socio-economic and societal factors that adversely impact upon large sections of our community. Whilst recognising that people do, indeed, suffer inequality and exclusion because of one, or a combination, of factors, including race, disability, gender, age, sexual orientation and faith/belief; it is also true that wider sections of the community also suffer social exclusion and reduced life opportunities.
- 2.7 The second outcome was a re-evaluation of why and how the Council pursues inclusion & diversity. The Council wanted to learn how other organisations had implemented its policies and avoid any potential pitfalls. Too often diversity initiatives have led to a popular misconception that it is solely about promoting 'minority rights.' In its worst form this interpretation has been divisive, and has worked to alienate whole sections of local communities who felt that diversity was 'politically correct' and promoted 'preferential treatment,' of minority groups, usually to the detriment of everyone else.
- 2.8 As a Council we have set out to strip diversity of this 'baggage' and emphasise that it is, in fact, about fairness, reasonableness and improving our performance. Far from promoting 'preferential treatment' we wish merely to redress inequality and discrimination that may exclude some groups and prevent them from entering our employment or accessing our services.

#### The 'Business Case' and the 'Moral Case'

- 2.9 The Council has based its approach to inclusion & diversity upon an energetic 'business case.' This business case will show how inclusion & diversity makes a unique contribution to the quality and continuous improvement of the Council's core business; as well as protecting it against a number of potential threats. This includes:
- 2.9.1 Creating a more inclusive and skilled workforce that is better equipped to meet the diverse needs of the local community;
- 2.9.2 Making training and development opportunities available to all staff, along with flexible and family friendly working arrangements. This will increase the skills and knowledge of our staff, make us an employer of choice and enable us to continue attracting high quality recruits;
- 2.9.3 Supporting the continuous improvement of services via equality impact assessments that (1) rectify potential institutional discrimination in the way that existing policies, services and functions are set up; as well as (2) anticipate and (3) deal with this at inception, when changing or establishing new policies, services or functions;
- 2.9.4 Improving the quality and relevance of the services that the Council delivers directly or through contracts and commissioning;

- 2.9.5 Avoiding legal challenges by the public (i.e. like those under the DDA 1995 and its amendment of 2005 which can result in unlimited damages) and Employment Tribunal cases that, similarly, can lead to large financial awards against the Council;
  - 2.9.6 Avoiding further legal compliance action. Such action could damage the Council's reputation and result in the need to follow an imposed, highly prescriptive improvement plan;
  - 2.9.7 Attracting additional external funding to support projects and programmes in the District via central government and EU funding regimes. To gain access, the Council needs to show how monies will be used to deliver inclusion & diversity outcomes;
  - 2.9.8 Supporting local voluntary and community organisations to access the various external sources for which they are eligible. The Council wishes to see the community & voluntary sector attracting external funding to build capacity and address need in the District;
  - 2.9.9 Giving leadership to the Local Strategic Partnership (LSP) in the delivery of its Local Area Agreement (LAA) targets to secure the funding and financial freedoms that this guarantees. Failure to deliver can lead to a potential loss of new resources;
  - 2.9.10 Achieving against the Corporate Area Assessment (CAA) equality and stakeholder involvement Key Lines of Enquiry (KLOEs). Failure to do so can lead to reputation problems with the Audit Commission and the Government Office for East England. As well as reputation problems, this could also lead to the loss of potential financial freedoms and loss of additional funding that comes with the achievement of 'Excellent' status;
  - 2.9.11 Demonstrating that physical and social regeneration monies are producing inclusion & diversity outcomes. Failure to do so could lead to restrictions in access to additional, and match funded monies; and
  - 2.9.12 Demonstrating to private sector regeneration partners that the Council is building cohesion, tackling discrimination and promoting equality. Business partners may be wary of investing an area with cohesion problems. This could negatively impact upon the amount of local investment that the private sector would be prepared to commit to the regeneration of the District.
- 2.10 This 'business case' is what underpins the Council's inclusion & diversity policy and provides the guiding thread that runs through this OAS.
  - 2.11 Whilst adopting the business case as the Council's major focus, we simultaneously acknowledge the 'social justice' case for inclusion and

diversity, the fact that it is morally right and crucial to the fulfilment of the Council's responsibility to promote the social, economic and environmental well being of Basildon District

### **3. OAS Inclusion & Diversity Statement of Ambitions (2008/09 & 2009-12)**

- 3.1 The Council has adopted the following statement of ambitions for inclusion and diversity, for the period (2008/09 & 2009-12):

*'Basildon District Council will mainstream its inclusion & diversity policy and practice to improve its core business as both an employer and provider of local services.*

*In doing so, it will work to create a fairer, more inclusive and cohesive District in which everyone is treated with respect, given equal access to services and free to contribute to its social, business and cultural life*

*We will also strive to create an inclusive, highly skilled workforce in which staff are appointed on merit, are treated with respect and have access to training and development opportunities and have a good work-life balance'*

### **4. OAS Inclusion & Diversity Vision for 2012**

- 4.1 The Council has adopted a strategic vision of what it wants to achieve, via its first OAS (2008/09 & 2009-12):

*'By 2012, the Council wants to be able to demonstrate it:*

- (a) has built a more inclusive, developed and skilled workforce that is equipped to meet the needs of all of the District's people;*
- (b) delivers good quality, inclusive and accessible services for all sections of the local community;*
- (c) uses its contracts and commissioning to achieve measurable equality outcomes for all sections of the community;*
- (d) reaches its diverse communities and inputs their views in to service planning; and*
- (e) provides leadership to the local strategic partnership in creating a fairer, more inclusive and cohesive Basildon District'*

### **5. Our Comprehensive Policy Statement on Inclusion & Diversity**

- 5.1 The Council has adopted the following Comprehensive Policy Statement:

*'The Council is committed to promoting inclusion and diversity via its core business.*

*The Council will ensure that no person or group of people living, working or visiting the District will be directly or indirectly discriminated against because of their race/ethnicity, gender (including transgender); disability; age, faith/belief, sexual orientation or, other factors such as, marital status, caring responsibilities for dependents or unrelated criminal convictions.*

*The Council recognises that discrimination can take any of the following forms:*

*Direct discrimination -Treating people less favourably than others because of factors such as race/ethnicity, gender, disability, age, faith/belief, sexual orientation, etc*

*Indirect discrimination – Creating conditions, requirements, provisions, criteria and practice that cannot be justified and which, in practice creates a barrier to some groups accessing service delivery or employment*

*Institutional discrimination – The collective failure of an organisation to provide an appropriate and professional service to people because of their race/ethnicity, gender, disability, age, faith/belief, sexual orientation, etc. It can be detected in processes, practices, requirements which perpetuate unconscious discrimination via prejudice, ignorance, thoughtlessness and stereotyping.*

*Harassment & Bullying - The harassment and bullying of an individual or group of people based on their race/ethnicity, gender, disability, age, faith/belief, sexual orientation, etc. This results in less favourable treatment and people feeling uncomfortable in the work environment or unable to access services.*

*Victimisation - Victimisation occurs where a person is treated less favourably because they are, or it is suspected that they will, pursue their rights to fair treatment via complaints/grievance mechanisms or legal proceedings*

*'The Council is committed to promoting inclusion & diversity by:*

- *Ensuring that all service users, staff and contractors are treated fairly and there is shared respect for diversity and human rights.*
- *Creating a cohesive local community in which people of different backgrounds get on well together and share a 'sense of place'*
- *Eliminating all direct, indirect and institutional forms of discrimination; as well as harassment & bullying and victimisation*
- *Specifically addressing the issues of:*

- *Race/ethnicity* (Different ethnic groups & cultures)
- *Gender* (Male, female and transgender people)
- *Disability* (Disabled people)
- *Age* (Younger and older people)
- *Religion/Belief* (Different religions & beliefs)
- *Sexual orientation* (Heterosexuals, lesbians, gay men & bisexuals)
- *Community Cohesion* (Creating a Basildon in which there is respect for diversity, inter-communal contact and a common sense of belonging to the district)

*The Council will aim to deliver on these commitments by:*

- *Valuing the diversity of service users, and staff and meeting their needs*
- *Being discrimination free and ensuring that high standards of conduct are maintained*
- *Adopting zero tolerance of harassment and discrimination and ensuring all incidents are reported and acted upon*
- *Making all services accessible, relevant and responsive to diverse needs*
- *Monitoring, and reviewing services, satisfaction surveying, consulting/engaging, evaluating complaints, undertaking Equality Impact Assessments (EIAs) and feeding the results in to service and policy planning processes*
- *Delivering inclusion & diversity through both our services and those that are contracted and commissioned from other organisations*
- *Promoting diversity in employment by ensuring fair recruitment, equal treatment and promotion, training & career development on merit*
- *Building an inclusive workforce at all levels using targets, positive action and joint work with the trade unions and equality staff support groups.*
- *Using management, grievance, discipline, supervision and appraisal to ensure staff are treated fairly*
- *Promoting flexible and family friendly working*
- *Mainstreaming inclusion & diversity and cohesion in to engagement and involvement and partnerships*
- *Reaching the whole community, targeting the full range of community stakeholder groups.*
- *Working with public, private and community & voluntary sector organisations on inclusion & diversity and cohesion targets in the Community Strategy, LAA and other multi-agency plans.*
- *Providing strong leadership, both as a Council and via the LSP, to create a strong, inclusive and cohesive Basildon*

*The Council as a designated Public Authority will:*

- *Comply with existing and future legalisation.*

- *Comply with statutory employment regulations and codes of practice.*
- *Adopt a proactive approach that includes a generic and innovative approach*
- *Strive for excellence in positively promoting inclusion & diversity*

*The Cabinet are responsible for setting & monitoring the policy and Senior Management Team (SMT) for delivery and:*

- *The Cabinet will have a designated Cabinet Member to lead and report on inclusion, diversity & cohesion policy;*
- *The Cabinet will have collective responsibility for diversity policy formulation and implementation;*
- *The Chief Executive, Executive Directors and Heads of Service have overall responsibility for policy and practice and performance management ;*
- *Managers are responsible for the equality performance of their service areas*
- *The delivery and performance management will be monitored through the Council’s inclusion & diversity structures. These include quarterly meetings with SMT, monthly meetings with Operational Management team (OMT) and monthly inclusion & diversity group meetings and named officers will serve on this and be held directly accountable for their services*
- *The Inclusion & Diversity Manager will work closely with the Lead Member and quarterly monitoring reports submitted to SMT and the Cabinet.*
- *Managers to lead by example in all contexts.*
- *All employees are responsible for their personal conduct and acceptable standards; mainstreaming diversity, inclusion & cohesion in their duties, participating in events and activities and improving equalities performance in their areas/functions.’*

## **6. The Equality and Human Rights Legal Framework & Preparing for Future Developments**

### Statutory Obligations under the Current Legal Framework

6.1 The current national equality legislation covers the following issues:

<b>Race</b>
<b>Gender</b>
<b>Disability</b>
<b>Age</b>
<b>Sexuality</b>
<b>Faith/Belief</b>
<b>Human Rights</b>

- 6.2 The Council has existing statutory duties to positively promote equality in terms of race, disability and gender in employment and service delivery; as well as complying with anti-discriminatory law covering employment and the provision of goods and services in the areas of sexuality and faith/belief. In contrast, age discrimination is only presently covered by employment law.
- 6.3 The following table summarises the Council's obligations under the current equality and human rights statutory framework, specifying the differences in the emphasis and type of provision in each area:

**Existing General Duties**

<b>Race Equality</b>	<b>Gender Equality</b>	<b>Disability Equality</b>
<p>The General Duty for race equality requires due regard to the need to:</p> <ul style="list-style-type: none"> <li>▪ Positively promote racial equality</li> <li>▪ Eliminate unlawful racial discrimination</li> <li>▪ Promote good community relations</li> </ul>	<p>The General Duty for gender equality requires due regard to the need to:</p> <ul style="list-style-type: none"> <li>▪ Positively promote gender equality for: <ul style="list-style-type: none"> <li>➢ Women</li> <li>➢ Men</li> <li>➢ Transgendered people</li> </ul> </li> <li>▪ Eliminate unlawful gender discrimination &amp; harassment</li> <li>▪ Promote equality of opportunity</li> </ul>	<p>The General Duty for disability equality requires due regard to the need to:</p> <ul style="list-style-type: none"> <li>▪ Promote equality of opportunity between disabled people and others</li> <li>▪ Eliminate discrimination that is unlawful under the DDAA (2005)</li> <li>▪ Eliminate the harassment of disabled people related to their disability</li> <li>▪ Promote positive attitudes towards disabled people</li> <li>▪ Encourage the participation of disabled people in public life</li> <li>▪ Take steps to meet disabled people's needs even if this requires more favourable treatment</li> </ul>

## Existing Specific Duties

Race Equality	Gender Equality	Disability Equality
<p>The Specific Duties for race equality requires us to:</p> <ul style="list-style-type: none"> <li>▪ Publish a Race Equality Scheme (RES) that details policies, processes and includes a 3 year action plan</li> <li>▪ Monitor access to services</li> <li>▪ Carry out race equality impact assessments and publish the results</li> <li>▪ Make information available and accessible to all ethnic groups</li> <li>▪ Train all staff in race equality</li> <li>▪ Publish staff ethnic monitoring data annually on:               <ul style="list-style-type: none"> <li>➢ Applicants for posts</li> <li>➢ The workforce</li> <li>➢ Staff accessing training &amp; development</li> <li>➢ Appraisal</li> <li>➢ Grievance &amp; disciplinary</li> <li>➢ Staff leaving employment</li> </ul> </li> </ul>	<p>The Specific Duties for gender equality requires us to:</p> <ul style="list-style-type: none"> <li>▪ Publish a Gender Equality Scheme (GES) that details policies, processes and includes a 3 year action plan</li> <li>▪ Take steps to address equal pay between men and woman in the organisation</li> <li>▪ Collect gender data/information on service delivery and employment</li> <li>▪ Consult with stakeholders to identify gender priorities</li> <li>▪ Carry out gender equality impact assessments and publish the results</li> </ul>	<p>The General Duty for disability equality requires us to:</p> <ul style="list-style-type: none"> <li>▪ Publish a Disability Equality Scheme (DES) that details policies, processes and includes a 3 year action plan</li> <li>▪ Involve disabled people in the formulation of the DES</li> <li>▪ Be accountable for our involvement strategy</li> <li>▪ Collect and evaluate data/information on the service delivery and employment</li> <li>▪ Carry out disability equality impact assessments and publish the results</li> </ul>

Equality Strand	Statutory Obligations
<p><b>Sexual Orientation</b></p>	<p>Unlike in the case of race, gender and disability there is no General Duty to positively promote lesbian, gay, bisexual and transgender (LGBT) equality, nor specific duties to publish a Sexual Orientation Equality Scheme, carry out sexuality</p>

	<p>impact assessments, etc, although transgender is covered by the gender equality duty.</p> <p>The Employment Equality (Sexual Orientation) Regulations (2003) provides all gay, lesbian and bi-sexual employees with statutory protection against sexual orientation based discrimination and harassment in the workplace</p> <p>The Equality Act (2006) extends these rights to the provision of goods and services. The Council has a legal obligation to ensure that gay, lesbian and bi-sexual people are not discriminated against in the delivery of services</p>
<b>Religion/Belief</b>	<p>Unlike in the case of race, gender and disability there is no General Duty to positively promote religion/belief equality, nor specific duties to publish a Religion/Belief Equality Scheme, carry out religion/belief impact assessments, etc.</p> <p>The Employment Equality (Religious Belief) Regulations (2003) provides all employees of religion/belief with statutory protection against religious/belief based discrimination and harassment in the workplace</p> <p>The Equality Act (2006) extends these rights to the provision of goods and services. The Council has a legal obligation to ensure that people of religion/belief are not discriminated against in the delivery of services</p>
<b>Age</b>	<p>Unlike in the case of race, gender and disability there is no General Duty to positively promote age equality, nor specific duties to publish an Age Equality Scheme, carry out age impact assessments, etc.</p> <p>The Employment Equality (Age) Regulations (2006) provides all employees with statutory protection against age based discrimination and harassment in the workplace. This covers:</p> <ul style="list-style-type: none"> <li>▪ Mandatory retirement</li> <li>▪ Dismissal and redundancy</li> <li>▪ Statutory sick pay and maternity</li> <li>▪ Harassment in the workplace</li> </ul> <p>There is no current legal obligation to ensure that people are not discriminated against on the grounds of age in the delivery of services</p>

<b>Additional provision</b>	<b>Statutory Obligations</b>
<b>Human Rights</b>	<p>The Human Rights Act (1998) came in to force in 2000 and the UK adopted provisions that covered a wide range of individual rights and freedoms.</p> <p>The Act states that the government or public bodies must not:</p> <ul style="list-style-type: none"> <li>▪ Violate the individual's right to life</li> <li>▪ Subject individuals to torture or inhuman/degrading treatment</li> <li>▪ Press them into enforced labour</li> <li>▪ Deprive them of liberty without due process</li> <li>▪ Deprive them of access to justice or a fair trial or introduce laws that impose retrospective criminal liability</li> <li>▪ Disrespect individuals' rights to privacy</li> <li>▪ Restrict freedom of religion, expression, association or assembly</li> <li>▪ Disallow individuals to marry and have a family</li> </ul>
<b>Other supplementary pieces of equalities legislation</b>	<p><b>Sex Discrimination (Gender Reassignment) Regulations (1999)</b></p> <p>The regulations address equality relating to gender reassignment. It clarifies the law for transsexual people in terms of equal pay, employment and training</p> <p><b>Civil partnerships Act (2004)</b></p> <p>Provides legal recognition and parity of treatment for same-sex couples and married couples, including employment benefits and pension rights</p> <p><b>Gender Recognition Act (2004)</b></p> <p>Provides transsexual people with legal recognition in their acquired gender. Legal recognition follows from the issue of a full gender recognition certificate by a gender recognition panel</p> <p><b>Racial and Religious Hatred Act (2006)</b></p> <p>Seeks to stop people from intentionally using threatening words or behaviour to stir up hatred against somebody because of what they believe.</p>

## The Council's Approach

- 6.4 We are not legally required to produce an OAS, although this is likely to change in the near future. The existing statutory duties are to produce the following three Schemes on different, rolling three year cycles:
- |  |                      |
|--|----------------------|
| 5.4.1 Race Equality Scheme (RES)       | (From May 2002)      |
| 5.4.2 Disability Equality Scheme (DES) | (From December 2006) |
| 5.4.3 Gender Equality Scheme (GES)     | (From April 2007)    |
- 6.5 However, in common with many other Public Authorities, we have resisted the temptation to merely react to each piece of legislation as it is introduced. We have, instead, sought to be proactive and address all six equalities strands and consider human rights as a cross-cutting theme.
- 6.6 We have also ensured that we address all six equalities strands in developing policy and practice, engagement & involvement strategies and processes, such as retrospective and predictive Equality Impact Assessment (EIA).
- 6.7 This Scheme provides Basildon Council with the single, unifying framework within which we can rationalise and continue to improve our existing policy and practice in a much more coherent fashion.
- 6.8 The clearest endorsement of our generic approach to equalities has been the Government's move towards a new unified, equality legal framework so that Public Authorities can better carry out their duties.
- 6.9 Following the creation of Equality & Human Rights Commission (EHRC) and the report of the Equality Law Review, the Government is currently sponsoring a Single Equality Bill that will redress the fragmented nature of the current law, deal with the inconsistencies and establish a single statutory framework.
- 6.10 This new Bill will reach the statute book in the Spring of 2009 and detailed time-tables and regulation will follow later in the year.

## **7. The Adoption of an Integrated OAS Generic Duty and Specific Duties**

- 7.1 The OAS combines the Council's current statutory requirements, its various policy obligations and also examples of best practice. The distinction between these three components can be defined as follows:

What is a statutory requirement, as opposed to an obligation or best practice?

- 7.2 A statutory requirement is something that Council's must do by law. Failure to fulfil statutory requirements breaks the law and can lead to compliance action against the Council. The statutory elements in the OAS are requirements under the existing law that positively promote equality, outlaws discrimination and upholds human rights (See section 6 above)
- 7.3 In addition, the OAS also contains a number of other obligations. These obligations are not required by law, but are important as national priorities and policy initiatives or even as the Council's own policy commitments. These include:
- Community Cohesion policy and guidance
  - Social Inclusion Policy
  - Equality Standard for Local Government (ESLG)
  - Local Strategic Partnership (LSP) - Local Area Agreements (LAAs)
  - Community Area Assessment (CAA)
- 7.4 The final component constitutes those actions or targets that are neither required by law nor an obligation. These are best practice actions, things that are recognised as a positive thing to do or something that helps prepare for future legislation. Examples of these are:
- Aligning the new localism agenda with its cohesion initiatives
  - Extending equality impact assessment process to all six diversity strands and community cohesion

#### An Integrated Approach

- 7.5 Our new Scheme combines and integrates the current legal requirements to create an OAS integrated Generic Duty that covers race/ethnicity, gender, disability, age, sexual orientation & religion/belief and incorporates community cohesion.
- 7.6 This translates in to the following concrete commitments:

#### **OAS Integrated Generic Duty**

Our OAS Integrated Generic Duty requires us to have 'due regard' to the need to:

- Positively promote equality on race/ethnicity, gender, disability, age, sexual orientation & religion/belief
- Eliminate unlawful discrimination, harassment/victimisation & human rights violations
- Promote good community relations, social inclusion & community cohesion
- Promote Citizenship, positive attitudes towards people of different backgrounds and active involvement/participation in public life

- 7.7 We will seek to give 'due regard' to our Generic Duty by implementing the following Specific Duties:

### **OAS Integrated Specific Duties**

Our OAS Integrated Specific Duties requires us to:

- Publish an 'Opportunities for All' Scheme (OAS) that outlines relevant policies, processes and includes a three year action plan
- Involve all community stakeholders in the formulation and monitoring of the OAS
- Publish how we implemented the involvement strategy
- Monitor access to services by all six equality strands and publish the results
- Survey on people's satisfaction with services and publishing the results
- Ensure that contract arrangements deliver inclusion & diversity and that the performance of contractors is monitored
- Carry out equality impact assessments and publish the results
- Make information available and accessible to all, make reasonable adjustments and dismantle barriers to inclusion
- Change our services to deliver cohesion and work in partnership to deliver a shared Cohesion plan, via the Basildon Partnership
- Train all staff on inclusion & diversity and cohesion
- Publish staff monitoring data annually (across all six equality strands) on:
  - Applicants for posts
  - The workforce (At all levels)
  - Staff accessing training & development
  - Appraisals completed
  - Grievance & disciplinary action
  - Staff leaving employment
- Using measures, as appropriate, to promote inclusion & diversity in employment and create an inclusive and skilled workforce

### **The OAS Structure & Timetable**

- 7.8 This document sets out Basildon's 'Opportunities for All' Scheme (OAS) (2008/09 & 2009-12) It details and describes how it aims to deliver each of the above OAS integrated Specific Duties under the following key headings:

- The Role of Leadership, Accountability & Ownership
- Arrangements for Assessing and Consulting on Impact on Existing and New or Changed Services and Functions
- Equality Structures & Performance Management – Monitoring & Reporting on the Delivery of Our OAS Targets
- Arrangements under the OAS for Ensuring Public Access to Information & Services
- OAS Community & Stakeholder Involvement and Reporting Arrangements

- The Use of Information & Data to Monitor, Evaluate & Review Our Services
- Our OAS Employment Duties – Creating an Inclusive & Well Trained Workforce
- Using Procurement, Commissioning & Grant Aid
- Using Effective Partnerships to Promote Equality – Achieving a Cohesive, Inclusive and Sustainable Basildon

### The Way Forward

- 7.9 This new Scheme merges and integrates statutory duties and obligations to create a single set of Generic and Specific Duties. In this way, the Council will in future be working to one single strategic agenda rather than six different ones.
- 7.10 The OAS will formally come in to effect from 31 March 2009. Until the new Equality Bill formally introduces a unified legal framework, we will continue to observe the existing statutory deadlines for revising the race, gender and disability equality schemes.
- 7.11 We will not, however, continue to publish separate equality schemes after this date. Rather we will use our new OAS integrated Generic Duty and Specific Duties to involve community stakeholders in the development of new strategic objectives and targets under each of the six equality strands and community cohesion.
- 7.12 The new Scheme's action plan is structured so that the constituent race/ethnicity, gender, disability, age, religion/belief, sexuality and community cohesion components are discernible and can be extracted for separate scrutiny, performance management, public involvement and review.
- 7.13 The six sections of the OAS Action Plan has been/will be reviewed according to the following time-table:

<b>Equality strand</b>	<b>Involvement period</b>	<b>Revision to action plan</b>
Race/Ethnicity	March 2008	November 2008
Sexual Orientation	March 2008	November 2008
Religion/Belief	March 2008	November 2008
Age	March 2008	November 2008
Disability	May-August 2009	December 2009
Gender	Sept-December 2009	April 2010

- 7.14 This and other key aspects of the OAS will need to be formally reviewed at an appropriate juncture when the content of the new Single Equality Act is finalised and confirmed via published EHRC Guidance and Codes of Practice. However, this should be a matter of fine tuning, rather than a major re-writing of the OAS.

## **8. Our Inclusion & Diversity Achievements to Date**

8.1 The Council can point to a number of significant inclusion & diversity achievements over the last three years.

8.2 Some of the headline achievements are as follows:

- Publishing our race, disability and gender equality schemes by the prescribed statutory deadlines;
- Successfully working with the EHRC to ensure that our RES is legally compliant;
- Achieving level two of the ESLG and making good progress towards obtaining level three by 31 March 2009;
- Holding regular training and policy briefing sessions for elected members on inclusion and diversity issues;
- Ensuring that 95% of Council staff have been trained on inclusion & diversity;
- Producing a new service monitoring guide for publication before the end of March 2009;
- Introducing service monitoring and customer satisfaction via customer services and at reception areas
- Putting in place the EqlA processes and documentation to deliver over 35 completed retrospective EqlAs over the last three years;
- Completing a first phase of EqlA training for managers;
- Undertaking pilot training sessions on equalities in procurement;
- Identifying BME groups in the District through the Essex County Council mapping exercise and through the Basildon Council for Voluntary Sector (CVS);
- Establishing an interim BME community stakeholder group;
- Undertaking a gypsy and traveller welfare assessment
- Designing and delivering a disability equality involvement strategy that underwrote the production of the Council Disability Equality Scheme (2006-09)
- Achieving 80% DDA 1995 accessibility to Council buildings;
- Putting in place a comprehensive programme of environmental improvements that enhance the accessibility of the District's town centres;
- Achieving progress on gender pay differentials through the single status review;
- Commencing regular staff surveys and ensuring that feedback is generated on inclusion & diversity issues; and
- Mainstreaming inclusion & diversity in to the initial customer service training programme for staff.

8.3 The OAS builds upon the firm foundation provided by the existing individual schemes and the Council's inclusion & diversity achievements to date. However, the unified strategic framework provided by the OAS will guarantee even stronger outcomes and demonstrably improved performance.

- 8.4 A summary of outcomes arising from the Council's existing race, disability and gender equality schemes will be published to coincide with the formal launch of the OAS from 31 March 2009.

## **9. The Role of Leadership, Accountability & Ownership in Promoting Equality**

### The Three Pillars

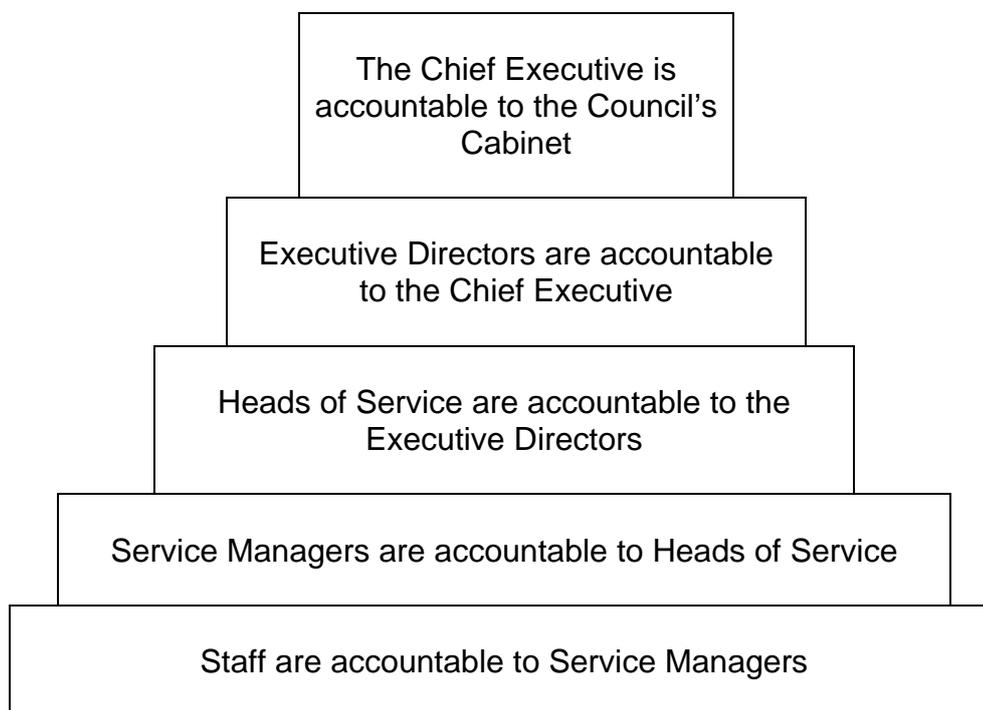
- 9.1 An effective approach to positively promoting equality is built upon the following three pillars: (1) leadership/commitment from the political leadership and senior management of the Council, (2) named accountability for the delivery of targets and (3) a positive organisational ethos where there is support and ownership at all levels.
- 9.2 If any one of these three pre-requisite components is lacking then organisations will invariably fail to excel. It is for this reason that it features so prominently in the OAS.

### Senior Management Responsibility

- 9.3 The ultimate responsibility for policy development and the delivery of inclusion & diversity and human rights rests with the Chief Executive and the Council's Executive Directors.
- 9.4 The Senior Management Team (SMT) will emphasise the importance of the Scheme, make it clear that there is an expectation that published targets/outcomes will be achieved and commit both the chief officer leadership and the resources necessary to ensure successful implementation. Each Executive Director will set OAS targets for their Heads of Service and ensures that their delivery is a key criterion in their annual personal appraisals.
- 9.5 All Heads of Service ensure that their managers are allocated relevant OAS targets and responsibilities and that, in turn, their performance is regularly assessed through monthly supervision and annual appraisal. The OAS targets will be delivered through mainstream service planning processes and, more specifically, through each service's 'Equality Must' plan.

[A diagram clarifying the OAS-Service planning/'Equality Must' interface is attached as Appendix 20.11]

- 9.6 The Scheme's action plans and specific targets are built upon the firm foundation of 'named accountability' and implementation is regularly monitored via mainstream performance structures, using a tool such as the 'traffic light' system.
- 9.7 Responsibility/accountability for the implementation of the OAS will be mainstreamed in to the standard management pyramid whereby:



### Leadership

- 9.8 The Council's Cabinet will oversee improvements in policy and practice through the Scheme. Although the Cabinet has a collective responsibility for Inclusion & Diversity, the lead role is allocated to a named portfolio holder. It is the responsibility of the Cabinet portfolio holder to give strategic guidance, work with officers on equalities policy, practice, allocate resources and report periodically to the Cabinet/Leaders meeting.
- 9.9 As part of the role, the Council's Inclusion & Diversity Manager will ensure that the Cabinet portfolio holder is regularly briefed and kept appraised of progress. The Cabinet portfolio holder will ensure effective leadership, the appropriate resourcing of OAS commitments and the delivery of quarterly reports. These reports will cover:

- Quarterly performance against published OAS targets and diversity performance indicators (PIs)
- The expenditure of allocated resources in delivering OAS targets and potential areas of growth/financial pressure
- The management of potential and actual risks to the Council, particularly around issues of illegality and non-compliance with statutory requirements
- Forthcoming proposals, legislative or otherwise, with inclusion & diversity implications for the Council

- Areas of outstanding achievement and those planned for future development

### Building Ownership

9.10 Whilst executive leadership and commitment are essential, there is another side to the equation. This will ensure that ownership of the inclusion & diversity agenda is present amongst officers, at all levels, throughout the Council. This ownership has been, and will continue to be, built by further developing the following key OAS objectives:

- Creating an increasingly inclusive workforce and the valuing of staff diversity;
- Mainstreaming inclusion & diversity in to all job descriptions person specifications and recruitment selection processes;
- Establishing the principles of the individual responsibility of all staff and the development of an organisational culture in which direct and institutional discrimination is actively challenged;
- Use of inclusion & diversity training and development to build skills, knowledge and commitment
- Establishment of clear inclusion & diversity targets for individual teams that support corporate, divisional and service objectives
- Mainstreaming of inclusion & diversity in to induction, supervision, annual appraisal and team meeting processes
- Dissemination of inclusion & diversity briefings and staff participation in regular diversity events and commemorations

9.11 The Council's senior management will set high standards for managers and staff. Zero tolerance of harassment, victimisation and discrimination will be operated throughout the Council and staff will be encouraged to report incidents and perpetrators, if the case against them is proven, will be subject to the Council's disciplinary processes, that could ultimately result in their dismissal.

## **10. Arrangements for Assessing and Consulting on Impact on Existing and New or Changed Services and Functions**

10.1 The Council is required by law to carry out Equality Impact Assessment (EIA) on their services, functions and policies. At the current time, we are legally obliged to complete EIAs on race, gender and disability. We have, however, developed assessment guidance, processes and templates that address the six equality strands and community cohesion.

10.2 There are two types of EIA that the Council carry out and these are summarised as follows:

10.2.1 Predictive EIAs – These are undertaken when developing new

proposals or changes to an existing service, function or policy. The process of undertaking this type of 'Predictive' EIA is mainstreamed in to the local authority's core policy/decision-making processes.

10.2.2 Retrospective EIAs - These are undertaken systematically on existing service, function or policy, as part of an agreed, three year corporate programme, usually linked to equality schemes. The process of undertaking this type of 'Retrospective' EIA is as part a distinct, scheduled and one-off radical review to improve services, functions and policies from an inclusion & diversity perspective.

10.3 There are also two distinct levels of the process that apply to both Predictive and Retrospective EIA, these are:

#### 10.3.1 Screening

The screening process is fairly straightforward and brief and seeks to identify whether a service, function or policy has significant equality implications. More specifically it asks:

- Is there any evidence of different outcomes for different diversity groups?
- Does this difference constitute 'adverse impact' for those diversity groups?
- What does available quantitative and qualitative data and information tell us?
- Is there sufficient evidence/indications to necessitate a full EIA?

#### 10.3.2 Full EIA

A significant exercise that requires a systematic assessment of the service, function and policy to identify adverse and positive impact for specific diversity groups; the formulation of actions to redress adverse and promote positive impact; formal engagement with the groups affected; and making arrangements to monitoring and evaluating the changes made at a designated, later date.

10.4 The key stages of a full EIA can be summarised as follows:

10.4.1 Identification of service/function/policy objectives

10.4.2 Identification of existing arrangements that positively promote inclusion & diversity

10.4.3 Consideration of available quantitative and qualitative data and other relevant information

10.4.4 Assessment of impact upon specific diversity groups

10.4.5 Consideration of possible changes based upon the assessment

- 10.4.6 Consulting with groups affected by changes proposed
  - 10.4.7 Decision as to whether to adopt the proposed changes
  - 10.4.8 Arrangements for monitoring and review at some designated future date
  - 10.4.9 Publish the results of the completed EIA
- 10.5 On identification of adverse impact via EIA processes, the Council will take the following steps:
- 10.5.1 Closely examine the nature of the adverse impact and which groups are affected
  - 10.5.2 Identify whether there is any justification for the adverse impact that might result in no further action being taken (i.e. continuing women only swimming sessions that impact adversely upon men in terms of gender equality)
  - 10.5.3 Examine possible changes that would redress the adverse Impact and ensure that there is no unintended differential impact upon other groups arising from the changes
  - 10.5.4 Consult the community on the changes that under consideration or justify why no action will be taken
- 10.6 In terms of consulting on impact assessments, the Council will deploy a number of complimentary approaches, these to include a combination of the following mechanisms:
- Community stakeholder and staff forums & recognised trade unions
  - Existing service users groups
  - Specifically convened Policy sounding boards to reach marginalized groups (i.e. travellers & gypsies)
  - Contacting representative community & voluntary organisations
  - Citizen panel sessions
  - Website consultation
  - Surveying of service users & staff's opinions
- 10.7 As with all consultation and engagement processes, it is important that consultation duplication and overload is avoided. As such we will take the necessary steps to ensure that these processes are streamlined and effectively managed.
- 10.8 Both Retrospective and Predictive EIAs processes have been embedded within the Council. To date this has been done via the following mechanisms:
- The development and delivery of cross-service EIA training for appropriate managers and staff
  - The development and usage of a corporate EIA Toolkit/Template
  - The Development and usage of a training workbook and EIA guide for trained assessors

- 10.9 By the end of 2007/08, the Council had completed 35 retrospective EIAs and fed the outcomes in to service planning to achieve improvements.
- 10.10 In 2009/10 we have set ourselves the target of reviewing our existing EIA processes & procedures, guidance, toolkit/templates and training programme. The review will seek to streamline the processes further, make them more user friendly and provide improved training sessions for a larger number of managers and officers.
- 10.11 We will be working with Democratic Services to ensure that the Predictive EIA processes are fully mainstreamed in to the report writing guide, decision-making processes and mechanisms such as the Council's Forward Plan.
- 10.12 Heads of Service are responsible for ensuring that their officers not only undertake EIAs, as appropriate, and can justify their decisions, but that the quality is of a satisfactory standard. We aim to do this by having Heads of Service confirm that they are happy with the inclusion, diversity and cohesion content of their reports when signing off reports for submission to the Council's Cabinet and Overview Scrutiny Committees.
- 10.13 During the course of 2008/09, we completed the process of systematically assessing their major services, functions and policies for their relevance to inclusion & diversity. We have done this using the agreed EIA screening template to determine those services that have high relevance in terms of promoting equality.
- 10.14 The results of the assessment of relevance is summarised below:

<b>High Relevance</b>
<p><b>1. Human Resources</b></p> <ul style="list-style-type: none"> <li>• Candidate references</li> <li>• Disclosure of criminal convictions</li> <li>• Employment health assessment</li> <li>• Secondments</li> <li>• Probationary procedure</li> <li>• Salary scales</li> <li>• Senior officer salary</li> </ul>
<p><b>2. Arts &amp; Recreation</b></p> <ul style="list-style-type: none"> <li>• Towngate Theatre</li> <li>• Health &amp; Fitness Development</li> </ul>
<p><b>3. Sustainable Community Services</b></p> <ul style="list-style-type: none"> <li>• Community Halls Bookings &amp; Maintenance</li> </ul>

- Town hall events & promotions
- Community development
- Health outreach
- Day Centres
- Welfare Catering
- Pitsea Leisure Centre
- Children's Centres
- Grants

**Proposed strategies identified as High Priority (Predictive EIAs to be carried out during development process)**

- Safeguarding Children policies & procedures
- Basildon Children & Young People's Plan

**4. Business Strategy, Policy & Performance**

- Work with other agencies, local authorities and external service providers

**5. Corporate Procurement, Democratic, Legal & Executive services**

- Elections

**6. Cultural Services**

- Activity Projects - Football Foundation and Positive Futures programmes to engage with various young people
- Play Ranger Service - activity within parks across the district

**7. Environmental Health Services**

- Inspection and licensing of houses in multiple occupation
- Detection of Overcrowding
- Grants for making repairs, improvements or adaptations to advice on tenant harassment or illegal evictions
- Pollution Control
- Air, Land, water pollution monitoring and control
- Enforcement of Smokefree regulations

**8. Planning Services**

- Planning
- Development Control

**9. Customer services and organisational development**

- Customer Contact Centre
- Facilities including DDA access to buildings
- Facilities security

- Facilities CCTV

### **11. Community Safety**

### **10. Events**

- Basildon Festival (Ongoing annual EIA)

### **11. Housing**

- Housing allocations service

## **Medium Relevance**

### **1. Human Resources**

- Individual Grievance Procedure
- Disciplinary Rules and Procedure
- Procedure for the investigation of employee harassment
- Conduct of enquiries procedure
- Capability Procedure
- Appeal Procedure
- Confidential Internal Reporting procedure (whistleblowing)
- Working with children and young people policy
- Alternative employment procedure
- Protecting of vulnerable adults
- The employment Equality (AGE) Regulations 2006
- Procedures for managing sickness
- Sickness payments- occupational scheme
- Returning to work after illness or injury
- Part day sickness absence and medical/dental appointments
- Maternity support

## **2. Health & Safety**

- Accident reporting procedure
- Weather protection for outdoor workers
- Manual handling
- Health and safety (first aid) regulations –first aid provisions
- Workplace (health, safety and welfare) regulations 1992 – all processes
- Health and safety at work etc Act 1974
- Health and safety inspections
- Health and safety policy
- Safety Committees
- Eye Tests for VDU
- HIV and other infections Viruses – Risks and Preventions
- Personal Safety First
- Occupational Health Screening and Surveillance
- COSHH- cleaning and maintenance materials and their use

## **3. Marketing & Communications**

- All printed materials are available in alternative formats to facilitate accessibility – large print, translation etc
- Message about alternative formats recently incorporated within all leaflets
- Branding guides
- Communication Protocol
- Emergency Protocol

## **4. Democratic & Member Support**

- BDC constitution
- Report writers guide
- Cabinet member decision record guide
- Overview & scrutiny handbook

## **5. Countryside & Open Spaces**

- 265 hectares of Parks and informal open spaces including Wat Tyler, Norsey Wood and Mill Meadows
- Motorboat Museum
- Three visitor centre
- Basildon Community Football project

## **6. Basildon Renaissance**

- Economic Development
- Physical Regeneration

**7. Cultural Services**

- Sports Development - promotion and delivery of activity programme across the district
- Sporting Village

**8. Audit**

- Insurance

**9. Finance**

- Budget Planning

**10. Environmental Health Services**

- Pest Control - advice and treatment
- Food Safety
- Inspection of food businesses - enforcement and advice
- Provision of food hygiene training courses
- Licensing
- Various licensing and registration functions
- Stopping statutory nuisances
- Promoting public health initiatives
- Green Business Forum
- Partnership between local businesses and Basildon District Council
- Promotes environmental awareness and best practice
- Transport and Workshops
- Investigating food poisoning outbreaks and control of communicable disease
- Inspection of workplaces - enforcement and advice

**Street Scene**

- Street Scene Services are – Parks, grounds and cleansing

**Low Relevance**

- Authorisation of industrial processes that discharge to the atmosphere.
- Investigation of accidents at work.
- Investigation of complaints about health and safety at work
- Animal Control
- Promoting responsible pet management
- Control of stray dogs

- 10.15 This assessment has led to the prioritisation of those services, functions and policies that have been included in the Corporate Retrospective EIA Programme for completion over the duration of the first SES, 2009-12. The Programme is available both electronically via the Council website and in hard copy and alternative formats, on request, from the Council's Inclusion & Diversity Team on 01268 29 5474 or email [InclusionandDiversity@basildon.gov.uk](mailto:InclusionandDiversity@basildon.gov.uk)
- 10.16 This assessment process will be repeated every three years and linked in to the timetable for the updating/renewal of the Council's OAS.

[Website links to the Council's EIA procedures & template and the corporate EqIA Programme are respectively attached as appendices 20.5 and 20.6]

## **11. Inclusion & Diversity Structures & Performance Management – Monitoring and the Reporting on the Delivery of Our OAS Targets**

### OAS Monitoring & Reporting

- 11.1 The OAS will ensure that there are stretching inclusion & diversity objectives and targets in place, these are delivered through mainstream service planning/'Equality Must' plans and that improvement are systematically measured. There are corporate performance management structures in place, with appropriate divisional and service representation, to carry out this measurement process.
- 11.2 The Council's approach is to use its mainstream structures to oversee and monitor its OAS targets. The Inclusion & Diversity Manager chairs the Inclusion & Diversity Group whose members represent frontline services and other managers across different departments within the Council.
- 11.3 This structure has the prime role of scrutinising and monitoring progress against published OAS targets and other performance indicators. This performance data/information will then be verified, evaluated and reported on a quarterly basis to both Senior Management Team (SMT) and the Cabinet.
- 11.4 Moreover, the emphasis is upon the delivery of strong outcomes. Good quality, transparent processes are essential to improving inclusion & diversity performance, but it must be the 'servant' and not the 'master.' Too often in the past organisations have become immersed in the process and lost sight of the need to deliver good and effective outcomes that have concrete benefits for excluded and marginalised groups.
- 11.5 The Scheme adopts the approach advocated by the former Disability Rights Commission (DRC), that Public Authorities should base their

diversity action plans on a fewer number of key targets that are identified by local community stakeholders as crucial to them, and put all of their resources behind delivering these. This is preferable to having a larger number of, overly ambitious targets that overwhelm us and are ultimately not delivered.

[A Diagram Summarising the Council and LSP Inclusion & Diversity Structures is attached as Appendix 20.2]

The OAS Delivering Collateral Performance Agendas: Inspections Regimes, the CAA & the ESLG

- 11.6 As well as the OAS targets, the Council also has a number of voluntary and national performance indicators/criteria set by central government/the Audit Commission. The Council's robust approach to diversity performance management, and achieving the objectives and targets in the Scheme, will directly contribute to preparing the Council for success in external inspection and achieving against CAA KLoEs.
- 11.7 In that sense the OAS action plan provides a unified master plan for driving the Council against a number of assessment and improvement processes (i.e. service inspections, CAA KLoEs, etc). The Scheme provides a central focus and vehicle for delivering inclusion and diversity. The objective is that Council officers concentrate upon delivering the OAS targets and, in doing so, they also secure progress against these collateral agendas.

[A Summary of Key National and Local Diversity and Cohesion Indicators is attached as Appendix 20.7]

- 11.8 Basildon District Council has formally adopted the Equality Standard for Local Government (ESLG) as the primary auditing and improvement framework for inclusion & diversity that covers all six equality strands. The Scheme action plan integrates the major headline actions required to progress against the ESLG year on year.
- 11.9 The Council has already been externally assessed in 2006 as attaining level 2. There are further published targets to achieve level 3 by March 2009, level 4 by March 2010 and level 5 by March 2011. The Council is on-line to achieve the first of these targets by achieving level 3 by the end of 2008/09
- 11.10 However, the Council's targets need to be revised to accommodate the planned revision of the ESLG to condense it from 5 to 3 levels. These revised targets will be published during 2008/09 and the transition to the new 3 level standard will take place in 2009/10.
- 11.11 There will be separate ESLG templates at each of the ESLG levels against which each service will be required to audit and self-assess themselves. As part of processes of reforming and improving our approach to the ESLG we aim to move to a fully electronic system for

assembling the evidence upon which we will base claims to our position against the ESLG.

- 11.12 The former BVPI Performance Indicators have been phased out and are no longer binding upon the Council. The Council have retained the former BV2(a) – ‘The Level of the ESLG against Which the Local Authority Conforms’ as a new voluntary PI. We will continue to report our position against this voluntary PI for the foreseeable future.

[A website link to the Council’s ESLG criteria, templates and self-assessment plan is attached at Appendix 20.3]

## **12. Arrangements under the OAS for Ensuring Public Access to Information and Services**

- 12.1 The OAS commits the Council to ensuring that all people in the District have access to the information and services that it provides. Information is commonly disseminated via mechanisms such as:

- Council plans & strategies
- Policy statements
- Council internal & external publications & newsletters
- Press releases
- Public information leaflets
- The Council website (internet & intranet)
- Telephone
- E-mail/Short Messaging Services (SMS) Text
- Letters and fax

- 12.2 The Council has also set itself the objective of providing good quality, customer focused services that meet residents needs. Integral to this ambition is continuously improving our services and the way that they are accessed by the public.

- 12.3 The Council has laid out its ambitions in its recently published ‘Customer Contact Charter.’ The Charter lays out the standards of service that residents can expect in terms of:

- The way that we welcome you and provide a professional service
- How we handle your enquiries
- How you can interact with us (via telephone. Personal visit, email/internet, SMS text, letter of fax)
- How you can comment on our customer service or complain if you are dissatisfied

- 12.4 The OAS objective is to ensure that these service standards meet the diverse needs of all sections of the local community. It is only if customer service is genuinely inclusive and anti-discriminatory that it fulfils the Council’s aspirations to a quality, customer focused service that meets the full range of community needs.

- 12.5 The Council acknowledges that 'efficiency' and 'quality' are not always the same thing. Whereas efficiency requires customer services to deal with a volume of public enquiries as quickly as possible, people with impairments or language needs will inevitably require more time and support to deliver the necessary quality outcomes.
- 12.6 The Council aims to continue strengthening the extra dimension into its customer service. This is the dimension that acknowledges diverse customer needs and the need to eliminate the barriers that exclude people with impairments, as well as language and cultural needs.
- 12.7 The Council will adopt the 'Social Model of Disability' and place it at the centre of its core service provision. The Council believe that people may have impairments, but that they only become 'disabled' when one or a combination of social, service, attitudinal and environmental barriers conspire to exclude them from the mainstream of society. The objective, for the Council, is to identify and systematically remove the barriers that exclude and marginalise. In that way, disabled people can participate and contribute on an equal footing with non-disabled people.
- 12.8 Similarly, the Scheme re-affirms the objective of removing the language and cultural barriers that exclude the District's black and minority ethnic (BME) communities. The Council will continue to ensure that language and culture are no longer socially excluding factors and that people have access to translation and interpretation services on request.
- 12.9 The Council will offer these services to deal with the immediate problems posed by language barriers and ensure that they are receiving information and appropriate services. We will also ensure that BME people are offered, and encouraged to attend, English for Speakers of Other Languages (ESOL) classes.
- 12.10 On occasions, exclusion occurs because of a lack of understanding of cultural differences. We will strive to continue to raise staff awareness of cultural and faith/belief issues and the potential adverse impact that this can have upon access to information and services. Similarly, awareness will also be raised on gender, transgender, sexuality and age discrimination issues.
- 12.11 To assist improved access to information and services, the Council will use plain English in its public documents, communications and leaflets. All strategies and plans will in future include an Executive Summary that will be used for providing language translations and information in all alternative formats, including picture formats.
- 12.12 The Council will make particular arrangements to ensure that the District's traveller & gypsy communities receive information in ways that best suit their specific needs. Firstly, we will work with specialist traveller & gypsy support staff to communicate information specifically relevant to them orally via briefing sessions. Secondly, we will also

ensure that other information is available to them, on request, via plain English summaries, picture formats and via audiotapes and/or CDs.

- 12.13 We will take specific steps to ensure that our traveller & gypsy residents receive Council information and we will promote seamless and effective joint working between Basildon and Essex County Council staff to ensure that this is the case.
- 12.14 The Council will evaluate its translation & interpretation arrangements, for language and alternative formats, and consider moving towards a new contract for the supply of these services.
- 12.15 The specification for any such contract will guarantee the cost-efficient and quality provision of services that meet the community's current needs and has the inbuilt flexibility to address future requirements.
- 12.16 The availability of ESOL classes in the District will be improved and they will be publicised in the main community languages and local organisations will help to direct people the classes.
- 12.17 During the course of this current OAS (2008/09 and 2009/12) a project will be commissioned to carry out a review of the Council's customer service provision from a disability equality perspective. The terms of reference for the review will include the following key issues:

#### Environmental Barriers

- Outstanding access auditing and adaptation work across the Council
- Double checking that all new customer service facilities are meeting DDA standards and that in future accessibility is 'designed in'
- The availability of accessible parking bays at Council premises
- Colour contrasts in Council premises for people with visual impairments
- Improving signage, including the availability of braille signs in Council premises

#### Attitudinal Barriers

- Mainstreaming the Social Model of Disability in to customer care training, especially for frontline staff
- Raising staff's awareness of disability equality issues and the needs of specific impairment groups
- Train staff on issues of disability equality language and etiquette
- Further mainstream additional support and reasonable adjustments in to customer care

#### Social and service based barriers

- The availability of textphones throughout the Council and training in their use

- The feasibility of piloting signing video links at customer service centres
- The Council Contact Centre collecting information on the service needs of customers, on first contact, as part of service monitoring
- Establishing the technical capacity and protocols necessary to share this basic information with Council services and, thereby, improve service delivery and avoid repetitive requests for information
- Promoting e-mail and text as alternative communication methods for disabled people
- Checking that all public information is freely available, on request, in braille, CD/audio, picture formats
- The accessibility standard of the Council website

12.18 The final terms of reference of the disability equality review of customer services will be finalised after consultation with relevant Council officers and seeking external specialist advice.

### **13. OAS Community & Stakeholder Involvement and Reporting Arrangements**

#### Ongoing Stakeholder Involvement

- 13.1 As a modern local authority, we recognise that ongoing public involvement in the development and review of policy and services is absolutely essential. It enables the Council to move away from a 'one size fits all' approach to service delivery and restructure services so that they are inclusive and meet the specific and diverse needs of the local community.
- 13.2 We have set ourselves the target of establishing an effective, ongoing programme of community engagement and involvement. In doing so, we will improve our knowledge of service users needs, establish the crucial systems and mechanisms to enable us to do this and bring about further positive change in our service delivery.
- 13.3 We will ensure that Council community engagement is representative of the diversity of the communities that we serve. To facilitate this we will make available the necessary facilities and adaptations to continue to facilitate productive and meaningful engagement with our diverse communities.
- 13.4 Indeed, we will adopt innovative and proactive strategies to engage and involve our diverse communities. This includes working in partnership with representative and gatekeeper organisations to establish links with different communities/equality groups, build long-term, sustainable relationships and demonstrate the value of engagement in terms of concrete outcomes.

[A list of key community stakeholder groups & organisations is attached as Appendix 20.4]

13.5 The OAS has also adopted the DDA 1995 and its amendment of 2005 emphasis upon the 'involvement' of community stakeholders in the formulation and scrutiny of our targets. We are committed to ensuring that we continue to develop the involvement strategy that supports our OAS. Our involvement strategy will ensure that there:

- Is an equality database of representative stakeholder organisations covering the six equality strands
- Are sustainable community stakeholder mechanisms developed to ensure ongoing engagement with the six equality strands
- Are regular involvement events to enable community stakeholders to facilitate effective inclusion in the formulation and achievement of OAS targets
- Are annual reports on the Council's OAS/equality performance and these are placed on the Council websites for community scrutiny and feed back

#### Annual Publication of OAS Information

13.6 Every year in the Autumn the Council will publish the following information:

- Headline OAS/Inclusion & diversity achievements and new initiatives/projects
- Progress achieved against OAS published targets, highlighting achievements and areas of slippage
- A summary of resources committed to fund inclusion & diversity work year on year
- The results of monitoring of services (across all six diversity strands)
- The results of satisfaction surveys (across all six diversity strands)
- Complaints received, trends emerging and action taken
- Performance against diversity local and national PIs
- The diversity performance of key contractors
- The impact assessments completed and outcomes arising
- The number of staff undertaking training on inclusion & diversity and cohesion
- The number of reasonable adjustments for disabled staff undertaken
- The results of staff monitoring data (across all six equality strands) on:
  - Applicants for posts
  - The workforce composition (including the top 5% of posts) and pay differentials
  - Staff accessing training & development
  - Appraisals completed
  - Grievance & disciplinary
  - Staff leaving employment
- A summary of OAS targets for the forthcoming year (across all six

## **14. The Use of Information & Data to Monitor, Evaluate & Review Our Services**

### In to the Mainstream

- 14.1 One of the key objectives of the Council's OAS is to achieve the mainstreaming of inclusion & diversity in to its core business. Inclusion & diversity must not be something that is 'additional' or an 'add on' to what service managers consider to be their core business or as it is often referred to, 'the day job.'
- 14.2 Inclusion & diversity must be understood by all service managers as an essential tool in achieving service improvement and performance management. The question that needs to be constantly posed is: 'how can a service claim to deliver high quality provision if it is not inclusive in meeting the needs of all sections of the local community?'
- 14.3 In this sense, a service that excludes is a poor service. The Council's SMT will make it clear to all service managers and their staff that it expects them to not only deliver inclusion & diversity through Council services, but also to clearly demonstrate, as necessary, that this is indeed the case.
- 14.4 The means of demonstrating the delivery of inclusion & diversity is through systematic service monitoring and satisfaction surveying and the annual evaluation of this information, along with the use of other sources of 'community intelligence.'

### The 'Lifblood' of Diversity

- 14.5 The Council recognises that access to reliable quantitative and qualitative information is the lifblood of an effective approach to Inclusion & diversity. We will set up the necessary systems and processes to collect the following information by the six diversity strands:
- Demographic information/patterns of change
  - Prevalent patterns in access to services
  - Satisfaction with services
  - Service users perceptions of services
  - The perceptions of staff
  - Human resources and organisational development data
  - Complaints data
- 14.6 This will be collected through mechanisms such as:
- District Demographics
  - Ward Demographics

- Service monitoring
- Satisfaction surveying
- Surveys/questionnaires
- Employee surveys
- Workforce monitoring
- Monitoring of complaints

[A website link to current District demographic data is attached as Appendix 20.1]

- 14.7 However, the collection of data is not the whole story, it also has to be used to review policy and service provision and make informed decisions. The Council must evaluate the different sources of 'intelligence' to identify areas of discrimination or unmet need and, in turn, develop proposals to redress it.
- 14.8 The Council acknowledges that these data collection, evaluation and service review processes are pivotal to the success of our inclusion & diversity ambitions. In recognition of this we will ensure that sufficient resources are dedicated to strengthening them and improve the way that they work.
- 14.9 In 2008/09 we agreed a new Service Monitoring, Evaluation & Review Guide that establishes a standard corporate approach to monitoring services and using the information to improve access for excluded groups.
- 14.10 The Guide establishes the following, overarching 11 stage plan for Implementing effective service monitoring, evaluation & review:

- |                 |   |   |
|-----------------|---|---|
| <u>Stage 1</u>  | - | Producing a corporate monitoring guidance                   |
| <u>Stage 2</u>  | - | Consulting on the guidance                                  |
| <u>Stage 3</u>  | - | Establishing equalities & diversity categories              |
| <u>Stage 4</u>  | - | Adopting the guidance and equalities & diversity categories |
| <u>Stage 5</u>  | - | Establishing lines of responsibility & briefing             |
| <u>Stage 6</u>  | - | Collection of data  |
| <u>Stage 7</u>  | - | Storing & retrieving data                                   |
| <u>Stage 8</u>  | - | Evaluation of data  |
| <u>Stage 9</u>  | - | Presenting and comparing                                    |
| <u>Stage 10</u> | - | Reporting the results                                       |

## Stage 11 - Maintaining the system

- 14.11 The Guide recognises that equalities monitoring is a key mechanism for improving the accessibility and appropriateness of the Council's services, but it is a means to an end, not an end in itself. It is essential that service review is taken following the evaluation of the data and demonstrable changes are made that improve services. To ensure that adverse impact is addressed and service improvement are made, service areas must set targets via the core service planning systems.
- 14.12 It has also led to improvements also being made to the way in which the Council capture and use qualitative data through staff, customer questionnaires and surveying data. In particular, we have put plans in place to ensure that each qualitative exercise has supporting equalities monitoring sheet so that comparative satisfaction and dissatisfaction levels can be consistently captured by the six equality strands.

### **15. Meeting Our OAS Employment Duty - Creating an Inclusive & Well Trained Workforce**

#### Fair and Transparent Employment Policy & Practice

- 15.1 The OAS recognises there is a need to publicly demonstrate that our employment policy and practice does not intentionally or unintentionally discriminate against current or potential employees. We will aim to promote an open and transparent selection and recruitment process, and ensure that all employees have fair access to training and development opportunities.
- 15.2 We wish to create an inclusive workforce at all levels and will use proactive strategies to facilitate this. The Council will monitor its staff by the six diversity strands and set targets year on year to foster a workforce that reflects the diversity of the community that we serve.
- 15.3 Monitoring will take place by the six diversity strands on:
- Applicants for posts
  - The workforce composition (including the top 5% of posts)
  - Staff accessing training & development
  - Appraisals completed
  - Grievance & disciplinary
  - Staff leaving employment
- 15.4 The results of the monitoring will be collated, evaluated and reported to the public on an annual basis. The evaluation will seek to identify areas of potential discrimination or under-representation and put in place pro-active strategies to redress the situation. Target setting will be based upon this information and resources will be deployed to support proactive strategies that equip marginalised and excluded group to compete for jobs and progress within the organisation.

15.5 Collateral to an inclusive workforce is the development of flexible and family friendly working. We recognise that many employees or potential employees have caring and other responsibilities and want to reconcile this with their career.

15.6 We will offer our employees, on a case by case basis, a range of options such as:

- Part-time working
- Job share
- Home working
- Flexible hours
- Career breaks
- Maternity and paternity absence

[Website links to the current workforce profile of the Council and HR/OD targets is attached as Appendix 20.9]

#### Zero Tolerance Policy

15.7 The Council will operate a zero tolerance policy towards harassment, victimisation and discrimination in all its manifestations. The Council will adopt a generic equalities version of the original Lawrence Inquiry definition that a discriminatory incident is one that is perceived as such by the alleged victim or a third party. Reported incidents will be taken seriously and investigated in a fair and even handed manner.

15.8 The Council will review and equality impact assess all of its major human resources policies and practices. The aim will be to ensure that the full range of human resource policies and procedures are in place and effective in dealing with harassment, victimisation and discrimination. This will include the Council staff disciplinary; grievance; harassment & victimisation; and discriminatory incidents reporting policies and procedures.

15.9 There will be a robust process of incidents monitoring within the Council. All reported incidents within the Council, and those between the staff and the public, will also be referred on to the District Multi-agency Hate Crime Reporting Panel as standard practice and information will be entered into the potential violent person's database.

[Website links to the Council's internal harassment & bullying policy & procedure and external hate crime reporting policy and procedure are attached as Appendix 20.11]

#### Staff Equality Groups

15.10 The Council will encourage employees to form equality staff groups to provide support, give them a collective voice and provide an input in to the policy making process.

15.11 We support the formation of Disability, LGBT, BME, Faith staff group and a Women Manager's Groups, where employees wish to set them up, and value the role that they, together with recognised trade unions, can play in supporting employees from excluded groups and inputting in to the human resource management and inclusion & diversity policy and practice.

#### Appraisal, Training & Development of Staff

15.12 The Council are committed to personal appraisal processes and ensuring that all staff receives appropriate supervision, support and training and development. Every member of staff will receive a regular appraisal/supervision and managers will be assessed on the record of delivering these processes for their staff teams.

15.13 We will ensure that specific diversity training is delivered for all members of staff; as well as integrating diversity content in to induction and mainstream training programmes. This is vital in the creation of an organisational culture that supports the commitments in our Comprehensive Inclusion & Diversity Policy Statement. Diversity training has commenced and this will be reviewed and further developed.

15.14 To date 95% of Council staff have received dedicated training on inclusion & diversity that covers equalities & human rights law and the current equality duties. This has included:

- Equalities in employment & service delivery
- Equality Standard for Local Government (ESLG)
- Conducting effective equality impact assessments
- Equality in procurement
- Selection Interviewing
- Disability awareness
- Gender/Transgender awareness
- Theatre Forum equality training for all staff
- Equality & customer care

15.15 In addition to continuing these courses, the Council is also seeking to commission the following training in 2009/10:

- Lesbian, Gay & Bisexual (LGB)
- Transgender equality
- Religion/belief equality
- The new Single Equality Act (SEA)
- Community cohesion & resilience
- The new duty to involve
- New legal rights for carers
- Generic Equality E-Learning programmes to supplement commissioned training

15.16 This officer training has been accompanied by dedicated programmes

of member-level training and briefings on the equality duties. This has included:

- Equality training on employment & service delivery
- Equality impact assessments in decision making
- Theatre Forum equality training
- Equality policy briefings (covering the six equality strands)
- ESLG Policy Briefings
- OAS Policy Briefings

15.17 Further member-level training and briefing will take place in 2009/10 on a number of equality issues, including:

- Lesbian, Gay & Bisexual (LGB) equality
- Transgender equality
- Religion/belief equality
- The new Single Equality Act (SEA)
- Community cohesion & resilience
- The new duty to involve
- New legal rights for carers
- Consulting & Engaging with the local community

15.18 Community stakeholders will be involved in the commissioning of all diversity training. The Council will invite community stakeholders and representative organisations to: input in to drafting training specifications, comment on the design of training sessions and attend initial pilot sessions to evaluate and provide feed back on improvements.

## **16. Using Procurement, Commissioning & Grant Aid**

### Review of Procurement Arrangements

16.1 The OAS recognises that the Council's responsibility to promote inclusion & diversity is extended to any arrangements they enter in to with contractors or commissioned organisations. There is a clear statutory duty placed upon the Council to ensure that any organisation delivering services or functions on their behalf are fulfilling their statutory obligations.

16.2 The Council exercises substantial economic power via their contracting and procurement activities. It is vital that they utilise this power to ensure that all potential suppliers and contractors/commissioned services meet required standards of equalities policy and practice.

16.3 In order to do this, the OAS requires a radical review of existing procurement and contracting /commissioning policy and practice. This will include checking that:

- There are standard diversity clauses in all contract specifications;

- Diversity questions are asked as part of the Pre-Qualification Questionnaire process;
- The responses are used to assess the diversity competence and record of potential suppliers;
- The right is reserved to exclude potential suppliers who have poor diversity records (i.e. as measured by factors such as number of discrimination employment tribunals, etc) or ask them to make improvements as a specific condition of award;
- Standard diversity clauses are included in all contracts and commission agreements;
- Specific diversity clauses/targets are inserted where the Council wish to secure specific improvements/outcomes from the service/function contracted/commissioned;
- Contractors/commissioned organisations are required to produce appropriate diversity data as part of contract monitoring;
- Diversity performance/targets are monitored as a mainstream part of the overall contract monitoring process; and
- The right is reserved to suspend or withdraw contracts/commissions from organisations that fail to perform on diversity (i.e. recurring Employment Tribunal awards being made against them) and/or do not achieve diversity targets set as part of the original award of the contract.

16.4 Any changes in policy and practice arising from the review needs to be planned, and their introduction managed, over the period of this current Scheme (2008/09 & 2009/12).

16.5 The Council will continue to work closely with other local authorities, across Essex, to develop procurement and commissioning structures and processes. In doing so, the Council will seek to get Cross-local authority agreement around the following 7 core principles:

- All contracting authorities will develop a profile of their community, assess community need and note the importance of service monitoring (by the six diversity groups) in assessing the accessibility and relevance of services provided by contractors;
- Contractors will ensure information on how to access services is user friendly, fully accessible and culturally appropriate;
- Contracting authorities will ensure that there are clear equality and diversity service requirements/targets for each contract;
- Contracts include all statutory requirements such as the duty to promote race, disability and gender equality, and tackle discrimination on the grounds of age, Religion/belief or sexual orientation;
- Contracts ensure that there is access to appropriate translation and interpretation arrangements for BME and disabled service users;

- All contracts specify arrangements to gather and evaluate feedback on service use and satisfaction levels and develop appropriate service improvement targets; and
- As appropriate to their relevance to equalities, contracts should deal with the needs of any relevant communities, including those such as small BME and other communities (i.e. LGBT, Religion/Belief, older & younger people, etc) with specific needs

### Grant Aid & Commissioning

- 16.6 The Council wishes to build a vibrant voluntary and community sector in Basildon. Our OAS wishes to capacity build the local voluntary and community sector to deliver services that are relevant, accessible and responsive to the changing needs of the local community.
- 16.7 We will ensure that all larger grants and commissions (over £2,000) have inclusion, diversity and cohesion targets that need be delivered as a condition of the award. This will include both standard targets on issues such as service monitoring and others specific to particular awards.
- 16.8 We will build upon the success of our local voluntary sector Compact and support the local voluntary and community sector in building its inclusion & diversity capacity. This will principally be done via organisational development and diversity & cohesion training.
- 16.9 In addition, The Council's community development team will be required to EIA the grant and commissioning decisions. This will enable the team to identify the percentage of resources going to specific groups/communities and give an indication of any imbalance in funding that needs to be redressed.

## **17. Effective Partnerships - Achieving a Cohesive, Inclusive and Sustainable Basildon**

- 17.1 Basildon Council has responsibility to promote the social, economic and environmental welfare of the District. In particular, the Council fulfils a vital community leadership role via the Basildon Local Strategic Partnership (LSP), co-ordinating multi-agency action and ensuring partners pool their resources to deliver the Community Strategy priorities.
- 17.2 The Council has given leadership on inclusion and diversity issues through the Basildon Inclusion Group (BIG), which is one of the thematic groups of the LSP.
- 17.3 The BIG has recently been reviewed and relaunched to reflect the changing priorities in the District and to help better deliver the new

Sustainable Communities Strategy and Basildon Local Area Agreement (LAA).

- 17.4 More specific, the BIG has responsibility for delivering and perform managing the 'Inclusive Communities' strand of the Sustainable Communities Strategy. The BIG has an overall co-ordinating core group and the following two working groups:
- Cohesion & Participation Working Group  
(Promoting community cohesion & public participation)
  - Working Neighbourhoods Group  
(Jobs, Skills, Benefits and combating poverty)
- 17.5 The Working Groups are charged with supporting the following key 'Promoting Inclusive Communities' priorities:
- 17.5.1 Reduce poverty in the most deprived areas
  - 17.5.2 Helping people to compete for jobs by improving adult skills, matching people with jobs and making work pay
  - 17.5.3 Identifying and planning to meet the needs of changing a changing community through the promotion of community cohesion
  - 17.5.4 Develop a partnership approach to neighbourhood management
- 17.6 Both Working Groups will also be charged with other identified priorities, the delivery of targets and indicators assigned by the core group and the delivery and performance monitoring of an agreed over-arching action plan.
- 17.7 The BIG and, more specifically, its Cohesion & Participation Working Group will oversee and monitor the implementation of the Basildon District Community Cohesion Strategy, 2009-12. The objectives and targets for the strategy will be based on the outcomes of the District wide Cohesion Conference held on 23 October 2008.
- 17.8 Anti-discrimination work is a vital part of building a cohesive community in the District. Discrimination needs to be energetically tackled as part of any such strategy and this will be reflected in its contents, focus and direction.
- 17.9 The Council will take its community leadership role seriously and will work through the LSP, with partners across the three sectors, to promote inclusion & diversity, improve Basildon as a place to live and work and build cohesive and inclusive local community.

[Website links to the CAA KLOEs and LAA targets are attached as Appendix 20.8]

## **18. An Integrated 'Opportunities for All' Scheme (OAS) Action Plan**

Attached.

## **19. Who we engaged/involved in the preparation of the OAS**

19.1 The Council ensured that comprehensive involvement processes underpin the production of this OAS. This includes utilising a combination of qualitative and quantitative methods to reach the full range of staff and community stakeholders.

19.2 The involvement processes employed were comprehensive and included staff, the community and elected members, including:

- Disability umbrella groups
- Disability organisations representing all impairment groups
- Disability service users
- Disabled staff
- The Accessibility & mobility groups
- BME organisations
- BME service users
- BME staff
- Traveller & Gypsy residents
- Refugees & asylum seekers
- EU Migrants
- Religious/belief organisations
- Service users of different faiths
- LGBT groups & service users
- LGBT organisations
- LGBT staff
- Outreach to LGBT club – ‘Colours’
- Transgender groups & individuals
- Older service users
- Older people’s organisations
- Younger people
- Younger people’s organisations & representative organisations
- Men via citizens panel focus groups
- Women via citizens panels focus groups

[A website link to the summary of the OAS involvement processes is attached as Appendix 20.12]

## **20. Appendices/website links:**

20. Appendices/website links:

20.1 District Demographics

20.2 Council & LSP Inclusion & Diversity Structures

20.3 ESLG Criteria, templates and self-assessment plan

20.4 Key Community Stakeholder groups & organisations

- 20.5 EIA Procedures and template
- 20.6 List of completed Equality Impact Assessments
- 20.7 Summary of key national and local diversity & Cohesion Indicators
- 20.8 Summary of LAA Targets & CAA KLOEs
- 20.9 The workforce profile of the Council and key HR targets
- 20.10 The Council's harassment & bullying policy and procedures and hate crime policy and procedures
- 20.11 'Equality Musts' – The OAS and Service Planning Interface
- 20.12 Summary of the involvement processes underpinning the formulation of the OAS 2008/09 - 2012

### **(iii) Glossary of terms**

#### **Accessible**

Refers to the methods by which service providers like Basildon Council make services and information available so that people with a range of needs (for example, disabled people, people with children, people whose first language is not English) can use those services and/or understand the information.

#### **Barriers**

A limit or boundary of any kind, which prevents people from going to places, they want to go to or reaching their personal goals.

#### **Bisexual**

A man or woman who is emotionally, physically and/or sexually attracted to both men and women.

#### **Black and Minority Ethnic groups**

This term needs to be explained in two parts. The term Black is used by some African-Caribbean and Asian people and people of dual heritage as a conscious and political expression of racist oppression and/or to denote unity of origin. The term minority ethnic people refer to groups of people, who share historical, cultural, or national origins and who are numerically a minority in this society.

There are 7 characteristics, which a group must have to fall within the meaning

‘ethnic group’ under the Race Relations Act. In summary these have a long history, their own cultural tradition, a common language, a literature, religion, a common geographical origin and being a minority within a larger community. It does not matter if the size of a particular ethnic group has diminished. Gypsies and travellers are a minority ethnic group.

#### **Bullying**

Offensive, intimidating, malicious, insulting or humiliating behaviour, abuse of power or authority, which attempts to undermine an individual or group, and causes them to suffer stress.

#### **Community Cohesion**

In brief, community cohesion is about recognising, supporting and celebrating diversity. It is about creating an environment where there is mutual respect and appreciation of the similarities and differences that make people unique.

#### **Comprehensive Area Assessment**

The CAA is the framework through which the audit commission will assess how well people are being served by their local public services. Its focus is primarily on the prospects for better outcomes locally rather than the internal workings of individual organisations.

CAA information will help people to hold their elected representatives and public bodies to account, and make the most of their opportunities to influence local decisions.

### Consultation

Consultation is the word we use when sharing our information and asking for people's opinion on that information. Consultation involves two-way communication and, to be meaningful it must help the decision making process.

### Contracts

Agreement setting out all of the terms of the transaction including: the service to be sold, parties, price, the general conditions relating to way the service is to be provided, as well as any conditions specific to this transaction, e.g. targets, access and equality monitoring.

### Discrimination

This term is used here in the sense of unfair discrimination i.e. using information, which is unfair, or irrelevant to influence a decision on the way someone is treated.

### Diversity

The differences in the values, attitudes, cultural perspectives, beliefs, ethnic backgrounds, sexuality, skills, knowledge and life experiences of each individual in any group of people. This term refers to differences between people and is used to highlight individual needs. It can be used inappropriately as an alternative to equal opportunities. It avoids reference to discrimination and the impact that power imbalances have on different communities.

### Equalities

Used as a short hand term to refer to all work addressing issues of discrimination and disadvantage, particularly as it relates to race equality, disability, gender, sexuality, faith and age.

### Equality

The vision or aim of creating a society (or aspects of society) where power and quality of life is shared equally and both individuals and groups are able to live their lives free from discrimination and oppression.

### Equality Objectives

There are specific strategic objectives in the area of equalities and should set out what services are seeking to achieve in each area of service in terms of equality.

### Equality Impact Assessments

An Equality Impact Assessment (EIA) is a way of systematically and thoroughly assessing the effects that a proposed policy or project is likely to have on different groups within the city.

Policies will affect different people in different ways. It is possible that they have the potential to discriminate against certain groups, even if this is not an intention. An EIA will not necessarily provide all the answers, but it will ensure that equality is considered as a core part of project planning, rather than after the policy or project.

### Equality Standard for Local Government

The Equality Standard for Local Government is designed to make sure that local authorities consider gender, race and disability equality issues at all levels of council policy and practice. The Equality Standard is a framework to help local authorities introduce a comprehensive and systematic approach to dealing with equality issues and there are five levels of achievement. In 2006, the Council achieved Level 2 (assessment carried out by Disalogue)

### Equality Targets

Each Department and service must include equality targets in their service plans. Like all other targets, equality targets should be SMART – that is Specific, Measurable, Achievable, Realistic and Time-related. Targets may arise from initial equality monitoring. They are important in measuring progress towards equality. Without equality targets, there is a danger that equal opportunity policies will not be translated into practice. Equality targets should also be included in the work objectives of relevant staff.

### **Ethnicity**

There are many different definitions of ethnicity. The word 'ethnicity' can be used to describe how people are defined, differentiated, organized and entitled to group membership based on shared physical or cultural characteristics. Ethnicity can also be used in reference to a consciously shared system of beliefs, values, practices and loyalties shared by members of a group who perceive themselves as a group. Ethnicity can essentially be thought of as an attachment that a person or a group feels towards a common cultural heritage.

### **Gender**

Gender is a term used to identify the expected social roles attached to being a man or a woman. Taking a 'gender perspective' means looking separately at the different needs and experiences of men and boys and women and girls.

### **Harassment**

Unwanted conduct which negatively affects the dignity of people. It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Harassment can also have a specific meaning under certain laws (for instance if harassment is related to sex, race or disability, it may be unlawful discrimination). From December 2003 the law also gives protection against harassment relating to religion or belief and sexual orientation.

### **Hate Crime**

A crime motivated by prejudice against a social group.

### **Implementation**

This term is used here to refer to the steps taken to turn policy into practice.

### **Inclusion**

A phrase used to describe the process to make sure all sections of the community are involved in the decision making process

### **Intersex**

Intersex is a biological condition and has to do with physical sex characteristics. It is a general term used for a variety of conditions in which a person is born with a reproduction or sexual anatomy that does not seem to fit the definitions of female or male. For example, a person might appear to be female on the outside, but have mostly male-typical anatomy on the inside. Or a person may be born with genitals that seem to be in-between male and female types. This applies to hermaphrodites.

### **Lesbian**

This term refers to a woman who is sexually and emotionally attracted to other women.

### **Lesbian/Gay**

Lesbians and gay men prefer these terms rather than word 'homosexual', which is clinical in origin (implying a condition or illness) and is usually viewed as an offensive term by gay people. Lesbians also prefer the term lesbian rather than "gay woman" because it reflects their separate identities and experiences. The order of reference is also important: the term "lesbians and gay men" is preferred as it seeks to challenge the false assumption that male behaviour is defining and female behaviour is diminutive.

### **Mainstreaming**

'Mainstreaming' equality is essentially concerned with the integration of equal opportunities principles, strategies and practices into the every day work of Government and other public bodies from the outset. It puts people, and their diverse needs and experiences, at the heart of policy-making.

### **Monitoring**

The term is used here to refer to the process of collecting information to use in evaluating services.

### **Needs**

The term is used here to refer to the type and level of services people require.

### **Performance indicators**

All effective organisations measure their performance in order to know how well they are doing and to identify opportunities for improvement. Performance indicators are a range of statistical measures intended to offer an objective assessment of how an organisation is performing. All local authorities (and other organizations) have to report their performance against a set of Performance Indicators determined by the Audit Commission (the body responsible for ensuring public money is spent efficiently).

### **Procurement**

The action or process of acquiring or obtaining goods or services from outside the Council by means of: purchasing, contracting, and negotiating directly with the source of supply. The process spans the whole cycle from identification of need, through to the end of a services contract.

### **Reviewing**

The term is used here to refer to the process of checking progress against aims.

### **Service delivery**

The term used here to refer to all the ways in which the Council provides services in Basildon both directly e.g. collecting and disposing of rubbish, operating libraries and sports centres, running homes for older people etc; and indirectly e.g. through personnel, legal and financial administration support.

### **Service user/Customer**

This term is used here to refer to anyone affected by or seeking a Council Service. It applies to people not necessarily seeking or aware of Council Services e.g. using the roads, having a child in care, benefiting from pollution control etc.

### **Sexuality**

This term refers to the general sexual preferences of people i.e. both lesbian and gay and heterosexual. It is often a preferable term to use to that of sexual orientation.

### **Sexual Orientation**

This term is often used to define the sexual preferences of people.

### **Transgender people**

People who have the desire to live and be accepted as a member of the opposite sex (men who feel they should have been born a woman and vice versa). Other terms commonly used are trans man (female to male) and trans woman (male to female). Transgender people do not need, or want, sex reassignment surgery, although some transgender people will take hormones to alter their appearance.

Transgender people are not transvestites; neither are they hermaphrodites (see intersex).

### **Transsexual**

The real difference between transsexual and transgender is the era and the evolution of language. Transsexual is considered by many to be the clinical definition and many will say it applies only to people who want to fully change their gender complete with genital surgery.

Transgender is considered by many to be a less clinical term and applies to an entire spectrum of people who suffer Gender Identity Disorder.

In general usage and even the medical industry transgender and transsexual are seen as synonymous.

## **Workforce Profile**

**What our workforce looks like. Make up of the people who work for an organisation. Analysing the workforce profile allows us to see how many people from different groups work for the organisation, how many men, how many women, how many disabled people, how many people from different ethnic groups, how many lesbian and gay people. It also allows us to see what kind of jobs people do, how much they are paid/at what grades to see if there are any patterns. For example, if all women in the authority were in low paid jobs and concentrated in one service area then the Council would put in place policies and procedures to try and change this, such as Positive Action initiatives which give women the opportunity to move into better paid jobs.**

## **How to get a copy of the Opportunities for All Scheme**

The Opportunities for All Scheme will be published on the internal website and the external website. The Scheme comes in two versions, the full OAS and an OAS Executive Summary. Hard copies are available upon request. The copies are also available in difference languages, in large print, audio or Braille upon request.

For more information, please contact:

Ndunge Kivuitu  
Inclusion & Diversity Manager  
Basildon District Council

Telephone Number: 01268 294719

Fax Number:

Email: [ndunge.kivuitu@basildon.gov.uk](mailto:ndunge.kivuitu@basildon.gov.uk)

Translation Page to be added

## **Basildon District Council**

### **Opportunities for All Scheme (2008/09 & 2009-12)**

#### **Action Plan**

## Contents

- 18.1 Organisational Capacity (Generic inclusion & diversity targets)
- 18.2 Disability Equality
- 18.3 Race Equality
- 18.4 Gender Equality
- 18.5 Age Equality: Older People
- 18.6 Age Equality: Younger People
- 18.7 Religion/Belief Equality
- 18.8 Sexual Orientation Equality
- 18.9 Community Cohesion

**18.1 Organisational Capacity (Generic Equality)**

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good practice	Timescale
18.1.1	Strengthen leadership and commitment within the Council on Inclusion, Diversity and Community Cohesion	<ul style="list-style-type: none"> <li>▪ Lead Cabinet member for inclusion &amp; diversity in place</li> <li>▪ Quarterly monitoring of progress on delivery of OAS targets submitted to SMT and Cabinet</li> <li>▪ Scrutiny &amp; Overview annually consider progress on Scheme targets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lead Member reporting periodically to Cabinet</li> <li>▪ Officers submit quarterly monitoring reports</li> <li>▪ Annual reporting of OAS progress show that a minimum of 90% of targets are achieved by published deadlines and slippage dealt with</li> </ul>	<p>Cabinet/ Lead Member</p> <p>Ndunge Kivuitu</p> <p>Housing &amp; Community Overview &amp; Scrutiny</p>	<p>Within existing budgets</p> <p>Officer time within existing budgets</p>	SEA (forthcoming)	RES DES GES Age (Emp) Religion Sexual Or.	ESLG CAA CAA (KLOE 2.1 & 2.2) LSP	Age (SD)	<p>31 Mar 09</p> <p>31 June 09 quarterly thereafter</p> <p>31 May 09 &amp; annually thereafter</p>
18.1.2	Report progress on existing targets, including those in the Race, Disability & Gender Equality Schemes, and obtain stakeholder involvement in equality targets for 2009-12	<ul style="list-style-type: none"> <li>▪ A report produced and published that summarises progress against targets in existing schemes</li> <li>▪ To implement an involvement strategy that will contribute to the equality targets in the OAS (2008-12)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Summary of progress reported to staff and the community</li> <li>▪ OAS (2008-12) agreed and published on the Council website</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p>	<p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p>	RRAA DDAA Eq.Act	RES DES GES Age Religion Sexual Or.	ESLG CAA (KLOE 2.1 & 2.2)		<p>31 Mar 09</p> <p>31 Mar-Sept 08</p>
18.1.3	To positively promote equality, across all six strands, via the Council's new Integrated OAS General Duty and implementation of the integrated specific duties	<ul style="list-style-type: none"> <li>▪ To report every autumn on the Council's performance against the OAS specific duties</li> </ul>	<ul style="list-style-type: none"> <li>▪ Overall progress for the previous year published and reported to staff and the local community</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets	RRAA DDAA Eq.Act SEA (forthcoming)	RES DES GES	CAA (KLOE 2.1 & 2.2)	Age Religion Sexual Orientation	30th Sep 09 and annually thereafter
18.1.4	To establish and maintain up to date community intelligence and use the demographic data to assess the relevance of Council services	<ul style="list-style-type: none"> <li>▪ Commissioned organisation to establish a community profile and recommend ways of keeping this updated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project completed</li> <li>▪ Community profile circulated to all services and shared with partners</li> <li>▪ Systems in place to continually update it</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p>	<p>£23k part funded by PCT and BRP</p> <p>Officer time within existing budgets</p> <p>DCLOG external funding where relevant</p>	SEA (forthcoming)		ESLG CAA (KLOE 2.1 & 2.2) LSP		<p>30 Jan 09</p> <p>31 Mar 09</p> <p>31 Sep 09</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good practice	Timescale
18.1.5	Develop sustainable Community Stakeholder mechanisms	<ul style="list-style-type: none"> <li>To work with equality groups to develop sustainable community stakeholder mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Mechanisms in place</li> <li>Groups feeding into policy and service planning and plugged in to Council and LSP structures</li> </ul>	<p>Ndunge Kivuitu/Danielle Estlea</p> <p>Ndunge Kivuitu</p>	<p>Within existing budgets</p> <p>Within existing budgets</p>		RES DES Age (Emp) Religion Sexual Or.	ESLG SI	Age (SD)	<p>30 Sep 08</p> <p>31 Mar 10</p>
18.1.6	Achieve Level 3 of the ESLG and put the auditing and self-assessment processes in place to progress to highest level of the new, refined Standard	<ul style="list-style-type: none"> <li>Level 3 confirmed via external review</li> <li>Paper submitted to SMT on the shift to the new three level Standard</li> <li>Time-table and templates in place to achieve the new level 3 of the revised ESLG</li> </ul>	<ul style="list-style-type: none"> <li>Level 3 of ESLG confirmed</li> <li>Smooth transition achieved to the new three level ESLG</li> <li>Plans in place to achieve an excellent rating under the revised Standard</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p>	<p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p>			ESLG	RES DES GES Age Religion Sexual Or.	<p>30 Sep 09</p> <p>30 Nov 09</p> <p>31 Mar 09</p>
18.1.7	Develop equalities monitoring, evaluation and review systems, covering the six equality strands, to generate data and to inform service change and development	<ul style="list-style-type: none"> <li>Service monitoring guide produced and adopted</li> <li>Corporately identify the key externally facing services that need to be monitored</li> <li>Capacity of IT assessed</li> <li>Workforce monitoring information is published on the website annually</li> <li>Service monitoring data available &amp; reported</li> </ul>	<ul style="list-style-type: none"> <li>Central monitoring of key external facing services to inform future service planning</li> <li>Annual publication of workforce demographics</li> <li>All key external facing services making changes to promote inclusion &amp; access</li> </ul>	<p>Ndunge Kivuitu</p> <p>OMT</p> <p>Lee Hession and external facing service managers</p> <p>Caroline Nugent</p> <p>External facing service managers</p>	<p>Officer time within existing budgets</p> <p>Officer time</p> <p>Officer time within existing budgets</p> <p>Within existing budgets</p> <p>Based on outcome of IT capacity assessment</p>	<p>RRAA DDAA Eq.Act SEA (forthcoming)</p> <p>RRAA, DDAA, Eq Act</p>	<p>RES DES GES Religion Sexual Or. C.C.</p> <p>RES DES GES</p>	ESLG CAA (KLOE 2.1 & 2.2)	Age (SD)	<p>31 Mar 2009</p> <p>30 Jan 09</p> <p>30 Sept 09</p> <p>March 09 and annually thereafter</p> <p>30 Sept 10 onwards</p>
18.1.8	Conduct periodic satisfaction surveying and comparative analyse of rates of satisfaction/dissatisfaction between equality groups	<ul style="list-style-type: none"> <li>All externally facing services surveying on satisfaction and carrying out comparative analysis by each of the six equality groups</li> </ul>	<ul style="list-style-type: none"> <li>The results of surveying data fed in to service planning and results in changes to services</li> </ul>	<p>External facing service managers</p>	<p>Existing budgets</p>	<p>RRAA DDAA Eq.Act SEA (forthcoming)</p>	<p>Religion Sexual Or.</p>	ESLG C.C. CAA (KLOE 2.1 & 2.2)	Age	<p>30 Sept 10 onwards</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good practice	Timescale
18.1.9	Complete a corporate programme of equality impact assessments (EIAs) for 2009-12 and identify actions to be fed in to service planning systems	<ul style="list-style-type: none"> <li>Corporate EIA Programme published</li> <li>Outcomes from EIAs fed in to service planning processes</li> <li>Review and improve the effectiveness of existing EIA processes, templates and training</li> </ul>	<ul style="list-style-type: none"> <li>Programme of EIAs delivered by April 2012</li> <li>Service changes implemented based on the impact assessment outcomes</li> <li>Improvements made to existing EIA systems and processes</li> </ul>	<p>Ndunge Kivuitu</p> <p>OMT</p> <p>Ndunge Kivuitu</p>	<p>Officer time within existing budgets</p> <p>See EIA Action Plans</p> <p>Officer time within existing budgets</p>	RRAA DDAA Eq, Act SEA (forthcoming)	RES DES GES Age (Emp) Religion Sexual Or.	ESLG C.C. CAA (KLOE 2.1 & 2.2)	Age (SD)	<p>31 Mar 12</p> <p>31 Mar 09 onwards</p> <p>30 Sep 09</p>
18.1.10	Tackle discrimination, victimisation and harassment across the six equality strands	<ul style="list-style-type: none"> <li>Review the Council's discriminatory incidents reporting system</li> <li>Launch a revised system, with enhanced third party reporting</li> <li>Remind staff of personally responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Reporting systems reviewed and recommendations agreed for improvement</li> <li>New enhanced system launched and publicised locally</li> <li>Reminder to staff by internal communications</li> </ul>	<p>Ndunge Kivuitu/Hate Crime Panel</p> <p>Ndunge Kivuitu/Hate Crime Panel</p> <p>Caroline Nugent</p>	<p>Officer time within existing budgets</p> <p>£2k external funding (DCLOG)</p> <p>Officer time within existing budgets</p>	RRAA DDAA Eq.Act HRA	RES DES GES Age (Emp) Religion Sexual Or.	C.C.	Age (SD)	<p>31 Mar 12</p> <p>31 Mar 10</p> <p>31 Mar 10</p>
18.1.11	Undertake a review of the Council's procurement and commissioning processes from an inclusion & diversity perspective	<ul style="list-style-type: none"> <li>To complete an equalities review of the Council's procurement and commissioning functions</li> <li>Procurement changes identified and prioritised for implementation</li> </ul>	<ul style="list-style-type: none"> <li>Equalities review completed with recommendations for change</li> <li>Procurement change programme implemented to agreed deadlines</li> </ul>	<p>Lorraine Browne</p> <p>Lorraine Browne</p>	<p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p>	RRAA DDAA Eq.Act	RES DES GES	ESLG CAA (KLOE 2.1)	Age Religion Sexuality	<p>31 Mar 10</p> <p>30 June 10</p>
18.1.12	To provide leadership to the LSP in promoting equality across the District	<ul style="list-style-type: none"> <li>LSP inclusion &amp; diversity targets established in LAA</li> <li>Partnership resources committed to deliver inclusion &amp; diversity LAA targets</li> <li>BIG monitoring delivery of inclusion, diversity and cohesion targets</li> </ul>	<ul style="list-style-type: none"> <li>The Council provides leadership in delivering LSP inclusion &amp; diversity targets and the relevant actions in the LAA</li> </ul>	<p>Ndunge Kivuitu/Lucy Payne</p> <p>Local Strategic Partnership</p> <p>Ndunge Kivuitu/Pippa Brent-Ishwerwood</p>	<p>Officer time within existing budgets</p> <p>Within existing budgets</p> <p>Within existing budgets</p>			ESLG LSP LAA C.C. CAA (KLOE 2.1 & 2.2)	RES DES GES Age Religion Sexual.Or	<p>31 Mar 09</p> <p>31 Mar 09</p> <p>31 June 09</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good practice	Timescale	
18.1.13	Inclusion, diversity & cohesion conditions inserted in to all larger grants & commissioning agreements	<ul style="list-style-type: none"> <li>Revised inclusion, diversity and cohesion conditions inserted in to all Service Level Agreements (SLAs)</li> </ul>	<ul style="list-style-type: none"> <li>Voluntary and community sector delivering concrete inclusion, diversity and cohesion outcomes</li> <li>Percentage of funding to equality groups identified and any inequity addressed appropriately</li> </ul>	Pippa Brent-Ishwerwood	Within existing budgets	SEA (forthcoming)	RES DES GES Age Religion Sexual Or.	C.C CAA (KLOE 2.1) SI		31 Mar 10	
		<ul style="list-style-type: none"> <li>Organisations assessed against these criteria</li> </ul>		Pippa Brent-Ishwerwood	Officer time within existing budgets						31 Mar 11
		<ul style="list-style-type: none"> <li>Inclusion, diversity and cohesion outcomes from grants and commissioning reported year on year</li> </ul>		Pippa Brent-Ishwerwood	Officer time within existing budgets	RRAA DDAA Eq.Act SEA (forthcoming)	RES DES GES Age Religion Sexual Or.	C.C CAA (KLOE 2.1) SI			31 Mar 11 onwards
		<ul style="list-style-type: none"> <li>Annual EIA of grants &amp; commissioning decisions completed</li> </ul>		Pippa Brent-Ishwerwood	Officer time within existing budgets						31 Mar 10 onwards
18.1.14	To develop and deliver a Council inclusion & diversity communications Strategy	<ul style="list-style-type: none"> <li>A inclusion &amp; diversity internal and external communications strategy agreed and delivered</li> </ul>	<ul style="list-style-type: none"> <li>Key messages and themes disseminated to staff and the local community</li> </ul>	Ndunge Kivuitu/ Paul Ilet	Officer time within existing budgets		RES DES GES Age (Emp) Religion Sexual Or.		Age (SD)	31 Mar 10	
18.1.15	Review and update customer care training to ensure it covers all six strands  (Operational)	<ul style="list-style-type: none"> <li>One day customer care training course that covers all six equality strands in place</li> </ul>	<ul style="list-style-type: none"> <li>Training results in improved staff awareness and improved customer service for people in the six equality groups</li> </ul>	Lee Washbrook	Within existing budgets	RRAA DDAA Eq.Act HRA SEA (forthcoming)	Age Religion Sexual Or.	CAA (KLOE 3.3)		31 Mar 10	
		<ul style="list-style-type: none"> <li>Training targeted at all new staff</li> </ul>		Alison Spence	Within existing budgets						31 Mar 11
18.1.16	Review existing workforce against demographic make-up of our community and identify under-representation and reasons for under-representation	<ul style="list-style-type: none"> <li>Evaluated workforce monitoring data published annually</li> </ul>	<ul style="list-style-type: none"> <li>A more diverse and inclusive workforce</li> </ul>	Caroline Nugent	Officer time within existing budgets	RRAA DDAA Eq.Act Emp. Regs (religion, sexual Or Age) SEA (forthcoming)	RES DES GES Age (Emp) Religion (Emp) Sexual Or. (Emp.)	CAA (KLOE 3.3) SI		Annually	
		<ul style="list-style-type: none"> <li>Reason's for under-representation identified and addressed</li> </ul>		Alison Spence	Officer time within existing budgets						

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good practice	Timescale
18.1.17	Ensure that HR & OD are operating a fair for all recruitment and career advancement process for all six equality strands  (Operational)	<ul style="list-style-type: none"> <li>▪ Use surveys to identify satisfaction and dissatisfaction on career advancement</li> <li>▪ OD to monitor and provide information on training and career advancement by the six equality strands</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fair recruitment and career advancement for all which helps the Council to become an employer of choice</li> </ul>	Alison Spence  Alison Spence	TBC  Officer time within existing budgets	RRAA DDAA Eq.Act SEA (forthcoming)  Emp. Regs (religion, sexual Or Age)	RES DES GES Age (Emp) Religion (Emp) Sexuality (Emp.)	CAA (KLOE 3.3)		31 Sep 10  31 Sep 11
18.1.18	Ensure consistent application of flexible and family friendly working policy and practice within the Council  (Operational)	<ul style="list-style-type: none"> <li>▪ Ensure that new changes to flexible and family friendly legislation are reflected in our policies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff benefit from more flexible working arrangement that contribute to a better work-life balance</li> <li>▪ Introduce new flexible working policies to enhance current flexible working procedures</li> </ul>	Caroline Nugent  Caroline Nugent	Officer time within existing budgets  Officer time within existing budgets	Eq.Act HRA SEA (forthcoming)  Eq.Act		CAA (KLOE 3.3)		Ongoing  31 Dec 09
18.1.19	Learn and share good practice on Equalities with other local authorities	<ul style="list-style-type: none"> <li>▪ Benchmark with equality standard level 3 and above local authorities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council working with at least two level 3 plus authorities annually</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets					31 Mar 09 and annually thereafter

## 18.2 Disability Equality

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.2.1	Positively promote equality for disabled people	<ul style="list-style-type: none"> <li>▪ Implement the Social Model of Disability and use its principles to re-structure employment practice and services for disabled people</li> <li>▪ Retain the two ticks positive about disabled people symbol</li> <li>▪ Carry out and monitor reasonable adjustments for staff and customers</li> <li>▪ The Council work with the community on an annual International Day of Disabled People (IDDP) event to positively promote disability equality</li> </ul>	<ul style="list-style-type: none"> <li>▪ Commitment made by the Council to work within the SMD</li> <li>▪ The Council remains an employer of choice for disabled people and disabled people feel valued and supported</li> <li>▪ Reasonable adjustments taking place throughout Council</li> <li>▪ IDDP events take place annually and raise the profile of disability equality within the District</li> </ul>	<p>Cabinet</p> <p>Caroline Nugent</p> <p>OMT</p> <p>Ndunge Kivuitu</p>	<p>Within existing budget</p> <p>Within existing budgets</p> <p>Cost based on need</p> <p>£2k external funding</p>	<p>DDAA HRA SEA (forthcoming)</p> <p>HRA SEA (forthcoming)</p> <p>DDAA HRA SEA (forthcoming)</p> <p>DDAA HRA</p>	<p>DES</p> <p>DES</p> <p>DES</p> <p>DES</p>	<p>ESLG CAA (KLOE 3.3) SI</p> <p>ESLG CAA (KLOE 3.3) SI</p> <p>SI</p>		<p>31 Dec 09</p> <p>Ongoing</p> <p>31 Mar 09</p> <p>3 Dec 08 onwards</p>
18.2.2	Work with Youth Services and Essex County Council to promote greater understanding of disability equality issues amongst local young people	<ul style="list-style-type: none"> <li>▪ Negotiate with key partners to seek to introduce disability equality initiatives in to schools, colleges and youth clubs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Young people being positively engaged regarding disability equality</li> </ul>	Pippa Brent-Isherwood	Officer time within existing budgets (Any costs to be met by external funding from DCLOG)	DDAA HRA SEA (forthcoming)	DES	SI		30 Sep 10
18.2.3	Review progress on the Council's accessibility programme and reprioritise and publish a revised programme of outstanding works	<ul style="list-style-type: none"> <li>▪ A review of progress undertaken and a new accessibility programme agreed and resourced</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council clear about its access priorities and their delivery monitored to April 2012</li> </ul>	Jim Owens	Officer time within existing budgets	DDA (1995) HRA SEA (forthcoming)	DES	ESLG CAA (KLOE 2.1 & 3.3) SI		31 Mar 09

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.2.4	Consult with local disabled people to clarify the type of service required from the District's public assisted transport	<ul style="list-style-type: none"> <li>Council to engage with disabled people about the current door to door community transport services provided by Basildon District Council and Essex County Council through Basildon District Volunteer Carers (BDVC) and whether these best meet their needs</li> </ul>	Based on the engagement outcomes and the decision to continue the tripartite agreement, potential changes negotiated in the tripartite agreement with BDVC	Pippa Brent-Isherwood	Officer time within existing budgets		DES	CAA (KLOE 3 2.1) SI		31 Mar 11
18.2.5	In partnership with social landlords, to set up a register of adapted properties for disabled tenants	<ul style="list-style-type: none"> <li>Work undertaken with local registered social landlords (RSLs) to establish a adapted properties register in the District</li> </ul>	<ul style="list-style-type: none"> <li>Improved pool of adapted properties available to disabled people</li> </ul>	Mo Slade	TBC		DES	SI		31 Mar 11
18.2.6	Use local social regeneration programmes to create new employment and skills opportunities for disabled people, prioritising people with learning difficulties and mental health issues	<ul style="list-style-type: none"> <li>Basildon Renaissance Partnership to introduce monitoring of social regeneration monies identify access to employment and skills programmes by disabled people. Monitoring to include people with learning difficulties and people with mental health issues</li> <li>BRP to promote social regeneration programmes to disability groups.</li> <li>BRP to work with OD and HR on career fairs specifically for those who have completed GCSEs</li> </ul>	<ul style="list-style-type: none"> <li>Improved employment and skills opportunities for local disabled people, including those in the priority groups</li> </ul>	Simon Hughes  Simon Hughes  Simon Hughes	Officer time within existing budgets  Officer time within existing budgets  Within existing budgets	HRA SEA (forthcoming)  SEA (forthcoming)  SEA (forthcoming)	DES  DES  DES	SI  SI  SI		31 Mar 10  31 Mar 10  31 Mar 10

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.2.7	Promote the improved accessibility in the new customer contact service centre and public areas within Council premises.	<ul style="list-style-type: none"> <li>▪ To undertake a review of the Council's customer service provision for all impairment groups</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review produces a disability equality improvement plan for customer services</li> </ul>	Lee Washbrook	TBC	DDAA HRA SEA (forthcoming)	DES	CAA (KLOE 2.1 & 3.3) SI		31 Mar 12

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative requirements	Statutory. duties & obligations	Other policy obligations	Good Practice	Timescale
18.2.8	Improve transport for disabled people	<ul style="list-style-type: none"> <li>▪ Vehicle licensing unit to ensure that all taxi drivers abide by the licensing conditions which require them to: <ul style="list-style-type: none"> <li>a) attend to the needs of disabled people whether wheelchair users or not</li> <li>b) carry guide dogs for partially sighted people and hearing dogs for those otherwise impaired</li> <li>c) not charge any extra amount for carrying guide dogs, hearing dogs or wheelchairs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ All taxi drivers meeting licensing conditions and this is evidenced through monitoring</li> </ul> <p>Disabled people have better access to transport</p> <p>Disabled people feel that they are treated with the respectfully and fairly</p> <p>Disabled people do not face transport barriers when it comes to private Taxis</p>	Phil Easteal	Within existing budgets	DDAA (2005)	DES			31 Mar 09
		<ul style="list-style-type: none"> <li>▪ All applicants seeking grant of private hire vehicle licence to carry passengers abide by licensing conditions</li> </ul>	<ul style="list-style-type: none"> <li>▪ All vehicles granted taxi licenses for carrying disable people are: <ul style="list-style-type: none"> <li>a) certified to European Whole Vehicle (M1) or Low Volumes Type Approval (LVTA) standards</li> <li>b) of a make approved by Basildon Council</li> <li>c) has been inspected and found to be fit for that purpose</li> <li>d) permit loading and unloading of the wheelchair ONLY through the side doors</li> <li>e) have proper fitting for the securing of a wheelchair and any passenger seated in them</li> </ul> </li> </ul>	Phil Easteal	Within existing budgets	DDAA (2005)	DES			31 Mar 09

### 18.3 Race Equality

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.3.1	Positively promote race equality	<ul style="list-style-type: none"> <li>To encourage and assist local BME and other organisations to bid for funds to stage local race equality &amp; cohesion community events</li> <li>Guidance and statement issued to Council staff on verification framework</li> <li>Improve information and direct BME people to facilities at the District's leisure centres</li> <li>Review available local advice provision on welfare benefits and nationality issues and BME people's access to it</li> </ul>	<ul style="list-style-type: none"> <li>Black History Month, Holocaust Memorial Day and St Georges Day events held in the District</li> </ul>	Ndunge Kivuitu	£6k external funding (DCLOG)	RRAA SEA (forthcoming)	RES	SI		31 Mar 10
			<ul style="list-style-type: none"> <li>The guidance sets standards for use of verifying identity</li> </ul>	Scott Logan	Officer time within existing budgets	SEA (forthcoming)	RES	SI		31 Mar 09
			<ul style="list-style-type: none"> <li>Monitoring demonstrates Improved access by BME communities to the District's leisure centres</li> </ul>	Paul Brace/Paul Ilet	Within existing budgets	SEA (forthcoming)	RES	CAA (KLOE 2.1) SI		31 Mar 11
			<ul style="list-style-type: none"> <li>Review held and the results published, along with any necessary recommendations for change</li> </ul>	Pippa Brent-Isherwood/ Citizen's Advice Bureau	Within existing budgets	SEA (forthcoming)		CAA (KLOE 2.1) SI		31 Mar 12
18.3.2	Review the accessibility of Council information for the District's BME communities, in accordance with the RRA Act 2000	<ul style="list-style-type: none"> <li>Obtain from the National Interpreting Service a language poster and card and use these at reception areas</li> <li>ESOL information available at all reception areas</li> </ul>	<ul style="list-style-type: none"> <li>Poster and card available and used in all Council reception areas</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets	RRAA SEA (forthcoming)	RES	ESLG C.C. CAA (KLOE 2.1)		31 Mar 10
			<ul style="list-style-type: none"> <li>ESOL information leads to increased take up of ESOL</li> </ul>	Ndunge Kivuitu	£200 (external funding from DCLOG)	SEA (forthcoming)	RES	C.C. SI		31 Mar 10
18.3.3	Establish a specific mechanism for engagement with BME community stakeholders	<ul style="list-style-type: none"> <li>Establish a BME community stakeholders group (BME CSG)</li> <li>Ensure that the Group is representative of the diversity of the District</li> </ul>	<ul style="list-style-type: none"> <li>BME CSG constituted</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets	SEA (forthcoming)	RES	ESLG C.C. SI		30 Nov 08
			<ul style="list-style-type: none"> <li>Attendance monitored by ethnic group</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets					30 Nov 08 onwards

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.3.4	Improve liaison and community relations with the District's traveller & gypsy communities	<ul style="list-style-type: none"> <li>Ensure traveller &amp; gypsy representation on the new BME Community Stakeholders Group</li> <li>Establish a specific liaison mechanism with the District's traveller &amp; gypsy residents</li> </ul>	<ul style="list-style-type: none"> <li>Traveller &amp; gypsy representatives in attendance</li> <li>Council-Travellers liaison mechanism installed and creating improved contact and liaison</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu/Martin Travelion (Fire Service)</p>	<p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p>	SEA (forthcoming)	RES	C.C. SI		<p>31 Dec 08</p> <p>31 May 09</p>
18.3.5	To meet the specific needs of the districts traveller and gypsy communities	<ul style="list-style-type: none"> <li>To work with Essex County Council and other local partners to implement the recommendations arriving from the traveller and gypsy welfare needs assessments</li> </ul>	<ul style="list-style-type: none"> <li>The Council and its partners deliver relevant and culturally sensitive services to local traveller and gypsy communities</li> </ul>	<p>Ndunge Kivuitu/Yvonne Howard (Essex County Council Equality &amp; Diversity Officer), Martin Trevillion (Fire Service)</p>	Officer time within existing budgets	RRAA DDAA Eq.Act SEA (forthcoming)	RES DES GES	ESLG CAA LAA		31 Mar 10
18.3.6	To ensure that planning & development control is compliant on race and other equality issues	<ul style="list-style-type: none"> <li>Planning &amp; Development Control to undertake a equality impact assessment that addresses inequality, particularly with regard to travellers &amp; gypsies</li> </ul>	<ul style="list-style-type: none"> <li>Planning/Development Control equality impacted assessed</li> <li>The EIA addresses all equality issues, including those relating to travellers &amp; gypsies</li> </ul>	Clive Simpson	Officer time	RRAA DDAA Eq.Act SEA (forthcoming)	RES DES GES			31 Mar 10
18.3.7	Promote a discrimination free environment in the Council's community centres	<ul style="list-style-type: none"> <li>Include clauses in conditions of use of all community halls that stipulate that no users shall discriminate against anyone on equality grounds (including racism)</li> </ul>	<ul style="list-style-type: none"> <li>Anti-discriminatory clauses inserted and enforced</li> <li>Discriminatory incidents and action taken monitored and reported</li> </ul>	<p>Pippa Brent-Isherwood</p> <p>Pippa Brent-Isherwood</p>	<p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p>	RRAA HRA SEA (forthcoming)	RES	C.C. SI		<p>31 Mar 10</p> <p>31 Mar 10</p>
18.3.8	Develop a Hate Crime Policy and reporting procedures	<ul style="list-style-type: none"> <li>Work with Hate Crime Panel to put in place standard reporting procedures</li> <li>Work with St Georges to establish a joint Hate crime Policy and procedure for reporting Hate Crime</li> </ul>	<ul style="list-style-type: none"> <li>Standard reporting process and procedure in place</li> <li>Hate Crime Policy and reporting procedures in place</li> </ul>	<p>Ndunge Kivuitu/</p> <p>Ndunge Kivuitu/</p>	<p>Officer time within existing budgets</p> <p>Officer time within existing budgets</p>	RRAA HRA SEA (forthcoming)	RES	C.C.		<p>31 Dec 09</p> <p>31 Dec 09</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.3.9	Publicise the ability to report crime (including racists incidents) at the customer contact centre	<ul style="list-style-type: none"> <li>Act as Third Party reporting site for Hate Crime and publicise the procedures for reporting incidents. Target publicity material at key BME groups/venues</li> </ul>	<ul style="list-style-type: none"> <li>Publicity strategy agreed &amp; implemented and material sent out to all BME groups</li> </ul>	Ndunge Kivuitu/ Lee Washbrook	£500 external funding (DCLOG)	RRAA HRA SEA (forthcoming)	RES	C.C.		31 Dec 09
		<ul style="list-style-type: none"> <li>Joint PR with the Council and Police on reporting Hate Crime</li> </ul>	<ul style="list-style-type: none"> <li>Joint publicity agreed and implemented</li> </ul>	Ndunge Kivuitu/ Lee Washbrook	£2k external funding (DCLOG)					
18.3.10	Use existing housing tenancy conditions to promote anti-racist and anti-discriminatory policy and practice via St George's and local registered Social Landlords (RSLs) organisations	<ul style="list-style-type: none"> <li>Negotiate with St Georges and the local RSLs to include and enforce anti-discriminatory conditions in all tenancy agreements</li> </ul>	<ul style="list-style-type: none"> <li>Standard anti-discriminatory conditions inserted, publicised and enforced</li> </ul>	Mo Slade	Within existing budgets	RRAA SEA (forthcoming)	RES	C.C. SI		31 Mar 12
18.3.11	Promote the Council as an employer of choice	<ul style="list-style-type: none"> <li>The Council to undertake targeted activities promoting employment opportunities with BME communities</li> </ul>	<ul style="list-style-type: none"> <li>Local employment fair targets all communities including BME</li> </ul>	Alison Spence	Within existing budgets	RRAA SEA (forthcoming)	RES	CAA (KLOE 3.3)		30 Oct 09

## 18.4 Gender Equality

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.4.1	Promote equality between men and women	<ul style="list-style-type: none"> <li>Carry out annual pay audits between men and women staff</li> <li>Use Single Status to consider appeals on grading differences between male, female or transgender (where relevant)</li> </ul>	<ul style="list-style-type: none"> <li>The results of gender pay audits published annually</li> </ul>	<p>Caroline Nugent</p> <p>Caroline Nugent</p>	<p>Officer time within existing budgets</p> <p>Within existing budgets</p>	<p>Eq.Act SEA (forthcoming)</p> <p>Eq.Act</p>	<p>GES</p> <p>GES</p>	<p>ESLG CAA (KLOE 2.2) CAA (KLOE 3.3)</p>		<p>31 Mar 11</p> <p>31 Mar 10</p>
18.4.2	Promote equality for transgendered people	<ul style="list-style-type: none"> <li>Improved sensitivity to the service needs of transgender people via specific engagement with local Transgender organisations</li> <li>Guidance issued to staff on dealing with Transgender service users and staff</li> <li>Commission staff training on transgender related issues</li> </ul>	<ul style="list-style-type: none"> <li>The Council achieves a good understanding of the needs and service priorities of local Transgendered people</li> <li>Transgendered people receive more sensitive customer care</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p>	<p>Officer time within exiting budgets</p> <p>Officer time within existing budgets</p> <p>£2k external funding (DCLOG)</p>	<p>Eq.Act HRA SEA (forthcoming)</p> <p>Eq.Act HRA SEA (forthcoming)</p>	<p>GES</p> <p>GES</p> <p>GES</p>	<p>CAA (KLOE2.1) SI</p> <p>CAA (KLOE 3.3) SI CAA (KLOE 3.3) SI</p>		<p>31 Nov 09</p> <p>31 Mar 10</p> <p>31 Mar 10</p>
18.4.3	Tackle sex discrimination and harassment	<ul style="list-style-type: none"> <li>Re-launch the Council's harassment and bullying policy</li> </ul>	<ul style="list-style-type: none"> <li>Victims of sex discrimination harassment and bullying feel better supported to report perpetrators</li> </ul>	<p>Caroline Nugent</p>	<p>TBC</p>	<p>Eq.Act HRA SEA (forthcoming)</p>	<p>GES</p>	<p>CAA (KLOE 3.3)</p>		<p>31 Mar 11</p>
18.4.4	Use social regeneration programmes to address local employment and skills issues, including gender inequalities	<ul style="list-style-type: none"> <li>Local employment and skills programmes to encourage men and women to enter non-traditional occupations</li> </ul>	<ul style="list-style-type: none"> <li>Improved opportunities employment and skills opportunities and a breaking down of occupational segregation</li> </ul>	<p>Simon Hughes</p>	<p>TBC</p>	<p>Eq.Act SEA (forthcoming)</p>	<p>GES</p>	<p>SI</p>		<p>31 Mar 12</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.4.5	Address crime in the District and improve safety in the town centres  (Also an Org. Cap. Act)	<ul style="list-style-type: none"> <li>▪ Community Safety strategies to develop improvements in the town centres</li> <li>▪ The Citizens Panel used to secure further feedback on future perceptions of people's safety in the town centres</li> </ul>	<ul style="list-style-type: none"> <li>▪ Both men and women feel safe in the town centres</li> <li>▪ Future male and female perceptions of safety are secured and fed in to community safety strategies</li> </ul>	Paula Mason  Paula Mason/ Danielle Estlea	TBC  £550 within existing Consultation & Engagement budget	SEA (forthcoming)	GES  GES	SI  SI		31 Mar 12  31 Mar 10
18.4.6	Improve the environment of the District, addressing vandalism, litter, poor public lighting, etc  (Also an Org. Cap. Act)	<ul style="list-style-type: none"> <li>▪ Environment services to improve the cleanliness of the district via their operational service delivery</li> <li>▪ The service to chart public perceptions (based on gender) of the cleanliness of the District</li> </ul>	<ul style="list-style-type: none"> <li>▪ Both men and women feel that the cleanliness of the District as improved</li> <li>▪ Future male and female perceptions of the cleanliness of the District are secured and fed in to environmental strategies</li> </ul>	Gary Edwards/ Dawn French  Gary Edwards/ Dawn French / Danielle Estlea	TBC  £550 within existing Consultation & Engagement budget	SEA (forthcoming)  SEA (forthcoming)	GES  GES			31 Mar 12  31 Mar 10
18.4.7	Promote existing women only sessions and activities in the District's leisure centres, to encourage more take up	<ul style="list-style-type: none"> <li>▪ Leisure services to increase the attendance to the current women only swimming and gym sessions across the District's leisure centres</li> <li>▪ The availability of these sessions to be widely publicised</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase in the number of women only sessions across the District</li> <li>▪ These sessions publicised generally and via targeted information</li> </ul>	Paul Brace	Within existing budgets	SEA (forthcoming)	GES RES  GES RES			31 Mar 10  31 Sep 10

18.4 Age Equality (older People)

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.5.1	Positively promote equality for older people	<ul style="list-style-type: none"> <li>Hold annual older people's conference to facilitate a major dialogue about life in the District</li> </ul>	<ul style="list-style-type: none"> <li>Annual older people's conference taking place year on year</li> </ul>	Pippa Brent-Isherwood/ Ndunge Kivuitu	£500	SEA (forthcoming)		ESLG C.C. SI	Age (SD)	31 Mar 10 onwards
		<ul style="list-style-type: none"> <li>Encourage older people of diverse backgrounds to participate in the conference</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring data reveals diversity amongst those attending</li> </ul>	Pippa Brent-Isherwood/ Ndunge Kivuitu	Included in above cost	SEA (forthcoming)		ESLG C.C. SI	Age (SD)	31 Mar 10 onwards
		<ul style="list-style-type: none"> <li>Through the Basildon Inclusion Group, develop projects to encourage older people to participate in social networks</li> </ul>	<ul style="list-style-type: none"> <li>Programme of participation projects in place, involving older people in social networks</li> </ul>	Pippa Brent-Isherwood	External funding			ESLG C.C. SI		31 Mar 11
18.5.2	Facilities and services are available that allow older people to get out and about	<ul style="list-style-type: none"> <li>Support customer care training for taxi drivers to assist older passengers</li> </ul>	<ul style="list-style-type: none"> <li>Training improves assistance and overall customer care for older passengers</li> </ul>	Phil Easteal	Within existing budgets	HRA SEA (forthcoming)		SI	Age (SD)	31 Mar 08
		<ul style="list-style-type: none"> <li>Consider continuation of SLA with BDVC to provide low cost, door to door community transport for older people</li> </ul>	<ul style="list-style-type: none"> <li>Older people accessing the BDVC community transport service</li> </ul>	Pippa Brent -Isherwood	£100k	SEA (forthcoming)		SI	Age (SD)	31 Mar 08

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.5.3	Older people have fair access to goods and services	<ul style="list-style-type: none"> <li>Older people's annual conferences to help identify the barriers to older people accessing Council goods and services</li> <li>Work with the Basildon Inclusion Group to deliver a series of service take up events for older people</li> <li>Revenues &amp; Benefits to promote take up of benefits for older people</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from Conferences, on goods and services issues, fed into Council service planning</li> <li>A minimum of 2 take up events held every over the period 2009-12</li> <li>Targeted work with Age Concern, Pensions Service, Careline and other linked voluntary sector i.e. Mind, Scope McMillan</li> </ul>	<p>Pippa Brent-Isherwood</p> <p>Pippa Brent-Isherwood</p> <p>Scot Logan</p>	<p>£500</p> <p>£1200k</p> <p>Within existing budgets</p>			ESLG C.C. CAA (KLOE 2.1 & 2.2) SI	Age (SD)	<p>31 Mar 10</p> <p>Ongoing With annual review</p> <p>31 Mar 10</p>
18.5.4	Encourage Older people to contribute to the development and evaluation of Council services	<ul style="list-style-type: none"> <li>Ensure that older people's groups are engaged on EIA service change proposals</li> <li>Ensure that services evaluate the responses of people aged 55 plus when carrying out satisfaction survey exercises</li> </ul>	<ul style="list-style-type: none"> <li>Older people's views feedback to influence final EIA change proposals</li> <li>The satisfaction rates of older people evaluated and areas of disproportionate dissatisfaction identified</li> </ul>	<p>OMT</p> <p>OMT</p>	<p>Within existing budgets</p> <p>Within existing budgets</p>	<p>SEA (forthcoming)</p> <p>SEA (forthcoming)</p>		ESLG CAA (KLOE 2.1 & 2.2) SI	<p>Age (SD)</p> <p>Age (SD)</p>	<p>30 Nov 09</p> <p>30 Sep 10</p>
18.5.5	All older people can enjoy active, healthier lives	<ul style="list-style-type: none"> <li>Provision of activities for isolated and excluded older people, at the District's network of activity day centres, that provides mental and physical stimulus</li> <li>Sign post the availability of targeted leisure centre activities for more inactive older people (i.e. Nifty 50s, etc)</li> <li>Increase the participation of inactive older people in sports and physical activities via community sports network (CSN)</li> </ul>	<ul style="list-style-type: none"> <li>Service levels, reviewed as a part of annual review process, reveal quality provision</li> <li>Older people sign posted to programme of leisure activities</li> <li>CSN monitoring shows the attendance of older people accessing their activities year on year</li> </ul>	<p>Pippa Brent-Isherwood</p> <p>Paul Brace</p> <p>Paul Brace</p>	<p>£460k (2008) £470k (2009)</p> <p>Within existing budgets</p> <p>Externally funded by Sport England</p>	<p>HRA SEA (forthcoming)</p> <p>HRA SEA (forthcoming)</p> <p>HRA SEA (forthcoming)</p>		ESLG C.C. CAA (KLOE 2.1) SI	<p>Age (SD)</p> <p>Age (SD)</p> <p>Age (SD)</p>	<p>31 Mar 2008 31 Mar 2009</p> <p>31 May 2009</p> <p>31 Mar 10 and annually thereafter</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirements	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.5.6	Promote independent living and the dignity of older people	<ul style="list-style-type: none"> <li>▪ Encourage BAVS/CVA and Volunteer to Co-ordinate the volunteering of younger people to assist older people with key tasks, where such opportunities arise</li> <li>▪ The Council to deliver aids and adaptations that allow older people to remain in their own homes</li> <li>▪ Outside of Council provision, to also sign post older people to other providers of aids and adaptations from whom they can purchase services</li> <li>▪ Deliver telecare service for older people to facilitate independent living</li> </ul>	<ul style="list-style-type: none"> <li>▪ Younger people volunteering schemes to assist older people scoped out and piloted.</li> <li>▪ The Council makes aids and adaptations available to older people's in their own homes, based on budgets and assessed need</li> <li>▪ Older people on the waiting list for aids and adaptations sign posted to other providers</li> <li>▪ Telecare services offered to vulnerable older people to assist independent living</li> </ul>	Pippa Brent-Isherwood	Officer time within existing budgets	HRA SEA (forthcoming)		C.C. SI	Age (SD)	31 Mar 11
				John Twedell	Within existing budgets	HRA SEA (forthcoming)	DES	C.C. SI	Age (SD)	31 Mar 09
				John Twedell	Within existing budgets	HRA SEA (forthcoming)	DES	SI	Age (SD)	31 Mar 09
				Frances Barbour (St Georges)	Within existing budgets	HRA SEA (forthcoming)	DES	C.C. SI	Age (SD)	31 Mar 09
18.5.7	Older people feel safe and secure in their own communities	<ul style="list-style-type: none"> <li>▪ Implementation of community safety communications strategy aimed at improving perceptions of safety in the District</li> </ul>	<ul style="list-style-type: none"> <li>▪ Older people feel safer in the local community and less vulnerable to crime</li> <li>▪ This improved sense of security reflected in surveying results</li> </ul>	Paula Mason	External from DCLOG funding where relevant	HRA SEA (forthcoming)		C.C. SI	Age (SD)	30 Sep 10
				Paula Mason/Danielle Estlea	Within existing budgets			C.C. SI	Age (SD)	31 Mar 12
18.5.8	Older Worker Friendly employment policy established within the Council  (Operational)	Develop 'older worker friendly' Council employment policies that provide options for gradual/semi-retirement options to create better work-life balance	<ul style="list-style-type: none"> <li>▪ Flexible, older worker employment practices introduced within the Council</li> <li>▪ HR monitor the take up of these options year on year</li> </ul>	Caroline Nugent	Officer time within existing budgets	Emply Regs (Age) SEA (forthcoming)	Age (Older people)	ESLG CAA (KLOE 3.3) LSP SI		Mar 08
				Caroline Nugent	Officer time within existing budgets					

## 18.6 Age Equality (Young People)

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.6.1	Promote access to cultural and sporting facilities for young people	<ul style="list-style-type: none"> <li>Provide an annual programme of sports, arts and outdoors activities across the District for young people</li> </ul>	<ul style="list-style-type: none"> <li>Programme of District youth activities published and available on the Council website</li> </ul>	Pippa Brent-Isherwood/Paul Brace	Within existing budgets	SEA (forthcoming)		ESLG C.C. SI	Age (SD)	31 Sep 11
		<ul style="list-style-type: none"> <li>Promote cultural services in a targeted and accessible way</li> </ul>	<ul style="list-style-type: none"> <li>Targeting sees a 1.5% increase in the youth take up of cultural services year on year until 2012</li> </ul>	Paul Brace	Within existing budgets					31 Mar 12
18.6.2	Promote healthy lifestyles for young people	<ul style="list-style-type: none"> <li>Work with partners to provide information, advice and guidance to young people around sexual health and teenage pregnancy</li> </ul>	<ul style="list-style-type: none"> <li>Information, advice and guidance provided on sexual health and teenage pregnancy</li> </ul>	Pippa Brent-Isherwood	£30k Externally funded by Essex County Council	SEA (forthcoming)		LAA C.C. SI	Age (SD)	31 Sep 10
		<ul style="list-style-type: none"> <li>Promote programme to tackle obesity among young people</li> </ul>	<ul style="list-style-type: none"> <li>Young people enrolled on obesity reduction programmes</li> </ul>	Paul Brace	Within existing budgets					31 Mar 10
		<ul style="list-style-type: none"> <li>Promote nutrition programme for young people</li> </ul>	<ul style="list-style-type: none"> <li>Young people enrolled on nutrition programme</li> </ul>	Paul Brace	Within existing budgets					31 Mar 10
18.6.3	Promote independent living for young people within the community	<ul style="list-style-type: none"> <li>Revenues &amp; Benefits to proactively communicate and consult with young people in the community and relevant internal and external partners for advise young people of opportunities and support available to them when claiming benefits</li> </ul>	<ul style="list-style-type: none"> <li>Increase in young people living independently as a result of the benefits-take-up campaign</li> </ul>	Scot Logan	Within existing budgets	HRA				31 Mar 10

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.6.4	Change the perceptions of young people	<ul style="list-style-type: none"> <li>Work with Marcomms to promote positive messages of young people</li> </ul>	<ul style="list-style-type: none"> <li>The Council to work with Youth Service, Youth Council to identify a mechanisms for identifying and promoting positive messages of young people and disseminate them through the District Diary</li> </ul>	Paul Ilet	Within existing budgets	SEA (forthcoming)		C.C. SI	Age (SD)	30 Nov 10
18.6.5	Young people to have a voice within their communities	<ul style="list-style-type: none"> <li>Deliver annual local democracy week with schools and youth groups</li> <li>Promote participation in Basildon District youth council</li> <li>Develop an ongoing programme of engagement with young people on key issues</li> </ul>	<ul style="list-style-type: none"> <li>Democracy week events delivered year on year between 2009-12</li> <li>Youth council membership expanded to include representatives from designated youth groups. Target in CYPP to increase by 2 per annum</li> <li>Quarterly youth council sessions convened to promote engagement</li> </ul>	<p>Pippa Brent-Isherwood</p> <p>Pippa Brent-Isherwood</p> <p>Pippa Brent-Isherwood</p>	<p>Within existing budgets</p> <p>Within existing budgets</p> <p>Within existing budgets</p>	<p>HRA SEA (forthcoming)</p>		<p>C.C.</p> <p>C.C.</p> <p>ESLG C.C. CAA (KLOE 2.1 &amp; 3.3) SI</p>	<p>Age (SD)</p>	<p>31 Oct 08 onwards</p> <p>30 Sep 10</p> <p>30 Sep 11</p>
18.6.6	Assist young people to identify youth community projects and secure funds to deliver them	<ul style="list-style-type: none"> <li>Work with groups of young people to identify appropriate youth projects that would potentially attract funding from external funding regimes</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of 4 youth based projects in 2009-12 are successful in attracting external funding</li> </ul>	Pippa Brent-Isherwood	Within existing budgets	SEA (forthcoming)		C.C. SI	Age (SD)	30 Sept 10
18.6.7	Promote employment choices and skills/training for young people through local social regeneration programmes	<ul style="list-style-type: none"> <li>The Council to explore the feasibility of putting in place an integrated framework for delivering improved skills and training locally</li> </ul>	<ul style="list-style-type: none"> <li>Feasibility assessed and a decision made on the proposed framework for promoting new training and skills opportunities</li> </ul>	Alison Spence	Within existing budgets	Employ Regs (Age) SEA (forthcoming)	Age (Younger People)	C.C. LSP SI		31 Mar 10

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.6.8	Promote employment & training opportunities for young people with the Council  (Operational)	<ul style="list-style-type: none"> <li>▪ Promote the Council as an employer of choice for young people</li> <li>▪ Implement trident youth work placement scheme</li> <li>▪ Work with colleges and universities to secure student placements</li> <li>▪ Participate in the modern apprentice Scheme</li> <li>▪ Recruit graduates via the national graduate development programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase over 2009-12, in the number of local young people applying for places on the Council's various placement and development schemes</li> </ul>	<p>Caroline Nugent</p> <p>Alison Spence</p> <p>Alison Spence</p> <p>Alison Spence</p> <p>Alison Spence</p>	<p>Within existing budget</p>	<p>Employ Regs (Age) SEA (forthcoming)</p>	<p>Age (Younger People)</p>	<p>CAA (KLOE 3.3) LSP SI</p>		2008 and annually thereafter

**18.7 Religion/Belief Equality**

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement Or Obligation	Statutory. duties & obligations	Other policy obligations	Good Practice	Timescale
18.7.1	Promote inter-faith action on social and community issues	<ul style="list-style-type: none"> <li>▪ Facilitate an Inter-faith event to formally launch the Basildon Inter-faith forum</li> <li>▪ Recognise and work in partnership with the Council and it's partners</li> <li>▪ Promote benefits take up among various faith communities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Basildon Inter-faith forum founded and actively working in partnership with the Council</li> <li>▪ Joint working with faith groups</li> <li>▪ Visits to faiths communities and attendance to interfaith events as part of the Benefits- take-up campaign</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p> <p>Scot Logan</p>	<p>Within existing budgets (any costs covered by external funding DCLOG)</p> <p>DCLOG funding</p> <p>Officer time within existing budgets</p>			ESLG C.C.	Religion	<p>31 Mar 10</p> <p>31 Dec 09</p> <p>31 Dec 09</p>
18.7.2	Increase staff knowledge and understanding of different religion/belief and cultural needs	<ul style="list-style-type: none"> <li>▪ Produce a religion/belief and cultural guide and make it available to all staff via the intranet</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff better equipped to understand religion/belief &amp; cultural issues and this improves customer service</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets	Eq.Act HRA SEA (forthcoming)	Religion (Employ)	ESLG C.C. CAA (KLOE 3.3) LSP		31 Nov 09
18.7.3	Increase staff awareness of religion/belief dates & festivals and their implications for customer service	<ul style="list-style-type: none"> <li>▪ Produce an annual diary of key religion/belief dates &amp; festivals and make it available to all staff via the website</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improved staff awareness of key religion/belief dates &amp; festivals and their potential service implications</li> </ul>	Ndunge Kivuitu	Within existing budgets	Eq.Act HRA	Religion (Employ)	ESLG C.C. CAA (KLOE 3.3) LSP		31 Mar 09

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement Or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.7.4	Encourage religion/belief organisations to apply for grant aid and commissioning for social and community projects	<ul style="list-style-type: none"> <li>Communicate criteria for Council grant funding for religion/belief groups</li> <li>The Council to contact religion/belief groups in the District, advising them of available funding streams and sign posting them to BDCVS help and advice in preparing applications</li> <li>Promote the availability of community charity relief (Non Domestic Rates NDR) among all community groups including religion/belief groups</li> </ul>	<ul style="list-style-type: none"> <li>The Council provides clear criteria on religion/belief activities that qualify for funding</li> <li>There is an increased awareness by religion/belief groups as to what funding is available from the Council and externally.</li> <li>Monitoring shows an increase in applications from religion/belief groups</li> <li>Religion/belief community charity groups accessing NDR were relevant</li> </ul>	<p>Pippa Brent-Isherwood</p> <p>Pippa Brent-Isherwood</p> <p>Pippa Brent-Isherwood</p> <p>Scot Logan</p>	<p>Within existing budgets</p> <p>Officer time (if necessary any costs covered by external funding DCLOG)</p> <p>Officer time within existing budgets</p> <p>Within existing budgets</p>	<p>Eq.Act SEA (forthcoming)</p> <p>Eq.Act</p>		<p>C.C. SI</p> <p>C.C. SI</p>		<p>31 Mar 09</p> <p>31 Mar 09</p> <p>31 Mar 10</p> <p>31 Mar 10</p>
18.7.5	Recognise religion/belief organisations as a effective conduit to disseminate key messages within the community	<ul style="list-style-type: none"> <li>Work with a network of religion/belief leaders to communicate key messages and increase take up of services</li> </ul>	<ul style="list-style-type: none"> <li>Religion/belief leaders supporting Council priorities and communicating information to faith communities</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets			SI	Religion	31 Mar 10
18.7.6	Provision of prayer space to meet staff worship needs  (Operational)	<ul style="list-style-type: none"> <li>If there is an identified need, SMT to identify and designate a space in the Basildon centre that can be utilised flexibly as a quiet/ prayer space</li> <li>Publicise the availability of this space to staff</li> </ul>	<ul style="list-style-type: none"> <li>Staff indicate a need and the Council provide with a space that they can use to pray and follow their faith</li> <li>Staff are aware of the availability of such a space and how to reserve it</li> </ul>	Ndunge Kivuitu	<p>Within existing budgets</p> <p>Officer time within existing budgets</p>	HRA	<p>Religion (Employ)</p> <p>Religion (Employ)</p>	CAA (KLOE 3.3)		<p>31 Mar 10</p> <p>30 June 10</p>

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement Or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.7.7	Making the Council's dress code religion/belief friendly'  (Operational)	<ul style="list-style-type: none"> <li>▪ Ensure that the Council dress code accommodates religious dress, as long as it does not effect communication or the ability to fulfil the requirements of the post</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council dress code amended to accommodate religion/belief requirements</li> <li>▪ Staff aware what dress is not acceptable and why</li> </ul>	Caroline Nugent	Officer time within existing budgets	HRA	Religion (Employ)	CAA (KLOE 3.3) SI		31 Mar 11
18.7.8	Accommodate staff religious worship/observance  (Operational)	<ul style="list-style-type: none"> <li>▪ Use flexible working arrangements to facilitate time off for staff for worship/religious observance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Potential impact to services minimised by using flexible working to accommodate religion/belief needs</li> <li>▪ Staff aware of how to apply for particularly working arrangements based on religion/belief needs</li> </ul>	Caroline Nugent	Officer time within existing budgets	HRA SEA (forthcoming)	Religion (Employ)	CAA (KLOE 3.3)		31 Mar 11

## 18.8 Sexual Orientation Equality

No.	Objective	Action	Outcomes	Lead responsibility	Cost	Legislative Requirement Or Obligation	Statutory. duties & obligations	Other policy obligations	Good Practice	Timescale
18.8.1	Promote equality on sexual orientation  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>Partners to commission an external organisation to undertake a comprehensive needs assessment of local LGB needs</li> <li>Revenues &amp; Benefits to communicate legislation on Civil Partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Needs assessment completed and its findings reported to the LSP</li> <li>The Council and its partners aware of the priority needs of local LGB people</li> <li>Targeted work through Benefits-take-up campaign to the LGB community</li> </ul>	Basildon Inclusion Group  Scot Logan	7k-10k external funding from DCLOG  Within existing budgets	Eq.Act HRA SEA (forthcoming)  Eq. Act HRA SEA (forthcoming)	Sexual. Or  Sexual. Or	C.C. CAA (KLOE 2.1 & 2.2) LSP SI  C.C. CAA (KLOE 2.1 & 2.2) LSP SI		31 May 10  31 Mar 11  31 Mar 11
18.8.2	Ensure that the views of lesbian, gay and bisexual people are taken in to account in the Council's future regeneration plans  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>The Council to engage with LGB groups in the development of its regeneration plans</li> </ul>	<ul style="list-style-type: none"> <li>Consultation on regeneration involves the LGBT community and feedback is used to inform plans where relevant</li> </ul>	Simon Hughes	Within existing budgets	Eq.Act SEA (forthcoming)	LGB	ESLG CAA (KLOE 2.1 & 2.2) LSP SI		31 Oct 09
18.8.3	Encourage applications for funding of LGB social and community projects  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>The Council to contact all LGB groups in the District, advising them of available funding streams and direct them to CVS to help and advise on preparing applications</li> </ul>	<ul style="list-style-type: none"> <li>There is an increase in the number of LGB groups applying for external funding regimes to run local LGB projects in Basildon District</li> </ul>	Pippa Brent-Ishwerwood	Within existing budgets	SEA (forthcoming)		SI		31 Mar 09

No.	Objective	Action	Outcomes	Lead responsibility	Cost	Legislative Requirement Or Obligation	Statutory. duties & obligations	Other policy obligations	Good Practice	Timescale
18.8.4	Create a community based LGB Third Party Reporting site  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>An agreement put in place for a voluntary and community sector organisation to take on this role</li> <li>Work undertaken with the Police to produce LGB publicity and disseminate it</li> </ul>	<ul style="list-style-type: none"> <li>An LGB community and voluntary sector third party reporting agency established</li> <li>LGB publicity agreed with the police and distributed</li> </ul>	<p>Ndunge Kivuitu/Hate Crime Panel</p> <p>Ndunge Kivuitu/Hate Crime Panel</p>	<p>External funding from DCLOG</p> <p>2k external funding from DCLOG</p>	HRA SEA (forthcoming)	LGB	C.C.		<p>31 Mar 11</p> <p>30 Oct 11</p>
18.8.5	Work with partners to combat the homophobic bullying and harassment of young people  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>Partners to audit existing initiatives and their concrete outcomes</li> <li>Identify any existing gaps in provision via engagement with LGB youth stakeholders</li> <li>Work in partnership with Essex County Council, the further education (FE) sector and the youth service to address gaps unmet needs</li> </ul>	<ul style="list-style-type: none"> <li>Audit completed by key partners</li> <li>Audit and engagement processes identify (any) unmet needs</li> <li>(If necessary) projects established and funded via the Local Area Agreements (LAA) funding blocs</li> </ul>	<p>Ndunge Kivuitu/Hate Crime Panel</p> <p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p>	<p>Officer time within existing budgets</p> <p>Existing funding from consultation &amp; engagement budget</p> <p>Officer time within existing budgets</p>	HRA SEA (forthcoming)	LGB	C.C.		30 Feb 10
18.8.6	Ensure that LGB staff have appropriate support to deal with cases of homophobic harassment and bullying (Operational)  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>The Council to have designated staff available to advise and support staff who are the victims of bullying and harassment including homophobia</li> </ul>	<ul style="list-style-type: none"> <li>Victims of LGB harassment and bullying feel better supported to report perpetrators</li> </ul>	Caroline Nugent	Officer time within existing budgets	Employ Regs (Sexual.Or) HRA SEA (forthcoming)	LGB	CAA (KLOE 3.3)		31 Mar 09

No.	Objective	Action	Outcomes	Lead responsibility	Cost	Legislative Requirement Or Obligation	Statutory. duties & obligations	Other policy obligations	Good Practice	Timescale
18.8.7	Undertake equality training on sexual orientation for managers and staff  (Operational)  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>To ensure that sexual orientation is present within induction, equalities training and mainstream training packages</li> </ul>	<ul style="list-style-type: none"> <li>Sexual orientation training delivered</li> </ul>	Ndunge Kivuitu/Alison Spence	£2k-4k within existing training budgets	Employ Regs (Sexual.Or) SEA (forthcoming)	LGB	CAA (KLOE 3.3)		31 Mar 10
18.8.8	Create a discrimination free work environment for LGB employees  (Operational)  (Objective also applies to transgender community covered under the Gender Equality Duty)	<ul style="list-style-type: none"> <li>The Council to integrate zero tolerance of homophobia into current Harassment &amp; Bullying Policy and exercise zero tolerance amongst its employees</li> <li>The policy to be communicated to all Council staff and a briefing circulated to managers for guidance</li> <li>All reports of incidents investigated and appropriate action taken</li> </ul>	<ul style="list-style-type: none"> <li>High standards set within the Council</li> <li>Disciplinary action taken as necessary</li> <li>Victims given support and advice</li> <li>briefing sessions held and it is compulsory for managers to attendance one of these and report on to their teams</li> </ul>	<p>Caroline Nugent</p> <p>Caroline Nugent</p> <p>Caroline Nugent</p> <p>Caroline Nugent</p> <p>Caroline Nugent</p>	<p>Within existing budgets</p>	Employ Regs (Sexual.Or) HRA SEA (forthcoming)	LGB	ESLG CAA (KLOE 3.3) SI		<p>31 Dec 09</p> <p>31 Jan 10</p>

## 18.9 Community Cohesion

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement Or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.9.1	Work with partners to hold a Basildon District community cohesion conference	Conference staged and cohesion priorities identified as a result of the event	<ul style="list-style-type: none"> <li>Conference held in the Autumn of 2008</li> <li>Monitoring of attendees shows representation from all local communities</li> <li>Headline priorities identified and community cohesion strategy produced</li> </ul>	<p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p> <p>Ndunge Kivuitu</p>	<p>External funding from BRP £3k PCT £1k</p> <p>£3k and additional DCLOG funding</p>	SEA (forthcoming)	RES	C.C CAA (KLOE 2.2) LSP		<p>23 Oct 08</p> <p>30 Nov 08</p> <p>31 Oct 09</p>
18.9.2	Work with partners to produce a three year Basildon partnership community cohesion strategy (2009-12)	<ul style="list-style-type: none"> <li>Strategy agreed with Local Strategic Partnership (LSP) and published</li> <li>Monitoring of strategy undertaken by LSP Inclusion Partnership</li> </ul>	<ul style="list-style-type: none"> <li>Strategy includes a cohesion mission statement and vision</li> <li>LSP agrees Strategy and partners signed up</li> <li>Strategy published and monitored</li> </ul>	<p>Ndunge Kivuitu</p> <p>Basildon Inclusion Group (Cohesion and Community Participation Sub Group)</p>	<p>DCLOG and Partnership funding</p> <p>Officer time within existing budgets</p> <p>Time spent by Cohesion and Community Participation Sub Group</p>	SEA (forthcoming)	RES	C.C. LSP		<p>30 Sep 09</p> <p>31 Oct 09</p> <p>30 Nov 09 onwards</p>
18.9.3	Increase ESOL provision available in the District and promote improved access	<ul style="list-style-type: none"> <li>Project undertaken to work with providers to increase the availability of ESOL within the District</li> </ul>	<ul style="list-style-type: none"> <li>Project increases availability of ESOL locally by 50%</li> <li>The Council can evidence number of ESOL referrals per year</li> </ul>	Ndunge Kivuitu	<p>External funding from Learning Skills Council</p> <p>Officer time within existing budgets</p>	SEA (forthcoming)	RES	C.C. LSP SI		30 Nov 09
18.9.4	Promoting Inter-generational contact and dialogue	<ul style="list-style-type: none"> <li>An inter-generational project undertaken that brings together older and younger people to talk about social and community issues</li> </ul>	<ul style="list-style-type: none"> <li>An inter-generational event to take place in 2009-10. Review outcomes and put together future programme</li> </ul>	Pippa Brent - Iserwood	£500	SEA (forthcoming)	Age	C.C. CAA (KLOE 2.2) LSP SI	Age	31 Mar 10 And annually thereafter

No.	Objective	Action	Outcomes	Lead Responsibility	Cost	Legislative Requirement Or Obligation	Statutory duties & obligations	Other policy obligations	Good Practice	Timescale
18.9.5	Services to identify cohesion priorities as part of the EIA assessment of relevance	<ul style="list-style-type: none"> <li>▪ Services that have the highest relevance to promoting cohesion identified</li> <li>▪ Services to agree key actions that build bridges between communities in the District and promotes a common 'sense of place'</li> <li>▪ EIA cohesion outcomes turned in to targets that are closely monitored</li> </ul>	<ul style="list-style-type: none"> <li>▪ Services with high relevance to cohesion identified in EIA programme, 2009-12</li> <li>▪ Identified services agreed actions as part of the outcomes from the EIA processes and fed them in to the service planning process</li> <li>▪ Monitoring reported to quarterly to Cabinet/SMT and to the public annually</li> </ul>	OMT  OMT  OMT	See Equality Impact Assessment Action Plans  See Equality Impact Assessment Action Plans  See Equality Impact Assessment Action Plans	SEA (forthcoming)	RES	C.C. CAA (KLOE 2.2) LSP		31 Mar 09  31 Mar 09  31 Mar 09 onwards
18.9.6	'Sense of Place' communications strategy	<ul style="list-style-type: none"> <li>• Communications to develop and deliver a local 'sense of place' communications strategy that disseminates positive messages about Basildon and cohesion</li> </ul>	<ul style="list-style-type: none"> <li>• Link 'sense of place' communications strategy with the broader agenda of promoting a positive image of Basildon District</li> </ul>	Paul Ilet	Within existing budgets	SEA (forthcoming)	RES	C.C. LSP SI		31 Mar 10
18.9.7	Use independent mediation to improve Council- traveller & gypsy community relations	<ul style="list-style-type: none"> <li>• Identify an independent mediator to facilitate dialogue and improved relations between the Council and travellers &amp; gypsies</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation improves dialogue and relations between the Council and travellers &amp; gypsies</li> </ul>			SEA (forthcoming)	RES	C.C. LSP SI		
18.9.8	To ensure that the cohesion strategy is committed to improving the cohesion and integration of the District's travellers & gypsy community	<ul style="list-style-type: none"> <li>• To develop a plan to boost the integration of the District's traveller &amp; gypsy community</li> </ul>	<ul style="list-style-type: none"> <li>• The plan results in the improved integration of travellers &amp; gypsies in the District</li> </ul>			SEA (forthcoming)	RES	C.C. LSP SI		
18.9.9	Align cohesion strategies with the new 'localism' agenda	<ul style="list-style-type: none"> <li>• Use local community structures and parish councils to deliver cohesion objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Each local structure and Parish Council to publish their cohesion targets for 2009-12</li> </ul>	Ndunge Kivuitu/Paul Burkinshaw	Officer time	SEA (forthcoming)	RES	C.C. LSP SI		31 Oct 09

18.9.910	Cohesion work with religion/belief groups	<ul style="list-style-type: none"> <li>Work with religion/belief groups on cohesion projects that assists integration and builds bridges between communities</li> </ul>	<ul style="list-style-type: none"> <li>Religion/belief groups involved in three projects producing cohesion outcomes in the period up to 2012</li> </ul>	Ndunge Kivuitu	Officer time within existing budgets	SEA (forthcoming)	Religion	C.C. LSP SI		31 Mar 12
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