

*Malvern  
Hills*



# Single Equality Scheme

2010-13

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## Foreword

In recent years Malvern Hills District Council has worked with its partners to make the District a great place to live, work and visit. It is now a place where:

- Residents can expect to live longer and enjoy a healthier lifestyle,
- Children and young people can expect above average educational achievements,
- Levels of crime and anti-social behaviour are amongst the lowest in England
- Streets are clean and free of litter and refuse,
- Children and adults are physically active,
- Unemployment is low and there is a diverse and modern economy,
- There is a stunning landscape, an Area of Outstanding Natural Beauty and the rivers Severn and Teme,
- There are good transport links for Birmingham, Bristol and the rest of the country,
- Residents are amongst the most satisfied in England, putting local services at above average (or better) in virtually every satisfaction measure,
- There is a real sense of community with high levels of volunteering, respect and consideration for others, and where 90% feel they belong to their neighbourhood,
- There are great local leisure facilities, including the renowned Malvern Theatres and the Three Counties Show Ground; and
- The Local Council has been rated as 'Excellent' by the Audit Commission, works hard with its partners to deliver better outcomes for residents, and is amongst the top twenty "Best Councils to work for" in the country and yet charges the 27<sup>th</sup> lowest council tax in the country.

However, we want to do more! We want to ensure that we focus on the needs of all our customers. So we have made improving the way we meet the needs of our customers our number one organisational priority. Especially bearing in mind the profile of the District; where there are a high proportion of older people and those with a disability.

We want to ensure that when we design and deliver our services we do not discriminate against individuals, that we make services responsive to customers, that we involve people in the decisions affecting their lives and that we have a diverse and skilled workforce capable of meeting the needs of all our communities.

This action plan builds on previous documents published in response to legal requirements in 2007. It sets out what we have done so far and what we intend to do in the future to make the District an even better place to live, work and visit.



Cllr Phillip Grove  
**Leader of the Council**



Chris Bocock  
**Chief Executive**

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# Introduction

Welcome to the first Malvern Hills District Council Single Equality Scheme.

The purpose of this Scheme is to set out how the Council intends to promote equality of opportunity and eradicate discrimination in the delivery of public services and in our actions as an employer, through meeting our statutory responsibilities and addressing the needs of all who face inequality and discrimination.

Within this Scheme you will find information on:

- Our Objectives & Vision for delivering equality & valuing diversity (*pgs 7-10*),
- The work we are doing, and our achievements in pursuing these aims (*pgs 25-28*);
- The work we plan to do to deliver continued improvement to services (*pgs 31-35*).

Over the last few years the Council has been working hard to make real improvements to the lives of all residents and staff. Although part of this work has involved complying with legal duties, it has also involved listening to the views of residents and our staff. The plans detailed within the Scheme are based on these views, national guidance, and an analysis of the needs of our residents and staff.

## The purpose of this Equality Scheme

In 2007 the Council produced its' Corporate Equality Scheme which set out how we would deliver equality of opportunity and eradicate discrimination.

As a result of our statutory requirement to review our Equality Scheme every three years, and the Councils underpinning values of 'a customer focus . . . equity, fairness & mutual respect, and our statutory requirements (*pgs 6-9*); this Scheme will also cover communities of Disability, Race, Gender, Age, Sexual Orientation and Faith/Belief.

This **Single** Equality Scheme is simply a plan of action to improve the life chances of all those who face inequality of opportunity. Traditionally, the communities that commonly face inequality of opportunity have been based around; Age, Disability, Gender, Sexual Orientation, Faith/Belief and Ethnicity. However, these six communities are not the only ones to benefit from this Scheme; instead this Scheme is intended to remove discrimination and harassment and improve access to services for all within the District.

## Statutory Duties

Malvern Hills District Council is committed to complying with all current statutory equality requirements and this Scheme has been developed in the context of the legislation. Just some of this legislation includes (this list is not exhaustive):

- The Equality Act 2006
- The Employment Equality (Age) Regulations 2006
- Disability Discrimination Act (1995 & 2005)
- Civil Partnerships Act 2005
- The Employment Equality (Religion or Belief) Regulations 2003
- The Employment Equality (Sexual Orientation) Regulations 2003
- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- Human Rights Act 1998
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Sex Discrimination Act 1975 (and 1979 and 1986)
- Equal Pay Act 1970

The legislation listed above, requires local authorities to take action across communities of Age, Disability, Race, Religion/Belief, Gender and Sexual Orientation, and the implications of this legislation on the Council is summarised below.

### Age

The Employment Equality Regulation 2006 prohibits discrimination, victimisation and harassment on the ground of a person's age. The legislation applies to employment only and not to the Councils' role as a service provider.

### Disability

The Disability Discrimination Act (1995 & 2005) outlaws the discrimination of disabled people and introduces a positive duty to promote equality, and applies to the Councils role as both an employer and a service provider.

### Race

The Race Relations Act 1976, supplemented by the Race Relations (Amendment) Act 2000, prohibits discrimination on racial grounds and places a statutory duty on all public bodies to promote equal opportunity, eliminate racial discrimination and promote good relations between different racial groups across employment and service provision.

## **Religion or Belief**

The Equality Act 2006 prohibits discrimination by on the grounds of religion or belief in terms of access to good facilities and services. The Employment Equality (Religion or Belief) Regulation 2003 protects against discrimination on the grounds of religion and belief in employment.

## **Gender**

The Equality Act 2006 introduced a positive duty on public sector bodies to promote equality of opportunity between women and men and eliminate sex discrimination. In respect to Council role as an employer, gender equality legislation prohibits discrimination on the grounds of pregnancy or maternity leave (The Employment Equality (Sex Discrimination) Regulations 2005) and gender (Sex Discrimination Act 1975), and equal pay amongst men and women for like work (the Equal Pay Act 1970 (Amended))

## **Sexual Orientation**

The Employment Equality (Sexual Orientation) Regulation 2003 prohibits direct and indirect discrimination at work on the grounds of sexual orientation. The Equality Act 2006 introduces further legislation to prohibit such discrimination by the Council as a service provider.

The Civil Partnerships Act 2005 gives same sex civil partnerships the same rights and responsibilities as married heterosexual couples in employment and the provision of services.

The four Objectives of this Scheme (pg 11) will work to address the Councils' statutory responsibilities and the Action Plan (page 33-37) sets out what actions the council will take to meet these duties.

# Our ambitions for the Malvern Hills District

## Our Vision for the District

Malvern Hills District Council is not the only organisation that has an interest in improving the social, economic and environmental well being of the District.

A wide range of public, private and voluntary organisations also have responsibilities for the District. These include organisations such as the County Council, the National Health Service, the Police, the Fire and Rescue Service, the probation service and many, many others.

The Council works with all these organisations at different levels to ensure that they all work together effectively to improve the district, and improve upon services that our communities need.

**At the county wide level** the Council is a member of the Worcestershire Partnership which brings together all the big players across Worcestershire. They have agreed to work together, through what is known as a Local Area Agreement (LAA), to deliver a range of actions to improve the quality of life for all across the county, including Malvern Hills.

The Worcestershire Partnership has agreed to work together on the following priorities:

- Communities that are Safe & feel Safe
- Meeting the needs of Children & Young People
- Improving Health & Wellbeing
- Stronger Communities
- A better environment for today & tomorrow
- Economic success that is shared by all

**At the more local level** the Council is also a member of the Malvern Hills Partnership (MHP). This is also a partnership of public, private and voluntary organisations but this has specific responsibilities for improving the Malvern Hills District. The MHP has agreed to work together to deliver the following priorities:

- Meeting local housing needs
- Improving economic viability

- Protecting our environment & tackling Climate Change

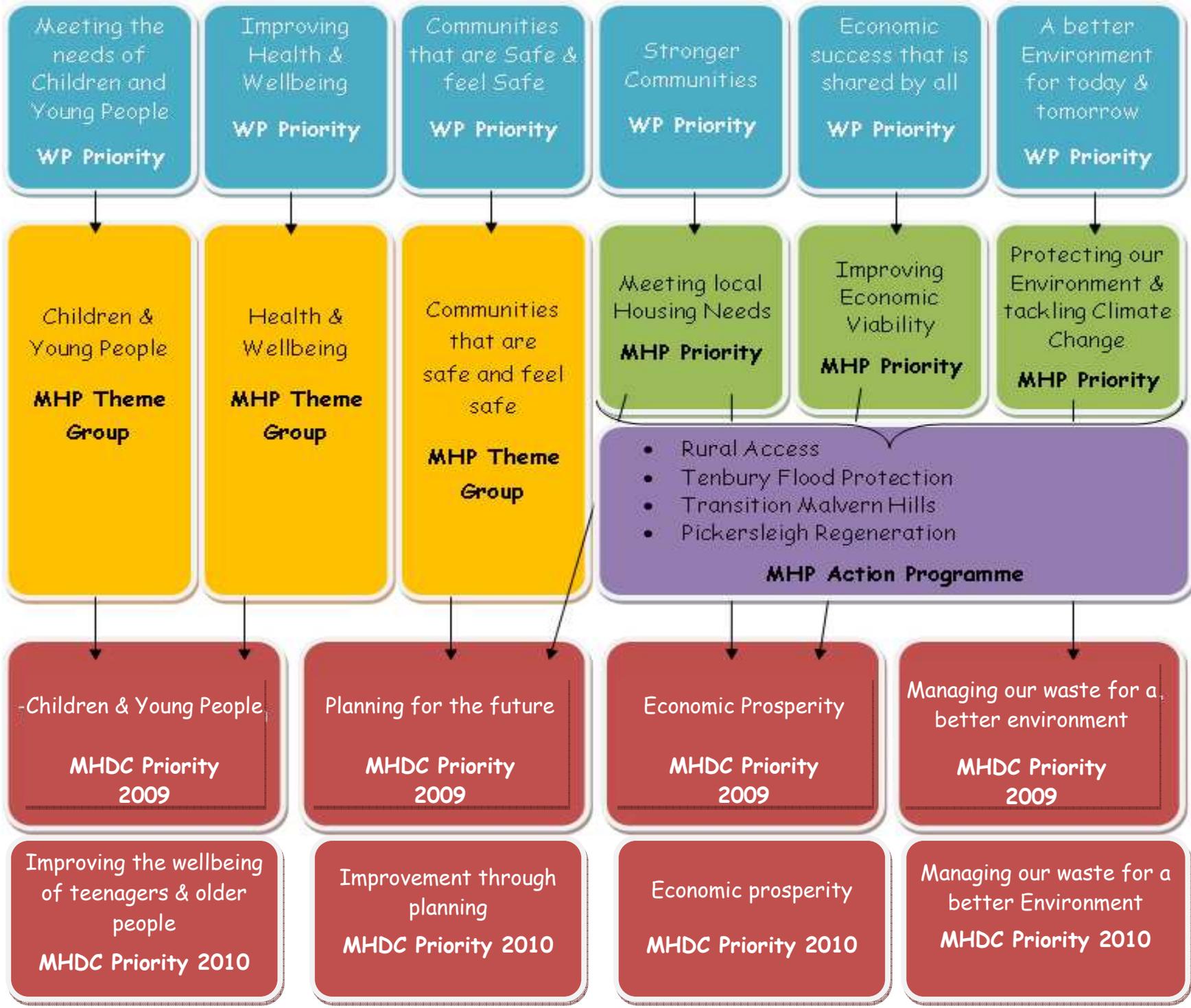
**Malvern Hills District Council** contributes to the work of both partnerships but also has its own priorities for the District. For 2009 these are:

- Children & young people
- Planning for the future
- Economic Prosperity
- Managing our waste for a better Environment

From 2010 these corporate priorities will change to:

- Improving the wellbeing of teenagers & older people
- Improvement through planning
- Economic development & prosperity
- Managing our waste for a better Environment

All of this work is carefully co-ordinated and comes together as shown in the diagram overleaf.



Running through all of this work is a commitment on the part of all the partners to work together to meet the needs of all our communities including the most disadvantaged and the vulnerable. Moreover, there are detailed targets in the work programmes of the organisations that reflect this commitment. It is through these actions that the Council and its partners are delivering their statutory duties on equality and diversity.

In addition, the council has also decided to take specific actions to develop the corporate role around equality and diversity.

The next section of this Scheme will include a profile and analysis of the Districts population and the Councils workforce and Councillors. Based on the issues highlighted in the next section (page 10-18) and our Statutory Duties (pg 8-9), this Council has agreed upon four objectives that will work to address each of these issues/duties, that we are committed to pursue.

These objectives are to continue to:

**1. Prevent discrimination and harassment**

To take measures to ensure that, in the provision of council goods, facilities and services, discrimination and harassment does not occur on grounds of age, disability, gender, gender reassignment, ethnicity, religion/belief and sexual orientation.

**2. Make services responsive**

To customise and adapt council goods, facilities and services to take into account the needs of those from a minority community.

**3. Increase participation**

To increase individual and group opportunities to be involved in the decisions affecting their lives.

**4. Diversify & up-skill the workforce**

To diversify the Council's workforce, ensuring recruitment and employment procedures and practices are fair in the way they affect minority communities. As well as providing training on delivering equality & valuing diversity for all staff to enable them to deliver our equality objectives more effectively.

**How we're going to achieve these objectives**

In order to meet these objectives listed, an Action Plan (*pages 33-37*) has been developed, and details the specific tasks that will be taken to achieve each of the four Objectives.

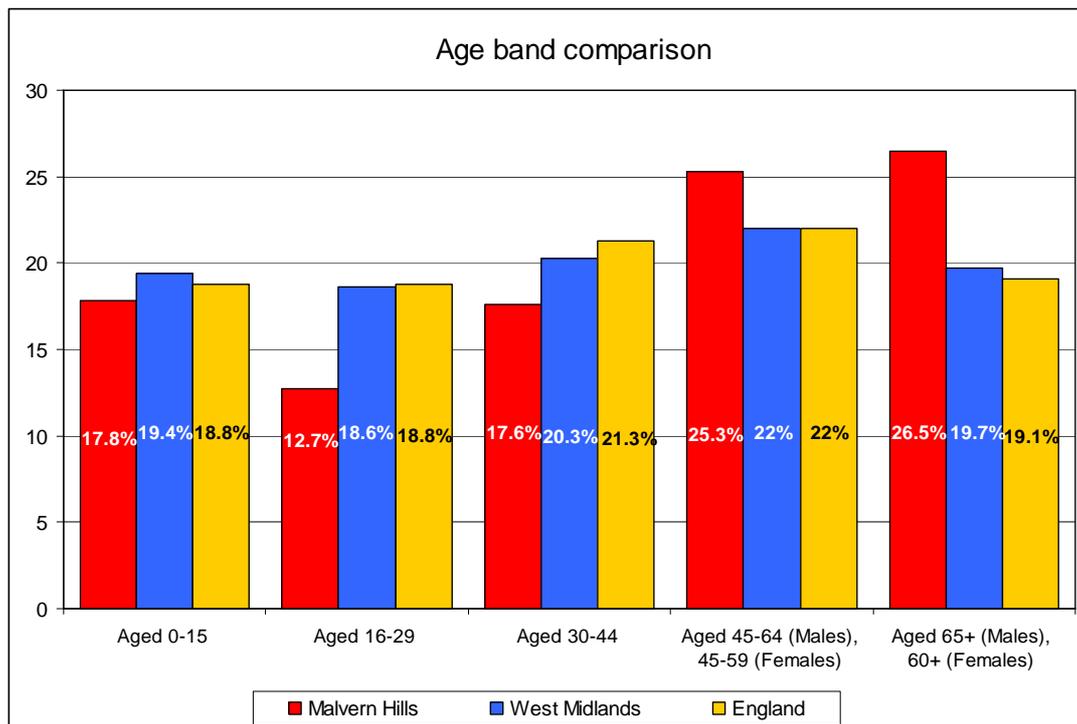
## Knowing our Communities

Our plans for delivering equality & valuing diversity (including priorities for action) are informed by statutory guidance, an analysis of the districts' population, Council employees and councillor profile, and the views of the community. This section of the Scheme contains data and analysis of the District's population, Council employees and District Councillors.

The district has a population of 74, 300, which is projected to grow to 84,000 over the next 20 years. An analysis of the Districts population across age, disability, gender, sexual orientation, ethnicity and religion/belief shows that:

### Age

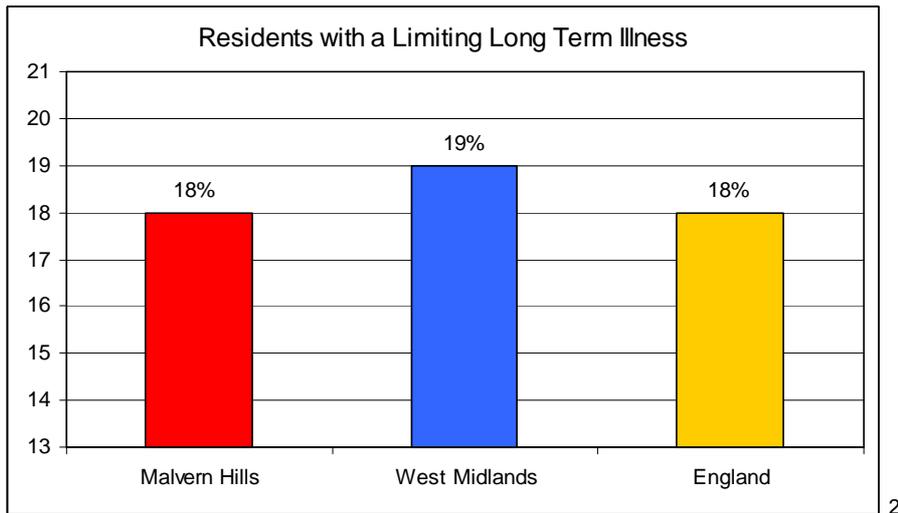
Malvern Hills has a higher proportion of residents aged 45-65 than both the regional and national averages. However, the resident make-up for the younger age groups (0-44 years) is consistently below the regional and national figures.



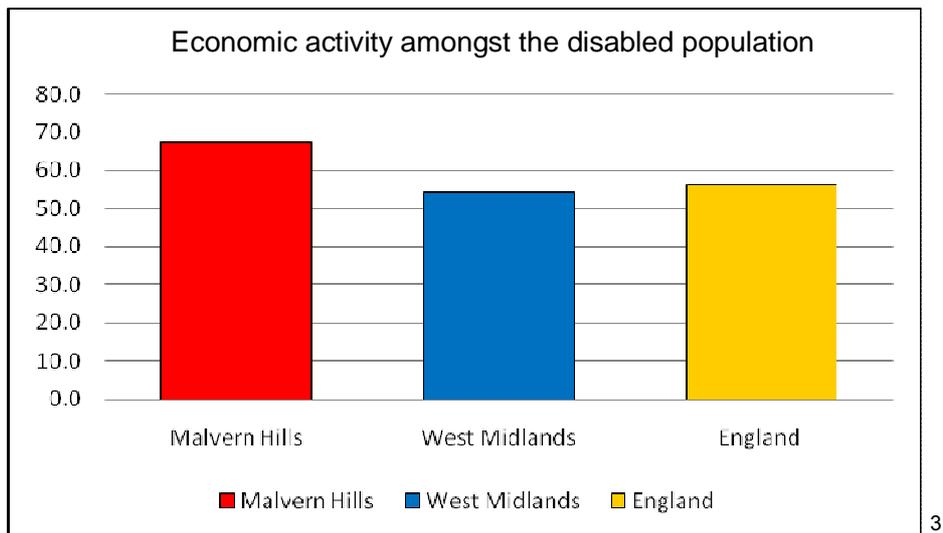
### Disability

Eighteen per cent of the district has a 'Limiting Long Term Illness' (LLTI), which is comparable to regional and national figures. An assessment of LLTI is based on whether the person has a health problem or disability which limits their daily activity/work, including due to old age.

<sup>1</sup> ONS; 'Resident population estimates by Broad Age Band', Period: June 2008



Furthermore, the population of the district has relatively high rates of economic activity amongst its disabled population compared to the West Midlands and the rest of England.



**Gender**

The Gender breakdown of the district is 49% Male and 51% Female, is exactly the same as the regional and national gender breakdown<sup>6</sup>.

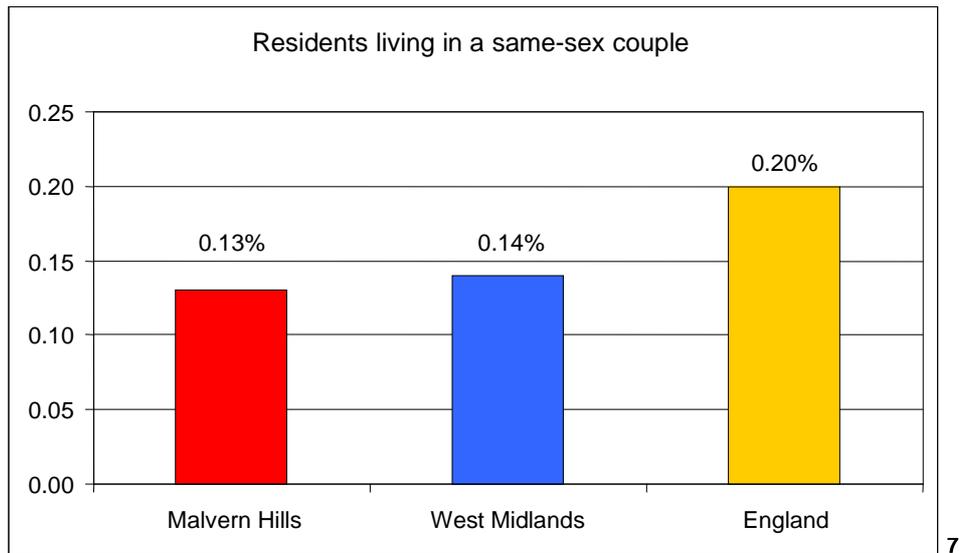
**Sexual Orientation**

In 2001 0.13% of residents were living as a same-sex couple, which is similar to the regional and national averages.

<sup>2</sup> Census 2001 (UV22), ONS

<sup>3</sup> Annual Population Survey (Nomis 2009)

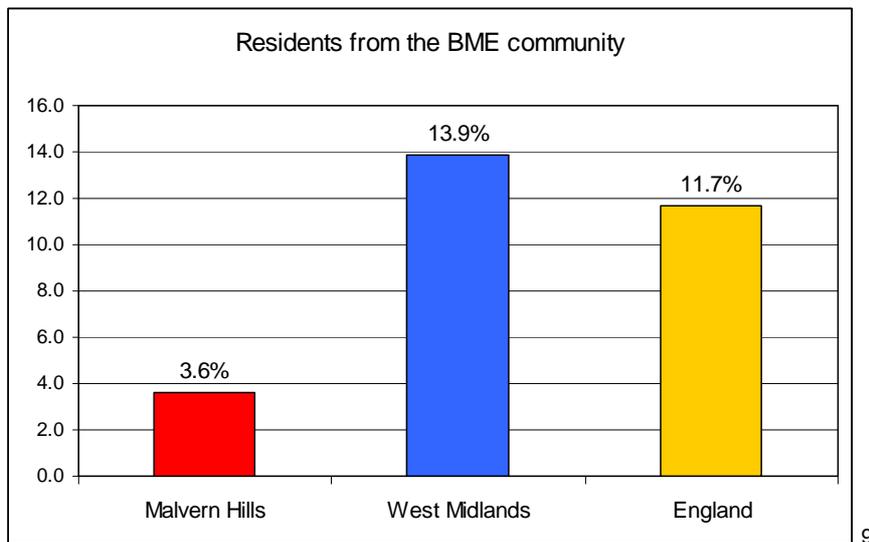
<sup>6</sup> ONS; 'Key figures for People & Society: People and Migration'



Since 2005 sixteen couples have registered civil partnerships <sup>8</sup> across the district.

**Ethnicity**

3.6% of the district’s population are from the Black and Minority Ethnic (BME) community, which is significantly less than regional and national figures.



The largest BME group within the district is the Chinese community (1.1%) and the Asian community (1.1%), with 0.9% of residents being of mixed race<sup>10</sup>. Furthermore, separate from the BME community; 0.2% of the population belongs to the Gypsy & Traveller community<sup>11</sup>.

<sup>7</sup> Census 2001 (UV93); Same-sex couples

<sup>8</sup> Malvern Registration Office & Malvern Area Approved Premises Venues

<sup>9</sup> ONS; 'Resident Population Estimates by Ethnic Group 2007'

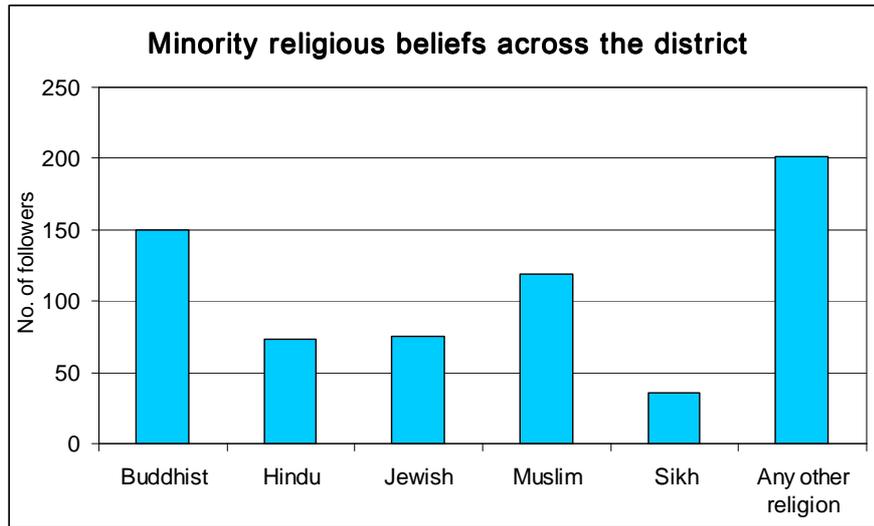
<sup>10</sup> ONS; 'Resident Population Estimates by Ethnic Group 2007'

<sup>11</sup> South Housing Market Area Assessment 2008

**Religion/Belief**

Seventy-eight per cent of the district identifies themselves as Christian, 21% have no religion or did not state their religion, with only 1% belonging to a minority religion<sup>12</sup>.

Of the 1% belonging to a minority religion; the largest religions practiced are Buddhism 0.20% (150 Buddhists) and Islam 0.16% (119 Muslims)<sup>13</sup>.



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As well as this statistical data, according to a recent opinion survey (Place Survey 2008/09), 83% of residents agreed that ‘People from different backgrounds get on well together’, which is one of the best results in the country.

**What this information tells us**

The district has a low proportion of residents from the BME community, a low proportion of residents with minority religious beliefs, and a low number of same sex couples, and no significantly different gender profile than the rest of the country. It is for these reasons that the Council and the Malvern Hills Partnership (MHP) has prioritised much of its effort in the areas of age and disability and recognise the nature of the district in ensuring equal access to services especially in the most deprived areas. Therefore, the key issues that have been identified for improvement are:

Older People

In 2001, 8.4% of the population considered themselves not to be in good health, 11.4% provided unpaid care and 18% had a Limiting Long Term Illness (LLTI)<sup>15</sup>. All these results are similar to the Worcestershire average and do not vary significantly between wards.

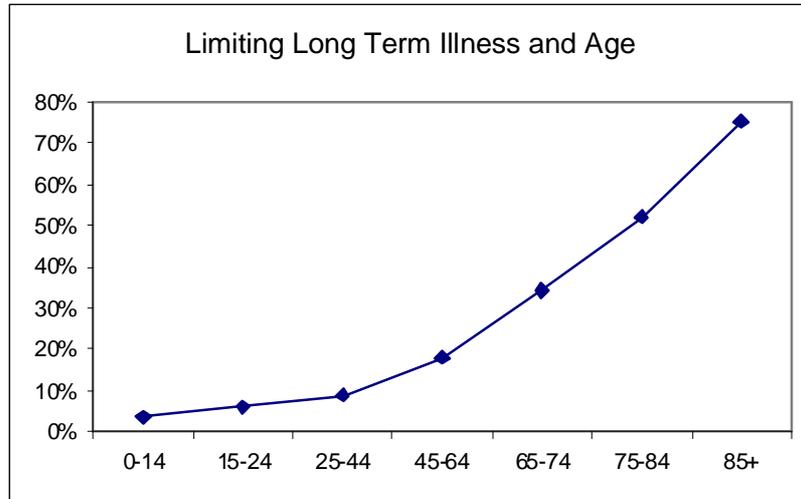
<sup>12</sup> Census 2001; Religion (KS07)

<sup>13</sup> Census 2001; Religion (KS07)

<sup>14</sup> Census 2001; Religion (KS07)

<sup>15</sup> ONS Census 2001

However, the number of residents with a LLTI is forecast to double over the next 20 years as the age profile of the district changes.



Equal access to affordable housing

Around seventy-six per cent of property is owned in the district compared to 69% nationally, with over half owned outright (42% nationally). A further 13.8% are defined as social rented housing (19.3% nationally), 8.6% privately rented, and 2.1% is free of rental.

Only six (2.4%) areas of the district fall into the lowest 10% nationally for poor quality housing, with most the located in Priory ward.

The proportion of pensioner households (29%) is above the national average (23.3%), and there are less single adult households (11.9%). Furthermore, there are more couples without children (20.9%) and less lone parent with children households (6.64%) than the national average.

Over 45% of households are in detached dwellings (24% regionally), 31% are in semi-detached (38% regionally), 11% are in terraced property (24% regionally) and 12% in flats (14% regionally). Furthermore, 1% households are in caravans or other mobile/temporary accommodation, twice the national and regional average.

In 2005, the average cost of a home was £235,000, compared to an average household income at that time of £29,600. Although prices have risen & fallen since then: the ratio of prices to earnings remains at 8:1. Since earnings are relatively low; local people that rely on local wages find it even harder to find affordable housing. This situation tends to perpetuate people staying in accommodation and deprive them of the opportunity to move to other areas<sup>16</sup>.

<sup>16</sup> A Local housing Needs Report for the South Worcestershire Districts: 2007

### Equal access to services

Forty five percent of areas in the district are in the 10% most deprived areas nationally in terms of geographical barriers to services<sup>17</sup>, such as GP surgeries, shops, primary schools, and post offices. This statistic reflects the sparse nature of the district and the relatively few urban settlements which act as local providers of these services.

A recent opinion survey of residents<sup>18</sup> showed that improvements to public transport was the most important issue that needed improving for Alfrick & Leigh, Longdon, and Martley. Over 35% of all respondents mentioned this factor as being in their top five areas for improvement. Similarly one in six respondents mentioned shopping facilities and health services as needing improvement.

Satisfaction with buses was particularly poor (at 4%) in Longdon and was below 40% in most areas of the district. Satisfaction with local transport information received a similar poor rating. While satisfaction with leisure facilities was very high in Tenbury, Martley and Malvern, it was below 40% in areas less closely served. Furthermore, although around 80% of people feel that people from different backgrounds get on well together; this proportion falls to below 60% in more rural areas such as Lindridge, Martley, Longdon and Teme Valley.

Overall, for the better off households in the district, such difficulties in accessing services may represent little or no problem, being compensated by good housing in an attractive location, and the availability and affordability of personal transport. Where incomes are lower, housing is relatively expensive, employment opportunities fewer and transport less available and affordable, the lack of local services becomes a much more significant problem, and where the inequality in accessing services lies.

### Geographical disadvantage

Although the issue of 'equal access to services' highlights inequality within the rural and isolated areas of the district, the more urban areas also face inequality. Specifically, 5%<sup>19</sup> of areas in the district are in the 10% most income deprived in England, with most in Pickersleigh. Furthermore, men from the most affluent areas can expect to live 8.5 years longer than those in the more deprived areas, which illustrates the direct relationship between deprivation and lifespan.

Unemployment levels are also highest in Pickersleigh, Priory and Chase, Hallow and Baldwin, and Lindridge (4 - 5.4%) and lowest in Morton and Longdon (fewer than 2%).

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<sup>17</sup> OCSI Output Area model of IMD 2004

<sup>18</sup> Place Survey 2008

<sup>19</sup> OCSI Output Area model of deprivation 2004

There are also considerable variations across the district for the working age population claiming benefit; with 24% of Pickersleigh residents and just 5% of Teme Valley and Woodbury residents claiming benefit. Furthermore, in June 2009 Job Seekers Allowance (JSA) claimants across Pickersleigh was twice the district average, and 36% of the areas population have no qualifications.

Despite the overall good health of the district, seven<sup>20</sup> (3%) areas in the district are amongst the 10% most deprived in England in terms of health and disability. Pickersleigh is a health hotspot where the population are more than 66% more likely to die under 75 years compared to Worcestershire as a whole.

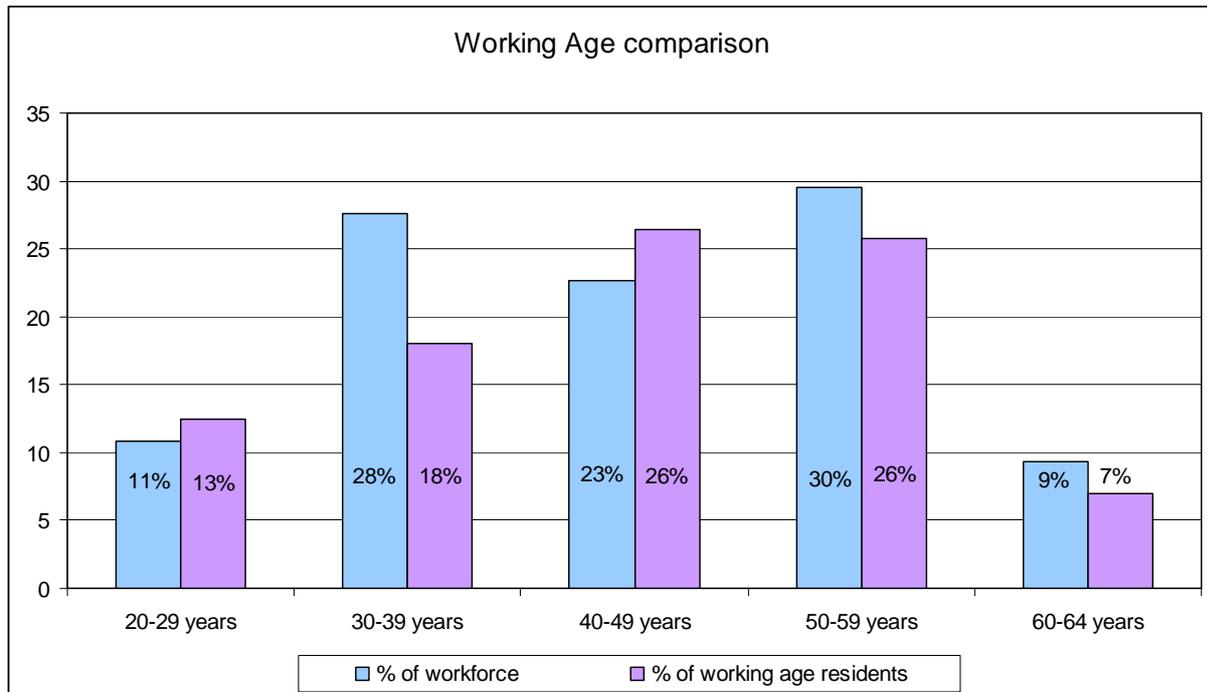
Crime levels across the district are amongst the lowest in the country and continue to fall. The worst areas<sup>21</sup> are Link and Pickersleigh<sup>22</sup> compared to the best; Teme Valley, Martley, Lindridge<sup>23</sup>, where 70% of residents feel safe when outside in their area after dark, which is well above the average of all councils.

### Employee Profile

At the end of June 2009 the Councils’ workforce was made up of 205 employees. An analysis of the all employees across age, disability, gender & ethnicity shows that:

#### Age

Most Council staff are between the age of 50 to 59, with least staff between 60-64 years<sup>24</sup>.

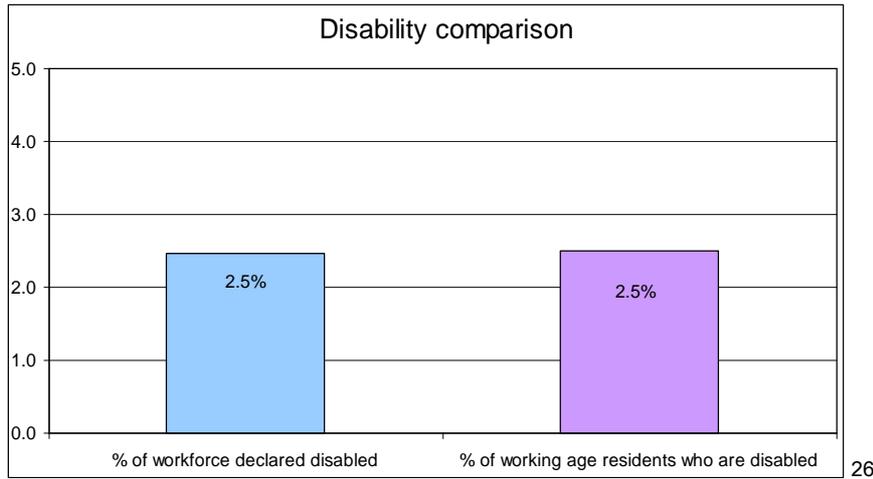


<sup>20</sup> IMD 2004 Output Area analysis OCSI  
<sup>21</sup> Local Crime Mapping [www.westmercia.crimemapper.co.uk](http://www.westmercia.crimemapper.co.uk)  
<sup>22</sup> Over 7 crimes per 1,000 population  
<sup>23</sup> under 2 crimes per 1,000 population  
<sup>24</sup> Resident population estimates, Male & Female, Mid 2008

The age profile of council staff is generally representative of the districts working age population. However, those aged 30-39, 50-59 and 60-64 are over-represented and those aged 20-29 and 40-49 are under-represented.

**Disability**

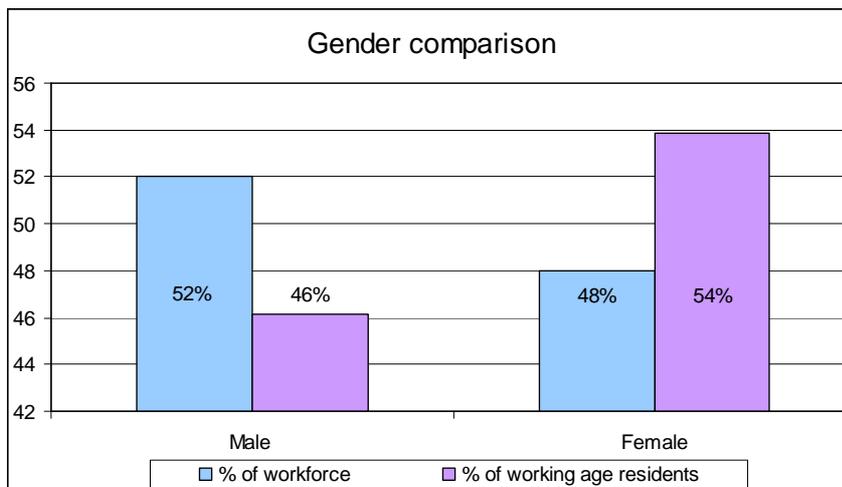
A small proportion of Council staff are disabled (2.46%). This data is based on those who have voluntarily declared themselves to be disabled, and not on any medical assessment of council employees.



The percentage of the workforce that is disabled is exactly the same as the districts' disabled working age population, according to Disability Discrimination Act (DDA) definition. The DDA defines disability as physical/mental impairment with substantial long-term adverse effect on carrying out normal everyday activities.

**Gender**

The gender breakdown across the Councils workforce is 52% Male, 48% Female.

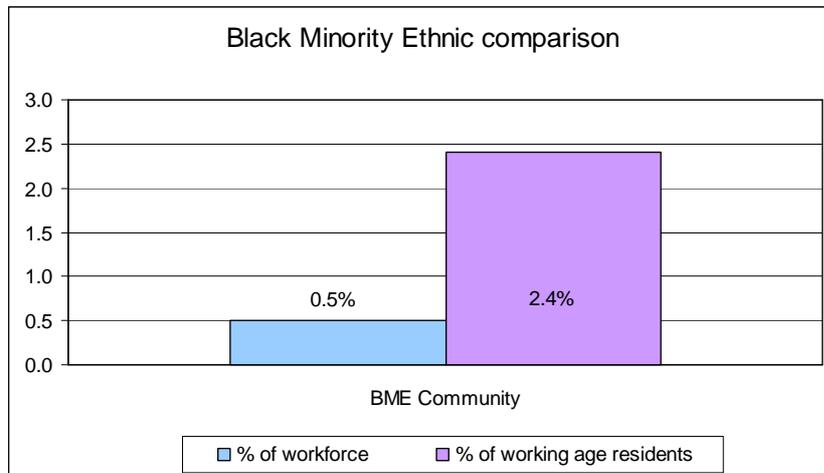


The Councils' employee profile is generally similar to the district profile, although women are under-represented.

<sup>26</sup> Nomis; Annual Population Survey, Period: April 2008-March 2009

**Ethnicity**

Less than one per cent (0.5%) of the Councils workforce is from the Black, Minority Ethnic (BME) community.



As the chart above shows, the BME community are under-represented across the workforce.

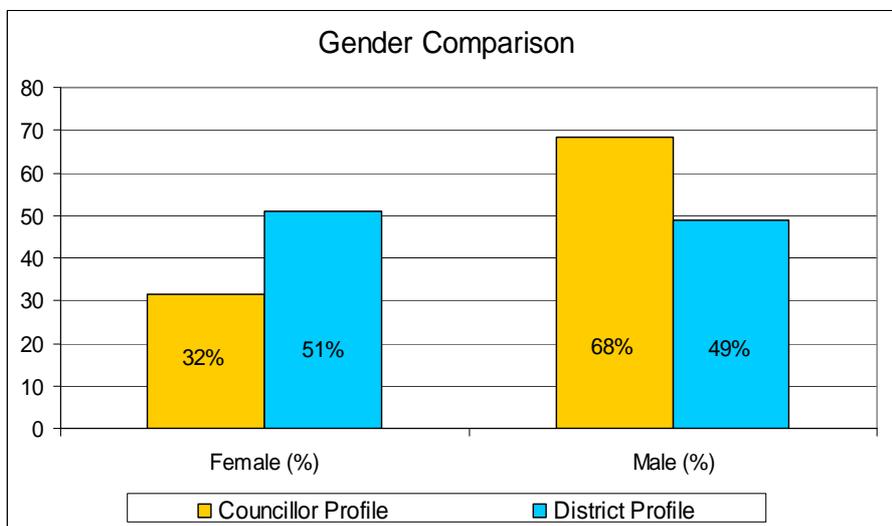
As well as this statistical data, a recent opinion survey of all staff (Employee Survey 2009) looked into delivering equality & valuing diversity. Although the Employee Survey did not specifically refer to different communities; 47% of the workforce agreed that 'Employees are treated equally and fairly within the Council', with 22% disagreeing.

**Councillor Profile**

The Council is a Conservative administration<sup>27</sup> with thirty-eight councillors in total. Each councillor works to represent the views and interests of a specific ward (area) of the District. An analysis of the Councillor profile across gender and ethnicity showed that:

**Gender**

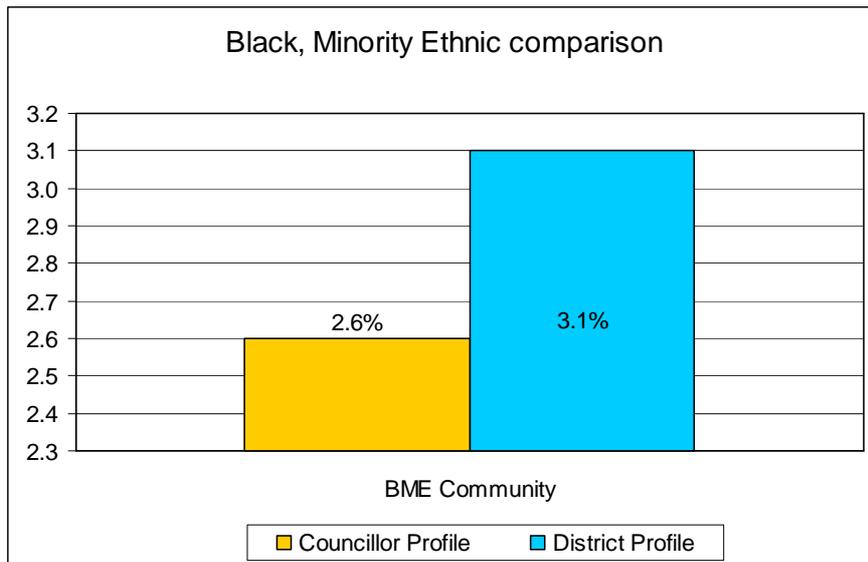
Of the 38 councillors, 12 are female and 26 are male, with women are under-represented.



<sup>27</sup> Accurate administration description at the time of writing; Nov 2009.

Ethnicity

There is only one councillor from the BME community sitting on the Council.



The Councillor profile is representative of the district profile, with both at around 3%.

**What this information tells us**

Although the information on the Councils workforce and Councillors is limited at the moment, it shows that the Councils workforce has a low number of employees from the BME community and with a disability. Council staff also under-represent the working age population across certain age-groups and gender. Furthermore, the Councillor profile illustrates the low number of BME and women Councillors. On the whole, this information highlight a number of issues that need to be addressed, these issues are:

Managing an aging workforce

A key finding from this data is that 39% of the Councils workforce is aged 50 and over, which represents the districts population, where 43%<sup>28</sup> of residents are 50+. As a result, nearly 40% of the Councils workforce will be coming into retirement over the next fifteen years or sooner.

Consequently, the Council needs to use 'Succession Planning'<sup>29</sup> to be aware of this potential depletion in the workforce and implement training/mentoring for the remaining employees, in order to retain the skills and experience of retiring employees.

Developing a representative workforce

The data also illustrates that the Council's workforce is not representative of the districts population across some communities. 2.46% of the Council's workforce is registered disabled

<sup>28</sup> Census 2001 (UV04)

<sup>29</sup> A process by which one or more successors are identified for key posts those people are then trained & developed for that post.

compared to 21% across the district. Furthermore, 0.5% of the Council's workforce is from the BME community compared to 3.1% across the district's population.

Having a workforce that is representative is important to improve the understanding of communities the Council serves and also increase resident's confidence in the services the Council provides. It also gives the Council a fresh approach to resolve problems. Having a representative workforce will also encourage a greater understanding of the needs and aspirations of minority communities amongst all staff. Consequently, some actions will be put into place to encourage a more representative workforce.

### Developing the Workforce

A major step to achieving the Council's objectives in delivering equality and valuing diversity is ensuring that all staff have the knowledge and skills to be able to do so.

As a result, the Council will commit to ensuring that all staff are aware of what equality and diversity translate into within the workplace, what the Council's objectives are and what each member of staff needs to do to contribute to these objectives.

### Councillor profile

The current Council profile is broadly representative of the local community it serves. However, all political parties support the "Be a Councillor" campaign, which seeks to attract more candidates from all backgrounds to stand for election. This Council will work with all other Worcestershire Councils to promote the campaign to attract a wider range of candidates from all backgrounds.

*The issues that have been identified within this section will be addressed in the Action Plan (pages 33-37).*

## Shared responsibility

In order to ensure the plans detailed within this scheme are delivered, every person within the Council has specific responsibilities.

The **Chief Executive has overall responsibility** to ensure this Scheme is being applied throughout the Council.

Each **portfolio holder has responsibility** to ensure that this Scheme is consistently applied within his/her area of responsibility.

**Each Councillor is accountable to the electorate** for ensuring equality of opportunity in all District Council services areas and in employment.

**Each Head of Service is responsible for co-ordinating the operation and monitoring** of the Scheme on behalf of the Council.

**Every manager has a responsibility** to ensure that service delivery and employment decisions are always in accordance with this Scheme.

**All employees are responsible** for their own behaviour to pursue the aims of this Scheme, and delivering specific actions.

**The Trade Unions and employee representatives also** have an important role in pursuing and challenging progress on equality of opportunity.

As a result of this shared responsibility the plans within the scheme will be delivered with the combined effort of everyone, and so delivered more effectively.

## How we're delivering equality & diversity

The Council has worked hard to ensure that Equality and Diversity (E&D) flows throughout the work of the Malvern Hills Partnership (MHP). Furthermore, all actions are embedded in the Council's business planning process, and the Council's Medium Term Financial Plan is based on an understanding of the key issues facing the District and its communities.

However, the Council has also set up specific arrangements to deliver its commitment to E&D:

### The 'Meeting Your Needs' forum

In December 2008 the Council set up a community consultation forum called 'Meeting Your Needs' (MYN). The forum has representatives across communities of age, disability, gender, sexuality, ethnicity and faith, who come together to discuss their views on services across district. The group also works to address any issues they encounter around access to, and use of services, with the support of the Council.



The group is made up of around 50 organisations from across Worcestershire, and meets every 3 months.

### The 'Being Different Together' partnership

'Being Different Together' is a partnership across the six district councils of Worcestershire and the County

Council. Launched in July 2008 with funding from the Regional Improvement & Efficiency Partnership (RIEP), the partnership works to improve all partners' knowledge, awareness and delivery of equality & diversity.





Through membership of this partnership the Council has shared learning and experiences around working to delivery equality for all and valuing the diversity of Worcestershire residents.

### **The Diversity Working Group**

The Diversity Working Group is an internal group within the Council made up of representatives from each department. This group meets every month and work to champion and pursue the Councils commitment to delivering equality and valuing diversity within their own departments, so that it is embedded into every aspect of the Councils work.

### **The Equality Project Board**

This is another internal group which sits above the Diversity Working Group. The Equality Project Board brings together the Chief Executive and Leader of the Council, the E&D Champion and Head of Service to provide an organisational steer to the Councils work around E&D.

### **Equality Impact Assessments**

Equality Impact Assessments (EqIAs) are the way the Council identifies the potential impact of its policies, services and functions on residents and staff. EqIAs:

- Identify barriers to accessing services
- Enable action to overcome these barriers; and
- Ensure Council services reflect the needs of customers.

EqIAs help to embed E&D throughout the Council as it ensures all actions/services of the Council are looked at through an ‘equality lens’ so that they deliver equality of opportunity and address discrimination.

Within the Council EqlAs are managed through the Councils Diversity Working Group, who worked together to develop an EqlA Programme, which includes information on EqlAs to be conducted, their priority for completion, deadline for completion, progress and date for review (see Appendix Three). The Council has also produced an EqlA pro-forma, which covers all six vulnerable communities, and has also developed corporate guidance on conducting an Equality Impact Assessment, which are available to all on the staff intranet. Furthermore, all staff and councillors recently received Equality & Diversity training, which explained the purpose and method of conducting an Equality Impact Assessment.

In addition, a standing agenda item at Diversity working Group meetings is the progress being made with EqlAs, and help is given as required. Furthermore, as stated in the EqlA pro-forma (see Appendix Four), all EqlAs contain an Action Plan of issues to be addressed, which are required to be carried forward into individual departments Management Plans.

All EqlAs are also consulted on internally through the Diversity working Group, who review and agree on every EqlA that is conducted. The 'Meeting Your Needs' forum has also recently agreed to be consulted on EqlAs, where they will regularly review the EqlA Programme and ask to review and discuss the results of EqlAs that are relevant to their needs.

## Our achievements so far

The Council has already made considerable progress in recent years in delivering our Commitment and Objectives to delivering equality and valuing diversity. Some of these achievements have been made as a result of our partnership working with the Worcestershire Partnership and the Malvern Hills Partnership. Some have been delivered through our own priorities, and some have been developed following consultation through the 'Meeting Your Needs' forum, and outcomes of our Equality Impact Assessments and the 'Being Different Together' project.

By working with the Worcestershire Partnership we have:

- Improved the quality of life of people working in South Worcestershire
- Reduced the levels of harm caused by young offenders
- Increased life expectancy and reduced the morbidity of adults
- Improved the life chances of vulnerable people
- Increased the numbers of affordable homes delivered
- Increased the percentage of the working age residents receiving 5 GCSEs (A\* - C) or equivalent.

For full details of these achievements visit: [www.worcestershire.gov.uk/ten/laa/index.html](http://www.worcestershire.gov.uk/ten/laa/index.html)

Through working with the Malvern Hills Partnership we have:

- Supported adults to lead healthier lifestyles
- Launched a project to ensure homes are fire safe & smoke free
- Helped young people in rurally isolated and deprived areas to access various facilities through the Mobile Youth Unit
- Subsidised safer rural driving courses for young people in rural areas
- Improved perceptions of safety and crime through the provision of CCTV cameras for Parish Councils
- Mapped the 'hotspot' areas of deprivation in rural areas to begin to reduce inequality.

For full details of these achievements see the MHP Annual Report 2009 at:

<http://www.malvern hills.gov.uk>

As part of our own priorities we have:

- Increased the number of households prevented from homelessness
- Increased the number of invoices paid within 3 days to help businesses through the credit crunch
- Doubled the number of public transport journeys made using concessionary fares
- Improved the waste collection service
- Secured funding to expand the Malvern Hills Science Park, with the creation of 150 skilled jobs
- Provided free advice clinics for businesses and employment opportunities for residents
- Consulted the community on the South Worcestershire Joint Core Strategy options
- Delivered additional open spaces and community facilities across the District
- Funded additional sporting opportunities
- Increased the use of leisure facilities by children and young people
- Increased the rate of recycling
- Improved communication with customers with hearing difficulties through working with Festival Housing and the VEET Deaf Centre.
- Improved the provision of services for disabled and transgender customers at the Splash Leisure Centre through influencing the provision of services.

For full details of these achievements see the MHDC Annual Report 2009 at:

[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)

As the examples above demonstrate, the Council has been working hard to deliver its Commitment and Objectives on equality and diversity. Furthermore, through the publication of this Scheme and Action Plan (Page 31); the Council committing further to continuing to work hard to deliver sustained improvements and access to our services for those who need them the most.

## Consultation on this Scheme

This scheme was consulted on through the 'Meeting Your Needs' (MYN) forum in October 2009. The consultation took the form of a focus-group of thirteen members of the MYN forum representing the community across age, disability, ethnicity, faith, gender and sexual orientation.

The results of the focus group made the following recommendations for change:

1. To produce an easy read version of the scheme which will translate the key points of this document into simple, concise language with illustrative symbols, to enable access for those with learning difficulties and visual impairments.
2. To go beyond the 'six strands'<sup>30</sup> when talking about equality & diversity, to include everyone who faces inequality and discrimination.
3. To make the Scheme clear and concise and explain complex terms when used.
4. For the Council to undertake wider-ranging activities to expand the membership of the MYN forum, including leaflets and posters in public spaces and celebrating the achievements of the forum to the media and residents more.

All these recommendations have been taken into consideration and acted upon in the development of this Scheme. As a result of this consultation the Council is able to identify the needs and expectations of the community, so that they are incorporated into the way this Scheme is planned and delivered.

In addition to consulting representatives of the community, the Scheme will also be consulted upon internally over the next few months. The Scheme will be discussed at the Joint Consultative Committee (JCC); a group established to 'help maintain good working relations between all employees, managers and councillors' with representatives from the Trade Union (UNISON), Councillors, Head of Service, Management, Officers and Human Resources. Once consulted on by the JCC, any feedback on the Scheme will be detailed here and addressed in the Action Plan.

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<sup>30</sup> The six communities that central government says to consider when talking about delivering equality & valuing diversity; Age, Disability, Gender, Sexual Orientation, Ethnicity and Faith/Belief.

## Conclusion

The Council now has a much improved understanding of its local communities. It has worked hard in recent years to engage better with all its communities and work in partnership through the Worcestershire Partnership. Through working with the Worcestershire Partnership and the Malvern Hills Partnership, and delivering its own outcomes, the Council has a considerable record of achievement in delivering improved services to all communities.

Inevitably given the profile of the District there has been a greater focus on dealing with issues around age and disability and inequalities in the most deprived areas of the District. However, this Scheme brings together the actions the Council intends to take to meet its statutory responsibilities against its key objectives of preventing discrimination and harassment, making services responsive, increasing participation and diversity and up-skilling the workforce.

Lastly, in order to ensure continued progress; this Scheme will be monitored through the Council's business planning process and regularly updated to take account of new issues to address the emerging needs of our local communities.

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## Appendix One. Detailed Action Plan

1. Preventing discrimination and harassment				
Outcome	Action	Delivered by	Responsibility	Progress (Yr 1 etc)
Engage minority communities of the district on service design and delivery.	Hold quarterly meetings of the 'Meeting Your Needs' Forum and produce a MYN Newsletter every six months to update the forum and the public on the forums achievements.	Ongoing	Performance & Policy Unit	
Ensure all public documents produced by the Council are accessible and understood by all.	Produce Design Guidelines, which provide guidance on the format and content of accessible and understandable public documents. The Document Services department of the Council to ensure the use of the Design Guidelines by all Departments.	January 2010	Document Services Department	
Interpretation & translation services are available for all Council documents/services.	The Council to work in partnership with the 'Being Different Together' project to produce a shortlist of interpretation & translation service providers.	December 2009	'Being Different Together' project	
No Council services/ policies discriminate against any groups legally protected from discrimination and harassment.	Continue to conduct Equality Impact Assessments to ensure services do not discriminate against any groups legally protected from discrimination and harassment.	Ongoing	All departments	
Promoting equality of opportunity and good relations between people of different racial groups	Engaging with the different ethnic groups across the District through the 'Meeting Your Needs' forum.	February 2010	Performance & Policy Unit	

	<p>Host a Chinese New Year celebration in the district open to all residents to improve awareness of the districts largest minority community.</p> <p>This event will seek to attract visitors and spending in the high street, and will actively engage with local businesses to get involved to secure future funding.</p>	February 2010	Performance & Policy Unit	
Promoting equality of opportunity between disabled persons and other persons	Support the development of the Malvern Access Guide which provides information on accessibility across key paths of the district.	January 2009	Performance & Policy Unit	
	To continue to engage the disabled community through the Meeting Your Needs' forum to ensure their needs are met in Council service design & delivery.	On-going	Performance & Policy Unit	
Support the 'Become a Councillor' campaign	The Council to work through the 'Being Different Together' partnership to launch a series of events and produce information available and open to all, but aimed at encouraging more people to become Councillors.	February 2010	'Being Different Together' partnership	

<b>2. Making services responsive</b>				
<b>Outcome</b>	<b>Action</b>	<b>Delivered by</b>	<b>Responsibility</b>	<b>Progress (Yr1 etc)</b>
To meet the needs of the increasingly ageing population of the district. <i>(As identified in page 13)</i>	The Malvern Hills Partnership 'Health & Wellbeing Partnership' Theme Group to work with key partners to identify and meet the needs of the ageing population and their increased likelihood to develop a Limiting Long Term Illness.	Ongoing	The Malvern Hills Partnership	
Equal access to affordable housing. <i>(As identified in pages 13-14)</i>	The Council to work in partnership with Worcester City Council and Wychavon District Council to support the proposals of the South Worcestershire Joint Core Strategy.	Proposals adopted by July 2010	South Worcestershire Joint Core Strategy	
Equal access to services. <i>(As identified in pages 14-15)</i>	The Council to support the work of the Malvern Hills Partnership's 'Rural Access' Action Programme.	Ongoing	The Malvern Hills Partnership	
Address geographical disadvantage. <i>(As identified in pages 15-16)</i>	The Council to support the work of the Malvern Hill Partnership's 'Pickersleigh Regeneration' Action Programme.	Ongoing	The Malvern Hills Partnership	

### 3. Increasing participation

Outcome	Action	Delivered by	Responsibility	Progress (Yr 1etc)
Increase membership of the 'Meeting Your Needs' forum to include more representatives from the minority communities.	Advertising the 'Meeting Your Needs' forum more widely across the district to attract minority communities. Through: <ul style="list-style-type: none"> <li>- Press Releases</li> <li>- MYN organisation publications</li> <li>- Leaflets at Café Nero, Library and Village Halls</li> </ul>	Ongoing	Performance & Policy Unit	
Engage with the Eastern European Migrant community.	Establish an Eastern European Migrant community group, and invite representatives onto the MYN forum.	March 2010	Performance & Policy Unit	
Engage with the disabled community across the district, and help to improve accessibility in Malvern.	Support the development of the Malvern Access Guide which provides information on accessibility across key paths of the district.	January 2010	Performance & Policy Unit	
Engage with the Lesbian community across the district.	Work with the Malvern Lesbian Group to address isolation and seclusion that lesbian residents of Malvern Hills experience.	February 2010	Performance & Policy Unit	
Engage with the Chinese community across the district, and raise awareness of the Chinese culture amongst the wider population.	Organise a 2010 Chinese New Year celebration in Malvern.	February 2010	Performance & Policy Unit	

#### 4. Diversifying & up-skilling the workforce

Outcome	Action	Delivered by	Responsibility	Progress (Yr1 etc)
<p>Strategy developed to manage the benefits and challenges of an aging workforce.</p> <p><i>(As identified in page 8 of the People &amp; Pay Strategy 2009-11)</i></p>	<p>The Council actively manages the challenges and benefits of an aging workforce.</p>	<p>March 2010</p>	<p>Human Resources Department</p>	
<p>Recruitment practices actively encourage applications from under-represented groups.</p> <p><i>(As identified in page 8 of the People &amp; Pay Strategy 2009-11)</i></p>	<p>Ensure all job advertisements include the following wording:</p> <p><i>Malvern Hills District Council is an Equal Opportunities employer.</i></p>  <p>(As users of the 'two ticks' symbol, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.)</p>	<p>To be confirmed</p>	<p>Human Resources Department</p>	
	<p>Conduct an Equality Impact Assessment of the recruitment &amp; selection process to ensure that no applicant or employee is disadvantaged by conditions or requirements which cannot be shown to be justifiable.</p>	<p>January 2010</p>	<p>Human Resources Department</p>	
	<p>Monitor workforce make-up across age, disability, gender and ethnicity and make publically available. To assess the effectiveness of the actions to address this Objective.</p>	<p>January 2010</p>	<p>Human Resources Department</p>	

	To complete the Business Process Reengineering (BPR) of recruitment and selection procedures to ensure that it actively encourages applications from under-represented groups particularly in more senior and hard to fill positions. <i>(taken from the Workforce Development Plan 2009/10)</i>	March 2010	Human Resources Department	
	To ensure that health and safety risk assessments are up-to-date across all service areas to enable modifications to equipment, accommodation or service delivery to be made. <i>(taken from the Workforce Development Plan 2009/10)</i>	March 2010	Human Resources Department	
Working environment and employment practices assist in retaining and realising the full potential of staff from under-represented groups.	Increase number of women, minority ethnic, and disabled candidates to management posts.	March 2010	Human Resources Department	
	Council flexible working policy is implemented.	March 2010	Human Resources Department	
Raise awareness of any inequality and take action to remove it.	To complete the Local Pay and Grading Review (LPGR) process and implement findings. <i>(taken from the Workforce Development Plan 2009/10)</i>	March 2010	Human Resources Department	
Training for all staff.	The Council to deliver training for all staff through the 'Changing Faces of Worcestershire' element of the Being Different Together partnership.	April 2010	Human Resources Department	

## Appendix Two. Prioritised list of Council services & functions

### FUNCTIONS, POLICIES AND PROPOSED POLICIES ASSESSED AS RELEVANT TO THE RACE EQUALITY DUTY

It is a statutory responsibility of the Council to list our functions, policies and proposed policies that we are responsible for. This was done following consultation with representatives of the workforce, and then assessed for its relevance against the three aspects of the Race Equality Duty.

#### Community & Economic Development

Function	Relevant aspects of the Race Equality Duty			Priority		
	To eliminate unlawful discrimination	To promote equality of opportunity between people of different racial backgrounds	To promote good relations between people of different racial groups	High	Medium	Low
Community Engagement	X	X	X	✓		
Community Safety Policy	X	X	X		✓	
Social Inclusion Policy (includes older people, children, young people & anti-poverty)	X	X	X	✓		
Economic Development Policy (including tourism)	X	X		✓		
Leisure & Culture Strategy	X	X	X		✓	
Local Strategic Partnership & Local Area Agreement	X	X	X	✓		

Planning & Housing

Function	Relevant aspects of the Race Equality Duty			Priority		
	To eliminate unlawful discrimination	To promote equality of opportunity between people of different racial backgrounds	To promote good relations between people of different racial groups	High	Medium	Low
Planning Policy and Local Development Framework (strategic)	X			✓		
Sustainability		X			✓	
Environmental Policies		X			✓	
Housing Services & Strategy	X	X	X		✓	
Transport Policy	X	X	X	✓		
Development Control	X	X				✓
South Worcestershire Building Control Partnership & Conservation	X	X				✓

## Customer &amp; Environmental Services

Function	Relevant aspects of the Race Equality Duty			Priority		
	To eliminate unlawful discrimination	To promote equality of opportunity between people of different racial backgrounds	To promote good relations between people of different racial groups	High	Medium	Low
Customer Focus & Excellence	X	X	X	✓		
Customer research & marketing	X	X			✓	
Hub Strategy	X	X		✓		
Service & Contact Centres	X	X		✓		
Regulatory Services (Environmental Health, Housing & Licensing)	X	X				✓
Street Scene (wardens)	X	X	X			✓
Regulatory Strategies (waste, street scene, air quality & contaminated land)	X	X		✓		
Direct Operational Services (including car parks)	X	X	X	✓		

Legal & Governance

Function	Relevant aspects of the Race Equality Duty			Priority		
	To eliminate unlawful discrimination	To promote equality of opportunity between people of different racial backgrounds	To promote good relations between people of different racial groups	High	Medium	Low
Governance & Standards	X	X				✓
Democratic Services	X	X	X			✓
Member support & development	X	X			✓	
Property & asset management		X			✓	
Elections/electoral registration	X	X			✓	
Legal Services	X	X				✓

## Performance &amp; Policy

Function	Relevant aspects of the Race Equality Duty			Priority		
	To eliminate unlawful discrimination	To promote equality of opportunity between people of different racial backgrounds	To promote good relations between people of different racial groups	High	Medium	Low
Leadership & Development programme	X	X		✓		
Management of shared services	X	X			✓	
Business Change	X	X				✓
HR/Personnel Strategy & services commissioning	X	X	X	✓		
Communications	X	X	X	✓		
Emergency Planning	X	X			✓	
Equality & Diversity	X	X	X	✓		
Environmental Efficiency		X			✓	
Facilities Management (including Office Services)		X				✓
Document Services	X	X				✓

## Finance &amp; Resources

Function	Relevant aspects of the Race Equality Duty			Priority for the Council		
	To eliminate unlawful discrimination	To promote equality of opportunity between people of different racial backgrounds	To promote good relations between people of different racial groups	High	Medium	Low
Financial Strategy	X	X	X	✓		
Accountancy & Financial Services		X				✓
Payroll		X				✓
ICT Strategy & Services	X	X			✓	
Revenues & Benefits Commissioning	X	X			✓	

## Appendix Three. Equality Impact Assessment Programme 2009/10

A. Planning & Housing**A1. Development Control**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Development Control (Including Registration & Enforcement)	<b>M</b>	April 2009	<b>YES</b>	June 2010

**A2. Housing**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Homelessness	<b>H</b>	March 2009	<b>YES</b>	May 2010
Housing Services	<b>H</b>	March 2009	<b>YES</b>	May 2010
Affordable Housing	<b>H</b>	March 2009	<b>YES</b>	May 2010
Disabled Facilities Grant	<b>H</b>	Sept 2009	<b>YES</b>	Nov 2010

**A3. Development Plans & Conservation**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Development Plans & Conservation (Includes Sustainability)	<b>M</b>	April 2009	<b>YES</b>	June 2010

**A4. Building Control**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Building Control (shared service)	<b>M</b>	April 2009	<b>YES</b>	June 2010

**B. Community & Economic Development****B1. Economic Development**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Business Support & Infrastructure	<b>M</b>	April 2009	<b>YES</b>	June 2010
Transport	<b>M</b>	April 2009	<b>YES</b>	June 2010

**B2. Tourism**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Tourist Information Centres	<b>H</b>	March 2009	<b>YES</b>	May 2010
Tourism Development	<b>H</b>	March 2009	<b>YES</b>	May 2010

**B3. Arts Development**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Arts Partnership Projects	<b>H</b>	March 2009	<b>YES</b>	May 2010
Communication & Marketing	<b>H</b>	March 2009	<b>YES</b>	May 2010
Arts Project Support	<b>M</b>	April 2009	<b>YES</b>	June 2010

**B4. Play**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Play Partnerships	<b>L</b>	July 2009	<b>YES</b>	Sept 2010
Play Projects	<b>H</b>	March 2009	<b>YES</b>	May 2010
Play Funding Support	<b>M</b>	April 2009	<b>YES</b>	May 2010

**B5. Sport**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Sport Unlimited	<b>H</b>	March 2009	<b>YES</b>	May 2010
Holiday Activity Guides	<b>H</b>	March 2009	<b>YES</b>	May 2010
Club Development Support	<b>M</b>	April 2009	<b>YES</b>	June 2010

**B6. Health**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Health Improvement Plan	<b>H</b>	May 2010	<b>YES</b>	

**B7. Safeguarding**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Safeguarding Children	<b>H</b>	March 2009	<b>YES</b>	May 2010

**B8. Community Safety**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Community Safety	<b>H</b>	March 2010	<b>NO</b>	May 2010

**B9. Leisure Facilities**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Leisure Facilities <i>(including Malvern Splash, Sport Martley Leisure Centre, Dyson Perrins, Tenbury Leisure Centre &amp; Malvern Theatres)</i>	<b>M</b>	May 2009	<b>YES</b>	July 2010

**C. Environmental & Customer Services****C1. Environmental Team**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Street Scene including car parks	<b>M</b>	Dec 2009	<b>YES</b>	August 2010
Streets and Amenities (Includes parks & open spaces)	<b>M</b>	Jan 2010	<b>NO</b>	Dec 2010

**C2. Environmental Health**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Environmental Health (covers Business Regulation, Licensing & Environment)	<b>L</b>	Dec 2009	<b>YES</b>	August 2010

**C3. Operations**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Recycling & Waste Management	<b>M</b>	February 2010	<b>NO</b>	January 2011
Waste Management Strategy	<b>M</b>	February 2010	<b>NO</b>	January 2011

**C4. Customer Services**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Customer Services (Includes Service Centre & Contact Centre)	<b>M</b>	March 2009	<b>YES</b>	May 2010.

**D. Legal & Governance****D1. Legal Services**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Legal Services	<b>M</b>	May 2009	<b>YES</b>	July 2010

**D2. Electoral Services**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Electoral Services	<b>H</b>	April 2009	<b>YES</b>	June 2010

**D3. Information & Risk Management**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Data Protection/ FOI	<b>L</b>	May 2009	<b>YES</b>	July 2010
Risk Management	<b>L</b>	May 2009	<b>YES</b>	July 2010

**D4. Democratic Services**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Democratic Services	<b>H</b>	May 2009	<b>YES</b>	July 2010

**E. Human Resources****E1. Health & Safety**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Health & Safety Function	L	Jan 2010	YES	Nov 2010
Health & Wellbeing Agenda	L	June 2009	YES	August 2010

**E2. Learning & Development**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Corporate Training Programme	L	June 2009	YES	August 2010
Competency Framework	L	Sept 2009	YES	April 2010

**E3. Personnel**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Recruitment & Selection	H	March 2010	NO	Nov 2010
People Strategy	H	January 2009	YES	March 2010

**E4. Pay & Remuneration**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Local Pay & Grading Review	H	tbc	NO	tbc

**F. Performance & Policy****F1. Emergency Planning**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Business Continuity Plan	L	April 2009	YES	June 2010
Emergency Planning	L	April 2009	YES	June 2010

**F2. Performance Management**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Performance Management Framework	L	April 2009	YES	June 2010

**F3. Communications**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Press Releases	L	April 2009	YES	June 2010
View From The Hills	L	April 2009	YES	June 2010
MHDC Annual Report	L	April 2009	YES	June 2010

**F4. Procurement**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Procurement Strategy 2010	M	April 2009	YES	June 2010

**F5. Business Change**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Business Change	L	On-going	NO	tbc
Business Support	L	August 2009	YES	Oct 2010

**F6. Equality & Diversity**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
'Meeting Your Needs' consultation forums	M	Feb 2010	NO	Feb 2011

**F7. Document Service**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Design Guidelines	M	Jan 2010	NO	Nov 2010
Document Signposting (details signposting to interpretation & translation services)	M	Jan 2010	NO	Nov 2010

**F8 Malvern Hills Partnership (LSP)**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Sustainable Community Strategy	M	Jan 2010	NO	Nov 2010
MHP Action Programmes	M	Jan 2010	NO	Nov 2010

G. Finance & Resources**G1. Accounting**

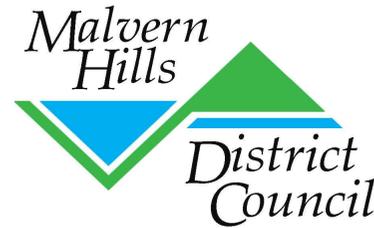
Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
Medium Term Financial Plan/ Budget Setting Process	<b>M</b>	Dec 2008	<b>YES</b>	Feb 2010
Accountancy Services/ Internal Audit and Payroll	<b>L</b>	April 2009	<b>YES</b>	June 2010

**G2 ICT**

Function/ Activity	Priority for completion	Date for completion	Completed?	Date for review
ICT Services & LLPG / Land Charges	<b>M</b>	Jan 2010	<b>NO</b>	August 2010

## Appendix Four. Equality Impact Assessment Pro-forma & Guidance

The Equality Impact Assessment (EqIA) pro-forma that must be completed by all who are conducting an EqIA in regards to a Council service or function. The pro-forma is available overleaf or through the Councils internal internet system available to all staff. Furthermore, guidance for completing an EqIA is available on the internal internet system, or alternatively contact the Equality & Diversity Officer on 01684 862263 to request a copy of the guidance.



## Equality Impact Assessment questionnaire

*(covering race, gender, disability, sexual orientation, religion or belief and age)*

This Equality Impact Assessment (EqIA) seeks to assess the impacts of your service, function, policy or strategy on people who are legally protected from discrimination (this is people belonging to one or more of these groups: race, religion, disability, sexual orientation, religion or belief and age).

Conducting this EqIA will ensure that any positive or negative impacts on people legally protected from discrimination are highlighted and the necessary action is taken to ensure equality in our services.

**This impact assessment must be reviewed at least every year.**

**Build the next review of this service/policy into your departments' Management Plan.**

<b>Service or Policy Area:</b>	
<b>Service Unit:</b>	
<b>Officer Completing Assessment:</b>	
<b>Telephone:</b>	
<b>Date:</b>	

### General

Q.1	Please provide a <b>brief description</b> of this service/policy including its aims and objectives
Q. 2	Please list the <b>main stakeholders/beneficiaries/ recipients</b> of this service/policy
Q. 3	If this service/policy is provided by <b>partners/contractors</b> on behalf of the Council, please give the names of these organisations

### Consultation

Q. 4	Please list any <b>consultation activity with customers carried out over the last year</b> : e.g. satisfaction surveys, focus groups or citizens panel exercises etc.
Q. 5	Please list any <b>plans you have made to consult</b> with groups protected from legal discrimination in your service/policy <i>Include this in the Action Plan attached</i>

Q. 6	Please list <b>groups protected from legal discrimination</b> you have <b>consulted</b> with
Q. 7	Please state how you <b>consult with staff/colleagues</b> about your service/policy
Q. 8	Please list any <b>changes to your service/policy</b> that you have made, or you plan to make <b>as a result of consultation</b> with groups protected from legal discrimination

<b>Discrimination</b>	
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Q. 9	Please list any <b>evidence</b> you have of this service/policy having an <b>adverse impact</b> on any groups (internal or external) protected from legal discrimination
Q. 10	If the function or policy is discriminatory, is <b>Positive Action*</b> justifiable to overcome the discrimination? <i>*Positive Action refers to a range of measures taken to help people from under-represented groups access services on</i>

	<i>equal terms with other customers</i>
Q. 11	Could the function or policy have an <b>adverse impact on relations between groups</b> protected from legal discrimination? If so, please describe

Service Delivery	
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Q. 12	Please list ways to improve printed/electronic/physical <b>access to your service/policy</b> by groups protected from legal discrimination. <i>Include this in the Action Plan attached.</i>
Q. 13	Please list ways to improve <b>understanding of your service/policy</b> by groups protected from legal discrimination. <i>Include this in the Action Plan attached.</i>

Monitoring	
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Q. 14	Please describe how you <b>monitor of take up</b> of your service/policy
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Q. 15	How are the <b>results</b> of any monitoring <b>analysed, reported and publicised</b> ?
Q. 16	Does an analysis of your <b>customer base against baseline population figures</b> for the District show that you are <b>reaching all groups in your area</b> ? If not, which groups are adversely affected?
Q. 17	Please list any <b>performance targets relating to equality</b> in your function
Q. 18	Please list any plans you have to <b>introduce new targets</b> on equality in your service/policy <i>Include this in the Action Plan attached</i>

### Miscellaneous

Q. 19	If your function is provided by <b>partners/contractors</b> , please list any arrangements <b>you have made or plan to make</b> to make sure that these organisations ensure Equality and value Diversity.
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	<i>Include this in the Action Plan attached</i>
Q. 20	Have you received any <b>complaints</b> about your service/policy <b>in respect of equality issues</b> ? If so, please give a brief description
Q. 21	Please list any <b>staff training issues on equality</b> arising from this assessment <i>Include this in the Action Plan attached</i>
Q. 22	Does your service/policy result in any <b>financial support</b> being given to <b>people protected from legal discrimination within the voluntary and community sector</b> . If yes, please list organisations and amounts.
Q. 23	How do you plan to <b>publish this assessment</b> ? <i>Include this in the Action Plan attached</i>

## ACTION PLAN CHECKLIST

The following **MUST** be included as Actions of this EqIA (if they aren't currently being done):

- Access to printed/electronic information
- Physical access
- Anti-discrimination policy
- Consulting with customers on service design & delivery
- Training for new starters
- Ensuring partners/contractors have Equality & Diversity policies and practices in place
- Informing colleagues of the issues & actions in the EqIA through Team Talk
- Publish EqIA on website and elsewhere
- Monitoring take-up of service/policy

## ACTION PLAN

*Please detail any action that you plan to take as a result of this impact assessment*

Objective	Action/s	Lead Officer	Completed by