

Bath & North East Somerset Council and NHS-B&NES Partnership Single Equality Scheme Action Plan 2009 – 2012

Timescales for completion:

Many of the items below require ongoing programmes of improvement, therefore progress will be reported to both the Council and NHS B&NES through the Corporate Equality Group. All actions listed are the responsibility of both the Council and NHS B&NES unless explicitly stated.

This action plan will be monitored and reviewed on a six monthly basis, March and September each year. Revisions, updates and new targets will be set during the review process.

	Section	Page
1	Place shaping, leadership, partnership and organisational commitment	1
2	Responsive services and customer care	3
3	Knowing our community, community engagement and satisfaction	6
4	A modern and diverse workforce	7

1 Place shaping, leadership, partnership and organisational commitment				
	Issue	Aim	Actions	By whom
1.1	Equality is widely promoted as a priority corporate aim	Demonstrate senior-level support and accountability for equality in the Partnership.	<ul style="list-style-type: none"> i. Include Chief Executive and Member-level endorsement of the single equality scheme and related publicity. ii. Partnership papers and minutes will reflect decisions based on the commitment to equality. 	Chief Exec Directors Trust Board Elected Members
1.2	Being perceived as a fair employer and service provider	Promote the Partnership's equality scheme (and the specific race, gender, disability and sexual	<ul style="list-style-type: none"> i. Publicise the equality scheme via the Partnership website, Council news and INFORM. ii. Publicise equality specific work 	Equality team Communications & Marketing NHS B&NES

		orientation schemes) and the steps that have been taken to tackle discrimination.	<ul style="list-style-type: none"> iii. through specialist and mainstream media (e.g. Stonewall Workplace Equality Index; Black History Month) iii. Develop a library of representative images and use these in Partnership publications & on the website 	
1.3		The Partnership acts as a champion for equality within the Local Strategic Partnership (LSP) along with other	<ul style="list-style-type: none"> i. To work with the LSP to promote equality and diversity ii. To ensure equality is listed as a regular agenda item with actions allocated to appropriate partners and outcomes followed up by the LSP 	Equality team LSP Leads NHS B&NES
1.4	Equalities monitoring (the need to know who are staff and customers are, in order to identify any inequitable treatment and meet their needs	Continue to monitor all six strands and to encourage staff and residents to respond to monitoring questions	<ul style="list-style-type: none"> i. Make the Partnership's reasons for equality monitoring accessible via the intranet, the Equality Team and HR. ii. Share general findings and respond to any indications of inequality. 	Equality team HR All Services All DLEGs NHS B&NES
1.5	Maintaining good working partnerships with equality-related community groups.	Continue to maintain and develop relationships and communication between the Partnership and local community groups.	<ul style="list-style-type: none"> i. Promote the scheme directly to community groups to secure their agreement and commitment to it, and that of their clients. ii. Make available across the Partnership up-to-date information on existence and activities of local groups. iii. Ensure community groups are invited to be involved in local consultation exercises. 	Equality team PCT Communications and marketing NHS B&NES
1.6 1.7	Lack of cohesive strategy for supporting Gypsy and Traveller Communities	Ensure all Gypsy and Traveller communities are able to access Council and Partnership Services, and that these meet their needs	<ul style="list-style-type: none"> i. EIAs to be prioritised on all existing and new policies effecting Gypsy and Travellers. ii. The development of a corporate Gypsy and Traveller strategy 	DLEGs CEG

1.8	The need for meetings & events to take place in accessible venues	Ensure all public meetings are held in accessible venues	i. Develop and regularly update a list of accessible meeting venues within the area	Democratic Services NHS B&NES
1.9	Department of Health; Standards for Better Health	To ensure compliance and with Department of Health Standards for Better Health	<ul style="list-style-type: none"> i. Ensure the Partnership Equality Steering Group receive monthly reports on progress of the Health Equality Improvement Plans for Commissioning and Delivery ii. Develop a Human Rights Policy or Framework iii. Identify all policies that cover Human Rights – violence and aggression, employee code of conduct etc iv. Develop a Policy to protect against unlawful detention either in mental health and in infectious disease v. Safeguarding Vulnerable Adults Establish arrangements for staff identifying and reporting abuse investigation 	Steering Group DLEG NHS B&NES

2	Responsive services delivery and customer care			
	Issue	Aim	Actions	By whom
2.2	Ensure that all service design and delivery is inclusive and appropriate to the needs of all members of the community & continuously improve service provision by monitoring	People are making greater use of services that they had previously under-used. Services are more accessible and better tailored to peoples needs,	<ul style="list-style-type: none"> i. Undertake research into the best way to engage with 'hard to reach' individuals ii. Increase the involvement of hard-to-reach groups in service design and delivery 	All DLEGs NHS B&NES

	progress across the Partnership	and service outcomes begin to improve	<ul style="list-style-type: none"> iii. All six equality strands to be represented at 'dip sampling' group. iv. All services to develop an operational Equality Action Plan including how they will meet the legislative requirements of the single Equality Scheme 	
2.3	Isolation of people from minority groups (age, disability, LGB, race etc) identifying resources	For frontline staff to be able to refer service users, where appropriate, to local community groups, or to simply pass on helpful equality-group specific information.	<ul style="list-style-type: none"> i. Promote the assistance that is currently available (outreach and support activities) ii. Specifically to create LGB and BME specific support pages on the Partnership website, and include support information and how to report hate crime. iii. Disseminate information about equality support groups through directorate equality groups to ensure frontline staff are aware of support. iv. Incorporate group info into staff training. 	<p>All DLEGS NHS B&NES</p> <p>Corporate training, service delivery DLEGS</p>
2.4	Maximise the opportunities for customer satisfaction surveys and complaints to capture equality data that can be used to improve services and support the implementation of the Partnership's Equality Policies.	<p>To make it is easy to find a wide variety of data and information to assess effectively how service delivery is affecting, or will affect people from minority equality groups</p> <p>To ensure that the Partnership can evidence that Human Rights principles are reflected in</p>	<ul style="list-style-type: none"> i. Re publicise corporate guidelines on equality monitoring across all service areas ii. Actively promote customer feedback and complaints procedure iii. Explore the possibilities of developing the CRM system to enable all equality data to be captured when available iv. Revise Corporate Complaints leaflet to include transgender v. Annual report to CEG on equality 	<p>Corporate complaints officers. PALS NHS B&NES</p>

		complaints procedures	<p>issues arising from complaints and customer contacts</p> <p>vi. Use future 'Voice box', 'Opinion Meter', E-consult, Council Connect telephone surveys and future surveys to include equality related questions where appropriate</p> <p>vii. Review the Complaints procedure to ensure that potential breaches of human rights (e.g. right to a fair trial, the right to education) are identified</p>	
2.5	Recognise and develop good practice being carried out throughout the Partnership.	Identify where good practice in delivering services to people is identified, share it widely.	<p>i. On an annual basis, ask services to share examples of good practice in promoting equality.</p> <p>ii. Publicise on the equality web pages</p> <p>iii. Use local case study examples in training and internal communications.</p>	Equality Team & All services, all DLEGs NHS B&NES
2.6	Racist, homophobic and disablist related bullying in schools.	To ensure that all school staff are confident and capable of preventing and challenging bullying.	<p>i. Publicise (twice annually) to schools the availability of whole school training</p>	Children's Services DLEG
2.7	The Partnership is Knowledgeable about health and inequality experienced by local BME people	To ensure staff throughout the Partnership are aware of the diversity of the local population and their health needs	<p>i. Continued support and delivery of the 'Letting through the light' training</p> <p>ii. Support for the development of the 'Race Equality Cultural Capability' training</p>	Health Housing & Adult Social Care Training Team NHS B&NES

3 Knowing our community, community engagement and satisfaction				
	Issue	Aim	Actions	By whom
3.1	The Partnership must have effective communication systems to ensure information (e.g. about equality issues, services, events etc) reach members of the community and staff.	To make most effective use of communication systems and ensure consistency of information across all six equality strands	<ul style="list-style-type: none"> i. Disseminate the Partnership corporate communication strategy to all services ii. Use communication channels effectively to disseminate equality information throughout the workforce iii. Communicate with people from all six equality strands by appropriate means. 	Comms and Marketing NHS B&NES
3.2	The Partnership needs to effectively engage with people across all 6 equality strands.	To develop communication processes with people across all 6 equality strands to improve engagement and consultation	<ul style="list-style-type: none"> i. Develop a range of tools and methods to ensure effective communication with people from all six equality strands ii. Share good communication / engagement good practice with all services 	Comms & Marketing and the Youth Service All Services NHS B&NES
3.3	LGB/ BME/Disabled persons/Interfaith/Age/Gender residents' panel or forum.	Investigate the feasibility of establishing a residents' equality panel or panels.	<ul style="list-style-type: none"> i. Establish the role a residents' panel could usefully play, such as for consultation or strategic development. ii. Involve community groups and consider how other mainstream stakeholders, such as police, could potentially be involved. 	Policy and Partnerships, Equality Team NHS B&NES
3.4	Maintaining good working partnerships with equality	Continue to maintain and develop relationships and	<ul style="list-style-type: none"> i. Promote the scheme directly to community groups to secure their 	Equality team Communications

community groups.	communication between the Partnership and local community groups.	<ul style="list-style-type: none"> ii. Ensure community groups are invited to be involved in local consultation exercises. iii. Make available across the Partnership up-to-date information on the activities and management of local groups. 	agreement and commitment to it, and that of their clients.	and marketing NHS B&NES
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4 Modern and diverse workforce ('HR' refers to both Council and NHS B&NES PCT)				
	Issue	Aim	Actions	By whom
4.1	Bath and North East Somerset local authority and NHS PCT profile as an employer	To enhance the image of the Partnership as an attractive employer	<ul style="list-style-type: none"> i. Promote the Partnership as an attractive employer appealing to those who are currently under-represented (e.g. under 25s, LGBT, BME people) through advertising, recruitment packs, internal and external communication, use of reflective imagery. 	HR Comms and Marketing
4.2	Fair treatment of employees	To analyse staff monitoring data in order to check if equality policies are operating fairly	<ul style="list-style-type: none"> i. Data is reported on and analysed at 6 month intervals ii. Appropriate actions are taken iii. Staff survey and employment monitoring results are analysed and appropriate targets set to address any potential problems identified 	HR

4.3	Retirement	To ensure that BANES assists employees to prepare for retirement.	<ul style="list-style-type: none"> i. Promote access to PPC Worldwide online support ii. HR to develop policies to ensure working to retirement is a positive experience iii. Promote training programme 	HR Corporate training
4.4	Flexible Working	Ensure the move to increased flexible working and home working is managed carefully to prevent inequality	<ul style="list-style-type: none"> i. Complete an Equality Impact Assessment on flexible working and home working policies ii. Ensure that managers are briefed on how to manage flexible working 	HR
4.5	Worker Challenge Groups	Make use of the Workers Group as an organisational resource.	<ul style="list-style-type: none"> i. Ensure the role of the Workers Group is widely promoted and understood, including at induction, in equality training, through notice boards and articles and to managers. ii. Ensure the Groups are built into the Partnership's consultation system and policy development process. iii. Work with the groups to develop their roles in supporting the corporate equality agenda. 	Workers Groups HR Equality Team Comms and marketing CEG
4.6	Lack of diversity at all levels of the Partnership	Actively encourage people from under-represented groups, , to apply for positions at the Partnership	<ul style="list-style-type: none"> i. Ensure statements about equality and diversity are included in recruitment adverts. ii. Consider positive action to attract candidates from minority groups to apply to senior positions within the Partnership and to become Local Councilors. iii. Offer training to senior staff to become 	HR CEG Corporate training, worker groups

			<ul style="list-style-type: none"> iv. mentors Offer training to staff from minority groups to become mentors v. Consider and research the potential for fast track employment retention programmes vi. Publicise career development opportunities through BME and LGBT media web pages vii. Promote management programmes through worker groups. viii. Send a member/members of the LGBT group to the Stonewall Leadership programme 	
4.7		Career development for staff from groups who are under-represented in management grades structure (women, BME people, disabled people, LGB people).	<ul style="list-style-type: none"> i. Develop a training programme to support the development of under-represented staff into management . ii. Develop a 'Fast Forward' programme for young BME staff of all grades to progress within the Partnership 	HR
4.8	Staff understanding of equality and diversity.	<p>All staff understand the principles and the benefits of equality and inclusion,</p> <p>All managers are confident at managing diversity and tackling discrimination across all 6 equality strands.</p>	<ul style="list-style-type: none"> i. Continue to provide equality training for all staff, with reference to the role of the Workers Challenge Group. ii. Twice annually, positive news items promoting the benefits of diversity, via the Partnership communications mechanisms, to create a culture where diversity is valued. iii. Consider making managing diversity a core competency for management promotion. iv. Consider how managers can be appraised on their approach to 	Corporate training Comms & marketing; Equality team HR

			equality and diversity and to tackling discrimination within their teams.	
4.9	Bullying and harassment in the workplace: prevention, reporting mechanisms and support for those who experience it	Raise awareness of the Council's policy on harassment and bullying, and training that is available to managers. Encourage staff who are being bullied to report it and take up appropriate support;	<ul style="list-style-type: none"> i. Revise the H&B policy to include examples of harassment across all 6 strands ii. Annually raise awareness of the policy across all departments, including to operational staff and satellite teams, using notice boards and staff-wide communications. iii. Ensure the reporting procedure is accessible and well publicised via the intranet and in staff training and appraisal. iv. Publicise corporate training course, train managers to deal with complaints of discrimination, to recognise it in their teams, and own behaviour. <ul style="list-style-type: none"> i. Set up a Mentor Support training course for the Workers Challenge Group to ensure that staff who report bullying and harassment through the Workers Groups are given appropriate support. v. On an annual basis, analyse complaints of harassment and bullying to find out if there are any particular issues for minority staff, and set appropriate targets to address any issues. 	HR Corporate training
4.10		Use Two ticks Positive about Disabled People logo in all recruitment materials	<ul style="list-style-type: none"> i. Develop best practice on the use of the accessible information ii. Share best practice with all services 	Comms & Marketing HR

			<ul style="list-style-type: none"> iii. Develop best practice on the use of the accessible information iv. Share best practice with all services 	
4.11	Equal pay	Gap between women and men's pay narrows as flexible and part time working options open up at higher levels	<ul style="list-style-type: none"> i. Develop an equal pay policy ii. monitor pay annually to check for any potential gender differences iii. train staff in potential sex discrimination in the pay process. iv. Promote take up of flexible working at management levels 	HR
4.12			<ul style="list-style-type: none"> i. Publicise to managers that benefits are equally available to all with specific reference to LGB staff and same sex couples). ii. Targeted promotion of benefits to minority staff through the intranet front page. 	HR