

**Wiltshire County Council**

**Gender Equality Scheme**

**2007-2010**

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# 1 Foreword

In April 2007 the biggest change to sex equality legislation since the Sex Discrimination Act 1975 will come into force. The Gender Equality Duty places an obligation on all public bodies to promote gender equality and eliminate discrimination.

Although much has been achieved in the last 30 years, there is still a long way to go to achieve full equality for all.

Wiltshire County Council is committed to identifying and meeting the different needs of women, men, girls and boys living in Wiltshire, ensuring our services and spending priorities reflect those needs. As employers, we will also continue to review and refresh our employment practices to ensure that they are fair and equal by removing barriers to men and women having an equal opportunity to reach their potential.

Jane Scott  
Leader of the County Council

Keith Robinson  
Chief Executive

March 2007

## 2 Executive Summary

The Equality Act 2006 amends the Sex Discrimination Act 1975 to place a statutory duty on all public authorities to eliminate unlawful discrimination and harassment and to promote equality of opportunity between men and women. This is known as the 'general duty' and will come into effect on 6 April 2007.

The duty applies to all public authority functions including policy-making, service provision, employment matters and enforcement or any statutory discretion and decision-making. It also applies to services and functions which are contracted out and to private and voluntary bodies which are carrying out public functions, but only in respect of those functions.

To support progress in delivering the general duty, there is also a series of 'specific duties':

- To prepare and publish a gender equality scheme, showing how it will meet its general and specific duties and setting out its gender equality objectives
- In formulating its overall objectives, to consider the need to include objectives to address the causes of any gender pay gap
- To gather and use information on how the public authority's policies and practices affect gender equality in the workforce and in the delivery of services
- To consult stakeholders (i.e. employees, service users and others, including trade unions) and take account of relevant information in order to determine its gender equality objectives
- To assess the impact of its current and proposed policies and practices on gender equality
- To implement the actions set out in its scheme within three years, unless it is unreasonable or impracticable to do so
- To report against the scheme every year and review the scheme at least every three years

The first scheme must be published by 30 April 2007.

Much progress has been made over the past 30 years in advancing gender equality in many aspects of life in the United Kingdom. However significant inequalities between the sexes continue to exist most notably with regard to:

- the proportion of women MPs and council leaders and women who hold senior appointments both in the public and private sector
- the level of pay and pensions of women compared with men and the proportion of women compared with men working part-time
- the distribution of men and women working in certain occupations
- educational achievement and career choices of boys and girls and young men and women

There are also more complex gender inequalities relating to those who are disabled or from black and ethnic minorities.

To succeed as a high-skill economy competing in a global marketplace, the UK needs to maximise the pool of talent from which it draws its workforce. To achieve cohesive communities, the representatives in political and public life need to reflect the communities they serve. Our performance nationally in both these respects is poor and brings with it a risk of our economic success and social wellbeing being undermined.

The Gender Equality Duty has been introduced in recognition of the need for a radical new approach to equality – one which places more responsibility with service providers to think strategically about gender equality rather than leaving it to the individual to challenge poor practice.

Wiltshire County Council is firmly committed to the principles of equality and diversity in both employment and the delivery of services and is keen to celebrate the diversity of people who live and work in Wiltshire by making services accessible to all and treating people fairly regardless of their colour, race, ethnic or national origin, language, religion or belief, gender or gender reassignment, marital status, sexuality, disability, age, or any illness or infection. The Council is opposed to all forms of unlawful and unfair discrimination and harassment and has published a number of key policies and schemes in support of this including a Comprehensive Equality Policy and Corporate Equality Plan and Gender, Race and Disability Equality Schemes. The Council has already achieved Level One of the Equality Standard for Local Government and has a target to achieve level 3 of the Equality Standard for Local Government by 2009.

The Council's Gender Equality Scheme focuses on three main themes:

- Seeking to understand how well our services meet the needs of men and women in Wiltshire and ensuring that services are reviewed and developed to better meet those needs
- Seeking to raise awareness and understanding of gender equality issues within our workforce and our elected members, and ensuring that our human resource policies and practices are fully supportive of gender equality
- Seeking to ensure that those with whom we work in partnership recognise the importance we attach to gender equality and share our commitment to its promotion in all that they do

These themes are reflected in the Council's Gender Scheme and Action Plan which captures key actions identified in Equality Impact Assessments conducted across the organisation. Consultation will be undertaken over the next year with stakeholders to develop the Action Plan further. The plan will be monitored and reviewed annually by the Council's Corporate Equality and Diversity Steering group (which is responsible for corporate co-ordination of action to take forward gender and other equality issues). The revised plan will be referred to Cabinet for discussion and decision.

### 3 Introduction

The Equality Act 2006 amends the Sex Discrimination Act 1975 to place a statutory duty on all public authorities:

- to eliminate unlawful discrimination and harassment
- to promote equality of opportunity between men and women

This is known as the 'general duty' and will come into effect on 6 April 2007.

The duty applies to all public authority functions including policy-making, service provision, employment matters and enforcement or any statutory discretion and decision-making. It also applies to services and functions which are contracted out and to private and voluntary bodies which are carrying out public functions, but only in respect of those functions.

- To support progress in delivering the general duty, there is a series of 'specific duties':
  - To prepare and publish a gender equality scheme, showing how it will meet its general and specific duties and setting out its gender equality objectives
  - In formulating its overall objectives, to consider the need to include objectives to address the causes of any gender pay gap
  - To gather and use information on how the public authority's policies and practices affect gender equality in the workforce and in the delivery of services
  - To consult stakeholders (i.e. employees, service users and others, including trade unions) and take account of relevant information in order to determine its gender equality objectives
  - To assess the impact of its current and proposed policies and practices on gender equality
  - To implement the actions set out in its scheme within three years, unless it is unreasonable or impracticable to do so
  - To report against the scheme every year and review the scheme at least every three years

The gender equality duty also requires public authorities to have due regard to the need to eliminate unlawful discrimination and harassment against transsexual people in the fields of employment and vocational training. This covers not only those who have undergone gender reassignment in the past but also those who intend to undergo gender reassignment and those who are undergoing it. The scope of legal protection to have due regard to the need to eliminate unlawful discrimination and harassment against transsexual people will be extended to cover the provision of goods and services by 21 December 2007.

The first Wiltshire County Council Gender Equality Scheme must be published by 30 April 2007.

## 4 Gender Equality in Context – the National Scene

Much progress has been made over the past 30 years in advancing gender equality in many aspects of life in the United Kingdom (UK). However significant inequalities between the sexes continue to exist most notably with regard to:

- the proportion of women MPs and council leaders and women who hold senior appointments both in the public and private sector
- the level of pay and pensions of women compared with men and the proportion of women compared with men working part-time
- the distribution of men and women working in certain occupations
- educational achievement and career choices of boys and girls and young men and women

There are also more complex gender inequalities relating to those who are disabled or from black and ethnic minorities.

The Equal Opportunities Commission (EOC) publishes key statistics annually which highlight the above points.

The estimated resident population (all ages) of the UK as at December 2005 totalled 58,125,000 of whom 51.1% were female and 48.9% were male.

*Source: ONS (2005) Mid-2004 population estimates, corrected December 2005.*

The EOC publication *Sex and Power 2007* shows the percentage of females in each of following positions in 2006:

• MPs	19.5%
• Cabinet members	34.8%
• Members of the House of Lords	18.9%
• Local Authority Council Leaders	13.8%
• UK Members of the European Parliament	25.6%
• Public Appointments	35.5%
• Local Authority Chief Executives	20.6%
• Chief Executives in the Voluntary Organisations	46%
• Headteachers in Secondary Schools	32.6%
• FE College Principals	27.5%
• Health Service Chief Executives	37.9%
• Directors at FTSE 100 companies	10.4%

*Sources: House of Commons, Weekly Information Bulletin; UK Parliament website, Her Majesty's Government – The Cabinet.;UK Parliament website, House of Lords analysis of composition – October 2003-2006.;Unpublished data from LGA; COSLA website.; European Parliament, List of MEPs.; Cabinet Office, Women appointed to Public Bodies as at March 31st 2003–2006; LGAR (2006) JNCs for Chief Executives and Chief Officers annual survey; COSLA.; Unpublished data from ACEVO.; Department for Education and Skills; National Assembly for Wales; Scottish Executive.; Association of Colleges; Association of Scottish Colleges.; Special and Strategic Health Authorities in England, NHS Boards in Scotland*

(including Special), Local Health Boards & National Public Health Service in Wales; Singh, V & Vinnicombe, S, (2006) *The female FTSE report 2006.*;

The EOC publication *Facts about Men and Women in Great Britain 2006* provides further evidence:

- In 2005, average hourly earnings for women working full-time were £11.67, and for men were £14.08. This gave a full-time gender pay gap of 17.1%. Part-time women earned £8.68 on average, and comparing this figure with men's average full-time earnings of £14.08 gives a part-time gender pay gap of 38.4%.  
*Sources: ONS (2005) Annual Survey of Hours and Earnings 2005, revised December 2005.*
- Part-time work is the most common alternative working arrangement, used by 42% of women employees and 9% of men employees. Overall 57% of women employees and 23% of men employees use one or more of the following arrangements: part-time, flexitime, annualised hours, term-time working, job share and homeworking.  
*Source: ONS (2005) Labour Force Survey Spring 2005 dataset.*
- The income gap between men and women for all adults (16 years +) is 44%, and is widest in retirement, where women receive 47% lower weekly income than men. This is in a large part due to the effect on their pension of time out of the workforce raising children or working part-time. Whilst retired men get nearly half their income from non-state pensions, retired women get only a quarter of their income from this source.  
*Source: Women and Equality Unit (2005) Individual incomes of men and women 1996/97 to 2003/04.*
- In 2005, 90% of workers in the construction sector were male and 79% and 73% of workers in health and educational services respectively were female.  
*Sources: CSO (1973) Social Trends 1973; ONS (2005) Labour Force Survey Spring 2005 dataset.*
- Disabled women and men each have lower employment rates and higher unemployment rates than women and men who are not disabled. The difference in employment rates is largest for men: 52% of disabled men work compared with 85% of men who are not disabled, and 49% of disabled women work compared with 75% of women who are not disabled.  
*Source: ONS (2005) Labour Force Survey Spring 2005 dataset.*
- Part-time employment is less common for ethnic minority women than white women, but proportionately more ethnic minority men than white men work part-time. Bangladeshi men have the highest part-time rates compared with other men, 39% of those in employment work part-time. Muslims form the largest group belonging to a non-Christian religion, and have the lowest employment rates of all religious groups. One in four (24%) Muslim women and three in five (58%) Muslim men aged 16 – 64 are in employment.  
*Source: ONS (2005) Labour Force Survey Spring 2005 dataset.*
- Overall 50% of ethnic minority women are in employment, but Pakistani and Bangladeshi women both have employment rates of less than a quarter.  
*Source: ONS (2005) Labour Force Survey Spring 2005 dataset.*

- 49% of boys and 59% of girls gain five or more high grade GCSEs or equivalent by the end of compulsory education, and 35% of boys and 44% of girls gain two or more A levels or equivalent.

*Source: Department for Education and Skills (2005) Education and training statistics for the United Kingdom 2005 edition.*

- At age 16 many subjects are taken by similar numbers of girls and boys, but this changes at A level/Higher grade where, for example, 71% of students taking examinations in English literature are women and 76% of students taking physics are men.

*Source: Department for Education and Skills (2005) Education and Training Statistics for the UK 2005 edition.*

- More extreme segregation of young women and men is seen in apprenticeships. Over nine-tenths of hairdressing apprentices are women, whilst at least 98% of apprentices in construction, the motor industry and plumbing are men.

*Source: Learning & Skills Council (2005) Apprenticeship data: Report 2 – Quarterly cumulative starts and in learning August 2004 to April 2005.*

- Subject segregation in FE and HE is almost as extreme. For example, in engineering and technology subjects 87% of FE students and 86% of HE students are male.

*Sources: Learning and Skills Council (2005) Further education, work based learning for young people and adult and community learning – Learner numbers in England 2004/05, ILR/SFR08; Higher Education Statistics Agency (2005) Students in Higher Education Institutions 2003/04.*

More recently EOC research has identified five employment gaps for BME women:

- **Participation.** Bangladeshi and Pakistani women have the lowest rates of participation in the labour market of any group in Britain.
- **Unemployment.** Bangladeshi, Pakistani and Black Caribbean women are more likely to be unemployed than white British women.
- **Progression.** Bangladeshi, Pakistani and Black Caribbean women continue to be under represented in senior level jobs.
- **Pay.** Pakistani and Bangladeshi women face a bigger pay gap than white women.
- **Occupational Segregation.** Ethnic minority women are clustered in a narrow range of workplaces, jobs, sectors and local labour markets.

*Source: EOC March 2007 Moving on up? The Way Forward*

To succeed as a high-skill economy competing in a global marketplace, the UK needs to maximise the pool of talent from which it draws its workforce. To achieve cohesive communities, the representatives in political and public life need to reflect the communities they serve. Our performance nationally in both these respects is poor and brings with it a risk of our economic success and social wellbeing being undermined.

The Gender Equality Duty, which comes into force in April 2007, places an obligation on all public bodies to promote gender equality and eliminate unlawful discrimination in all aspects of their functions. It has been introduced in recognition of the need for a radical new approach to equality – one which places more responsibility with service providers to think strategically about gender equality rather than leaving it to the individual to challenge poor practice.

## 5 Wiltshire County Council's Commitment to Equality & Diversity

The Council is firmly committed to the principles of equality and diversity in both employment and the delivery of services and is keen to celebrate the diversity of people who live and work in Wiltshire.

This means:

- making services accessible to all; and
- treating people fairly

...regardless of their colour, race, ethnic or national origin, language, religion or belief, gender or gender reassignment, marital status, sexuality, disability, age, or any illness or infection.

The Council is opposed to all forms of unlawful and unfair discrimination and harassment. It seeks to provide services and employment in an environment which promotes equality, values diversity and celebrates excellence.

As a major public sector employer within Wiltshire, the Council is committed to building a workforce which broadly reflects the diversity of the local community and it seeks to celebrate this diversity with other partner agencies, organisations and community groups.

In furtherance of this commitment to equality and diversity, the Council has adopted the following corporate equality statements:

- The information that we provide – for instance, through the Wiltshire magazine and our website – will be improved so that it better reflects the diversity of the local community.
- When devising new policies we will give due regard to equality and diversity issues.
- When working with partners, including contractors, we will continually ensure that robust consideration is given to diversity issues.
- Our service provision will become more inclusive through actively assessing and responding to the needs and preferences of our diverse community.
- We will actively engage and empower under-represented groups through the broadening of our consultation processes and the strengthening of our links with community representatives.
- We will build a workforce that reflects the diversity of the local community, improving access to careers within the council.
- In order to improve the way we provide services, equality and diversity will be embedded in the practice of staff and managers through training, monitoring and development.

Action plans to deliver against these statements can be found within this Gender Equality Scheme, our Race and Disability Equality Schemes, our Comprehensive Equality Policy and Corporate Equality Plan all of which are published at [www.wiltshire.gov.uk/](http://www.wiltshire.gov.uk/)

## 6 Equality Standards

The Equality Standard for Local Government sets out a generic framework for local authorities like Wiltshire County Council to mainstream and effectively audit equality across service areas. The framework enables the council to meet its legal obligations with regard to anti-discrimination legislation. It also contributes towards assisting the authority in developing a quality service to its diverse citizens.

Through its five level framework, the Equality Standard for Local Government acts as a guide seeking to encourage a local response to local circumstances while securing continuous improvement. Targets applicable to each level need to be achieved before an authority can move on to the next level. Level One of the Equality Standard entails a commitment by local authorities to a Comprehensive Equality Policy committing the organisation to achieving equality.

To achieve Level Two of the Equality Standard local authorities must engage in a process of assessment and consultation, the findings of which must be made public.

To achieve Level Three of the Equality Standard local authorities must set equality objectives and targets for employment and service delivery.

To achieve Level Four of the Equality Standard local authorities must establish information systems and monitoring against targets.

To achieve Level Five of the Equality Standard local authorities must make considerable progress in achieving equal employment and service provision with regard to equality.

The commitments made in each level of the Equality Standard translate into action in four substantive areas:

- Leadership and corporate commitment
- Consultation and community development and scrutiny
- Service delivery and customer care
- Employment and training

Wiltshire County Council has already achieved Level One of the Equality Standard, where it demonstrated its commitment at a corporate level by dedicating resources towards implementing the Equality Standard.

The County Council has a target to achieve level 3 of the Equality Standard for Local Government (BVPI 2a) by 2009.

## **7 Wiltshire County Council Structure and Decision Making Process**

### **7.1 Structure of the Council**

The Council is made up of 49 County Councillors who are elected every four years. They are democratically accountable to the residents in their electoral divisions. All Councillors meet together as the Council to decide the Council's overall policies and set the budget each year. Nationally, the gender breakdown between male and female councillors is 70:30. In Wiltshire it is currently 60:40.

The Council's paid staff (officers) are organised into the following Departments:

- Children and Education
- Community Services
- Environmental Services
- Resources

The Chief Executive and his team of Chief Officers form the Corporate Leadership Team and are responsible for providing strategic direction and advice to the Council, for the day to day management of services and the longer term planning and allocation of resources. A code of practice governs the relationship between officers and Councillors.

### **7.2 Decision Making Process**

The Cabinet is the part of the Council responsible for most day-to-day decisions at elected Member level. Overview/Scrutiny Committees support the work of the Cabinet and the Council as a whole. They look at the effectiveness of the Council's own policies and inquire into matters of local concern. They also monitor the Cabinet's decisions.

Key reports such as the Gender Equality Scheme and annual reviews of the Council's progress in meeting its duties with regard to gender equality will be considered by the Corporate Leadership Team and submitted to the Cabinet for discussion and decision.

The Council also works with its partners and local people within communities to improve services and plan for a sustainable future. The Council's working relationships with the District Councils in Wiltshire and the Town and Parish Councils are essential joint working arrangements in the interests of Wiltshire. The Council is also currently the lead organisation in relation to the Wiltshire Strategic Board. The Strategic Board involves key public and voluntary sector organisations that are working to improve the economic, social and environmental well being of Wiltshire as a whole. These organisations are engaged with partnerships that have specific significant responsibilities towards eg health and social care, community safety and environmental improvements.

### **7.3 Responsibility for the Gender Equality Scheme**

Statutory responsibility for the effective implementation of the Gender Equality Scheme lies with the Council, which is committed to the fulfilment of its duties in the performance of all its functions and powers.

Operational responsibility lies with the Chief Executive and Chief Officers who will be responsible for ensuring the scheme is implemented corporately and within individual Directorates. Action priorities arising from the Scheme will be incorporated into the Council's corporate and departmental plans.

The Council has established a Corporate Equality and Diversity Steering Group, chaired by the Director of Community Services. All departments are represented on the group. Its role includes:

- identifying priorities for action based on their Departmental experience and relevant research or other data
- providing practical advice and guidance on how to implement gender equality priorities in Departments
- participating in the development, implementation and monitoring of the Council's Equality Schemes including the Gender Equality Scheme
- promoting and sharing best practice
- ensuring corporate co-ordination of action to take forward gender equality

The Corporate Equality and Diversity Steering Group will also develop its role to examine whether there is effective partnership working in relation to equality and diversity, with other public bodies and voluntary sector organisations, or whether existing relationships require more clarity of purpose.

As part of the Council's Success through People Strategy, the Human Resources (HR) function within the Council has also established an Equality & Diversity Sub-Group which reports to the Success through People Board. This is intended to facilitate HR in better focusing on a range of employment related equality and diversity activities and to ensure that equality and diversity matters arising from the HR strategy (initiatives, legislation, workforce equalities data, disability/race relations, employee networks etc) are addressed, that information is disseminated to departments and that employee feedback is collected and fully taken account of in future developments.

## 8 Our Vision for Gender Equality

The County Council's goals, aims and priorities reflect its ambitions, for the Council itself and for the County of Wiltshire, and reflect the characteristics of the County and the needs of those who live and work here. The Council's aims are:

To provide **excellent services at an affordable cost**;

To achieve **high public satisfaction**; and

To be a **transparent and local** County Council

*Wiltshire 2009: Wiltshire County Council's Corporate Plan 2005/6 to 2008/9*

Our Corporate Plan sets out the key goals of the Council. If we are to achieve these goals, it is crucial to understand and take account of the needs of both men and women who live and work in Wiltshire and encourage greater involvement in decision making. A key factor in achieving this will be our ability to ensure that all Council employees and elected members appreciate and understand the importance of equality and diversity issues. We also need to continue working in partnership with colleagues from the community, voluntary and statutory sectors to ensure that equality and diversity issues are taken account of in all that we do together.

Our vision for gender equality therefore has three main strands:

- 1 Seeking to understand how well our services meet the needs of men and women in Wiltshire and ensuring that services are reviewed and developed to better meet those needs
- 2 Seeking to raise awareness and understanding of gender equality issues within our workforce and our elected members, and ensuring that our human resource policies and practices are fully supportive of gender equality
- 3 Seeking to ensure that those with whom we work in partnership recognise the importance we attach to gender equality and share our commitment to its promotion in all that they do

This is reflected in the equality statements which have been prepared by individual departments of the council as part of our equality impact assessment and action planning processes.

## **9 Gender Equality in Context – Wiltshire Census 2001**

The 2001 Census showed a usually resident population in Wiltshire of 432,973 of whom 49.3% were male and 50.7% female. This compares with a usually resident population in England of 49,138,831 of whom 48.7% were male and 51.3% female.

### **Economic Activity**

Wiltshire has a higher % of those aged 16-74 who are economically active (72.2%) compared with England (66.9%) and a lower % of those who are economically active: unemployed (2.0%) compared with England (3.3%). The level of economically active: unemployed females is 1.83% (2.45% in England) and males is 2.11% (4.27% in England)

### **Hours Worked**

Data collected for Wiltshire largely reflects the profile for England with 45.5% of employed females and 8.4% of employed males in Wiltshire working up to 30 hours per week and 54.6% of employed females and 91.6% of employed males working 31 hours per week or more.

### **Industry**

Industries where there is a marked difference in levels of employment by gender in Wiltshire broadly reflect those in England (except public administration and defence). Manufacturing and construction industries employ 31.2% of Wiltshire males and 10.2% of females in employment. Education, health and social work industries employ 29.3% of Wiltshire females and 6% of males in employment.

With the presence of several armed forces bases in Wiltshire, it is not surprising to note that the level of employment for both males and females in public administration and defence is higher in Wiltshire (12.36%) than in England (5.66%). 15.7% of Wiltshire males and 8.2% of Wiltshire females in employment are employed in public administration and defence.

### **Lone parent households with dependent children**

8414 lone parent households in Wiltshire with dependent children were recorded in the 2001 census. In 10.6% of those households the lone parent was male (9.5% in England). Higher levels of employment (part-time and full-time) for both male and female lone parents were recorded in Wiltshire compared with England. 63% of male lone parents in Wiltshire were in full-time employment compared with 25% of female lone parents and 7.4% of male lone parents in Wiltshire were in part-time employment compared with 34.3% females.

### **Occupation**

Within the nine occupational groupings used in the census, the most significant differences between genders in Wiltshire were found in administrative and secretarial where 21.7% of employed females (22.7% in England) and 5.1% of employed males (5.4% in England) were in employment, and in skilled trades where 19.5% of employed males (19.3% in England) and 2.8% employed females (2.4% in England) were in employment. A smaller difference was also noted in personal service occupations in Wiltshire where 13.0% of employed females (12.6% in England) and 1.4% of employed males (2.0% in England) were in employment.

It would appear, therefore, that in terms of the last census, there is little to distinguish the gender profile of the County of Wiltshire with that of England.

## **10 Gender Equality in Context – Wiltshire County Council Service Provision**

A review of some of the data collected over the past 3 years through the People's Voice (a panel of approx 4,000 Wiltshire residents) has been carried out comparing responses against the gender of those responding. Responses to 37 questions about panel members' perceptions of the relative priority and performance of Wiltshire County Council services were examined.

The profile of the majority of responses showed little or no difference between those from male and female respondents. However there were a small number where a significant difference (more than 10 percentage points) was evident.

### **10.1 Level of spending on council services**

A group of similar questions about council services was put to the panel in November 2003, November 2004, January 2006 and June 2006. On each occasion, panellists were invited to respond to the following question:

In your opinion, do you think that the Council should spend more, the same or less on the following services?

- Pre-school or nursery education
- Schools (this option is divided into primary and secondary schools in later surveys)
- Youth services
- Public libraries
- Archives or public records
- Rights of way such as footpaths and bridleways
- Trading standards and consumer protection
- Social services for the elderly
- Social services for people with mental or physical difficulties
- Social services for vulnerable children and families in difficulty
- Road safety educational training
- Economic development and tourism
- Maintenance of existing roads
- New roads and road improvements
- Traffic management
- Transport co-ordination and bus services

The results from all four surveys show that there are two key areas where the views of male and female respondents differ significantly.

As shown in the table below, a significantly smaller % of male respondents compared with female respondents thought the council should spend more on education and social services, specifically:

- Pre-school or nursery education
- Schools (this option is divided into primary and secondary schools in later surveys)
- Youth services
- Social services for the elderly
- Social services for people with mental or physical difficulties
- Social services for vulnerable children and families in difficulty

	<b>% Male respondents selecting option to spend more</b>	<b>% Female respondents selecting option to spend more</b>	<b>% Female minus % Male respondents selecting option to spend more</b>
<b>Nov 2003</b>			
Education & Social Services	28.6	42.5	+13.9
Other Services	23.7	22.3	-1.4
<b>Nov 2004</b>			
Education & Social Services	27.4	38.8	+11.4
Other Services	26.6	25.0	-1.6
<b>Jan 2006</b>			
Education & Social Services	29.1	40.7	+11.6
Other Services	23.7	22.0	-1.7
<b>Jun 2006*</b>			
Education	13.0	20.3	+7.3
Social Services	31.9	47.6	+15.7
Education & Social Services	20.1	30.8	+10.7
Other Services	16.1	15.6	-0.5

\*A caveat was added to the question in July 2006: *Bearing in mind that THE COUNCIL IS FACING A BUDGET DEFICIT, do you think that the Council should spend more, the same or less on the following services?*

## 10.2 Satisfaction with council services

Between 2003 and 2005, panel members were also invited to rate their satisfaction in the same services (very satisfied, satisfied, neither dissatisfied or satisfied, dissatisfied, very dissatisfied). As shown in the table below, no significant difference in the number of respondents by gender saying that they were very satisfied or satisfied with the service was found. Although the % of female respondents reporting that they were very satisfied or satisfied with services was consistently slightly higher than that of male respondents.

	<b>% Male respondents very satisfied or satisfied with specified WCC services</b>	<b>% Female respondents very satisfied or satisfied with specified WCC services</b>	<b>% Female minus % Male respondents very satisfied or satisfied with specified WCC services</b>
<b>Nov 2003</b>			
Education & Social Services	22.1	23.2	+1.1
Other Services	31.4	33.9	+2.5
<b>Nov 2004</b>			
Education & Social Services	23.8	25.9	+2.1
Other Services	31.2	33.8	+2.6
<b>Jan 2006</b>			
Education & Social Services	18.8	22.2	+3.4
Other Services	39.1	41.8	+2.7
<b>Jun 2006*</b>	Data not collected	Data not collected	

### 10.3 Contacting the county council

In July 2005, panellists were invited to select their preferred method of contact for the following council services:

- School admissions and places
- Student awards and grants
- General school enquiries
- Home care services
- School transport issues
- Special needs schooling
- Education Welfare issues eg Truancy
- Social Services for the elderly
- Social Services for children and families
- Trading Standards enquiries
- Road information and complaints
- Refuse collection queries
- Waste disposal and recycling information
- Planning developments and proposals (not applications)
- Local bus services
- Council Tax issues
- Benefits issues
- Public Health issues, pollution, litter etc
- Community Safety issues, vandalism, graffiti, abandoned cars etc
- Leisure centre bookings

As shown in the table below, some small differences in the preferred method of contacting the council were noted between male and female respondents. Whilst, for both groups, the care centre (phone calls only) was the most frequently selected option, it was selected by a higher % of female respondents (62.9%) than male (54.1%). This was most marked in relation to education and social services enquiries (59.1% female and 48.4% male). Internet was the least frequently selected option by both groups but by a lower % of female respondents (14.5%) than male (20.7%).

Preferred method of contact	Care Centre (phone calls only)		Counter Service (local office)		Internet	
	Male%	Female%	Male%	Female%	Male%	Female%
<b>Service Type</b>						
<b>Education &amp; social services</b>	48.4	59.1	28.7	26.4	22.9	14.5
<b>Other services</b>	57.5	65.2	21.4	19.0	21.1	15.8
<b>All services</b>	54.1	62.9	24.2	21.8	20.7	14.5

However, responding to the question: Have you accessed the County Council website in the last 6 months? 25% of both male and female respondents replied 'yes' but a slightly higher % of male respondents (36.6%) than female (31.0%) confirmed they would use local authority services over the internet if they were available.

In the January 2006 People's Voice survey, 37% of male respondents and 25.7% of female respondents selected the website option when asked which would be the most useful to find out what is going on in Wiltshire :

- A special section in the County Council quarterly publication "The Wiltshire Magazine
- A dedicated section on the County Council Website
- An events listing at your local library

#### **10.4 Conclusions**

This initial analysis appears to indicate that, across a wide range of topics relating to services the council provides, there is no significant difference between the views of male and female People's Voice panellists. However the gender specific variations relating to how the Council should allocate its budgets and preferred methods of contact with the Council show that some significant differences may potentially exist and that all services need to be systematically monitored with regard to gender.

In support of this, each department of the Council has carried out a high level risk assessment of their functions, services and policies and given each an overall priority rating for relevance to equality based on individual ratings for race, disability, gender and other. This, in turn, is driving a programme of equality impact assessments (EIAs) – see section 13 below.

The EIA programme, coupled with improved disaggregation of data about the service the Council provides is expected to improve monitoring of gender equality across all service areas.

### **11 Gender Equality in Context – Wiltshire Schools**

A report to the Education Improvement and Scrutiny Committee in May 2004 entitled The Gender Gap - the gulf between the attainment of girls and boys, particularly in English, outlined some of the significant barriers to boys' learning:

- social expectations
- teacher expectations and attitudes
- lack of a collaborative learning style
- poor writing ability
- difficulty translating sounds into letters affecting reading

A further report to the same committee in September 2005 giving a breakdown of results by gender for Wiltshire in 2004 and 2005 concluded that irrespective of what appears to happen at Key Stages 1, 2 and 3 where girls outperform boys, the boys catch up by 18. The report also gave details of a number of initiatives being undertaken to support primary schools in Wiltshire in addressing the gender gap and the participation of one Wiltshire secondary school in a National Education Breakthrough Programme for Raising Boys' Achievement (designed to enable the school to develop the capability and capacity to achieve rapid and sustainable change to raise boys' achievement and learn transferable skills to support continuous improvement).

An annual performance assessment action plan for improving boys' literacy, especially writing, has been prepared and will be updated in July 2007 in the light of monitoring and evaluation. A further report to Education Improvement and Scrutiny Committee on the gender gap is also planned for 2007.

## 12 Gender Equality in Context – Wiltshire County Council as an Employer

Wiltshire County Council is committed to building a workforce that reflects the diversity of the local community and improving access to careers within the Council. We are committed to fair employment practices, and believe that we can offer better services to our customers by harnessing the diverse skills and life experiences of our workforce.

The Council reports workforce data in its annual Equality and Diversity Report. The report includes an analysis on ethnicity, disability, gender and age providing a holistic view of equality issues across all service areas and taking account of the Best Value Performance Indicator requirements. Data related to the year 2005/06 is presented below, together with more up-to-date workforce data as at 30<sup>th</sup> November 2006.

### 12.1 Gender Headcount within Wiltshire County Council

The workforce figures in Table 1a show:

- 85% of WCC employees are female – this high proportion remains unchanged since 2003 and reflects the significant amount of ‘traditionally female’ employment in teaching, social care, libraries etc.
- The proportion is only significantly lower in Finance & IT and Environmental Services

This compares to Wiltshire’s working population in the 2001 census, which reported that 44.3% of people in employment were female and 55.7% were male).

Department	Female	% of band total	Male	% of band total	Total
Children & Education	1135	81.7%	255	18.3%	1390
Corporate & Library Services + Chief Exec's	454	80.6%	109	19.4%	563
DACS	904	88.5%	117	11.5%	1021
Environmental Services	408	66.3%	207	33.7%	615
Finance & IT	86	61.9%	53	38.1%	139
Total Non-schools	2987	80.1%	741	19.9%	3728
Schools	7997	86.9%	1205	13.1%	9202
Total	10984	84.9%	1946	15.1%	12930

\*figures calculated at 30/11/06 prior to departmental restructuring

The Council also employs a higher proportion of females than the average recorded for counties (80%). However the definitions used for this comparison (see table 1b) differ slightly from those used elsewhere in this report and give a female/male split of 83.2%/16.8% for WCC.

Source: *Employers Organisation's Local Government Employment Survey (LGES) for June 2005.*

	Female	%	Male	%	Total
WCC*	10564	83.17%	2138	16.83%	12702
All County Councils	610158	79.97%	152808	20.03%	762966

\*using definition for LGES

## 12.2 Full-time/Part-time Headcount within Wiltshire County Council

The workforce figures in Table 2a show:

- 71% of female employees are part-time and 29% are full-time
- The trend is reversed for male employees.
- These proportions are unchanged over the last 3 years

Comparing this with Census 2001 data for Wiltshire:

- 57% of female economically active employees worked part-time and 43% worked full-time
- 5% of male economically active employees worked part-time and 95% worked full-time

Gender	Full-time	% of total	Part-time	% of total	Total
Female	3162	<b>28.8%</b>	7822	<b>71.2%</b>	10984
Male	1418	<b>72.9%</b>	528	<b>27.1%</b>	1946
Total	4580	<b>35.4%</b>	8350	<b>64.6%</b>	12930

The figures in Table 2b show:

- 94% of part-time employees are female
- This figure does not fall below 88% in any department
- 69% of full-time staff are female
- Finance & IT and Environmental Services employ significantly smaller proportions of full-time female employees than other departments

Department	Full-time					Part-time					Total
	Fe-male	% of FT total	Male	% of FT total	Total Full Time	Fe-male	% of PT total	Male	% of PT total	Total Part Time	
Children & Education	475	<b>73.9%</b>	168	<b>26.1%</b>	643	660	<b>88.4%</b>	87	<b>11.6%</b>	747	1390
Corporate & Library Services + Chief Exec's	179	<b>68.6%</b>	82	<b>31.4%</b>	261	275	<b>91.1%</b>	27	<b>8.9%</b>	302	563
DACS	352	<b>78.9%</b>	94	<b>21.1%</b>	446	552	<b>96.0%</b>	23	<b>4.0%</b>	575	1021
Environmental Services	145	<b>44.2%</b>	183	<b>55.8%</b>	328	263	<b>91.6%</b>	24	<b>8.4%</b>	287	615
Finance & IT	55	<b>51.4%</b>	52	<b>48.6%</b>	107	31	<b>96.9%</b>	1	<b>3.1%</b>	32	139
Total Non-schools	1206	<b>67.6%</b>	579	<b>32.4%</b>	1785	1781	<b>91.7%</b>	162	<b>8.3%</b>	1943	3728
Schools	1956	<b>70.0%</b>	839	<b>30.0%</b>	2795	6041	<b>94.3%</b>	366	<b>5.7%</b>	6407	9202
Total	3162	<b>69.0%</b>	1418	<b>31.0%</b>	4580	7822	<b>93.7%</b>	528	<b>6.3%</b>	8350	12930

### 12.3 Remuneration by gender

Table 3 gives the average percentage of employees by gender within full-time equivalent salary bands and shows:

- A higher proportion of female employees hold posts graded in the lowest salary band (up to £13,000 pa) and a lower proportion in the top salary bands. (There has, however, been a small increase in the percentage of female staff in the top 2 bands of around 2% in each since 2005.)

Salary Band	Female	% of band total	Male	% of band total	Total	% of all staff
£0-13,000	2603	<b>93.9%</b>	169	<b>6.1%</b>	2772	<b>21.4%</b>
£13-20,000	4326	<b>91.9%</b>	380	<b>8.1%</b>	4706	<b>36.4%</b>
£20-30,000	2205	<b>78.1%</b>	618	<b>21.9%</b>	2823	<b>21.8%</b>
£30-40,000	1537	<b>73.8%</b>	545	<b>26.2%</b>	2082	<b>16.1%</b>
£40,000+	313	<b>57.2%</b>	234	<b>42.8%</b>	547	<b>4.2%</b>
Total	10984	<b>84.9%</b>	1946	<b>15.1%</b>	12930	<b>100.0%</b>

In addition, the County Council calculates Best Value Performance Indicator figures for the percentage of female employees in the top 5% of earners, which represents a salary of around £43,000 p.a. and includes 136 fte staff. The BVPI figure for female employees in the top 5% of earners is 41.7%. This shows that the proportion of female employees again decreases between £40K and £43K from 57.2% to 41.7%.

### 12.4 WCC Managers

Figures for managers in the County Council (as defined internally, comprising 448 managers) show that:

- 54.5% are women (244 managers - up from 53.0% in 2004/05) and 45.5% men.

### 12.5 Length of Service

Table 4 gives data for length of service and shows:

- The proportion of male and female employees is generally the same in each length of service band, although there is a slight dip in the numbers of male employees with between 5 and 10 years' service and female employees with over 10 years' service.

	Female	% of band total	Male	% of band total	Total	% of all staff
Less than 1 year	1531	<b>85.1%</b>	269	<b>14.9%</b>	1800	<b>13.9%</b>
1-2 years	1375	<b>85.8%</b>	228	<b>14.2%</b>	1603	<b>12.4%</b>
2-5 years	2916	<b>85.3%</b>	503	<b>14.7%</b>	3419	<b>26.4%</b>
5-10 years	2269	<b>87.5%</b>	325	<b>12.5%</b>	2594	<b>20.1%</b>
10+ years	2893	<b>82.3%</b>	621	<b>17.7%</b>	3514	<b>27.2%</b>
Total	10984	<b>84.9%</b>	1946	<b>15.1%</b>	12930	<b>100.0%</b>

## 12.6 Employees declaring a disability

Table 5 gives data for employees who have declared a disability and shows:

- A greater proportion of male employees declared a disability (1.34%) compared to female staff (0.78%).

	Not Disabled	% of total	Disabled	% of total	Unknown/ not declared	% of total	Total
Female	7692	<b>70.03%</b>	86	<b>0.78%</b>	3206	<b>29.19%</b>	10984
Male	1368	<b>70.30%</b>	26	<b>1.34%</b>	552	<b>28.37%</b>	1946
Total	9060	<b>70.07%</b>	112	<b>0.87%</b>	3758	<b>29.06%</b>	12930

## 12.7 Ethnicity of employees

Table 6 gives data for ethnicity of WCC employees and shows:

- The proportion of Black and Asian male employees is double that for female staff.
- The percentage of White Irish male employees is almost three times that for female employees.

It should be noted, however, that these percentages are based on small numbers of staff.

	Asian	% of total	Black	% of total	Chinese / other	% of total	Mixed	% of total	BME Total*	% of total
Female	24	<b>0.22%</b>	25	<b>0.23%</b>	10	<b>0.09%</b>	30	<b>0.27%</b>	89	<b>0.81%</b>
Male	9	<b>0.46%</b>	9	<b>0.46%</b>	1	<b>0.05%</b>	4	<b>0.21%</b>	23	<b>1.18%</b>
Total	33	<b>0.26%</b>	34	<b>0.26%</b>	11	<b>0.09%</b>	34	<b>0.26%</b>	112	<b>0.87%</b>
	White British	% of total	White Irish	% of total	White Other	% of total	Unknown/ undeclared	% of total	Total	% of total
Female	8534	<b>77.69%</b>	24	<b>0.22%</b>	93	<b>0.85%</b>	2244	<b>20.43%</b>	10984	<b>84.9%</b>
Male	1510	<b>77.60%</b>	14	<b>0.72%</b>	18	<b>0.92%</b>	381	<b>19.58%</b>	1946	<b>15.1%</b>
Total	10044	<b>77.68%</b>	38	<b>0.29%</b>	111	<b>0.86%</b>	2625	<b>20.30%</b>	12930	<b>100.0%</b>

\*BME = Black & Minority Ethnic Total = sum of Asian, Black, Chinese/Other and Mixed groups

## 12.8 Recruitment

Applicants for jobs are asked to give information on their gender on confidential Equal Opportunity forms. The data for applications from 1<sup>st</sup> April 2005 to 31<sup>st</sup> March 2006 is shown in Table 7. The figures show the percentage of job applicants and appointees, as well as the “success rate”, i.e. the percentage of applicants of each type who were successful in being appointed.

Table 7 shows that:

- the “success rate” was 14.8% for women and lower, at 9.7%, for men.
- female applicants were more likely to be both shortlisted and to be appointed at interview

In the previous 2 years, male applicants also had a lower success rate. However, the success rate for female applicants rose slightly in 2005/06, whereas that for male applicants fell slightly.

	All applications	Female	Male
Applicants	6020	4521 (75.1%)*	1436 (23.9%)*
Shortlisted	2407	1899 (79.6%)*	486 (20.4%)*
% of applicants shortlisted	<b>40.3%</b>	<b>42.0%</b>	<b>33.8%</b>
Appointed and took up post	817	671 (82.8%)	139 (17.2%)*
% of shortlisted applicants appointed	<b>33.9%</b>	<b>35.3%</b>	<b>28.6%</b>
"Success Rate" – % of applicants appointed	<b>13.6%</b>	<b>14.8%</b>	<b>9.7%</b>
Appointees who turned down offer	28	21 (75.0%)	7 (25.0%)
% of offers turned down	3.3%	3.0%	4.8%
2004/05 "Success Rate"	<b>12.9%</b>	<b>13.6%</b>	<b>10.6%</b>
2003/04 "Success Rate"	<b>13.1%</b>	<b>14.2%</b>	<b>9.9%</b>

\* figures do not add to 'All applications' figure where applicants did not declare gender and percentages given are for applicants whose data is known (63 applicants did not declare gender. Of these, 22 were shortlisted, 7 appointed)

## **12.9 Promotion**

During the year 2005/06, of 179 employees who gained internal promotion, 143 were female (79.9%) and 36 were male (20.1%).

## **12.10 Disciplinary, capability and grievance issues**

Other employment figures collected in 2005/06 show that over the year:

- 50 employees were subject to formal disciplinary action. Of these, 20 were male employees (40%) and 30 were female (60%).
- 13 employees were subject to formal capability action. Of these, 3 were male employees (23%) and 10 were female (77%).
- 13 staff raised a formal grievance. Of these, 4 were from male employees (31%) and 9 female (69%).

This shows that male employees had a higher incidence of all the above than the proportion of men in the workforce (15%), though, again, these are based on small numbers.

## 12.11 Sickness absence

Table 8 shows the proportion of sickness absences due to different reasons split by gender:

- The proportion of all absences is in line with the workforce figures (men make up 15.1% of employees and had 15.6% of sickness absence)
- Male employees reported a higher proportion of absences due to flu/colds/coughs; fractures/muscles/joints and stomach/digestion
- Female employees reported a higher proportion of headaches/migraine and cancer-related absence.

	Flu/ Cough/ Cold	Fractures / Muscles / joints	Headache / Migraine	Heart/ Lungs/ Circulation	Mental/ Emotional/ Psycho- logical	Cancer/ Tumours /Growths	Pregnancy/ Repro- ductive	Stomach/ Digestion	Other- specified/ Unidentified	Total
Male	18.00%	19.10%	13.80%	15.20%	15.40%	4.20%	0.00%	16.40%	15.80%	15.60%
Female	82.00%	80.90%	86.20%	84.80%	84.60%	95.80%	100.00%	83.60%	84.20%	84.40%

## 12.12 Leavers

During the year 2005/06, there were 1962 leavers, of whom 1620 were female (82.6%), 19 were BME employees (0.97%) and 21 were disabled (1.07%), generally reflecting the composition of the workforce.

This is also true of specific reasons for leaving as recorded on our payroll system (Table 9), where percentages only vary significantly from the average where those reasons have low numbers of leavers.

	Voluntary						Involuntary						Total
	Move from district	Other employment	Personal reasons	Pregnancy/ maternity	Early retirement	Other/ Reason Unknown	Dismissal – misconduct	Dismissal – other	End of contract	Ill health / deaths	Redundancy	Retirement	
Female	181	371	402	39	36	244	2	11	132	36	105	61	1620
	<b>86.6%</b>	<b>80.1%</b>	<b>86.3%</b>	<b>100.0%</b>	<b>78.3%</b>	<b>80.5%</b>	<b>66.7%</b>	<b>64.7%</b>	<b>77.2%</b>	<b>80.0%</b>	<b>82.7%</b>	<b>76.3%</b>	<b>82.6%</b>
Male	21	92	64	0	10	59	1	6	39	9	22	19	342
	<b>10.4%</b>	<b>19.9%</b>	<b>13.7%</b>	<b>0.0%</b>	<b>21.7%</b>	<b>19.5%</b>	<b>33.3%</b>	<b>35.3%</b>	<b>22.8%</b>	<b>20.0%</b>	<b>17.3%</b>	<b>23.8%</b>	<b>17.4%</b>
Total	202	463	466	39	46	303	3	17	171	45	127	80	1962

## **12.13 Conclusions**

Overall, the above data appears to highlight three key issues requiring further investigation and potential action planning:

- **Proportion of males employed by the Council**

Even by shire county standards, WCC appears to employ a lower proportion of males within its workforce. This, coupled with the apparent lower success rate of males applying for employment with the Council, suggests the need for further investigation to understand the underlying issues and for renewed efforts to ensure that recruitment and selection processes are free from bias through training and rigorous quality assurance of the process itself.

Additionally, the small proportion of males working part-time or in lower graded posts or in some occupations would appear to suggest that there is more scope for promoting (and possibly reviewing) our flexible working and family friendly policies to male employees and for better understanding and addressing occupational segregation within the Council's workforce.

The apparently disproportionately high level of male employees involved in discipline, grievance and capability cases within the Council was unexpected and needs to be better understood. However, the collection of data in this area is in its infancy within the Council and results over a longer period will help establish if this is an ongoing trend.

- **Proportion of females in senior posts – the glass ceiling**

The proportion of females holding senior posts within the Council does not reflect the make up of the workforce and suggests the need to redouble our efforts to create an environment within which females are better able to compete equally with males for management and senior posts. This could involve training and work experience opportunities directed specifically at women to help them acquire the skills and experience required for senior posts, rigorous scrutiny of selection criteria applied to senior posts to ensure they are gender neutral, regular training of both officer and members involved in senior appointments and a readiness, on the part of the organisation, to extend its family friendly and flexible working arrangements to its most senior posts.

- **Proportion of female employees who are disabled or from ethnic minorities**

The challenges associated with achieving a workforce which is more representative of the community with respect to disability and ethnic origin is extensively discussed in our Disability and Race Equality Schemes. The under representation of females compared with males who are disabled or are from ethnic minorities within the Council's workforce needs to be taken account of in the actions planned to improve the Council's performance in attracting and retaining disabled employees and employees from ethnic minorities.

## 12.14 Training Staff and Members

The Council aims to ensure that all staff have the skills they need to ensure that the general duty to eliminate unlawful discrimination and harassment and to promote equality of opportunity between men and women is met. It recognises that effective communication and learning and development of both employees and elected members will play a key role in the successful implementation of all three of its equality schemes.

The Council's Human Resource department have corporate responsibility for co-ordinating equality and diversity training. This includes ensuring that there is specific equality and diversity training that enables staff to identify and challenge discrimination, harassment and prejudice with regard to gender and other equalities issues. (This includes equality and diversity modules specifically developed for different groups eg managers, elected members and customer care staff as well as provision within the induction process for all new employees and within recruitment & selection training for all those participating in a recruitment selection decision.)

More generally, equality and diversity themes and examples are included in other training that is offered to council employees, both to reinforce our commitment to equality and diversity, and to help staff understand how equality and diversity are an integral part of mainstream council activities.

## 12.15 Investors in People

The Council aims to achieve the Investor in People (IiP) standard across all its departments. An Investor in People develops effective strategies to improve the performance of the organisation through its people and includes an indicator relating to equality of opportunity: *Strategies for managing people are designed to promote equality of opportunity in the development of the organisation's people.*

There are five evidence requirements:

1. *Top managers can describe strategies they have in place to create an environment where everyone is encouraged to contribute ideas to improve their own and other people's performance.*
2. *Top managers recognise the different needs of people and can describe strategies they have in place to make sure everyone has appropriate and fair access to the support they need and there is equality of opportunity for people to learn and develop which will improve their performance.*
3. *Managers recognise the different needs of people and can describe how they make sure everyone has appropriate and fair access to the support they need and there is equality of opportunity for people to learn and develop which will improve their performance.*
4. *People believe managers and genuinely committed to making sure everyone has appropriate and fair access to the support they need and there is equality of opportunity for them to learn and develop which will improve their performance.*
5. *People can give examples of how they have been encouraged to contribute ideas to improve their own and other people's performance.*

The standard has already been achieved individually in several departments (Chief Executive, Resources, Children & Education and Environmental Services).

## 12.16 Appraisal

Through its appraisal arrangements, the Council aims to ensure that employees from both genders have equal access to all training and development opportunities and that all training is reviewed to determine its effectiveness. (Training is provided for all those required to conduct

appraisal interviews which includes equality and diversity considerations.) 87% of those responding to the Council's last annual staff survey gave a positive response to the statement: *my last appraisal accurately reflected my performance*

### 12.17 Training Activity

Figures collected for training events (Table 10) attended by non-schools employees during 2005/06 cannot all be broken down by gender, however this is possible for over 80% of training events. The figures for these attendances show that:

- 22.6% were by men, who made up an average of 20.6% of the relevant parts of the workforce over the period. Overall, therefore, the figures do not vary greatly from those for the workforce.
- In DACS, female staff averaged 2.1 events each compared to 1.6 for men. This might be explained by the greater proportion of female staff in front-line care posts where the majority of training is concentrated.
- In Environmental Services, male employees averaged 2.7 training events, compared to 1.2 events for female staff. This department employs significant numbers of school crossing patrollers and passenger assistants who work on part-time contracts and are unlikely to attend many training events: many of these employees are female. Removing these staff from the figures gives an average of 2.9 events for male staff and 2.3 events for female staff. This smaller gap may be on account of the concentration of training events on professional and technical issues, where a greater proportion of male staff is employed.

Table 10: Training Activity of WCC Employees	Total events attended where gender known	Events attend- ed by Male staff	% of total	% of average staff who are Male	Average events attended by male staff	Events attend- ed by Female staff	% of total	% of average staff who are Female	Average events attended by Female staff
Department									
Corporate & Library Serv + Chief Exec's	1494	333	22.3	22.6	<b>2.7</b>	1161	77.7	77.4	<b>2.8</b>
DACS	2423	236	9.7	12.8	<b>1.6</b>	2187	90.3	87.2	<b>2.1</b>
Environment -al Services	1066	557	52.2	33.6	<b>2.7</b>	509	47.8	66.4	<b>1.2</b>
<b>Total</b>	<b>4983</b>	1126	22.6	20.6	<b>2.3</b>	3857	77.4	79.4	<b>2.1</b>

As part of its business transformation programmes, the Council aims to improve the quality of learning and development recording and monitoring through the introduction of a corporate learning management system. This, coupled with better quality disaggregated data about employees in different occupations within the council, will greatly enhance our ability to monitor and ensure that decisions relating to learning and development opportunities are gender neutral.

## 12.18 Annual Employee Survey

An annual employee survey has been conducted on behalf of the Council for several years. The findings of the most recent survey were published in Autumn 2006 and were based on the responses of 2049 Council employees to a questionnaire. 21% of respondents were male and 75% were female. (The remaining respondents did not provide details of their gender).

There were 76 questions covering the following themes:

- Your job
- Your manager
- Senior management
- Communication
- Learning & development
- Pay & reward
- Work-life balance
- Working together to provide a good service
- Equality & diversity
- Perceptions of the organisation
- You and the organisation
- Department specific questions

Taking 10 percentage points as a marker for a significant difference between the response of males and females to each question, no question addressed across all services showed a significant difference between male and female respondents.

Focusing on questions specifically relating to equality and diversity and bullying and harassment, the Council score mirrored closely the score calculated from a syndicate of local government organisations using the same questions in their staff surveys.

Question/Statement	WCC +ve score	Local Gov Syndicate +ve score
This organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	71	71
I am valued for what I can offer the organisation	54	54
I am treated with fairness and respect within this organisation	68	68
In the last year, have you been subjected to behaviour you would describe as bullying, discrimination or harassment from another colleague as a result of		
• Gender*	98	97
• Ethnic origin	100	99
• Disability/medical condition	99	98
• Sexual orientation	99	99
• Religious belief	100	99
• Age	98	96
• Other	90	89
I would feel able to report bullying/harassment without worrying that I would be treated in a negative way	67	68

\* 9 male and 30 female respondents stated that they had been subjected to behaviour as defined above as a result of gender

More detailed consideration of the results of the survey is currently being undertaken and individual departments/section will develop their own action plans to address issues identified.

## 13 Wiltshire County Council – Pay Reform

The Council set up a pay reform project in April 2005 with the following targets:

- To introduce a new pay system which is fair & equitable for all staff subject to the “Green Book”, (i.e. virtually all County Council staff, except teachers)
- To ensure that the new scheme is transparent, objectively reflects differences between grades and is sensitive to labour market pressures
- To investigate systems which promote pay progression through some form of personal contribution. This is already in place for some jobs in the form of competency pay or qualification bars.
- To investigate flexible benefits packages whereby pay and some other benefits are interchangeable, being “mixed and matched” to meet individual needs and circumstances. An interest in this was expressed by some staff in the 2004 employee survey.

The project is expected to run for at least 2 years (ie to April 2007) and is accountable to the Cabinet and supported by the Pay Reform Steering Group which comprises elected members and officers of the Council as well as trade union representatives, head teachers and school governors.

Within the scope of the project are approximately 8,500 employees (approximately half of these are in non teaching jobs in schools) and about 2,000 job titles. The Council is committed to ensuring that the grading arrangements for all posts are bias free ie free of any unlawful discrimination such as gender, race, age or disability and have adopted the “Greater London Provincial Council Job Evaluation Scheme (GLPCJES)” in pursuit of this. (The Equal Opportunities Commission (EOC) has confirmed that there is no gender bias in this scheme.)

Negotiations with the Trade Unions (TUs) are ongoing. Early disclosure of the proposals currently under discussion could prejudice the conduct and outcome of the project and, as such, are not included in the Gender Equality Scheme. However the Scheme will be updated to include relevant information when the current negotiations are complete. Meanwhile, an Equal Pay Audit has been completed and the process of evaluation of jobs using the GLPCJES continues with an estimated 80% of all job evaluation questionnaires (JEQs) now having been collected.

### 13.1 Posts not covered by the Pay Reform Project

Teachers make up the largest group of Council employees whose posts are not covered by the Pay Reform Project. Their pay and conditions are subject to annual review nationally and are determined by the Teachers’ Pay and Conditions Review Body which sets out a framework within which individual school governing bodies determine the pay of teachers at their schools.

The Council advises school governors and school management teams on the application of the Teachers’ Pay and Conditions Document through written guidance (including a model pay policy) and through annual briefing sessions. This advice will be reviewed and updated when the next edition of the Teachers’ Pay and Conditions Document is published to ensure that the duties within the Gender Equality Code of Practice relevant to pay arrangements are brought to the attention of schools.

Other groups which are not covered by the Pay Reform Project are youth development workers and senior management within the Council. Youth development workers are subject to national pay and conditions which have been extensively reviewed and updated and are understood to be equalities tested and gender neutral. Senior management posts within the Council are evaluated within the Hay Evaluation Scheme which is also understood to be equalities compliant.

## 13.2 The Gender Pay Gap

The Council recognises that a gender pay gap currently exists within the organisation and the Pay Reform Project, together with other initiatives described in this Scheme, aim to reduce that gap.

Research published by the Government in December 2001 – *The Gender Pay Gap* – identified the key drivers behind the gender pay gap. It found that the reasons for the pay gap are complex and interconnected. Key factors include:

- Human capital differences: i.e. differences in educational levels and work experience. Historical differences in the levels of qualifications held by men and women have contributed to the pay gap. However, women are still more likely than men to have breaks from paid work to care for children and other dependants. These breaks impact on women's level of work experience, which in turn impacts on their pay rates.
- Part-time working: the pay gap between men and women's part time hourly earnings and men's full time hourly earnings is particularly large and, because so many women work part-time, this is a major contributor to the gender pay gap. Some of this gap is due to part-time workers having lower levels of qualifications and less work experience. However, it is also due to part-time work being concentrated in less well-paid occupations.
- Travel patterns: on average, women spend less time commuting than men. This may be because of time constraints due to balancing work and caring responsibilities. This can impact on women's pay in two ways: smaller pool of jobs to choose from and /or lots of women wanting work in the same location (i.e. near to where they live) which leading to lower wages for those jobs.
- Occupational segregation: women's employment is highly concentrated in certain occupations (60 per cent of working women work in just 10 occupations). And those occupations which are female-dominated are often the lowest paid. In addition, women are still under-represented in the higher paid jobs within occupations - the "glass ceiling" effect.
- Workplace segregation: at the level of individual workplaces, high concentrations of female employees are associated with relatively low rates of pay. And higher levels of part-time working are associated with lower rates of pay, even after other factors have been taken into account.

Other factors identified as affecting the gender pay gap include: job grading practices, appraisal systems, reward systems and retention measures, wage-setting practices and discrimination.

## 14 Action Planning - Equality Impact Assessments (EIAs)

Through a corporately agreed process, each department of the Council has carried out a high level risk assessment of their functions, services and policies and given each an overall priority rating for relevance to equality based on individual ratings for race, disability, gender and other. They have also each prepared department specific equality statements and strategies.

Equality Impact Assessments (EIAs) have been completed for most of the functions, services and policies which were rated as high priority by this process. Those rated as medium priority are expected to be completed shortly with those rated as low priority required for a later deadline.

Fifteen functions/policies/services were assessed both as high priority overall and highly relevant in respect of gender:

- Community Planning
- Consultation Strategy
- Equality and Diversity
- Workforce Planning
- Recruitment Policy & Practice
- Children & Young People – Libraries & Activities
- Communications and Information Strategies
- Care Management Procedures (Adult Social Care)
- Residential/respite/day care
- Domiciliary care (Provision of Supported Living Services)
- Anti-social behaviour
- Safer/Stronger Communities (LAA - Safer strand)
- Children & Young People Substance Misuse Plan
- Ethnic Minority Achievement Service
- Adult and Community Learning (The Family Learning Development Plan)
- Youth Development Service

Action points arising from the EIAs for the above fall broadly into the three main gender equality aspirations identified by the Council:

- **Seeking to understand how well our services meet the needs of men and women in Wiltshire and ensuring that services are reviewed and developed to better meet those needs for example:**

Extract from Children & Young People – Libraries & Activities EIA

*There is a known decline in use (membership and borrowing of resources) by boys once they reach a certain age – pre/young teenage. It is necessary to work harder to attract boys to use library resources once they feel it is no longer relevant to them. This is not necessarily a result of the policy, more a social issue. We need to explore how to market our resources and service to appeal more to boys and to develop new promotions/initiatives to encourage use. To look at how we can engage boys to use libraries more within resources available, this will be a Children's Team Agenda item for 2007/08, from which targets will be set.*

Extracts from Youth Development Service EIA

*Data collection shows that Youth Development Centres are used by young women less than young men, approximately 40:60 however the provision of projects such as the Duke of Edinburgh Award and WYAP which engage more young women than young men in youth work resulted in 52% of service users being young men and 48% young women in 2005-06. Management supervision and Locality planning are being used to focus on addressing at a local level, disproportionately low attendances/engagement by BME young people, young*

women and disabled young people. • Continue to collect, monitor and act upon data in order to address equalities through the management supervision and planning processes

Extracts from Countryside and Land-based Sector EIA:

*There are a number of areas where the strategies and policy being developed through this theme will have significant impacts on promoting equality. For example, understanding and addressing issues of rural isolation, a factor which can often be felt more strongly by minority (ethnic) groups and by those affected by disability. It is also recognised that there are a significant number of women caring for children or relatives who are isolated due to features of the rural environment. We are identifying and addressing issues of migrant / international workers employed in the agricultural and food sector, frequently on a seasonal basis. We have supported activity which addresses the male gender bias in running rural and far businesses – e.g. the Women in Rural Business Programme with Business Link. We have involved WREC in rural proofing programmes and support aimed at the Countryside & Land-based sector.*

- **Seeking to raise awareness and understanding of gender equality issues within our workforce and our elected members, and ensuring that our human resource policies and practices are fully supportive of gender equality**

Extracts from the Workforce Planning EIA:

*Human Resources will continue to analyse workforce data, comparing data with previous years, with a view to ensuring that all aspects are covered in detail. .... In the development of departmental workforce plans, it will be necessary to analyse available data re. diversity issues to a greater extent: departments need to be able to identify where particular groups are under-represented and use positive action schemes where appropriate.*

- **Seeking to ensure that those with whom we work in partnership recognise the importance we attach to gender equality and share our commitment to its promotion in all that we do**

Extract from the Adult and Community Learning (The Family Learning Development Plan)  
*Continue to improve the quality and use of local MIS data and use it to its full potential to provide robust performance data, management reports and statistics for all stakeholders. Profile of learners accessing the service during academic year 2005-06 is: Total number of learners 1848 Male Learners - 291 Female Learners -1557.*

The results of our Equality Impact Assessments and other research and consultation relevant to all aspects of equality and diversity including gender, will be summarised on our website: [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) and in corporate publications.

## 15 Action Planning - Consultation

Wiltshire County Council (WCC) recognises the value of consulting with stakeholders in developing our strategies and plans. By listening to others we are better able to develop services that are responsive to the needs of individuals and communities. We know that some groups of people are under-represented within decision-making bodies and in senior management positions, including within the Council itself, and that we must therefore take special care to ensure that we listen to those who might otherwise not be heard.

The main avenues planned for consultation on this gender equality scheme are:

### Internally

- Promotion of the draft gender equality scheme throughout the organisation using our organisation's standard internal communication arrangements (team briefs, intranet, manager briefings) with the facility for individuals or groups to comment
- Formal consultation with trade unions recognised by WCC
- Consultation with staff fora eg Black and Ethnic Minority, Disability and general staff representative groups

### Externally

- Promotion of the draft gender equality action plan through the Council website
- Inclusion of the draft scheme in the e-consultation network supported by the Council through the Intelligence Network
- Direct approach to a range of employers and special interest groups in Wiltshire, drawing the draft action plan to their attention and inviting their comments.

The draft Gender Equality Scheme and Action Plan will also be circulated for consultation to the Corporate Equality and Diversity Steering Group.

As part of the action plan included in the Gender Equality Scheme it is proposed that further more extensive consultation should take place with a range of service users over the period April 2007 – March 2008 to inform and update the plans included in this first Gender Equality Scheme for WCC.

We recognise the importance of engaging a wide range of community groups and organisations in the development of our Disability, Race and Gender Equality Schemes, also the importance of having a robust process for consultation. We are seeking in partnership with other public authorities, community and voluntary organisations in Wiltshire, to create a framework which will enable effective and efficient processes of engagement and consultation, seeking to avoid some individuals or groups being repeatedly engaged in consultation processes for different organisations. It is envisaged that this framework will build on existing structures, such as those related to Community Planning, voluntary and community organisations.

## 16 Procurement and Partnership

### 16.1 Procurement

As the Council becomes increasingly a procurement organisation utilising Contractors for the provision of services, it will become critical that service providers sign up to the Council's expectations that in delivering contracted services, they promote equality of opportunity and anti-discriminatory practice and work towards the elimination of all forms of unlawful discrimination.

The Council is undertaking an organisational review of procurement, responsibility for which is currently divided between a corporate function in our Environmental Services Department and teams or nominated individuals within other departments. This coincides with a wider organisational review associated with the establishment of our new Resources Department.

The Council's Procurement Regulations, Procurement Guide (advice to officers) and links to the Council's constitution are also currently under review and will be updated with regard to a number of issues including those relating to Equality & Diversity legislation. Representatives from all departments will be consulted on revisions. A first draft of the revisions is scheduled to be available towards the end of March 2007 and will be considered internally within the Council over a period of some months. The review will be completed no later than the end of 2007.

An Equality Impact Assessment for the council's procurement strategy and function will be completed by end of February 2007.

### 16.2 Partnership

The Wiltshire Strategic Board (Wiltshire's Local Strategic Partnership) has produced a strategy "A Sustainable Strategy for Wiltshire: Creating a County fit for our Children: 2006-2014." Recognising the importance of diversity within the county, the "Board has invited an inter-agency group, the Wiltshire Social Inclusion Partnership, to advise it about the impact of policies across all these themes upon the objective of achieving greater social inclusion in Wiltshire"

Wiltshire County Council has also agreed the "Wiltshire Compact" which sets out how we, and other public sector organisations in the county, will work with voluntary and community groups to improve the lives of people in Wiltshire. The Compact includes a Code of Practice on Equality

*From the Wiltshire Compact, Code of Practice on Equality and Diversity, September 2005:*

The Wiltshire Compact is a set of principles within which the statutory, voluntary and community sectors agree to work and seeks to recognise and value the diversity that exists in society generally and in Wiltshire.

It aims specifically to promote the inclusion of groups and individuals that have in the past been under-represented or excluded, for the benefits of both individuals who make up those groups and the communities, villages and neighbourhoods...

The partners using the Compact are committed to:

- recognising that everyone is different in terms of their race, age, sex, disability, sexuality, age or religion
- recognising the importance of equality and diversity and human rights to a prosperous and cohesive society
- developing effective methods so all groups can get involved
- supporting marginal groups
- celebrating people's differences in our communities.

## **17 Compliments, Complaints and Comments.**

The Council positively welcomes feedback and complaints about any aspect of its work. The information the Council collects from investigating complaints is used to improve service delivery to all its clients.

The Council does not currently collect data relating to the gender of complainants so is not able to monitor systematically in this respect. It is, however, piloting new incident reporting arrangements relating to discrimination and harassment as part of its complaints procedure.

The Council is planning to introduce a new process for logging and tracking complaints over the next year as part of the development of its customer relational management system. This will facilitate the monitoring of complaints to identify whether there are service areas which receive a disproportionate number of complaints from complainants of a particular gender. Where this occurs, further investigation will be undertaken and appropriate changes to procedures and policies made where necessary.

Departmental complaints officers will generate reports for department management teams and regular reports will also be submitted by the Corporate Standards team to the Corporate Management Board and Standards Committee.

The Council has a three-stage complaints procedure that aims to deal with all complaints at the lowest possible level within the organisation. If clients remain dissatisfied, they will be given clear advice about how to progress their complaint to the next stage of the procedure.

If a member of the community remains dissatisfied having gone through the Council's various procedures the Council will advise them of their right to take the complaint to the Local Government Ombudsman.

The Council will invest in learning and development for its officers and Councillors to help them recognise and tackle discrimination and harassment and deal effectively with prejudice in all its forms.

The Council will respond constructively to suggestions on how its complaints procedure may be improved and will work hard to make it accessible to all persons who wish to complain.

## **18 Monitoring and Reviewing Progress**

Knowledge of community perceptions, the uptake of services provided by the Council and the impact of its policies on different groups will help us assess progress towards eliminating unlawful discrimination and promoting equality of opportunity.

Monitoring data will be used to inform service planning, major strategies, and the future procedures for the delivery of services and to trigger, where appropriate, changes to policy, procedure or service delivery. Monitoring data will include numerical data but qualitative feedback will also provide key information that can influence future service delivery.

The Equality and Diversity Steering Group will play a key role in reviewing progress against the actions identified in this Scheme. An annual report will be publicised which will summarise the results of Equality Impact Assessments as well as progress on delivering the Action Plan. It will also make recommendations for future actions to Chief Officers and Cabinet.

The Gender Equality Scheme will be revised and updated in April 2008.

## 19 Publication

The Council is committed to ensuring that monitoring, assessment and consultation activities, and their results are clear and plain to the public.

The Gender Equality Scheme and action plan will be published on the Council's website, and will also be available to staff through our intranet site.

A printed summary version will be produced to share with partners in the statutory, voluntary and community sectors, and this will be publicised to the community through our quarterly publication "The Wiltshire Magazine".

Copies of the summary version, or the full Scheme, will be made available in community languages or alternative formats on request.

### ***Comments and feedback***

Wiltshire County Council would welcome your comments on its Gender Equality Scheme. If you would like to comment, have any queries, or need further information please contact:

Equality and Diversity Officer  
Development Services  
Wiltshire County Council  
County Hall, Bythesea Rd  
Trowbridge  
Wiltshire BA14 8JF

Telephone: 01225 713510

Fax: 01225 713177

Email: [equality@wiltshire.gov.uk](mailto:equality@wiltshire.gov.uk)

### ***Other Formats***

This document can be made available in a range of languages, on tape, in Braille, large print and other formats. For further information please contact our Customer Contact Centre:

Telephone: 01225 713000

Email: [info@wiltshire.gov.uk](mailto:info@wiltshire.gov.uk)

## APPENDIX 1

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## Gender Equality Scheme Action Plan 2007-10

### General:

Aim/Objective	Target Date	Anticipated outcome	Responsible lead
To undertake more extensive consultation with service users on the action points identified in the WCC Gender Equality Scheme Action Plan	March 2008	Appropriate fora within the county of Wiltshire are identified or established and consulted on the WCC Gender Equality Scheme and the action points within the scheme are amended as necessary in the light of those consultations	Equalities Team
To ensure the Gender Equality Scheme is reviewed and updated annually	April 2008	A review of the Gender Equality Scheme (including an updated action plan) is considered by the Equality & Diversity Steering Group and referred to the Cabinet for discussion and agreement	Equalities Team



<b>Recruitment</b>			
To increase participation in the recruitment process of all under-represented groups	Oct 2007          Sept 2008	Job application forms are updated and the jobs website re-launched and supporting on-line applications.   The design of adverts reflects our new recruitment image and any images used reflect the diversity of the workforce.   Adverts will be written in Plain English and will not discriminate against any group.	Department of Resources: Human Resources
To assess and improve the interview process.	March 2008	Sampling/feedback exercises undertaken to discover if the process is equitable and free of unlawful discrimination.   Feedback received from interviewees is reviewed and acted upon. Comments/complaints monitored and trends/problem hotspots identified.	Department of Resources: Human Resources
To increase levels of applications from women from Black Minority Ethnic (BME) Groups	April 2007	A vacancy bulletin is available for and circulated to BME groups	Department of Resources: Human Resources
To investigate the apparent lower 'success rate' of males compared with females in applying for jobs with the council	July 2008	An investigation into the underlying reasons for the differing 'success rates' of male and female job applicants is completed and an action plan agreed, if appropriate, to address any issues identified.	Department of Resources: Human Resources
To reduce the extent of occupational segregation* within Council posts	July 2008	A full analysis of posts held by gender is available with priority target areas and action plans agreed for reducing occupational segregation	Department of Resources: Human Resources/relevant service providers

\*Occupational segregation is characterised by significantly higher proportions of employees of one gender holding posts in a particular occupation eg engineering is a predominately male occupation and primary school teaching is a predominantly female occupation

To reduce the under representation of females in senior management posts within the council	July 2008	Further analysis of patterns of employment of females in senior posts is undertaken and an action plan is agreed to address issues identified	Department of Resources: Human Resources
To position Wiltshire County Council as an employer of choice among school/college leavers and graduates	March 2008	<p>The County Council's work experience programme has been promoted by:-</p> <ul style="list-style-type: none"> <li>-attendance at school careers days</li> <li>-leaflets sent to school libraries</li> <li>-the Ethnic Minority Achievement Service</li> <li>-DB8 magazine</li> </ul> <p>School information events have been held in County Hall for year 9-11 pupils. Visits to schools have promoted the work experience programme and addressed 'preparation for work' skills.</p> <p>The Council has been promoted within universities as a potential employer for all new graduates by:</p> <ul style="list-style-type: none"> <li>- attendance at university careers fairs</li> <li>- advertising in university Job Shops</li> <li>- making links with university societies</li> <li>- expanding the use of paid summer work placement schemes for graduates</li> </ul>	Department of Resources: Human Resources
<b>Data collection</b>			
To establish a comprehensive framework for collecting disaggregated data across all aspects of HR activity in order to carry out monitoring and take targeted and meaningful action	<p>April 2008</p> <p>July 2009</p> <p>Oct. 2007</p>	<p>The range of HR activities to be monitored is agreed and individual definitions and processes for measuring are in place</p> <p>The annual equality and diversity report includes data for all HR activities identified and action plans/targets put in place where appropriate</p> <p>Improved analysis and monitoring of staffing information is available for departments on equality and diversity (including quarterly recruitment data) to enable them to take targeted and meaningful action.</p>	Department of Resources: Human Resources

<b>Learning &amp; Development</b>			
To increase awareness of Equality & Diversity issues (including the Gender Equality Duty) across the organisation	Sep 2007	A review of current Equality & Diversity learning and development activity is completed and plans to address any shortfall are identified	Equality Team/Human Resources
	March 2008	All County Council members have participated in equality and diversity training and are better informed about legislation and more aware of issues related to equality and diversity including Gender Equality.	Department of Resources: Human Resources
To mainstream Equality and Diversity (including the Gender Equality Duty) into management roles and responsibilities	Dec 2007	A system is available that enables equality and diversity objectives and competency to be examined within the appraisal process of all managers.  The appraisal process informs training needs and the programmes offered.	Human Resources
To ensure that all WCC employees and elected members' developmental needs are equitably addressed	April 2009	Comprehensive disaggregated data about learning & development activity of all WCC employees and members (including data relating to appraisal processes and outcomes) is available	Department of Resources: Human Resources/All Managers
	April 2010	Organisation wide analyses of learning & development activity are regularly prepared and issues identified are acted upon	Department of Resources: Human Resources

<b>Work – Life Balance</b>			
To ensure that the Council meets the targets within its HR strategy relating to Work-Life balance	Oct 2007	All HR flexible working policies have been reviewed to ensure they support the opportunity for all staff to progress appropriately in their careers	Department of Resources: Human Resources
To monitor (by gender and level of post) the uptake by WCC employees in part-time, family friendly and flexible working arrangements and to target identified areas of low take up	April 2008	A system for monitoring uptake (by gender and level of post) of part-time, family friendly and flexible working arrangements by WCC employees is in place	Department of Resources: Human Resources
	July 2008	Performance data on uptake are included in the Council's annual equality and diversity report and actions planned as appropriate	
To ensure that the Council's HR policies support employees who are victims of domestic violence	April 2009	The negative impact on work performance (eg time-keeping, sickness absence) of those suffering from domestic violence is reduced and the victims' general wellbeing is improved	Department of Resources: Human Resources
<b>Communications/staff involvement</b>			
To become an Investor in People across all parts of the Council	tbc	The Department of Community Services is confirmed as an Investor in People	Department of Community Services
To understand fully the results/trends of staff responses to the annual staff survey from a gender perspective and to make provision to address any issues identified	April 2007	Consideration of annual staff survey results at departmental level includes response by gender	Department of Resources: Human Resources
		Action plans include provision to address any gender issues identified	
To increase the awareness and understanding of all staff about the Black Minority Ethnic (BME) Staff Forum, its terms of reference and relationship to the Corporate Equality and Diversity Steering Group.	April 2007	The BME Staff Forum has developed and had endorsed (by the Corporate Equality and Diversity Steering Group) terms of reference for the forum.	Department of Community Services: Diversity Team
	Sept 2007	The BME Staff Forum has been promoted through the Council's staff magazine, intranet and other means.	
	March 2008	The number of BME staff attending the Forum has increased at least twofold and includes a representative gender balance	

## Gender Equality Scheme Action Plan 2007-10

### Actions relating to partnerships in service delivery and development:

Aim/Objective	Target date	Anticipated outcome	Responsible lead
To ensure the Council's commitment to Equality & Diversity (including the Gender Equality Duty) is reflected in all procurement, partnership and contract management arrangements	tbc	<p>Appropriate equality and diversity provisions are included in all new and reviewed contracts</p> <p>A compliance monitoring process is in place</p> <p>All managers understand and comply with revised corporate procurement and contract management process</p>	Strategic Procurement Manager
To ensure service providers meet and fulfil requirements in terms of raised performance in gender and race equality	May 2007	<p>Our contractual processes take account of equality and diversity issues of relevance to service users and carers</p> <p>The implementation of this contracting process will have been monitored and evaluated through an accreditation scheme with VCS</p> <p>We have a guide for small and medium sized enterprises that details tender procedures</p> <p>We have a compact with the voluntary sector in place with a Diversity Code</p>	Department of Community Services
To engage people from Black Minority Ethnic (BME) groups in Wiltshire (both male and female) to take part in the new Commissioning and Planning Framework.	tbc	<p>Increase numbers of men and women from BME groups in Wiltshire are engaged to take part in the new Commissioning and Planning Framework</p> <p>Understanding of the local population, its diversity and its needs will have increased amongst those commissioning and planning community services</p>	Department of Community Services
To increase consultation with Black Minority Ethnic (BME) young men and women through Tomorrow's Voice	Dec 2007	Tomorrow's Voice includes sufficient numbers of BME young people for analysis to be statistically valid. Results are analysed in relation to ethnicity and gender and are thus available to inform service development and practice	Department of Community Services: Development Services
To increase consultation with Black Minority Ethnic (BME) members of communities, so that our services develop in ways that better meet	Dec 2007	<p>A BME People's Voice consultation panel is functioning and enabling statistically valid analysis of information in relation to BME people of both genders</p> <p>Community consultation days involving</p>	Department of Community Services: Development Services

<p>the needs and aspirations of all men, women, girls and boys within the local community.</p>		<p>representatives of BME groups and organisations, to discuss social inclusion issues have taken place.</p> <p>There is improved co-ordination of research and consultation in partnership with other key agencies, through the Wiltshire Improvement Partnership and the Social Inclusion Partnership.</p>	
<p>To ensure that that the views of Black Minority Ethnic (BME) groups representing both men and women are incorporated within the decision-making of all local community planning processes.</p>	<p>June 2007</p>	<p>An Equality Impact Assessment of the community planning process is undertaken as part of a review to ensure that decisions on the way forward for individual local communities incorporate the views of black and ethnic minority groups.</p> <p>Representatives of BME organisations/groups of both genders are engaged in community planning learning and networking days.</p>	<p>Department of Community Services: Development Services</p>

## Gender Equality Scheme Action Plan 2007-10

### Actions relating to service delivery and development - corporate:

Aim/Objective	Target date	Anticipated outcome	Responsible lead
To embed the process of Equality Impact Assessments (EIAs) in all areas of policy making, planning and delivery	April 2007  April 2008	All services can evidence use of EIAs in developing policy and practice and to inform planning  Managers demonstrate competence in preparing EIAs and act on them with clear objectives, outcomes and timeframes; it is an ongoing practice	Diversity Team/All managers
To implement a County Council equality and diversity standard for all data collection, to ensure that all services have information about the community, service users and their satisfaction with services which can be analysed by at least gender, ethnicity, disability and sexual orientation.	Dec 2007	An equality and diversity data collection standard is defined and a strategy for the implementation of the standard is agreed.	Lead Chief Officer
To embed harassment incident reporting (including sexual harassment) within the Council's complaints procedure	Jan 2008	A system of tools is in use to register complaints, to identify those which are alleged to be harassment and to pass them to appropriately skilled people for investigation and response.	Corporate Standards Team/Diversity Team

<p>To ensure that customer care staff are able to deal appropriately with all customers from a diverse population and customers are able to access information in appropriate languages</p>	<p>June 2007</p>	<p>Equality Impact Assessments have been used to review all Council customer care policies and procedures to ensure services are delivered without discrimination</p> <p>There is regular monitoring of who use our services (and the effect our services have) and the results are used to improve practice and policies.</p> <p>All staff attend Equality and Diversity Training within six months of appointment</p> <p>Staff are familiar with the Clear Communications practices and have the resources and competence to access translation/interpretation services</p> <p>Through working with Wiltshire Improvement Partnership, services are more joined up, to ensure that our users can gain access to any council service via any council service point in Wiltshire.</p>	<p>Customer Care Unit</p>
<p>To ensure our Communications Strategies are accessible and inclusive</p>	<p>April 2008</p> <p>April 2007</p> <p>Dec 2007</p>	<p>All communication strategies have been Equality Impact Assessed and strategic plans acted upon to ensure that the communication strategies work towards enabling all external communications to be accessible to all</p> <p>All our external communications and publications reflect the diversity of the council</p> <p>A database of pictures reflecting diversity in Wiltshire has been compiled</p> <p>Pictures and images which reflect the diversity of Wiltshire are used in County Hall reception and all other premises</p> <p>All staff are aware of how to make communications accessible through translation and/or interpretation</p>	<p>Communications Unit</p> <p>Communications Unit</p> <p>Communications Unit/Diversity Team</p>

## Gender Equality Scheme Action Plan 2007-10

### Actions relating to service delivery and development – service specific:

Aim/Objective	Target date	Anticipated outcome	Responsible lead
<b>Environmental Services Department</b>			
To ensure our Emergency Planning procedures appropriately address the diversity of the population they serve	Sept 2007	<p>The way in which the public is informed about emergencies and emergency planning arrangements is accessible and easily understood by all members of the public, including those who are not fluent English speakers.</p> <p>The way in which Emergency Welfare Arrangements, provided for people involved in or affected by a major incident are delivered through welfare within Emergency Rest Centres will have been improved and will take account of the needs of people who are not fluent English speakers.</p>	Emergency Planning
To improve understanding of issues faced by migrant and trans-national workers working within the agricultural and food sector and develop appropriate policies and strategies with regard to this group including raising awareness of the importance of this group to the county's economy.	tbc	<p>Research will have been undertaken on the scale, impact and key areas of concern regarding the employment and needs of migrant and transnational workers in the county.</p> <p>We will have produced an Action Plan to tackle issues arising from this research, to identify action that has been taken and further support that is necessary.</p> <p>We will have produced exemplars of 'best-practice' and guidance for employers and potential employers to meet the needs of migrants, including integrating them into local communities.</p>	Economic regeneration and resources
To agree with partners appropriate systems for monitoring of the take-up and usage of the bidding unit's services in order to inform work programming and make the service more accessible to a more diverse range of groups/individuals	Dec 2007	<p>Service take-up will be monitored and the work programme adjusted to respond to a more diverse range of groups</p> <p>Data relating to the take up to the service will be published annually and will include data regarding the diversity (eg gender, ethnicity, disability) of groups/individuals using the service</p>	Central Bidding

To maintain an hourly, or better, weekday daytime bus service for at least 50% of rural households, and to maintain a daily, or better, weekday bus service for at least 80% of rural households	up to at least 2010/11	Barriers to the use of public transport and rural exclusion for those unable to drive or who do not have access to a car are reduced	Passenger Transport
To increase the proportion of bus routes operated by low floor buses to 25%	by 2010/11	More bus routes offer easier access for those carrying children or pushchairs or with mobility problems	Passenger Transport
To increase coverage of voluntary car schemes in rural areas to 94% of households	by 2010/11	Alternative transport is available for those without cars	Passenger Transport
To complete bus stop and shelter upgrades (including raised kerbs and bus stop clearways) on all 17 Key Bus Routes in the county	by 2010/11	Accessible and more comfortable public transport	Passenger Transport
To administer the national free fare scheme for OAPs	Apr 2008	Barriers to the use of public transport are reduced	Passenger Transport
To provide all timetable booklets published by Wiltshire County Council in a downloadable format from the Council's website	Oct 2007	Timetables are accessible at any time	Passenger Transport / Web Team
To develop information held on accessible journeys and accessible facilities	ongoing	Those carrying children or pushchairs or with mobility problems travel with confidence that their route will be accessible	Passenger Transport
To publicise SMS text messaging service.	2008 onwards	An alternative format for route planning and timetable information is available	Passenger Transport

Aim/Objective	Target date	Anticipated outcome	Responsible lead
<b>Department of Community Services</b>			
To improve the provision of materials in libraries for all groups in society	March 2008  June 2007	Monitoring of statistical data (including by gender) is carried out on a quarterly basis and the information is being used to drive service development.  Training packages compiled and being delivered to help staff identify and deal sensitively with the needs of diverse individuals, including dealing with people with limited or poor English skills.	Library Service
To investigate how we can engage boys to use libraries more within resources available	March 2008	Increased usage by boys, measured through attendance at activities and usage of services	Library Service
To ensure our care management processes take into account the religious and cultural needs of men and women	May 2007	All staff have the skills and knowledge to recognise unlawful discrimination and understand the actions they need to take to promote equality and diversity	Department of Community Services
To ensure our staff provide support to service users that is sensitive to the cultural needs of individuals throughout all domiciliary, residential, short-breaks, day, community services and supported living services that the council directly provides	Jan 2008	We will have monitored staff access to learning and development opportunities and take-up of NVQ training courses which help staff recognise and challenge discrimination, harassment and prejudice in regard to gender, race and disability.  An action plan will be agreed and implemented to address any outstanding or ongoing learning and development issues identified	Department of Community Services

Aim/Objective	Target date	Anticipated outcome	Responsible lead
<b>Department for Children &amp; Education</b>			
To update the Youth Offending Service Diversity Policy to ensure it addresses equality and diversity issues including gender equality	tbc	The Diversity Policy will have been reviewed and an Equality Impact Assessment completed  An action plan will have been agreed implemented and evaluated	Youth Offending Service
To ensure the revised SEN Strategy and Action Plan takes full account of equality and diversity issues and that young people or their families are not disadvantaged as a result of their gender, race, ethnicity, religion, disability or sexuality.	March 2007	An Equality Impact Assessment will have been carried out and actions identified	Children and Families
To monitor uptake of Traveller Education Service school places by gender and ethnicity and to address any disadvantages identified	March 2008	Data will evidence the uptake of school places to identify any groups who are having less access to school  A strategy for action to address any disadvantage will be compiled.	Traveller Education Service
To increase awareness and ability to respond to needs of Black Minority Ethnic (BME) groups in the early years service	March 2008	The early years team will have participated in training concerned with the needs of BME groups including gender related needs	Early Learning & Development Team
To make Early Support Programme materials accessible in local community languages to support family members of both genders	March 2008	Proposal to ESP South West Forum to be considered for April 2007 budgets.	Early Intervention Team
To ensure that steering groups being established in all 20 children's centres scrutinise the ethnic makeup of the reach area and encourage wide participation from	March 2007	Monitoring systems will be set up to record gender and ethnicity of users of the centres and outreach services in order to establish if groups in the area are being excluded.  Children's Centres are informed about client groups in the community, are accessible and their users reflect the	Children's Centres

BME of both genders	March 2008	gender balance and ethnic diversity of the community they serve	
To complete the initial phase of activities identified in the annual performance assessment for improving boys' literacy, especially writing, and to prepare an updated plan in the light of monitoring and evaluation of those activities	July 2007	<p>Early years' practitioners apply advice and techniques for combating gender stereotyping and ensuring both genders are treated in ways appropriate to needs (as identified at the FS conference in Jan 2007).</p> <p>Primary school Leading Teachers (LTs) for Literacy are skilled in a range of gender sensitive teaching techniques and have begun disseminating gender sensitive teaching techniques across primary sector</p> <p>A grid for tracking boys' attainment in speaking and listening is introduced in secondary schools</p> <p>Globe Theatre training is offered to all Wiltshire Secondary, Special and YPSS schools with focus on interactive approaches to engage and motivate boys</p> <p>Leading teachers have disseminated moving image techniques to all secondary schools with emphasis on filmic texts to engage and motivate writers, particularly boys</p> <p>An initial review of the impact of the above activities is completed and a plan for further action is prepared</p>	Schools Division
To implement a strategy to engage more Black Minority Ethnic (BME) young men and women in youth democracy activities or opportunities which enable them to understand and engage in democratic processes.	Dec 2007	<p>The full range of Voice and Influence work is engaging young men and women from all ethnic groups</p> <p>The proportion of BME young men and women participating is at least proportional to the demography of Wiltshire</p>	Youth Development Service

<p>To identify how youth work provision in each locality can be more responsive to the needs of Black Minority Ethnic (BME) young men and women.</p>	<p>March 2008</p>	<p>Every Youth Work Locality Team has prepared an action plan and is engaging young men and women from all ethnic groups in the local population</p> <p>The proportion of BME young men and women is at least proportional to the local demography</p>	<p>Youth Development Service</p>
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