

DRAFT FOR CONSULTATION
Updated wef September 2007

Wiltshire County Council Equality & Diversity Action Plan

During the period November 2006 and April 2007, Wiltshire County Council (WCC) agreed Equality Schemes for Disability and Gender and updated its Comprehensive and Race Equality Schemes. Associated with each of these schemes is a three-year action plan. An Audit Commission inspection produced a further equality action plan.

There was much overlap between the action plans and it is proposed that the five plans are replaced by a single action plan covering all aspects of the equality & diversity work being addressed by the Council.

The plan is divided into three main sections. The first summarises in general terms the actions which aim ultimately to bring all parts of the organisation to an appropriate standard of good practice with regard to equality & diversity (corporate actions). The second concerns service specific actions which, in the main, have been identified through equality impact assessments. The third section sets out in more detail the corporate actions described in section one.

Where appropriate more detailed action plans with SMART targets are in place as part of individual service plans and are not detailed here.

Section One – Corporate Actions	Action	Overall desired outcome by 2010
Customer care and communications	We will regularly review our corporate communication and customer care strategies to ensure that all those contacting the council or accessing information about the council and its services are able to do so without being disadvantaged by reason of their race, disability, gender, age, sexual orientation or religious belief	At the first point of contact for customers no individuals or groups are hindered by virtue of their disability, race, religious belief, gender, age, or sexual orientation in accessing WCC services to which they are entitled
Planning and performance management	We will include consideration of, inclusion of targets for and regular monitoring of equality & diversity in planning and performance management systems at all levels of the organisation	Systems are operating effectively throughout WCC to ensure continuous improvement of performance with respect to equality & diversity
Data collection and analysis	We will 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 ethnicity, gender, disability and sexual orientation	All WCC services have information about the community, service users and their satisfaction with services which can be used to help ensure services are accessible and delivered on an equitable basis
Consultation	We will organise an ongoing range of opportunities for WCC employees, service users, partners and the people of Wiltshire to influence and comment on Council strategy and policy including the Council's Equality & Diversity policy and action plan proposals and progress reports and the impact they make	WCC employees, service users, partners and the people of Wiltshire are actively involved in shaping the Council strategy and policy including those for promoting equality of opportunity, celebrating diversity and eliminating harassment.
Procurement	We will review, update and monitor all procurement, partnership and contract management arrangements to ensure the council's commitment to equality & diversity is reflected in those arrangements	All WCC procurement, partnership and contract management arrangements include provisions to assure compliance with the council's requirements with respect to equality & diversity

Section One – Corporate Actions (continued)	Action	Overall desired outcome by 2010
<p>WCC as an employer:</p> <ul style="list-style-type: none"> • Recruitment, selection and workforce planning • Training and development • Pay and grading • HR data collection and analysis 	<ul style="list-style-type: none"> • We will develop, implement and monitor a recruitment strategy which continues to promote equality of opportunity and seeks to attract applications from a more diverse population • We will agree and implement a comprehensive ongoing programme of E&D training and awareness raising to meet the identified needs of elected members, employees and managers • We will agree, implement and monitor new grading and pay arrangements • We will agree and implement a comprehensive framework for collecting disaggregated data across all aspects of HR activity and carry out regular monitoring 	<ul style="list-style-type: none"> • WCC will employ a workforce that reflects the diversity of the local community • All WCC elected members, employees and managers will understand and have the skills to meet their responsibilities with respect to equality & diversity • The potential for unlawful discrimination in WCC pay and grading arrangements is removed • Targeted and meaningful action is taken to address any anomalies identified in WCC HR monitoring data which might indicate unequal treatment or other equality & diversity issues

Detailed corporate actions with target dates for completion (where appropriate) are presented from page 15 onwards of this action plan

Section Two - Service Specific Actions: Department for Children and Education

Lead Team	Action	By when	AP ref(s)
Children's Centres	We will set up a network of Children's Centres offering information, advice and support to parents/carers of children 0-5 years and early years provision, health services, family support, parental outreach and employment advice for disadvantaged families. Wiltshire has a target to deliver 20 centres. (Surestart)	Mar-08	DES 17
Children's Centres	We will set up monitoring systems 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.		GES 54a RES 49a
Children's Centres	We will 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 BME of both genders	Mar-08	GES 54b RES 49b
Traveller Education Service	We will monitor uptake of Traveller Education Service school places by gender and ethnicity and address any disadvantages identified	Mar-08	GES 51 RES 46ab
Early Intervention Team	We will make Early Support Programme materials accessible in local community languages to support family members of both genders	Mar-08	GES 53 RES 48
Schools Support Teams	We will 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		GES 55a-f
Ethnic Minority Achievement Service (EMAS)	We will develop school English as an Additional Language coordinator networks – ongoing.		New
Ethnic Minority Achievement Service (EMAS)	We will disseminate good practice for the welcoming and induction of new arrivals learning English as an Additional Language		New
Ethnic Minority Achievement Service (EMAS)	We will advise schools on gathering accurate ethnic background and pupil language data and making effective use of these		New

Department for Children and Education (continued)

Lead Team	Action	By when	AP ref(s)
Music Service	We will work with primary schools to give pupils free access to at least one year of music making tuition through Wider Opportunities Programmes		New
Music Service	We will work with EMAS and Arts-Vibes to increase access to music for young people of black or dual heritage.		New
Special Educational Needs (SEN)	We will complete the SEN Strategy Action Plan for 2007/08	Mar 08	DES 68, 69, 70 GES 50 RES 45
Special Educational Needs (SEN)	We will carry out an equality impact assessment of and revise the SEN Strategy for 2008/09	Apr 08	DES 68, 69, 70 GES 50 RES 45
Special Educational Needs (SEN)	We will complete a review of the SALT Contract with the PCT and commence work relating to a review of the commissioning of Occupational & Physiotherapy	Mar 08	New
Special Educational Needs (SEN)	We will take forward the review of the Special Schools Vision	Mar 08	New
Child Protection	We will continue to raise awareness of the need <ul style="list-style-type: none"> • for children with disabilities to participate in their review including ensuring that views are ascertained prior to reviews • to facilitate the participation of very young children in their review 		New
Child Protection	We will continue to promote the use of Viewpoint		New
Child Protection	We will consider how reviews of settled and unchanging care plans are conducted		New
Child Protection	We will explore extension of advocacy service with Barnardos through <ul style="list-style-type: none"> • Implementation and review of a pilot • Roll out of extension of advocacy service 	Dec 07 Mar 09	New
Child Protection	We will monitor participation of children under 10 in conferences	Dec 07	New
Child Protection	We will establish assessment/recommendation timescales for case management	Dec 07	New

Department for Children and Education (continued)

Lead Team	Action	By when	AP ref(s)
Looked After Children/Young People	We will ensure that our Care Matters pledge to young people in care is inclusive of needs of minority groups and that resource issues are identified and addressed.		New
Looked After Children/Young People	We will establish a Children in Care Council to provide enhanced opportunities to obtain direct feedback from young people in care.		New
Area Services Children & Families	We will improve monitoring of use of area services for vulnerable children through active collection and analysis of data relating to ethnic origin, disability and gender		New
Youth Offending Service	We will review our Youth Offending Service Diversity Policy		New
Youth Offending Service	We will update the Youth Offending Service Enforcement Policy to clarify the requirement to ensure equality of access to services		
Youth Development Service	We will develop and maintain the Spark website with the involvement of disabled young people working to ensure that the site is fully accessible.	Dec-07	DES 71
Youth Development Service	We will increase the number of Bridging Projects from 4 to 8, one in each Locality Team, to make youth work provision accessible to more disabled young people with complex needs.	Dec-09	DES 72
Youth Development Service	We will ensure the equitable distribution of Wiltshire Young People's Opportunity Fund (WYPOF) which will reflect the make up of BME and disabled young people in Wiltshire	Mar-08	DES 73
Youth Development Service	We will implement a strategy to engage more BME young men and women and disabled young men and women in youth democracy activities or opportunities which enable them to understand and engage in democratic processes including Wiltshire Assembly of Youth (WAY), Locality Young People's Issues Groups (LYPIG) and Youth Councils.	Mar-08	DES 75 GES 56ab RES 24

Department for Children and Education (continued)

Lead Team	Action	By when	AP ref(s)
Youth Development Service	We will assess youth work provision in each Locality to identify how it can be more responsive to the needs of BME young men and women and implement an action plan within each Locality.	Mar-08	RES 35ab GES 57ab
Youth Development Service	We will ensure that Youth Development Service staff working with disabled young people inc those with learning disabilities have the skills to address relationships and sexual health education with these young people		New
Youth Development Service	We will develop the work programme of the Wiltshire Youth Arts Partnership to target BME young people and disabled young people through music and drama projects		New

Section Two - Service Specific Actions: Department of Community Services

Lead Team	Action	By when	AP ref(s)
Adult Social Care	We will carry out an Equality Impact Assessment for the Social Care Helpdesk and a plan of improvement and development will be incorporated into Social Care Helpdesk Implementation Plans		DES 56
Adult Social Care	We will develop the Social Care Helpdesk to handle all front end calls to adult social care and extend cover to weekdays, weekends and bank holidays and promote it as an information signposting facility for older people, disabled adults and their carers	Apr 07 - Mar 08	DES 7bc
Adult Social Care	We will establish systems to involve service users and carers including disabled people so they can influence our commissioning and planning strategy and inform service spending decisions		DES 57
Adult Social Care	We will monitor and evaluate the implementation of the commissioning and planning framework to ensure contracted service providers meet and fulfil requirements in terms of raised performance in equal opportunities	Ongoing	DES 58
Adult Social Care	We will improve the quality, range and accessibility of information on care management guidance and procedures which will incorporate issues of equality and diversity	Dec-07	DES 59
Adult Social Care	We will develop four specialist day services, one in each district, for older people who need high levels of support	Dec-07	DES 62
Adult Social Care	We will provide more support to older people to connect to universal or community services	Ongoing	DES 63
Adult Social Care	We will clarify processes for recording and monitoring of complaints about Adult Social Care Services that are resolved informally and review the feedback process for those who have used the system		New
Adult Social Care	We will raise staff awareness of the Adult Social Care complaints procedure and its aims and develop opportunities to publicise the procedure including the development of intranet and internet resources eg Frequently Asked Questions		New
Adult Social Care	We will provide advocacy for people using the Adult Social Care complaints procedure to form part of next years commissioning process		New
Community Development	There will be more drop-in centres where people can get information and be directed towards a range of services and facilities available in their local area.	Dec-07	DES 61

Department of Community Services (Continued)

Lead Team	Action	By when	AP ref(s)
Community Safety	We will carry out Equality Impact Assessments on all Safer Wiltshire Partnership policies, plans, protocols and practices.		RES 42
Community Safety	We will promote the availability of information and resource material on domestic violence to those organisations/agencies that may need to have access to this material to offer advice and support to disabled victims	During 07	DES 22
Community Safety	We will improve the way Emergency Welfare Arrangements are provided to people involved in or affected by a major incident particularly the more vulnerable: the aged, disabled people or those whose first language is not English		DES 65
E&D Team	We will work with community groups to source an information pack about DDA requirements for Wiltshire businesses. We will initiate a distribution strategy for this information	Dec-08	DES 38
Library Service	We will investigate how the Library service best meets the needs of disabled children and plan to improve our library facilities and/or sign post to specialist services	Aug 07	DES 66
Library Service	We will undertake targeted consultation about accessibility of People's Network (computers in Libraries) and plan improvements as appropriate	Dec-07	DES 67
Library Service	We will investigate the potential options for a method of recording statistics about disabled people using the library service	Dec-07	DES 81
Library Service	We will improve the provision of materials in libraries for all groups in society by identifying current levels of uptake of library services by ethnic groups, the range of first languages used by library members, training staff to identify and meet the needs of all community members and reviewing information needs and requirements of diverse groups	Mar-08	RES 36c GES 45a RES 36f
Library Service	We will investigate how we can engage boys to use libraries more within resources available	Mar-08	GES 46
Library Service	Libraries will be proactive in organising events and activities aimed at celebrating and promoting awareness of cultural diversity to improve local people's access to and participation in cultural activities and opportunities and promote awareness and understanding of the diverse range of cultures within the County. Each Area will organise one major event .	Mar-08	RES 37a

Department of Community Services (Continued)

Lead Team	Action	By when	AP ref(s)
Library Service	We will identify effective means of promoting current library services to BME children and young people by 1) delivering Bookstart packs to babies and young children from ethnic minorities 2) creating and promoting a county collection of dual language books for children and young people from ethnic minority groups 3) linking these with displays and activities and promoting the Summer Reading Challenge to children and young people from ethnic minority groups.	Mar 07 Mar 08 Oct 07	RES 38cdf
Library Service	We will plan new mobile libraries so that they are more accessible to disabled people		New
Library Service	We will promote and increase the number of people using our home library service from 8% to 11% of those helped by social services to live at home.	Mar 08	New
Library Service	We will review the Arts Grants policy to align it with relevant equality & diversity criteria	Dec 07	New

Section Two - Service Specific Actions: Environmental Services Department

Lead Team	Action	By when	AP ref(s)
Emergency Planning	We will ensure that the public are warned of and informed about emergencies and emergency planning arrangements in a way that is accessible and easily understood by all members of the public, particularly people with sight, hearing and/or learning difficulties or those whose first language is not English		DES 18 GES 34ab RES 30ab
Economic Regeneration	We will continue to support the social enterprise sector through securing funding applications that promote equalities and relieve disadvantage.	01/09/2006 revised to Mar 08	DES 27
Economic regeneration	We will improve understanding of the issues faced by migrant and transnational workers by completing a research study that will provide a baseline of information regarding transnational workers in Wiltshire	Mar-09	RES 31 GES 35a
Economic regeneration	We will develop appropriate policies and strategies with regard to migrant and transnational workers arising from our research study	Sep-09	RES 32 RES 33 GES 35bc
Economic regeneration	We will include an assessment and recommendations regarding equality issues in the commissioning brief for research into the viability of a Rural Enterprise Centre.		New
Properties Section	We will continue working on the Access to County Council Buildings Programme - the target for 2007/08 is 70% and for 2008/9 is 75% and carry out audits to understand and address accessibility issues for employees in our buildings	Ongoing	DES 40 DES 39 CEP 20
Countryside Team	We will continue to work in partnership with the Richmond Fellowship Employment Trust in our country parks so that people with a mental health disability can gain work experience	Ongoing	DES 28
Countryside Team	We will continue to work on our Access Strategy for Country Parks managed by Wiltshire County Council in response to the Fieldfare Trust Countryside Sites Accessibility Report 2005	Ongoing	DES 41
Highways	We will work with local Access Groups to find out the priority locations for dropped kerbs and improving the condition of pavements. We will report on our findings and our progress	Ongoing	DES 42
Highways	We will agree a strategy with District Councils for addressing the problem of obstructions on the public highway such as 'A' boards	Dec-07	DES 43

Environmental Services Department (continued)

Responsible Team	Action	By when	AP ref(s)
Passenger Transport	We will maintain an hourly, or better, weekday daytime bus service for at least 50% of rural households, and to a daily, or better, weekday bus service for at least 80% of rural households so that barriers to the use of public transport and rural exclusion are reduced.	up to at least 2010/11	DES 45 GES 37
Passenger Transport	We will increase the proportion of bus routes operated by low floor buses to 25% so that more bus routes offer easier access for those carrying children or pushchairs or with mobility problems	by 2010/11	DES 46 GES 38
Passenger Transport	We will increase coverage of voluntary car schemes in rural areas to 94% of households so that alternative transport is available for disabled people and those without cars	by 2010/11	GES 39 DES 47
Passenger Transport	We will complete bus stop and shelter upgrades (including raised kerbs and bus stop clearways) on all 17 Key Bus Routes in the county to provide more accessible and comfortable public transport	by 2010/11	DES 48 GES 40
Passenger Transport	We will administer the national free fare scheme for OAPs and disabled people	Apr-08	DES 49 GES 41
Passenger Transport	We will develop information held on accessible journeys and accessible facilities so that those carrying children or pushchairs or with mobility problems have confidence that their route will be accessible	Ongoing	DES 51 GES 43
Passenger Transport	We will publicise SMS text messaging service as an alternative format for route planning and timetable information	2008 onwards	DES 52 GES 44
Passenger Transport	We will continue to seek to apply policies and procedures fairly and equitably, to ensure that as far as is possible the education and social care transport is appropriate to needs		New
Passenger Transport	We will continue and develop current activities to improve behaviour and reduce bullying on education and social care transport		New
Passenger Transport	We will continue and develop current activities to encourage operators to provide training opportunities for drivers in disability awareness, customer care and dealing with behaviour problems on education and social care transport		New
Passenger Transport	We will provide better information to passenger assistants and drivers about the special needs of those on education and social care transport		New

Environmental Services Department (continued)

Lead Team	Action	By when	AP ref(s)
Passenger Transport	We will require transport operators to submit a copy of their Equality Policy before tendering for Council contracts		New
Passenger Transport	We will carry out individual risk assessments for those using education and social care transport service which consider equality issues		New

Department of Resources

Lead Team	Action	By when	AP ref(s)
Registration of Births, Deaths & Marriages	We will relocate the Salisbury Registrar’s Office to more accessible accommodation	Jan 09	New
Pensions Team	We will investigate use of and make Pensions Team aware of Type-Talk facility for use with customers who have hearing difficulties		New
Pensions Team	We will consult on our Pension EIA as part of the forthcoming communications refresh with scheme members		New
Pensions Team	We will review the Pension Scheme Administering Authority Discretions to ensure they are not causing any equality issues		New

Section Three - Corporate Actions (detailed) – Customer Care and Communications

We will regularly review our corporate communication and customer care strategies to ensure that all those contacting the Council or accessing information about the council and its services are able to do so without being disadvantaged by reason of their race, disability, gender, age, sexual orientation or religious belief			
Lead team	Action	By when	AP ref(s)
Communications	We will develop a strategic overview and procedures for organizing interpreters and translators for council meetings and documents		DES 11 CEP 19
Communications	We will explore how learning disability impacts on access to information services through consultation and identify an appropriate range of actions to include in future action plans		DES 20
Communications	We will ensure that external communications and publications reflect the diversity of the council	Ongoing	RES 12b GES 33b
Communications	We will use pictures and images which reflect the diversity of Wiltshire in County Hall reception and all other premises	tbc as part of 1C4W	RES 12b GES 33d
Communications	We will undertake Equality Impact Assessments of all communication strategies and act upon strategic plans to ensure that the communication strategies work towards enabling all external communications to be accessible to all	April 08	RES 12a-d GES 33a-d
Customer Care	We will make changes in our Reception area at County Hall to ensure: the hearing loop is regularly checked; there is clear signage, using symbols; procedures are clear for assisting disabled customers; a clear indication that documents are available in alternative formats		DES 13
Customer Care	We will ensure that our users can gain access to any council service via any council service point in Wiltshire		DES 14
Customer Care	We will regularly monitor who uses our services (and the effect our services have) and the results are used to improve practice and policies.		GES 32b RES 22c CEP 16
Adult Social Care - Resources	We will undertake Equality Impact Assessments of the Adult Social Care communications strategies including the formats of the information provided about Adult Social Care		DES 8 9

Section Three - Corporate Actions (detailed) – Planning and performance management

We will include consideration of, inclusion of targets for and regular monitoring of equality & diversity in planning and performance management systems at all levels of the organisation			
Lead team	Action	By when	AP ref(s)
Equality & Diversity Team	We will achieve Level 3 of the Equality Standard	April 09	CEP 1
Equality & Diversity Team	We will mainstream equality & diversity within all Council business and delivery through Equality Impact Assessments and by engaging with stakeholders and partner organisations (eg Wiltshire Strategic Board, LPSA) on equality & diversity issues	Ongoing	CEP 10c CEP 7 DES 4 CEP 15a,b GES 29a,b RES 17a
Equality & Diversity Team	We will set up processes to embed the function of review and scrutiny within the role of the Corporate Equality and Diversity Steering Group (CEDSG) and we will review its terms of reference annually.	Dec 07 onwards	CEP 6
Equality & Diversity Team	We will integrate Wiltshire Improvement Partnership with other council developments and ensure there is no duplication of effort by identifying in the Equality Schemes the contribution of the Wiltshire Improvement Plan to improving equality and promoting the role, method of delivery and the work of the partnership amongst staff	Ongoing to March 08	AC 32 AC 33
Equality & Diversity Team	We will improve co-ordination of research and consultation in partnership with other key agencies, through the Wiltshire Improvement Partnership and the Social Inclusion Partnership.		AC 5 RES 25c GES 27c
Corporate Standards	We will publish annually the number of complaints received that have a race equality dimension with brief information and outcome	April 08	RES 21
Corporate Standards/Human Resources	We will report to CEDSG on Council arrangements for handling and monitoring reports of discrimination, harassment or unfair treatment on grounds of disability, age, gender, sexual orientation, religion or belief as well as race	Jan 08	New
Corporate Standards	We will introduce a corporate on-line complaints procedure and report regularly on the equality profile of all complainants		Revised

Human Resources	We will develop a system that enables equality and diversity objectives to be agreed and reviewed within the appraisal process of all managers		AC 14/21 CEP 10b RES 4ab GES 15a
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Section Three - Corporate Actions (detailed) – Consultation

We will organise an ongoing range of opportunities for WCC employees, service users, partners and the people of Wiltshire to influence and comment on Council strategy and policy including the Council's Equality & Diversity policy and action plan proposals and progress reports and the impact they make			
Lead team	Action	By when	AP ref(s)
Human Resources	We will embed equality and diversity issues in the business of the WCC employee Joint Consultative Committee		RES 14a
Human Resources	We will understand fully the results and trends of staff responses to the annual staff survey from the perspective of BME staff and make provision to address any issues identified		RES 15b
Equality & Diversity Team	We will increase the number of BME staff attending the Forum by at least twofold with a representative gender balance and work with Forum to enable it to act as a more consultative group	Mar 08	GES 22c RES 16c RES 16d RES 14b
Equality & Diversity Team	We will work with the BME Staff Forum and the Staff Disability Forum to develop terms of reference for the forum which are endorsed by the Corporate Equality and Diversity Steering Group	Dec 07	GES 22a CEP 13a RES 16a
Equality & Diversity Team	We will promote the BME Staff Forum and the Staff Disability Forum through the Council's staff magazine, intranet and other means	Dec 07	GES 22b CEP 13b RES 16b
Equality & Diversity Team	We will identify resources to support the operation and development of the BME Staff Forum and the Staff Disability Forum	Dec 07	CEP 13c
Equality & Diversity Team	We will initiate Wiltshire-wide Disability Awareness events in partnership with district and town councils	Dec 07,08,09	DES 1
Equality & Diversity Team	We will devise and implement a strategy for efficiently communicating information about issues affecting disabled people	Mar 08	DES 15

Section Three - Corporate Actions (detailed) – Consultation (continued)

Equality & Diversity Team	We will set up a procedure for collecting and disseminating feedback on the Disability, Race and Gender action plans and updating the plans annually for Cabinet approval	Dec 07	DES 24 DES 25 GES 1 RES 1ab AC 22
Equality & Diversity Team	We will update the Disability, Race and Gender Equality Scheme after 3 years	Dec 09	DES 26 GES 2 AC 22
Equality & Diversity Team	We will work with other authorities and councils providing services in Wiltshire, who are also engaging and consulting with community groups and service users, in order to identify effective and efficient ways of joint working.	Mar 08	CEP 12
DS Research	We will develop a corporate strategy for the consultation of disabled people and/or carers		DES 76
DS Research	We will develop a comprehensive Customer Satisfaction process that will inform improvements for all potentially disadvantaged customers eg Mystery Shopping		AC 27
DS Research	We will develop guidelines to ensure that all appropriate consultations gather disaggregated data about respondents (ie gender, ethnicity, disability etc) and that analysis of consultations correlates the results to the views of these specified groups	Dec 07	AC 28
DS Research	We will increase consultation with disabled and BME young men and women through Tomorrow's Voice		RES 23 GES 26 CEP 14
DS Research	We will set up a BME People's Voice consultation panel to facilitate statistically valid analysis of information in relation to BME people of both genders	Apr 09	RES 25a GES 27a
DS Research	We will organise community consultation days involving representatives of BME groups and organisations to discuss social inclusion issues		RES 25b GES 27b
DS Research	We will ensure that People's Voice is representative of the community and that there are sufficient participants of BME communities and disabled people to ensure that their views and experiences can be statistically analysed and provide information for use in processes such as service planning.	Apr 09	CEP 14

Section Three - Corporate Actions (detailed) – Consultation (continued)

Community Planning	We will undertake an Equality Impact Assessment of our community planning process and will invite representatives of appropriate disability support groups and black and ethnic minority groups to community planning learning and networking days		DES 16 RES 26ab GES 28ab
Community Planning	We will facilitate engagement sessions for Councillors with minority and hard-to-reach groups	Dec 07	AC6
Community Planning	We will develop a good practice code of conduct for the operation of community area partnerships, to include a requirement to address issues of equality and diversity and to actively engage hard-to-reach groups in partnership membership and activities. Data will be collected for monitoring purposes through an annual state of the area debate to be held within each of Wiltshire's 20 community areas	Pilot by Dec 2008	New
Adult Social Care	We will increase the numbers of men and women from BME groups in Wiltshire taking part in our commissioning and planning arrangements		RES 27ab GES 25ab

Section Three - Corporate Actions (detailed) – Procurement

We will review, update and monitor all procurement, partnership and contract management arrangements to ensure the council's commitment to equality & diversity is reflected in those arrangements			
Lead team	Action	By when	AP ref(s)
Strategic Procurement	We will carry out Equality Impact Assessments and agree and implement action plans for all existing council procurement strategies, policies and advice	Mar 08	RES 19a AC 15,16 CEP 21
Strategic Procurement	We will include appropriate equality and diversity provisions in all new and reviewed contracts	Mar 08	GES 23a CEP 21
Strategic Procurement	We will implement an equality and diversity compliance monitoring and evaluation process		GES 23b CEP 21
Strategic Procurement	We will update Procurement strategy, Procurement Regulations and Procurement Guide to comply with Race Relations Act and Disability Discrimination Act		AC 15 CEP 21
Strategic Procurement	We will consider the impact on particular communities of contract specifications so they are not adversely affected and develop appropriate guidance for inclusion in standard documents		AC 16 CEP 21
Strategic Procurement	We will disseminate appropriate training/information to managers		RES 19b GES 23c
Adult Social Care	We will ensure appropriate training/information dissemination to local organizations for Tender Applications and deliver 2 training sessions	Apr 08	DES 91
Adult Social Care	We will ensure that DCS contracts are reviewed by an external organization	Apr 08	DES 92
Adult Social Care	We will develop a process which ensures that equality and diversity issues are suitably addressed within DCS contract reviews	Apr 08	DES 93
Adult Social Care	We will ensure that effective supplier feedback processes are developed in relation to equality and diversity	Jul 08	DES 95
Adult Social Care	We will take account of equality and diversity issues of relevance to service users and carers in our contractual processes which will be monitored and evaluated through an accreditation scheme with VCS		RES 39ab GES 24ab

Section Three - Corporate Actions (detailed) – Procurement (continued)

Lead team	Action	By when	AP ref(s)
Adult Social Care	We will have a compact with the voluntary sector in place with a Diversity Code		RES 29d GES 24d
Community Safety	We will ensure that our commissioning and contracting processes take account of equality and diversity issues in respect of substance misuse and safer and stronger communities services.	Ongoing	RES 43

Section Three - Corporate Actions (detailed) – Recruitment, selection and workforce planning

We will develop, implement and monitor a recruitment strategy which continues to promote equality of opportunity and seeks to attract applications from a more diverse population			
Lead team	Action	By when	AP ref(s)
Human Resources	We will undertake an Equality Impact Assessment of and improve the interview process (this will include analysis of feedback from interviewees and mystery shopping)		RES 7abc GES 7ab
Human Resources	We will review our recruitment processes – including our guidance for managers		DES 31
Human Resources	We will review all HR flexible working and carer’s leave policies to ensure they support the opportunity for all staff to progress appropriately in their careers	Oct 07	GES 17 RES 11
Human Resources	We will forge better links with Job Centre Plus and other bodies in order to increase employment opportunities for disabled people		DES 29
Human Resources	We will use the European Social Fund grant to create meaningful work placements for disabled people in partnership with the Shaw Trust	Dec 07	DES 30
Human Resources	We will investigate the apparent lower ‘success rate’ of males compared with females in applying for jobs with the Council and agree an action plan, if appropriate, to address any issues identified	Jul 08	GES 9
Human Resources	We will promote Wiltshire County Council within schools as a potential employer for all young people	Mar 08	RES 8c GES 12
Human Resources	We will promote Wiltshire County Council within universities as a potential employer for all new graduates through careers fairs, university job shops, links with university societies	Mar 08	RES 8fgh GES 12
Human Resources	We will use workforce planning to identify any under-representation in specific job roles – positive action schemes will be used where appropriate		DES 32

Section Three - Corporate Actions (detailed) – Recruitment, selection and workforce planning (continued)

Human Resources	We will update our guidance for managers on disabilities ensuring inclusion of “Access to Work” details		DES 33
Human Resources	We will carry out a full analysis of posts held by gender, identify priority target areas and agree action plans for reducing occupational segregation		GES 10
Human Resources	We will carry out further analysis of patterns of employment of females in senior posts and agree an action plan to address issues identified		GES 11

Section Three - Corporate Actions (detailed) – Training and development

We will agree and implement a comprehensive ongoing programme of E&D training and awareness raising to meet the identified needs of elected members, employees and managers			
Lead team	Action	By when	AP ref(s)
Human Resources	We will regularly prepare organisation wide reports on learning and development activity of staff and elected members including monitoring by gender, race, disability etc and agree action plans to address any inequalities identified from the data		GES 16a,b RES 3a-c
Human Resources	We will introduce a new diversity course as part of our management development programme “Manage to Lead”	During 2007	DES 3 AC 13 RES 2e
Human Resources	We will develop expertise in all areas of disability, particularly mental health disability and source reference information for managers regarding disabilities		DES 37
Human Resources (E&D team?)	We will complete a review of current Equality & Diversity learning and development activity and identify and agree plans to address any shortfall	Dec 07	GES 14a RES 2d AC 9 10 AC 12 CEP 24
Human Resources	We will provide equality and diversity training for all Councillors so that they are better informed about legislation and more aware of the leadership/strategic element of equality and diversity	Mar 08	AC 7 GES 14b CEP 23b RES 2a
Human Resources	We will provide equality and diversity sessions within the Induction Programme for New Members for all new and re-elected members to attend	Ongoing	CEP 23a
Human Resources	We will provide all staff with e-learning equality and diversity opportunities as part of induction	Mar 08	RES 2c
Equality & Diversity Team	Members will be invited to attend other opportunities to broaden their awareness of equality and diversity eg disability awareness events	Dec 07	AC 8

Section Three - Corporate Actions (detailed) – Training and development (continued)

Lead team	Action	By when	AP ref(s)
Customer Care	We will ensure that all Customer Care Centre staff attend Equality and Diversity Training within the first six months of appointment		DES 5 RES 22d
Customer Care	We will train customer care staff in communications issues arising from dealing with a diverse population so that customers are able to access information in appropriate languages		RES 22f
Communications	We will disseminate information so that all staff are aware of how to make communications accessible through translation and/or interpretation	ongoing	GES 33e
Early Years	We will provide training for the early years team concerning the needs of BME groups including gender related needs	Mar 08	GES 52 RES 47
Adult Social Care	We will ensure practitioners have access to and take up of training in Care Management including issues of equality & diversity	ongoing	DES 60
Adult Social Care	We will monitor staff access to and take up of learning and development opportunities related to equality & diversity	ongoing	DES 64
Adult Social Care	We will ensure that staff working within the Contracts Section will have equality and diversity training – 2 half day sessions	Mar 08	DES 94
Adult Social Care	We will provide appropriate staff training to ensure care management processes take into account the religious and cultural needs of men and women		GES 47 RES 40a
Adult Social Care	We will monitor 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 race, gender and disability.	Jan 08	RES 41 GES 48a
Adult Social Care	We will agree and implement an action plan to address any outstanding or ongoing equality and diversity learning and development issues identified	Jan 08	GES 48b
Dept of CS	We will be confirmed as an Investor in People		GES 20
Library Service	We will train all mobile library staff in disability awareness and customer care	Oct 07	New

Section Three - Corporate Actions (detailed) – Pay and grading

We will agree, implement and monitor new grading and pay arrangements			
Lead team	Action	By when	AP ref(s)
Pay Reform/Human Resource	We will agree and implement new grade and pay arrangements (including a grievance procedure for equal pay claims) which reduce the risk of unlawful discrimination	Apr 08	GES 3a RES 10
Pay Reform/Human Resources	We will ensure senior officers are properly informed about equal pay provisions and follow procedures for processing equal pay claims		GES 3b
Human Resources	We will incorporate advice about equal pay considerations for teachers in council guidance and training for governors and school management teams		GES 4
Human Resources	We will calculate and monitor the gender pay gap within the organisation and report annually in the HR report on Equalities & Diversity		GES 5

Section Three - Corporate Actions (detailed) - HR data collection and analysis

We will agree and implement a comprehensive framework for collecting disaggregated data across all aspects of HR activity and carry out regular monitoring			
Lead team	Action	By when	AP ref(s)
Human Resources	We will provide quarterly recruitment data to all departments		RES 9d
Human Resources	We will regularly update information held for staff ethnicity		RES 9e
Human Resources	We will collect and analyse disaggregated data about learning & development activity of all WCC employees and members (including data relating to appraisal processes and outcomes) to ensure that L&D needs are equitably addressed	Apr 09	GES 16a
Human Resources	We will monitor and regularly report on (by gender and level of post) the uptake by WCC employees in part-time, family friendly and flexible working arrangements and target identified areas of low take up	Apr 08	GES 18ab
Human Resources	We will analyse the results/trends of staff responses to the annual staff survey from a gender and BME perspective, publish our findings and make provision to address any issues identified	Annually	GES 21 RES 15a