

Single equality scheme partner engagement



Working in partnership with

Wiltshire Council
Where everybody matters

What is this about?

This document is about asking for your help and opinions in developing our work to promote equality and fairness for all.

Who are we?

We are:

- Wiltshire Council
- NHS Wiltshire
- Wiltshire Police
- Wiltshire Fire and Rescue Service

We are working together to make sure that everyone has equal opportunities, is free from discrimination and harassment, is able to get along well in our communities and is able to participate and feel valued in our work.

Why are we doing this?

We are doing this together because we think the partnership approach and attached questionnaire may make it easier for you to provide your thoughts and opinions on our work to promote equality for all.

By working together we can take joint action and provide services that are fair for all. It is vital to us that our service delivery is focused on our customers' needs. Additionally, groups and organisations have told us that we should be working together more so we are responding to this suggestion.

What do we want you to do?

Over the coming years, public services have to continue to spend money wisely making the best use of resources and ensuring equality of opportunity for all in Wiltshire. We would like you to respond to the questions on the next few pages to tell us your thoughts on how we can do this most effectively. You may find it helpful to look first at the summary of each of our services and the progress we have made so far as individual organisations.

What will we do with the information?

The information will be anonymous and will be used to inform our individual single equality scheme action plans. The information will also be shared across strategic partnerships and the voluntary and community sector to help them plan their services. The information is important so that we understand the needs of the different communities in Wiltshire.

How do I give my views or make comments?

- You can fill in a form and hand it to the staff in your library or use the People's Network computers to fill in the form online in your library
- You can email your comments to equalities@wiltshire.gov.uk

- You can fill in the survey on line at:
www.wiltshire.gov.uk
www.wiltshirepct.nhs.uk
www.wiltshire.police.uk
www.wiltshirefirebrigade.com
- You can send this form to:
 PALS NHS Wiltshire, Southgate House, Pans Lane, Devizes SN10 5EQ
- You can invite one of the partners to visit your organisation or local group by contacting Wiltshire Council's Corporate Equality and Diversity team at:
equalities@wiltshire.gov.uk or
 by telephone on 0300 456 0100 or
 by textphone on 01225 712500
- You can attend our joint engagement event in February 2010. More details will follow. If you are interested in attending, please email:
equalities@wiltshire.gov.uk

Please let us have your comments by 3 March 2010.

Thank you for your support.

Summary of our services and progress to date

Wiltshire Council

The new Wiltshire Council started on 1 April 2009 when the county council and four district councils became a unitary authority. The council is divided into five departments committed to encouraging and supporting communities to get involved in making Wiltshire a good place in which to live and work.

Department for Children and Education helps children and young people achieve the highest possible standards of health, development and education by supporting them in their families, schools and communities.

Department of Community Services supports people and communities and makes sure those who are vulnerable get the support they need so that everyone can feel safe and be involved in making decisions about services.

Department of Transport, Environment and Leisure aims to provide transport and leisure services that everyone can access.

Department of Economic Development, Planning and Housing aims to meet the needs and aspirations of people in Wiltshire when planning for the future.

Department of Resources covers a range of services, including employment that supports the smooth running of the council.

Structure changes will be completed by 1 April 2010

- The current department of Transport, Environment and Leisure and the department of Economic Development, Planning and Housing will be amalgamated to form a new department of **Neighbourhood and Planning**.
- Property will be transferred to the department of Resources.
- Public protection, emergency planning, community safety and research and intelligence will be located with the Joint Director of Public Health.
- Leisure will be located in the new department of Neighbourhood and Planning while the review of leisure is undertaken.

Community Area Boards

Wiltshire Council also has a new community structure in place so that local people can get involved in local decisions via new Area Boards. There are 18 across the county that each meet every six to eight weeks at various locations to make decisions about issues affecting the community. Wiltshire councillors, representatives from town and parish councils, members of the local Community Area Partnership plus representatives from the police, fire and the NHS attend meetings. So local people can come along and discuss issues with the councillors who will take these views into account when making final decisions. These new arrangements for communities are aimed at improving access to the council, its services and the democratic process and community area managers are developing different ways of involving diverse groups.

For more information, please go to: www.wiltshire.gov.uk/communityandliving/areaboards or contact Steve Milton on 01722 434255/ textphone 01225 712500

Key equality and diversity achievements:

We have:

- supported voluntary groups and partnerships through funding to promote the reporting of hate crime
- developed an anti-bullying strategy in partnership with the Children and Young People's Trust Board and actively involved children and young people in finding solutions to address bullying
- developed a domestic violence strategy to raise awareness of domestic abuse and increase access to support and services, including minority communities and people affected by multiple discrimination
- opened specialist day services for older people who need high levels of support to remain independent at home and have choice and control over their lives, which may not always be possible in nursing or residential care
- developed youth work provision with partners in the health and voluntary sector with lesbian, gay, bisexual and transgender (LGBT) young people
- completed a needs assessment and successfully secured funding to improve transit and permanent pitch provision across the county for gypsy and traveller communities. All permanent pitches will benefit from a type of 'village hall' for social events and drop-in

clinics. This would have a huge impact as it would give a social hub and an information centre to reduce isolation and aid access to services such as early years playgroups

- set up six bridging projects for disabled young people and their peers to engage in youth work opportunities to increase their participation in all aspects of community life
- supported staff forums for disabled people and BME staff and increased promotion of the 'Disability Confident' campaign to make sure disabled staff get the support they need at work.

For further details of the council's work, please contact our equality and diversity team at equalities@wiltshire.gov.uk or by telephone on 0300 456 0100 or textphone on 01225 712500.

NHS Wiltshire

NHS Wiltshire exists to improve the health and well-being of people of Wiltshire. It does this by:

- assessing the health needs of people of Wiltshire
- planning and paying for a full range of equitable services to meet these health needs
- contracting for the delivery of services with a variety of providers including NHS trusts, the voluntary and charity sector, private sector providers and its own provider service, namely Wiltshire Community Health Services
- monitoring the performance of its contractors.

Both NHS Wiltshire and Wiltshire Community Health Services are working with local people to help them to live healthier lives and reduce inequalities in people's health across Wiltshire. This is being delivered by tackling the biggest influences on health such as stopping smoking and increasing physical activity.

NHS Wiltshire also co-ordinates the planning and funding of local NHS primary care contractors including 62 general practitioner practices, 61 dental practices, 53 opticians and 67 pharmacies.

NHS Wiltshire employs approximately 2,900 staff, most of whom work in Wiltshire Community Health Services, such as neighbourhood teams, maternity services and health visitors.

Key equality and diversity achievements:

- Making it easier for our service users with disabilities to access our premises.
- Publishing a Joint Strategic Needs Analysis with Wiltshire Council - this document reports on the health needs of our communities.
- Improving our understanding of health needs of special groups, including older people, women and people with disabilities, black and ethnic minority groups, prisoners, homeless people, military population and Gypsies and travellers.
- Creating opportunities to improve our links with groups such as traveller communities, migrant workers and people from ethnic minority communities to allow them to air their views on our plans and help us to learn about their experiences of the services we offer.
- Reviewing and revising our single equality scheme and action plan to improve equality outcomes for specialist groups.

- Developing our HR policies and practices to attract applicants from groups currently under-represented in our workforce.

For further details of NHS Wiltshire's work please visit our website www.wiltshirepct.nhs.uk or call our freephone Patient Advice Helpline Service on 0800 389 7671.

Wiltshire Police

Wiltshire Police wants to make Wiltshire the 'safest county in the country' by working with partners and communities. We want to provide a service that is focused on our customer's needs so that we:

- have safe, satisfied and confident communities
- have staff who are committed and motivated
- manage risks
- communicate our successes
- coordinate our activity

Everyone expects and should receive our protection and a high quality service which meets their individual needs, and so we want to make sure that all employees and volunteers are:

- valued
- treated fairly
- provided with a work environment free from discrimination, victimisation and oppression

Our Single Equality Scheme 2010-2013 will be a way of planning actions that are customer focused and which increase public trust and confidence in the Wiltshire Police to tackle crime, disorder and antisocial behaviour.

Key equality and diversity achievements:

- We have set up 'Stop Watch' where police, community groups, Wiltshire Police Authority and our independent advisory group discuss police use of stop and search powers. Wiltshire Police works to prevent and detect crime and make communities safe through a fair, ethical and non-discriminatory use of stop and search powers. Wiltshire is now seen as one of the leading police services nationally on this issue.
- We regularly consult with diversity groups and this has led to big improvements in the service we give to all communities.
- Consultation includes the 'True Vision' hate-crime reporting process, identifying how visually impaired people cope with anti social behaviour and other related issues.
- We have introduced autism-alert cards to allow police officers to identify people who come in contact with officers as they require a higher level of service through recognition of their condition. This may be developed further in the future to cover other conditions.
- We have developed a positive action programme to recruit people from black and minority ethnic communities into the police service to be more representative of the community we serve. Our human resources team has dedicated officers undertaking this work.

For further information, visit our website at www.wiltshire.police.uk or contact your local neighbourhood policing team by ringing 0845 403 7000.

Wiltshire and Swindon Fire Authority

The members of Wiltshire & Swindon Fire Authority are responsible for making sure the Fire and Rescue Service runs smoothly by:

- agreeing an annual budget
- looking at new national and local policies
- checking performance for best practice and best value

There are 13 members, nine appointed by Wiltshire Council and four by Swindon Borough Council for a one year period. There are also three lay persons on the authority's standards committee which monitors the code of conduct for members.

In 2009 Wiltshire Fire & Rescue Service introduced five strategic aims to improve planning and performance:

- To provide the best possible response to fires and other emergencies
- To create stronger and safer communities
- To develop a healthy, safe, well trained workforce and make sure our jobs are accessible to all
- To protect our environment and heritage
- To make funding available for the above aims so we are as efficient as possible

All of our work now fits in with the above so we can clearly show how we are doing and check progress over the next three years. We are very proud that the Department for Communities and Local Government (CLG) has said that we are one of the few fire and rescue services in the country that is performing at the highest level in our fire fighting and emergency operations. The Audit Commission has also said that, compared to other fire and rescue services, we require a relatively low amount of council tax from the public to help fund this vital emergency service.

Key equality and diversity achievements:

- Improved access to community fire stations.
- Introduction of rural safety teams.
- Development of equality and diversity training for all staff and elected members.
- Development of equality and diversity monitoring linked to organisations from which we purchase goods and services.
- community safety advice provided to vulnerable people
- Introduction of youth education advisors to work with schools.
- Integrated risk management plan for 2010 to 2013 has been developed with input from the public.

- Working in partnership with the Great Western Ambulance Trust to provide response to medical emergencies in rural areas.

For further details of Wiltshire Fire and Rescue's work please visit our website www.wiltshire.gov.uk or call our Equality and Diversity Advisor on 01722 439300

Priorities under our single equality schemes

We want to improve our work on equality and inclusion because we want a good quality of life for all in Wiltshire.

Existing work through our partnerships has focused on the priorities below which we have already consulted widely on.

Now we want to know from you how we can improve to ensure equality and inclusion for all.

Our priorities are:

knowing our communities – this means:

- understanding who lives in Wiltshire, finding out their needs and what opportunities there are for different groups
- looking at any unfairness or inequalities in health, education, community safety and employment, and working with communities to reduce these.

shaping our communities – this means:

- working with other organisations and communities to find out the most important areas of work
- making sure there is strong leadership to work towards improving the quality of life for all.

engaging with our communities – this means:

- promoting involvement and working together with different communities
- listening to experiences of different communities so that we can improve our services.

responding to individual needs – this means:

- delivering a service that meets individual needs
- understanding how our services can affect different groups.

employment opportunities – this means:

- making our jobs accessible to all
- treating our staff fairly.

Questions

Knowing our communities

1) Do you agree or disagree that local public services are good at communicating and interacting with all of Wiltshire's different communities?

- | | | | |
|----------------|--------------------------|-------------------|--------------------------|
| Strongly Agree | <input type="checkbox"/> | Strongly disagree | <input type="checkbox"/> |
| Agree | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Disagree | <input type="checkbox"/> | | |

2) How good do you think local public services are at knowing how Wiltshire's different communities are changing?

- | | | | |
|-----------|--------------------------|------------|--------------------------|
| Very Good | <input type="checkbox"/> | Very Bad | <input type="checkbox"/> |
| Good | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Bad | <input type="checkbox"/> | | |

3) How can the way local public services find out about Wiltshire's different communities be improved?

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4) Do you belong to an organisation that represents your interests?

- Yes No

5) If so, which organisation?

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Shaping our communities

6) How confident are you that public service staff believe in equality and inclusion?

- | | | | |
|----------------|--------------------------|----------------------|--------------------------|
| Very Confident | <input type="checkbox"/> | Not confident at all | <input type="checkbox"/> |
| Confident | <input type="checkbox"/> | Not very confident | <input type="checkbox"/> |

7) How strongly do you agree or disagree that people in authority in local public services take equality and inclusion issues into consideration when making decisions?

- | | | | |
|----------------|--------------------------|-------------------|--------------------------|
| Strongly Agree | <input type="checkbox"/> | Strongly disagree | <input type="checkbox"/> |
| Agree | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Disagree | <input type="checkbox"/> | | |

8) How could local public services improve their commitment to equality and inclusion?

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Engaging with our communities

9) How good do you think public services are at providing different people in our communities with a fair chance to get involved in local issues?

- | | | | |
|-----------|--------------------------|------------|--------------------------|
| Very Good | <input type="checkbox"/> | Very Bad | <input type="checkbox"/> |
| Good | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Bad | <input type="checkbox"/> | | |

10) Do you agree or disagree that you can influence decision making in local public services?

- | | | | |
|----------------|--------------------------|-------------------|--------------------------|
| Strongly Agree | <input type="checkbox"/> | Strongly disagree | <input type="checkbox"/> |
| Agree | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Disagree | <input type="checkbox"/> | | |

11) How can local public services increase your influence and involvement in the ways services are delivered?

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Responding to individual needs

12) How well do you think local public services listen to what you tell them?

- | | | | |
|-----------|--------------------------|-----------------|--------------------------|
| Very Well | <input type="checkbox"/> | Not well at all | <input type="checkbox"/> |
| Well | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Not well | <input type="checkbox"/> | | |

13) Do you think local public services are flexible in the way they deliver to you?

- | | | | |
|---------------|--------------------------|---------------------|--------------------------|
| Very flexible | <input type="checkbox"/> | Not flexible at all | <input type="checkbox"/> |
| Flexible | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Not flexible | <input type="checkbox"/> | | |

14) What can local public services do better to meet your needs?

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Equality and inclusion monitoring

Your response to the questions below will help us to know whether we are reaching diverse communities in Wiltshire.

This information is confidential and will only be used to analyse our engagement work. It will not identify who you are.

Are you:

- A Wiltshire Council employee
- A NHS Wiltshire employee
- A Wiltshire Police employee
- A Wiltshire Fire and Rescue Service
- A member of the public
- A representative of an organisation

Your gender

- Male
- Female
- Transgender
- I would rather not say

Your age

- Under 18yrs
- 18yrs – 50yrs
- 51yrs – 64yrs
- 65yrs or over
- I would rather not say

Your sexual orientation

- Bisexual
- Gay
- Lesbian
- Heterosexual
- I would rather not say

Do you consider yourself to have a disability or a long term condition?

- Yes
- No
- I would rather not say

Are you a carer of a disabled person or a person with a long term condition?

- Yes
- No
- I would rather not say

How would you describe your ethnic group?

- I would rather not say
- White
- Asian or Asian British
- Black or black british
- Chinese/other ethnic group
- Dual heritage
- British
- Bangladesh
- African
- Chinese
- White and Asian
- Irish
- Indian
- Caribbean
- East European
- White and black African
- Traveller (incl. Gypsy, Roma or Irish traveller)
- Pakistani
- Moroccan
- White and black Caribbean
- Other
- Other white
- Other Asian
- Other ethnic group

If you would like to be more specific about your ethnic group, please tell us:

.....

You can send this form to:

**PALS NHS Wiltshire,
Southgate House,
Pans Lane,
Devizes SN10 5EQ**

Many thanks again for your support.

Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print and audio. Please contact the council on 0300 456 0100, by textphone on 01225 712500 or by email on customerservices@wiltshire.gov.uk

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如果有需要我們可以使用其他形式（例如：大字體版本或者錄音帶）或其他語言版本向您提供有關威爾特郡政務會各項服務的資訊，敬請與政務會聯繫，電話：0300 456 0100，文本電話：(01225) 712500，或者發電子郵件至：customerservices@wiltshire.gov.uk

Na życzenie udostępniamy informacje na temat usług oferowanych przez władze samorządowe hrabstwa Wiltshire (Wiltshire Council) w innych formatach (takich jak dużym drukiem lub w wersji audio) i w innych językach. Prosimy skontaktować się z władzami samorządowymi pod numerem telefonu 0300 456 0100 lub telefonu tekstowego (01225) 712500 bądź za pośrednictwem poczty elektronicznej na adres: customerservices@wiltshire.gov.uk

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