

8. Action Plan: Bolsover District Council - Single Equality Scheme 2011- 2015
Updated March 2015

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
1. Publish Single Equality Scheme and undertake regular reviews	JADCSI EIO	Mar 2011	Publish Scheme	Officer time Costs of consultation & feedback	First Draft SES January 2011	Completed Single Equality Scheme approved and adopted by Council in March 2011; information circulated to interest groups and published on intranet and corporate website: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity
	JADCSI EIO	Mar 2012 Mar 2013	Produce Annual Review of Scheme	Officer time Costs of consultation & feedback	Draft first Annual Review to Improvement Group on 12 June 2012 and to Executive on 2 July 2012. Also reported to Equality Panel in September 2012 and at look Beyond the Label event on 5 October 2012. Draft second Annual Review to Improvement Group on 19 March	Completed.

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		Mar 2014			2013 and to Executive on 8 April 2013. Also reported to Equality Panel on 15 March 2013.	
		Mar 2015			Draft third Annual Review to Improvement Group on 18 March 2014 and to Executive on 14 April 2014.	
					Final Review of SES to Improvement Group on 24 March 2015 and to Executive on 30 March 2015.	
	IEM UEO	Sept 2011	Undertake annual on-line equality questionnaire via Ask Derbyshire; Consultation Report showing year on year data feeding into annual review of SES	Officer time Costs of consultation & feedback	Engagement Plan 2010-11	Completed. Annual Engagement Plan embedded in Corporate Plan 2011-2015. http://www.bolsover.gov.uk/index.php/your-council/polices-plans-strategies/113-your-council/performance/337-corporate-plan
	Sept 2012	On-line questionnaire Sept-Oct 2010/11 – baseline data analysed.				
	Sept 2013					
						Equality questions

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						incorporated into Citizen's Panel Survey, November 2011. Survey findings reported in 'Listening Bolsover' report and published on Ask Derbyshire website: http://www.askderbyshire.gov.uk/bolsover
2. Meet requirements of public sector equality duty	JADCSI JADHR &P EIO	July 2011	- Publication of required equalities data in existing formats		SES incorporates a range of equalities data; data analyses published in CSV format, July 2011.	Completed.
		Apr 2012	- Publication of required equalities data in open formats		Corporate and service level data published on website and work ongoing: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	
		Jan 2013-2015	- Publish open data annually		Open data published on corporate website and updated periodically: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	

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		Apr 2014	- Engagement Plan(s) 2011-2014 to establish methods & timeframe for engagement		Engagement Plan produced annually and published on Intranet: http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=120&Itemid=723	
3. Equality impact assessment programme	JADCSI EIO	Mar 2011	Monitor Impact Assessment process; ensure it remains fit for purpose; & feeds into decision-making processes: - Review & report to EWG / ESDG - EIAs of review to Equality Panel	Officer time	Summary of services provided to vulnerable people completed March 2010, to inform EIA rolling programme: http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=44&Itemid=586 Reports to EWG & ESDG.	Completed. Summary of services provided to vulnerable people completed March 2010, to inform EIA rolling programme: http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=44&Itemid=586
4. Promote involvement in civic & public life	EIO	Mar 2011	Evaluation of Equality Panel - Feedback on satisfaction with involvement		To be completed Jan 2011	Completed. Evaluation completed and reported to Equality Panel in May 2011.
	UEO	Mar 2015	Citizen's Panel - % by gender - % who are		Derbyshire Citizen's Panel at May 2009: - 49.6% females / 50.4%	Completed. Citizens Panel now

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			disabled - % who are BEM		<p>males</p> <p>Bolsover Citizens Panel Report May 2012: - 48.9% females / 51% males - 99.5% White British or Irish / 0.4% Ethnic minority including White Other http://www.askderbyshire.gov.uk/bolsover/strategy-performance/0-2012-13-citizenpanelmay</p> <p>Bolsover Citizens Panel Report November 2014: - 28% Female / 72% male - 46% Disabled / 54% not disabled - 99% White British or Irish / 1% Ethnic minority including White Other</p>	routinely captures monitoring data for gender, age group, disability and ethnic group. This data is used to ensure that survey responses are representative of the population in Bolsover district.
	EIO UEO	Mar 2015	Feedback / evaluation from engagement events - Peoples'		Evaluation Report on <i>Look Beyond the Label</i> engagement events, December 2010 and	Completed.

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			experience of involvement - Equality monitoring data		October 2012. 2012 event focused on Welfare Reform with public consultation on local council tax support scheme. http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	
5. Evidence implementation of SES through the Equality Framework or similar quality standard	All	Mar 2011	Maintain Achieving level	Officer time	Update of corporate evidence in progress.	Completed. Equality Framework 'Achieving' level maintained to March 2011.
		Mar 2011	Customer Service Excellence validation - linked to EFLG evidence	Allocated	Contact Centres achieved Customer Service Excellence in 2010; Corporate Customer Service Excellence achieved April 2011.	Completed. Corporate Customer Service Excellence standard achieved April 2011: http://www.bolsover.gov.uk/council-news-2011/1221-customer-excellence-standard.html
6. Further develop standardised procurement which takes	SPU EIO	Mar 2011	Develop Working Group to assess, prioritise & monitor key contracts	Officer time	Large contracts are more rigorously assessed for equality policy compliance through standard	Completed.

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into account requirements of SES					documentation. http://www.bolsover.gov.uk/contract-management.html 'Meet the Buyer' event in February 2011 to engage voluntary & community sector in future procurement.	
	SPU	Mar 2011	Review procurement documentation & processes		Full suite of model documentation reviewed by East Midlands Centre of Excellence to address requirements of Equality Act 2010.	Completed.
7. Raise awareness of mental health issues to address needs of customers and staff	EIO JADHR &P	Mar 2015	Consider training for managers & front line staff	Officer time	'Aspects of Mental Health: supporting people in employment' training by Disability Dynamics delivered to partner organisations, September 2011. 2x sessions of 'Introduction to Disability' delivered by Disability Dynamics during 2013; 1 further session planned	Completed.

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					<p>for 26 March 2014 - 19 participants are booked on this course.</p> <p>2x sessions of 'Aspects of Mental Health' delivered for 21 participants on 5 March 2014 by South Derbyshire Voluntary Sector Mental Health Forum.</p>	
8. Raise awareness of needs of deaf and hard of hearing customers and staff	EIO JADHR &P	Mar 2015	Consider training for managers & front line staff		Representative from Derbyshire Police attended Equalities Services Development Group in January 2011, to share best practice & learning from achieving Royal National Institute for the Deaf quality standard.	Completed.
	JADs HoS	Mar 2012	Consider meeting criteria of RNID standard			
	JADs HoS	Mar 2015	Consider BSL training for front line staff		Deaf / hard of hearing badges supplied at request of Contact Centre staff, via Disabled Employees Group.	

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					<p>'Disability in the Workplace' training by Disability Dynamics, delivered to partner organisations, October 2011.</p> <p>Limited resources to achieve RNID standard or deliver BSL training for front line staff. 1 full time employee is a qualified BSL interpreter.</p>	
9. Raise awareness of LGBT issues	EIO	Mar 2015	<p>Link into actions agreed by Derbyshire LGBT Forum</p> <p>Consider training for managers and front line staff</p>		<p>Derbyshire LGBT Forum development plan, Jan 2011 – actions met for publication of equality data.</p> <p>LGBT Awareness Training delivered for 23 participants in November 2011 and June 2012 by Derbyshire Friend.</p>	Completed.
10. Ensure information on specialist	DVO CSO	Mar 2011	Promotion through Community Safety campaigns & events		Delivered 11 Cracking Crime events April-Oct 2010.	Completed.

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support agencies is distributed widely and openly to encourage those experiencing domestic and sexual violence and abuse to seek help					Participated in Operation Relentless June & September 2010. Produced leaflet in Polish, October 2010.	
	CO CSO	Mar 2011	Ensure website signposting to sources of information, advice & support		Information on sources of support provided on corporate website from June 2010: http://www.bolsover.gov.uk/component/content/article/107-domestic-violence/145-hs-dv-domestic-violence.html	Completed.
	CSO DVO EIO	Mar 2015	Service user monitoring data	Officer time	Reported in Gender Equality Scheme to 2011; SES; and in Community Safety Partnership Annual Plans: http://www.bolsover.gov.uk/community-safety-partnership.html Monitoring data across 5 equality strands – age,	Completed.

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					gender, LGBT, ethnicity and disability (with sub-categories for physical, mental health and learning disabilities) - now collected at county level for all services. All services monitoring information reported to the LCJBs Domestic Violence and Serious Sexual Violence Governance Board.	
	CSO DVO EIO	Mar 2011	Improve practice and participate in case reviews where appropriate - N. Derbyshire Domestic Abuse Group - Police Public Confidence Panels	Officer time	Hate crime and domestic violence cases now reviewed by Police Public Confidence Panels. Officer attendance at PPCP November 2010 and July 2011.	Completed.
11. Link into county-wide work to tackle sexual violence	CSO	Mar 2011	* Work led by Local Criminal Justice Board's Sexual Violence Group Community Safety		Some service user data reported in Gender Equality Scheme & Single Equality Scheme Participation in	Completed. Actions set out in Derbyshire Community Safety Agreement 2011-2015: http://www.bolsover.gov.u

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			Campaigns & SCTAG actions		Operation Relentless, June & September 2010.	k/images/departments/community_Services/csp_plan_2012.pdf
12. Reduce repeat victimisation rate to 29% (National Indicator 32*)	JADCS HoS Housing Legal	Mar 2011	County target for * NI 32 - Performance monitoring (data on cases reviewed at Multi Agency Risk Assessment Conferences)		Safer Derbyshire performance data reported in Gender Equality Scheme & SES Repeat victimisation rate: - 13.04% in 2009-10. - 15.45% at June 2010. - 17.93% at September 2010. (MARAC implementation on track).	Completed. Outcome 2010 - 2011: 24.16% * National Performance Indicator now removed by government
13. Carry out scheduled reviews to Equal Pay Audit	JADHR &P	Dec 2011	Carry out a light touch review of the Equal Pay Audit, December 2009.	Officer time	Gender pay gap reported in Gender Equality Scheme from 2007- 2011 and in SES. The identification of Equal Pay issues remains ongoing on an adhoc basis. Also there is an outstanding action below for 2014 to	Withdrawn.

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					complete an audit of all posts for this year	
	JADHR &P	Dec 2014	Carry out a complete Equal Pay Audit of all posts	Officer time	<p>A light touch review of the recommendations from the Equal Pay Audit conducted in 2009 was to be completed by 31/03/2013.</p> <p>Due to service changes in HR&Payroll and planned review of the People Strategy, this action has been delayed.</p>	Withdrawn.
14. Workforce diversity	JADHR &P	Mar 2011	<p>Local Performance Indicator retained to 2011:</p> <ul style="list-style-type: none"> - Top 5% of earners who are female - Top 5% of earners who are disabled - % of workforce who are disabled 	Officer time	<p>Local Performance Indicator retained for 2011 – 2012.</p> <p>Top 5% of earners who are female:</p> <ul style="list-style-type: none"> - 45.16% out-turn for 2009-10. - 45.16% at June 2010. - 43.75% at September 2010. - 45.16% Outturn 2010 - 	<p>Completed.</p> <p>Local performance indicators retained for 2011 – 2012 and reported with our equality information: http://www.bolsover.gov.uk/equalities-information.html</p>

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			- % of workforce who are BEM		<p>2011.</p> <p>Top 5% of earners who are disabled:</p> <ul style="list-style-type: none"> - 6.45% at June 2010. - 9.37% at September 2010. - 9.67% Outturn 2010 - 2011. <p>% of disabled employees:</p> <ul style="list-style-type: none"> - 5.65% at June 2010. - 7.33% at September 2010. - 7.06% Outturn 2010 - 2011 <p>% of workforce who are BEM:</p> <ul style="list-style-type: none"> - 0.64% at June 2010. - 0.63% at September 2010. - 0.64% Outturn 2010 – 2011. 	
	JADHR &P JADSP	Mar 2012	Publish workforce monitoring data across required equality strands	Officer time	All workforce monitoring scrutinised by Union Employer Consultative Committee; minutes	Completed. Workforce data published on the corporate website, January 2012:

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					<p>published on council website.</p> <p>Some data published in SES, Workforce data report and in open data format on website.</p>	<p>http://www.bolsover.gov.uk/equalities-information.html</p> <p>Gaps in workforce information identified; to be addressed in 2012-13 following internal service reviews & organisational restructure.</p>
15. Raise awareness and address hate incidents and harassment	JADHR &P	Mar 2014	Monitoring of workforce policies	Officer time	Ongoing – reported quarterly to Union Employer Consultative Committee; minutes published on council website.	Completed.
	JADHR &P	Mar 2015	Monitoring of workforce policies via Biennial Employee Survey	Officer time Costs of external support for survey analysis allocated	<p>Ongoing – reported to Senior Management Team</p> <p>Employee Survey conducted in November 2011. Findings from all Employee Surveys are published on the intranet.</p> <p>From 2007-2009, there was no increase in the</p>	Completed.

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					<p>number of respondents to the Employee Survey stating that they have encountered harassment or bullying at work. Compared to 2004 (27%) there was a fall of 17% in 2009 (10%) in staff reporting of harassment and bullying from another employee, elected member, or member of the public.</p> <p>Revised <i>Harassment and Bullying at Work Procedure</i> introduced in January 2011, following feedback through the HR and Payroll Customer Satisfaction Survey 2010 and the Employee Survey 2009:</p> <p>The Employee Survey 2013 focused on employee motivations for working at the</p>	

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					<p>Council, views on the appraisal process, learning and development opportunities, management and leadership, contribution at work, corporate values and change.</p> <p>The Employee Survey 2013 Report is available to all staff via the intranet: http://ericstv.bolsover.gov.uk/intranet/images/Repository/E/Employee_Survey_Report_2013.pdf</p>	
	CSO EIO	Mar 2011	Monitor Hate Incident Reports		<p>Ongoing work by Community Safety. All performance is reported via the Safer Derbyshire website: http://www.saferderbyshire.gov.uk/</p>	<p>Completed. There were 40 police reported hate incidents in Bolsover District in 2010 – 2011. Derbyshire wide, total contacts with the Stop Hate service have increased from 33 to 157 in 2011 – 2012.</p>
	CSO	Mar	Improve practice		Officer attendance at	Completed.

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	EIO	2011	and participate in case reviews where appropriate - N. Derbyshire Hate Crime Consultative Group - Police Public Confidence Panels		Police Public Confidence Panels November 2010 and July 2011	
	CO EIO	Mar 2011	Promote reporting mechanisms in the district through corporate communications - Stop Hate - Eyes & Ears scheme		Eyes & Ears Scheme re-launched September 2010: http://intranet/intranet/latest-news/247-eyes-and-ears.html	Completed.
16. Raise awareness of Council's equality services	EIO CO	Mar 2012	Consider using 'Did You Know' touring board(s) - Contact Centres - Parish Councils - Local groups - Events - Website page Publicise in corporate	Officer time Costs of printing & distribution	'Did you Know' posters & flyers distributed / publicised in June 2012.	Completed.

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			communications			
	CCM EIO	Mar 2011	Promote CRM system		CRM data now collected via Contact Centre leading to improved take up.	Completed.
	CCM	Mar 2014	Annual National Customer Service Week events - Outcomes	Officer time	National Customer Service events delivered in 2011 and 2012. 3x public events held in 2014 to shape new qualitative Customer Service Standards.	Completed.
17. Audit of services to vulnerable people	JADCSI	Ongoing	Identify gaps & priorities		Summary of services provided to vulnerable people, March 2010. Circulated to Equality Services Development Group; also available on intranet.	Completed.
18. Develop community cohesion activities / resources	JADCSI EIO	Mar 2015	Explore development of joint project work with partner agencies - Consider developing a multicultural event - Consider		Cohesion Project Group established and project outline developed in partnership with Police Migrant Worker Outreach Workers. This work was delayed	Completed.

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			developing a shared history project bringing together local people		<p>due to limited internal and external resources.</p> <p>Council's Partnership team delivered a consultation event in November 2014 to establish community cohesion approach and priorities.</p> <p>Multi-agency engagement event delivered by Community Safety team at Sports Direct on 27 January, Holocaust Memorial Day 2015.</p> <p>Multi-agency funding agreed for dedicated post; recruitment to Community Cohesion Officer in March 2015.</p>	
19. Actions to address any relevant targets set in Corporate	JADs HoS	Mar 2015	Identify any relevant targets and determine actions in service plans to achieve them		SES completion is a Corporate Plan target monitored as part of the Performance Management	Completed. No further actions identified in Corporate Plan 2011 – 2015.

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Plan 2011-2015					Framework.	

Planned actions outstanding from the Disability Equality Scheme 2010-2011, Gender Equality Scheme 2010-2011, Race Equality Schemes 2008-2011 and Corporate Equality Plan 2008-2011 have been incorporated into the Single Equality Scheme. This will ensure that reporting on performance against those actions is maintained.

Abbreviations used:

- JADCS Joint Asst. Director Community Services
- JADHRP Joint Asst. Director Human Resources and Payroll
- JADCSI Joint Asst. Director Customer Service & Improvement
- HoS Heads of Service
- SPU Shared Procurement Unit
- CCM Contact Centre Manager
- CO Communications Officer
- IEM Information and Engagement Manager
- UEO User Engagement Officer
- EIO Equality Improvement Officer
- CSO Community Safety Officer
- DVO Domestic Violence Officer