

Action Plan 2019-2023

Action	Responsibility	Timescale	Measurable outcome	Progress end 2021	Updated Actions for 2022/23
Equality Objective 1: Continue to gather and publish data and information about our community to better inform decision making and improve access to Council services.					
Report on Gender Pay Gap	HR	Annually	Defined analysis of the gender pay gap within the Council, in line with reporting requirements	An annual report is submitted as required by law.	
Undertake an audit of all services to identify what equality monitoring data is collected of our customers protected characteristics and assess how this is used to inform decision making in the development of policies and the delivery of services.	Policy Team All service areas	March 2020	Indication of services where a particular characteristic may be (dis)advantaged over another. Remedy policy or services to reflect required changes.	The audit of the collection of equality characteristics data and the more recent review of gender specific data identified that it is collected only where there is a specific legal requirement to do so - this to avoid the collection of data that isn't necessary in line with GDPR guidance.	Determine when it is necessary to collect protected characteristic data and to standardise the data collected. Guidance will be developed, and this will incorporate GDPR with special category data safeguards built in. Review of the Equality Impact Assessment process

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Equality Objective 2: Consider how we identify and understand our customer groups and needs in order to offer a better customer service					
Analyse systems within the Council to understand how we may identify / flag customers whose protected characteristics mean we adapt our style of communication to suit their needs.	Customer and Support Services Manager	December 2019	That all staff dealing with customers are able to identify customers with a particular need to enable them to effectively communicate with the Council	<p>Key customer facing services - specifically Housing and Revenues and Benefits - identify and respond to customers with specific communications needs.</p> <p>Reception and Contact Centre staff respond to any communication needs as they arise.</p> <p>While colleagues are dealing effectively with needs as they arise, there is scope for improvement and consistency.</p>	A Customer Sub-Group has been established as part of the Council's organisational reshaping work post the pandemic. Its work plan includes looking at how we serve our customers who, for example, may be deaf, have a disability or whose first language is not English. This will look at our obligations, assess data collected and customer needs; with a view to making recommendations for service improvement.
Equality Objective 3: Ensure that all Members and employees undertake relevant equality and diversity training					
All Council employees and Members to complete equality and diversity training	Policy Team HR	December 2019	All employees and Members to have completed training	Face-to-face training was completed by employees and Members in late 2019 / early 2020 with an online option being made available for new starters as part of their induction programme.	Review Equality duty training options for Members and Staff which could include on-line or face to face training. The work on data standards and Equality Impact Assessment referred to under Objective 1 will also require training for relevant staff.