Progress update on Equality Action Plan 2018/19

Priority 1, Design, Commission and deliver services that are accessible, inclusive and responsive to the needs of people and communities in Leicester City Council								
Ref	Desired Outcome	Action	Lead Service Area	Lead Officer	Supporting Services	How will we measure success?	October 2018 Update	April 2019 Update
1a	Staff have the skills and awareness to be able to support digital inclusion for service users from across all protected characteristics, with a particular focus on service users who are older aged, have a disability or English is not their first language. Services are supported through digital change and being inclusive.	Provide training to key staff on IT and digital inclusion. Develop a 'digital champion' role and identify 'digital champions' within the organisation who will sit on a Digital Transformation Change working group that will work with the Digital Transformation board. Develop volunteering opportunities possibly in partnership with VCS organisations e.g. Leicestershire Cares, Age UK for LCC staff to support service users with learning basic IT skills.	Digital Transformation / Smart Cities and Equality Team	Hannah Watkins	Equality Team	Frontline staff in Customer Service Centre, libraries and neighbourhood centres have received training in basic IT skills and digital inclusion. There is at least one digital champion in each service area where there is a digital transformation project. 30 LCC staff have used their volunteering day to support older people, people who have a disability or those for whom English is not their first language to learn basic IT skills.	OD have started working on a staff digital competency framework and have agreed to share with DCPG DMT to ask their teams to use to self-assess and provide feedback on the framework.	The staff digital competency framework has been advertised for staff to complete. There have been changes to the Digital Transformation Team and the Smart Cities Team since the last update. 9 Libraries have volunteers providing basic digital skills training using the Learn My Way website. A digital champion programme is under consideration; however the approach has been taken to map the current provision so that we can fully understand the current picture before undertaking any further work. A report to TNS Board has been drafted detailing current provision with the view to discussing next steps.

1b	There is volunteer capacity in the community to support the digital inclusion agenda.	Work with community groups and charities who have identified digital inclusion as a priority area of work to develop a volunteer digital champions role. Set up a volunteer digital champion and service user group to act as a critical friend in providing feedback on Digital Transformation projects. Explore opportunities for digital inclusion projects which meet the aims of the PSED to be funded via crowdfunding platform Spacehive.	Voluntary & Community Sector Engagement Manager, Digital Transformation / Smart cities	George Ballentyne	Equality Team and Adult Learning	There is a volunteer digital champions and service user group who act as a critical friend in relation to Digital Transformation projects. There is community interest in taking forward a digital inclusion project which meets the aims of the Public Sector Equality Duty. We have promoted digital inclusion projects at National Local Charities Day Dec 2018.	Questions have been drafted for VCS Citizen Space survey as part of the initial stages of a mapping exercise of VCS organisations offering digital access, training or support. Questionnaire due to be published at the end of September. The link to participate will be sent directly to VCS groups and organisations.	Low return rate for VCS survey, however we have collected some information ad hoc. Paper with current provision, outcomes of the VCS survey and discussion points for further work has been drafted and will be going to the TNS board meeting to identify how to make progress with this area of work.
1c	Staff are able to signpost new arrivals and other Leicester residents who do not speak English to where they are able to learn English in a variety of different ways e.g. conversation cafes, online	Information gathering exercise to establish what is available in the city (including third sector offer). Raise awareness with staff about the support available.	Equality - Internal offer, Voluntary and Community Sector Engagement - External offer	Hannah Watkins (internal) George Ballentyne (external)	Communications, Community Languages	We know what language support is available across the city and we have promoted this to staff in order that they are able to signpost effectively.	"A brief list of private providers has been compiled inc. how they deliver and typical prices. Currently mapping school and college-based provision and the more informal type (e.g. "conversation cafes").	1c

1d	Managers can confidently and robustly assess the equalities impacts of service change, are able to identify mitigating actions where needed and are able to implement mitigating actions effectively	Introduce an improved equality toolkit which covers general equality and diversity awareness, demographics of Leicester, Equality Monitoring, Equality Impact Assessment, Equality in Procurement. Work with OD to identify training needs - e.g. deliver Equality Impact Assessment Workshops	Equality Team	Surinder Singh	Organisational Development	Feedback from managers about the usefulness of the toolkit. Feedback from managers about effectiveness of training/ workshops. Annual assessment of implementation and effectiveness of mitigating actions identified in Equality Impact Assessments reported to CMT.	A review of EIAs and their mitigating actions and report comments has been undertaken and report presented to CMT in September 2018 with a number of recommendations for improving the organisation's approach to Equality Impact Assessment. A survey has been drafted to gain feedback from those who have undertaken EIAs in the past 12 - 18 months re. their experience and suggestions for improvement in the support offered. This information will allow us to further develop the toolkit and develop some practical workshops for EIA authors. We	EIA survey was undertaken, and findings analysed. Findings have been used to inform our work on the toolkit and other support. Practical EIA workshops have been developed and pilot sessions are due to commence in April 2019. We will use the feedback from pilot sessions to refine the approach and continue to develop the offer in line with the type of support that colleagues feel they need. Log for reports and EIAs is up to date and allows us to review the work that the team have undertaken. Have delivered bespoke sessions to individual teams where required/ requested. Update 23.04.19 - Pilot EIA workshop has been run and amendments to the session made in line with feedback, three more sessions scheduled in before

Ref	Description	Action	Team	Person	Partners	Measure	Progress 1	Progress 2
							have also committed to briefing CMT on their responsibilities in relation to EIAs.	Mid-June and have been advertised in face. 14.06.19 - Additional sessions for July - Nov have been scheduled.
1e	There is good quality and consistent equality monitoring information available to use for service improvement and in assessing the impacts of service change	Develop and implement a best practise approach to Equality Monitoring, including an updated Equality monitoring template and guidance.	Equality Team	Hannah Watkins	HR Policy and Projects, Communications	Managers are aware of the changes. Equality monitoring is updated as appropriate. Feedback from services who have implemented the best practise approach.	CMT paper making recommendations for improving the consistency with which the organisation equality monitors. Equality monitoring guidance has been developed and implemented. Best practise equality monitoring templates have been developed and implemented. The new guidance and templates have been promoted in FACE.	The new guidance and templates have been used by several services to update their approach, including online registration form for environmental services, transport development online forms. The guidance and forms have also been linked to from the new corporate volunteering guidance.
1f	Relevant services (e.g. leisure centres, school	Engage with relevant service areas and HR Policy and Projects to develop a policy and guidance.	Equality Team	Sukhi Biring	HR Policy and Projects	Policy and guidance implemented in relevant service areas by April 2019	Organisational policy and guidance on supporting trans staff has been	Policy and guidance on supporting trans staff in schools has been drafted and is

	admissions) are equipped to meet the need of transgender service users/ pupils						implemented. Including a transitioning support plan template. A trans inclusion toolkit has been developed in Childrens to provide guidance on supporting pupils. Currently working on a version of the supporting trans staff policy and guidance for staff in schools.	due to be implemented.
Priority 2: Raise awareness of equalities issues and tackle prejudices, both internally and externally								
2a	Staff understand how to communicate in 'Plain English', are aware of the interpretation and translation policy and know how to access translation and interpretation for service users	Raise awareness of community languages via comms article in face and promote the new Plain English e-learning	Communications	Dan Walton	Equality Team, Organisational Development	Quarterly communication about language needs, use of plain English and translation and interpretation service	Currently reviewing Plain English e-learning to launch.	Plain English E-learning has been reviewed - awaiting sign off from comms before promoting. Update 25.04.19 - comms are concerned with content and accessibility of learning pool. Decision made to take relevant information from the module and place it on the staff intranet. There will be an update in face in June once intranet page has been updated.

| 2b | Staff and members of the public have a greater awareness and understanding of hidden disability | Internal campaign and external social media campaign has been run to raise awareness of hidden disability: 1. Mental Health Awareness Week 14th - 20th May 2018, 2. Deaf Awareness Week 15th - 21st May 2018, 3. National Diabetes Week 11th - 17th June 2018 4. Dyslexia Awareness Week 1st - 7th October 2018 5. Dyspraxia Awareness Week 8th - 15th October 2018 6. Crohns and Collitis Awareness Week 1st - 7th December 2018 7. Autism Awareness Week/ World Autism Awareness Day 2nd April 2019 | Communications and Equality Team | Surinder Singh | Communications, Disabled Employees Group, Mental Health and Wellbeing Group | Internal communications on each hidden disability to raise awareness. Social Media Communications to replicate and raise awareness. | Staff case studies have been developed for Mental Health Awareness Week and Deaf Awareness Week. These have been promoted in FACE. They link to the support available at the Council e.g. health and wellbeing passport, Amica, employee groups etc. Surinder and Poppy (Comms) are currently working on Diabetes Awareness Week, Dyslexia Awareness Week and Dyspraxia Awareness Week. Have had trouble replicating on Social Media due to issues around consent of staff who have provided case studies and also being able to | All articles up to date and have been linked to relevant corporate support mechanisms. Have also included additional articles and case studies where staff have come forward to provide a case study, for example during Eating Disorders Week. Issues with replicating on social media have remained. |

							clearly link to events in the City.	
2c	Staff have a greater awareness and understanding of trans issues and managers are equipped to support trans employees	Implement and promote Transgender Policy and Guidance inc. transitioning template. Promote trans awareness e-learning.	Equality Team	Sukhi Biring	HR Policy and Projects, Communications, LGBT Employee Group, Organisational Development	Transgender policy and guidance has been implemented and promoted. Trans awareness e-learning has been promoted and at least 100 staff members have completed the training.	Transgender policy and guidance implemented and communicated via InContact. Have started reviewing the e-learning with the LGBT+ employee group.	LGBT+ group and Equality Team developed a display for transgender day of remembrance in November which was situated in the Reception waiting area at City Hall. A face article encouraging people to visit the display was published. Update 23.04.19 - Trans awareness e-learning has been reviewed and published. This has been communicated in face linked with IDAHOBIT (International day against homophobia, biphobia and transphobia)
2d	We have played a role in fostering good relations by raising awareness and tackling prejudices	Pilot a Human Library Event (http://humanlibrary.org/) for staff to attend (with the view to holding further events which are open to the public, voluntary and community sector organisations to attend	Equality Team	Hannah Watkins	Communications, Disabled Employees Group, Mental Health and Wellbeing Group, Community and Voluntary Sector Engagement	Feedback about the event from those attending.	Scheduled in for early 2019. No action undertaken to date.	Face article and email to employee groups requesting volunteer books to complete registration form. Event scheduled for Thursday 9th May. Article in face on 17.04.19 promoting the event to the wider staff group and

	in the future if successful).							intranet page created. Update on 22.05.19 - event has now taken place, feedback was positive, debriefing with volunteers helped us to identify learning points which will be implemented for the next event.
Priority 3: Attract, recruit, retain and progress a diverse range of employees in a culture which celebrates diversity and inclusion								
3a	We have good quality information about our workforce which enables us to take appropriate action to make improvements in areas where we notice that there are issues with attracting, recruiting, retaining and progressing people with particular protected characteristics.	Implement new 'best practise' Equality Monitoring questions in recruitment portal and SAFE system (MyView). Write an article about why equality monitoring in employment is important. Once this has been achieved, promote in face and via employee groups to encourage staff to complete.	Equalites Team	Hannah Watkins	Human Resources Recruitment and Organisational Development, employee groups, Communications	New questions have been implemented on Recruitment Portal and SAFE (MyView). A communication has gone out in face. There has been an improvement in the levels of declaration.	New questions have been implemented as far as possible at this time - however there are constraints with the SAFE system which prevents using full best practise wording for monitoring questions. Article drafted about why monitoring and self declaration of PCs is important and this has been promoted in FACE. AK has sent an email reiterating and asking directors to encourage	Self declaration rate of diversity information was improved following communications asking staff to update their details. New HR system has not got the same wording as best practise equality monitoring templates due to system constraints, however efforts have been made to get it as close as possible and questions on sexual orientation and gender identity have been retained.

							their staff to update their diversity information on MyView. Have had a discussion with JA (recruitment) regarding incorporating equality monitoring as part of the recruitment policy review and into the new recruitment portal.	
3b	There is a proportionate representation of BME employees in Senior posts.	"Undertake recruitment analysis to understand the split of white/BME employees during recruitment.					3b	There is a proportionate representation of BME employees in Senior posts.

| 3c | We understand the impact of recruitment to senior posts from outside of the city (where there is a lower concentration of BME people than in the city) on the representation of BME employees in senior posts | Investigate the impact of recruitment to senior posts from outside of the city (where there is a lower concentration of BME people than in the city) on the representation of BME employees in senior posts | Organisational Development | Owain Turner | Equality Team | The impact of recruitment to senior posts from outside of the city (where there is a lower concentration of BME people than in the city) has been investigated and we have a greater understanding. We have identified a target for BME representation in Senior posts, which takes the findings into account. | As above. It has been identified that the organisation needs to consider how to 'grow our own' in order to improve representation of BME staff in senior positions. As part of a separate piece of work, an LLR equality partnership group which the City council sits on has secured 30k funding to be able to offer diversity and inclusion interventions aimed at increasing representation of PCs specifically in the health and social workforce. | "Actions we have now started;

 * Unconscious Bias training for all recruiting managers when undertaking recruitment campaigns
 * Mandate that refresher recruitment training occurs annually (or at point of recruitment)
 * Development of Support Guidance for recruiting managers on panel make up, proportionate recruitment testing etc. provided at point of recruitment
 * Better collection and assessment of data covering candidate and recruitment panel profiles and recruitment decisions (in line with new recruitment system) |

							LLR health and social care partnership work update - Reverse mentoring programme underway, 2 x Unconscious Bias 1/2 day workshops delivered. 3 x Professional Behaviour Workshops delivered. More workshops planned. Local Stepping Up programme secured and funded by East Midlands Leadership Academy.	* Anonymised application process * Reviewing the way in which Job Specs and person specs are written * Continue to challenging the requirement for professional qualifications as essential requirements in Job Descriptions"
3d	We support the authority's commitment to improving employment opportunities for Looked After Children	Implement a guarentee that all Looked After Children (LAC) will have an interview when applying for apprenticeship roles within the organisation when they have successfully undertaken a Traineeship. Increase the opportunities for LAC and care leavers, particularly	Organisational Development, Post 16 Looked After Children Team, Connexions	Craig Picknell, Joanne Ives	Human Resources Recruitment	All LAC are guaranteed an interview when applying for apprenticeship roles within the organisation when they have successfully undertaken a Traineeship. We have considered other ways in which to increase the opportunities for LAC	Pilot of Sector based work academy for admin apprenticeships has just been piloted targeted on individuals unemployed. Now looking to concentrate down further to those individuals	Paper in development for LAC offer. This is being planned for Initial Management Mtg in April, full sign off in May. To carry over this action to next Action Plan

		those who are NEET (Not in Employment, Education or Training), to benefit from work experience and other employer/employability related activities within the city council in order to help their awareness of options and 'work ready' skills.				to benefit from work experience and other employer/employability related activities within the city council and implemented specific actions to achieve this.	who are NEET / LAC. Currently investigating other sectors.	
3e	There is a greater representation of young people in the workforce longer term.	"Continue work with the Young Employees Network, to develop an 'entry to employment offer' and to consider how we can retain graduates and apprentices post placement.					3e	There is a greater representation of young people in the workforce longer term.
3f	Recruitment processes are robust from an Equalities perspective and are free from unlawful discrimination	Undertake a review of job descriptions and recruitment processes, from an equalities perspective. Identify improvements to be implemented.	Equality Team	Hannah Watkins	Human Resources Recruitment	A review has been undertaken, improvements identified and implemented. Mechanisms for monitoring the effectiveness of any changes have been identified.	Have selected a random sample of adverts, JDs and person specs to review. Have contacted Jo Allen and currently awaiting access to recruitment system.	New recruitment system now in place, Jo Allen to provide overview to Hannah Watkins so JDs can be accessed.
Priority 4: Provide a working environment where employees are treated with fairness, dignity and respect								
4a	The Dignity at Work Policy has been embedded, managers are	Conduct a Dignity at Work staff survey and identify SMART actions to respond to the evidence.	HR Policy and Projects	Mandeep Judge	Equality Team , Employee Groups	A staff survey has been conducted and we have a greater understanding of where issues lie and	Dignity at work survey questionnaire in final stages of development –	We will assess existing employee data we hold around dignity at work.If any gaps in understanding are

	confident to respond to bullying and harrassment and the policy is used consistently. We have an understanding of bullying and harrassment within the organisation and respond to it effectively.					that actions that can be taken to make improvements. SMART actions for further work have been identified.	aiming to issue in September.	identified as part of this analysis, these will be addressed.
4b	Managers understand their responsibilities in relation to equality and diversity and take action to meet their responsibilities	Develop a diversity awareness training offer to managers. Develop a champion role for manager's who can provide advice and support to other managers in relation to the use of both the Health and Wellbeing Passport and the Carer's Passport. Pilot a Reverse Mentoring or 'walk in my shoes' buddy scheme where Senior Managers are mentored by Employee Group Members.	Equality Team	Hannah Watkins	Organisational Development, Employee Groups	There is a diversity training offer in place.There is a 'Passport champion' in each division. A 'Reverse mentoring' scheme has been piloted and feedback gained from participants.	Unconscious Bias e-learning has been reviewed and is due to be implemented. The Equalities Team have communicated the idea of passport champions to the employee groups and asked for those who had had a good experience with a passport to nominate their manager with their permission. Only one	Have approached the employee groups again to discuss a 'Passport Champions' programme and have requested nominations. There has been no uptake and limited further interest in it as a concept and, therefore, the decision has been made not to progress this. Reverse mentoring scheme is being piloted as part of LLR health and social care diversity and inclusion work programme. Mentors

							volunteer has been put forward however. May need to consider approach to gaining volunteers or reassess whether people would find Passport Champions helpful. There is potential for a reverse mentoring scheme to be piloted as part of the LLR diversity and inclusion work programme with the 30k funding which has been secured. This is in the very early stages of planning - the project has been scoped, but we have not yet secured commitment from the organisation. Due to meet with relevant director at the end of	have been trained, currently scheduling mentee preparation prior to matching pairs.

							September to discuss.	
4c	Staff are aware of the support that is available to them	Clarify and promote the Time off for Dependents Policy. Promote the Health and Wellbeing and Carer's Passports and other initiatives more widely via face, face for noticeboards, employee groups. Use case studies to illustrate and promote how passports can be used to achieve positive outcomes. Promote Employee Groups.	Equality Team	Sonya King	Communications, HR Policy and Projects and Employee groups	Communications have gone out to staff about the Time off for Dependents Policy and about the Passports (inc case studies). There is staff feedback, employee group feedback which suggests that staff are more aware of the support that is available to them. Employee Groups have a brochure to make available to staff without PC or who need a paper version and the groups have been promoted electronically.	A report was taken to CMT on behalf of the carers support group with a number of recommendations including clarification of the time off for dependents policy. HR policy and projects were asked to take this forwards. The Council's support mechanisms have been promoted using a number of methods inc. FACE, it has been built into the Case Studies as part of our commitment to raising awareness of hidden disabilities, at events (we have put on workshops on how to use the Health and	Introductory session to the carers passport was delivered at the Carers Awareness Event and a more detailed session on support mechanisms with HR manager - this included case studies where attendees were asked to practise using the passport and identify other potential sources of support based on the case study, then there was a feedback session. Completed a similar session at the Mental Health and Wellbeing Time to Talk Event. There has been positive feedback on the sessions for both events. Regular face articles promoting the groups - particularly those with low attendance rates. Have attended apprenticeship inductions to raise awareness of the employee groups and provided materials.

						Wellbeing passport at the Disability Awareness event in July and have a workshop planned for how to use the Carers Passport at the Carer's Awareness Event in September). We also put on an employee group event in May to promote the employee groups. All staff were invited to attend - the new Equality Action Plan was promoted at same event.	Employee groups have been invited to attend a corporate induction session about staff benefits on 23rd April and 19th June, promotional materials have also been provided for use at these events.