

## Corporate Directorate Improvement Plan Actions - Delivering the Equality Duty

Our Nurturing Inverclyde approach aims to get it right for every child, citizen and community, and this includes how we ensure that people with protected characteristics are safe, healthy, achieving, nurtured, active, respected, responsible and included. There are particular issues for those with protected characteristics within these wellbeing outcomes. For example keeping people safe from hate crime, ensuring that leisure services are accessible and making sure that no-one is excluded from being a valued part of the communities of Inverclyde.

The outcomes which are set out below have been taken from, or rolled up from, the Council's Corporate Directorate Improvement Plans (CDIP) and contribute to the delivery of the General and Specific Duties of the Single Equality Act 2010.

There are a number of other improvement actions which feature in each CDIP which also contribute to the delivery of equality and diversity across the Council which are not duplicated here, but can be found in the CDIPs by clicking here [add hyperlink once CDIPs are published on web].

Council services provide support for a wide variety of Inverclyde's population and some of these services are tailored to particular protected characteristics for example:

- English as a Second or Other Language (ESOL) Provision through Community Learning and Development
- Inverclyde Centre for Independent Living
- Older people's services
- Early years services
- Additional Support Needs services in Education
- Violence Against Women Multi Agency Partnership
- Pavements have dropped kerbs and textured pavements

There remain, however, a number of areas where we want to improve outcomes for our children, citizens and communities with protected characteristics. These are set out in the table below.

- The General Duty is:
  1. Eliminate unlawful discrimination, harassment and victimisation
  2. Advance equality of opportunity between people from different groups
  3. Foster good relationships between people from different groups
- Wellbeing outcomes – these are Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

## DRAFT EQUALITY OUTCOMES – APRIL 2013

Equality Outcome	Performance Indicators	General Duty - which part? 1. Eliminate 2. Advance 3. Foster	Lead Directorate, Service or Group	Well-being Indicator
Through an increase in third party reporting facilities, people with protected characteristics feel safer within their communities, and levels of hate crime are reduced.	<ul style="list-style-type: none"> <li>• Number of employees trained in third party reporting</li> <li>• Number of establishments offering third party reporting</li> <li>• Number of hate crimes reported</li> <li>• Community feedback</li> </ul>	All	Corporate Equalities Group in partnership with Police Scotland	Safe
Council employees and elected members are able to respond confidently and appropriately to the needs of Service users and colleagues who have protected characteristics.	<ul style="list-style-type: none"> <li>• Number of employees and elected members who have undergone Equalities training</li> <li>• Feedback from employees and Service users</li> </ul>	All	Corporate Equalities Group  HR	Respected Responsible
Increased targeted engagement with Inverclyde's children, citizens and communities who have protected characteristics.	<ul style="list-style-type: none"> <li>• Increase in the range of community groups with protected characteristics that the Council is engaging with</li> <li>• Feedback from community groups disaggregated by protected characteristics</li> </ul>	All	Corporate Equalities Group  Community Engagement & Capacity Building Network	Included

Equality Outcome	Performance Indicators	General Duty - which part? 1. Eliminate 2. Advance 3. Foster	Lead Service or Group	Well-being Indicator
All services consistently gather and analyse information on their Service users by protected characteristics, where appropriate, which is used to inform Improvement Planning.	<ul style="list-style-type: none"> <li>• Service user data is disaggregated by protected characteristics, where appropriate</li> <li>• Service user data is included as part of self-evaluation processes</li> </ul>	All	Corporate Equalities Group  Corporate Policy Team	Included
<b>Community Health Care Partnership</b>				
All staff have a greater awareness of the needs of groups with protected characteristics	<ul style="list-style-type: none"> <li>• Services have made further improvements through the views of people with protected characteristics</li> </ul>	All	CHCP	Healthy Nurtured Respected Responsible Included
Narrow the health inequalities gap through clearly defined programmes of action by our services and in conjunction with our partners	<ul style="list-style-type: none"> <li>• Barriers to all services are removed for people with protected characteristics</li> <li>• Services have made further improvements by taking the views of people with protected characteristics into account</li> </ul>	All	CHCP	Healthy Included
Reduced discrimination is faced by Lesbian, Gay, Bisexual and Transgender people, sensory impaired people and people with learning	<ul style="list-style-type: none"> <li>• Services have made further improvements through the views of</li> </ul>	1, 2	CHCP	Healthy Nurtured Respected

disabilities in our services	people with protected characteristics			Responsible Included
<b>Equality Outcome</b>	<b>Performance Indicators</b>	<b>General Duty - which part?</b> 1. Eliminate 2. Advance 3. Foster	<b>Lead Directorate, Service or Group</b>	<b>Well-being Indicator</b>
Information on how different groups access and benefit from our services is more routinely available and informs service planning	<ul style="list-style-type: none"> <li>We will monitor use of translation, alternative formats and website, and monitor implementation of CSLP; AIP and CSP</li> </ul>	All	CHCP	Healthy Nurtured Respected Responsible Included
<b>Education, Communities and Organisational Development</b>				
Services for women affected by domestic abuse are tailored to their needs with intervention focused on family centred approaches	<ul style="list-style-type: none"> <li>Evidence of involvement through engagement groups</li> <li>Engagement with women feeds into development and delivery of services</li> <li>Women who are subjected to Gender Based Violence feel better supported.</li> </ul>	All	Safer and Inclusive Communities	Safe Nurtured Respected Responsible Included
The Council has up-to-date data regarding the protected characteristics of employees	<ul style="list-style-type: none"> <li>Number of employee survey returns</li> </ul>	All	HR	Respected Included
Craft workers are assimilated in single status terms and conditions for Local Government employees	<ul style="list-style-type: none"> <li>Evidence of consultation with employees and Trade Unions</li> <li>Results from Job Evaluation</li> </ul>	All	HR	Respected Included

	<ul style="list-style-type: none"> <li>• Number of contracts issued</li> </ul>			
<b>Equality Outcome</b>	<b>Performance Indicators</b>	<b>General Duty - which part?</b> 1. Eliminate 2. Advance 3. Foster	<b>Lead Directorate, Service or Group</b>	<b>Well-being Indicator</b>
Employees have access to leadership development and training opportunities through the Council's workforce development and planning process	<ul style="list-style-type: none"> <li>• Number of staff trained</li> <li>• Number of staff undertaking leadership roles</li> </ul>	1, 2	HR	Achieving Included
People with disabilities get the support to access the technology that they need, no matter which library they use.	<ul style="list-style-type: none"> <li>• Increased numbers of people using library-provided assistive technologies</li> <li>• Users report increased confidence in accessing adaptive technologies</li> </ul>	All	Libraries, Museums and Archives	Included Achieving
Library and museum staff feel they have increased capacity to respond more confidently to the needs of all customers, in particular those with protected characteristics.	<ul style="list-style-type: none"> <li>• Improved customer satisfaction levels</li> <li>• Improved levels of staff confidence</li> </ul>	All	Libraries, Museums and Archives	Included
The McLean Museum and Watt Library are fully accessible to people with disabilities, and have been designed with disabled users' needs in mind.	<ul style="list-style-type: none"> <li>• Increased customer satisfaction levels</li> <li>• Increased visitor figures</li> </ul>	All	Libraries, Museums and Archives	Included Respected Responsible
<b>Environment, Regeneration and Resources</b>				
Council buildings do not have any barriers to	<ul style="list-style-type: none"> <li>• % of public areas with</li> </ul>	1,2	Property Assets	Included

access and better meet the needs of citizens including access, prayer rooms etc	Council buildings suitable for and accessible to disabled people		and Facilities Management	
<b>Equality Outcome</b>	<b>Performance Indicators</b>	<b>General Duty - which part?</b> 1. Eliminate 2. Advance 3. Foster	<b>Lead Directorate, Service or Group</b>	<b>Well-being Indicator</b>
The condition of roads and pavements do not prevent older people and those with mobility impairment from accessing shops, services and transport.	<ul style="list-style-type: none"> <li>• % of the road network that should be considered for maintenance treatment</li> </ul>	1,2	Environmental and Commercial Services	Active Included
The Customer Service Centre (CSS) is able to offer a range of communication options which meet the needs of people with protected characteristics	<ul style="list-style-type: none"> <li>• Range of options available for engaging with CSS are available</li> <li>• Translation and Interpretation is offered</li> </ul>	1,2	Customer Services	Included
Corporate Procurement will ensure that equality impact assessment is built into the tendering process as part of its commodity strategy	<ul style="list-style-type: none"> <li>• No of tenders received and equality impact assessments undertaken</li> </ul>	All	Finance	Included