

Equality Scheme Action Plans: 2007-2010

Key: Equality Strand: D=disability, R=Race, G=Gender, S=Sexual orientation, B=Religion or belief, A=Age; All=All strands

Timescale:

1=Action in Year 1 (2007); 2=Action in Year 2 (2008); 3=Action in Year 3 (2009); 4=Action in Year 4 (2010) (calendar years)

Chief Executives Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
Democratic Services and Partnership						
D	Improved access to the electoral process for all sections of the community	Consider the needs of visually impaired people when producing registration form.	Electoral Services Manager	1	A large print copy of the form is available on request. Details and contact information printed in font 16 on form.	Telephone registration introduced from 2008. Service available to listen to instructions in 9 languages. Also available Internet and text (SMS) registration from 2008
D		Provide alternative format of registration form to those with visual impairment.	Electoral Services Manager	1, 2, 3	See above	Continue to supply large print when requested.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
D, R, A		Additional clerical support to free up more time to look at strategic issues in relation to access for voters	Electoral Services Manager	1	New post of Electoral Services Assistant filled in Dec 2006	
D		Action to ensure the unavailability of disabled access at Berrylands Hotel is publicised.	Electoral Services Manager	1	<p>Press release at the time an election is announced, plus a note to be put on the poll card bringing it to the attention of the electors. Column available on canvass form to apply for Postal vote if required.</p> <p>Polling district review conducted in 2007 did not produce an alternative polling station in this polling district. Council approved no change. However, the situation will be continually reassessed.</p>	<p>Postal votes increased to 15,000 plus at the GLA election 2008. New legislation available for postal vote applications to request a 'waiver' if unable to provide a signature.</p> <p>Continuing with postal vote request column on registration form.</p> <p>Continuing to assess polling stations on a regular basis.</p>

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
D		Promote access to polling stations on Disabled Go website (access to all polling stations is currently being reviewed)	Electoral Services Manager	2		
R		Consideration of use of nationality column on registration form for corporate monitoring purposes.	Electoral Services Manager	2, 3		Information available if required.
R		Booklet to explain how to complete Electoral Registration Form translated into 14 languages	Electoral Services Manager	1	During the personal canvass, canvassers are supplied with a booklet in 15 languages to show residents, if needed, when making personal calls.	Continue to supply 55 canvassers with booklet for use during the Autumn canvass for the Register of Electors. Final reminder letter for the Register of Electors has a strap line in 12 languages offering assistance and the Electoral Services helpline number.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
D	Improved accessibility of Council and neighbourhood meetings for visually impaired people.	Supplement the pink slip system by adopting a procedure whereby the Chair asks those attending the meeting to say which item they are interested in	Democratic Support Manager	1	This is being incorporated into the 'housekeeping' arrangements at meetings	
		Consideration to be given to recording agendas and summaries of reports onto audio tape. (NB action point on corporate policy on provision of information in accessible formats, below).	Democratic Support Manager	3		
		Continue to encourage meeting Chairs to list those who are present at the meeting (Councillors and officers) at the start and request that	Democratic Support Manager	1 and ongoing	Chairs are being encouraged to do this as part of their introductory remarks	

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		those speaking give their names before they speak.				
	Council meetings are accessible for people who are hard of hearing, including hearing aid users	<p>To assist hearing aid users and people who are hard of hearing, more training will be put in place for Councillors and Council officers emphasising the following:</p> <p>a) They must speak in the direction of the microphone, NOT in the direction of the person they are speaking to.</p> <p>b) Using a microphone is NOT optional, it is necessary to enable hearing aid users to hear.</p>	Head of Democratic Services and Partnership/ HR Strategy Manager	Ongoing	Chairs are being encouraged to do this as part of their introductory remarks and it will also be included in Member Training on Presentation skills	
R	The work of the Inter-Faith Forum is captured in a more systemised way	Equal Opportunities Forum kept up to date on work of Interfaith forum	Head of Democratic Services and Partnership/ HR Strategy Manager	2		Minutes of Interfaith Forum now discussed at Equal Opportunities Forum

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
Voluntary Sector Unit						
R	All sections of the community are aware of and apply for grants	More promotion of grants to Korean community	Voluntary Sector Unit Manager	1	Done through Korean Residents Society and Korean secondee to RBK – grants awarded for Korean Festival	In 2008 no grant was awarded for the Korean Festival as it did not take place. There are some internal disputes in the Residents Society which have prevented dialogue with RBK
R,B,D,A		Grants surgeries in four neighbourhoods to allow access for harder to reach groups	Voluntary Sector Unit Manager	1	Done but take up very low –we offer one-to-one sessions to groups new to grants	One to one sessions were offered to organisations wishing to apply and were taken up mainly by new organisations or those applying for the first time
All		Review format of guidelines and other information; review publicity with a view to broadening if necessary	Voluntary Sector Unit Manager	1	Done – publicity to be updated again this year – more use of RBK website introduced	More use of RBK web site and posters and flyers produced for wide distribution
All	Changes being made to arrangements for awarding grants at Member level	Training provided to members involved in grant making process	Voluntary Sector Unit Manager	2		Decisions on grants above £750 now made by the Executive.
All	Strategic funded organisations are carrying out equality monitoring of users to inform	Raised with organisations at annual monitoring	Voluntary Sector Unit Manager	1,2,3	Raised at monitoring meetings in 2006 – to be followed up again in	Equality monitoring continues to be an expectation for strategic

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
	development of services/activities	visits – follow up with guidance as part of the development of baseline performance indicators			Autumn 2007 to check on progress	groups – guidance is offered on how the results of this monitoring can inform and shape access to services/activities

Strategic Services

Facilities

D	Improved accessibility of Council buildings and meetings for disabled people.	Facilities have purchased some supportive chairs for the public gallery in the Council chamber which will be reserved for members of the public who need them because of a disability or back condition.	Facilities Manager	1	Purchased late 2006 and in use	<p>An on-going programme is installing Induction loops where necessary at reception desks and in meeting rooms throughout buildings on Guildhall site.</p> <p>External bollards, cross-overs and speed-tables have been modified to improve access for all users of the site.</p> <p>Improvements to the cycle lane, paving works and disabled surface bays are now all fully DDA compliant.</p>
---	---	--	--------------------	---	--------------------------------	--

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		Major works to install an external lift to provide independent wheelchair access into the Guildhall at the front. Subject to agreement by English Heritage and RBK Conservation Team. Capital Funding approved.	Facilities Manager	1	In progress – consent being applied for	Works Now commenced to the main entrance of Guildhall, programmed to be completed by December 2008
		To the extent that is reasonable given budget pressures, provide induction loops where necessary at reception desks and in meeting rooms in the Guildhall complex.	Facilities Manager /Disability Equality and Access Officer/ Sensory Impairment Team Manager	1/2	In progress as works are agreed	All areas now covered by fixed or portable induction loops.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
ICT and Communications						
A, D, R	All people who have difficulty in reading through visual impairment, disability, age or lack of English, only have to inform the Council once of their communication needs.	Use CRM system to ensure that all staff know the preferred format, including language, for communicating with residents. Approved staff will have responsibility for putting residents' communication needs onto the CRM system.	ICT Manager/ All approved staff	2		Fields now available on CRM to record format preferences for communication with the Council.
D	The Council's website is universally accessible and usable, including by people with visual impairments, motor impairments, dyslexia, etc.	1. Give careful consideration to feedback from website visitors, particularly from people with visual impairments etc, when they experience problems with the website and, within the constraints of available resources, endeavour to resolve them.	ICT Manager	Ongoing	The use of pdf files on the website has been limited to assist visually impaired people who use screen reading software.	The Council website now meets key accessibility requirements for full details, see http://www.kingston.gov.uk/accessibility

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		2. Continually assess the Council's website for accessibility and usability using tools, services and methodologies available.				
D	Profoundly deaf people (especially BSL users) are able to access Council information and services.	Give consideration to specific actions that might be taken to meet the communication needs of profoundly deaf people, such as doing more to promote a corporate email address and texting facility and piloting video phone technology	Media Office Manager/ Information Services Supervisor / ICT Manager	3		Texting facility widely publicised on Council literature. Personal email contacts should be printed on all Council literature.
All	To ensure the Communications Strategy takes account of hard to reach groups with special needs	To check progress on issues identified in EQIA	Media Office Manager / HR Strategy Manager	1	Continue to identify relevant channels of communications and to provide information appropriate to hard to reach groups.	Ongoing. New channels of communications are always being identified to reach people with special needs.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
D, R	Provision of information in community languages and accessible formats, and of interpreting services, is timely and consistent throughout the Council to ensure that all sectors of the community, including BME groups and disabled people, have reasonable access to Council information and services.	Develop a corporate policy on the provision of Council information in community languages and alternative formats, and of interpreting services.	Media Office Manager/ Information Services Supervisor/ CS Equality and Access Manager/ Disability Equality and Access Officer	2		Minimum standards are published in the Council's Style Guide. Recent corporate marketing campaigns (including the new refuse and recycling services) have embraced a range of accessible formats to ensure that not only is the service accessible but so too is the information about the service.
D, A	Improved availability of information about Council services to people who are confined to their homes.	1. Within resource constraints, ensure that those who staff the Council's information line are well-trained and informed to give people accurate and helpful information when they call. Note: All RBK Departments must take responsibility to alert the Information Services Supervisor to new publications and services	1. Information Services Supervisor	1	Some changes have been made to the actions in this item to better reflect what is achievable and effective and to emphasise that all Council departments must take responsibility for providing information about services and publications to the Information Services Supervisor.	All Press Releases are circulated to the local press, radio and voluntary sector newsletters (including The Talking Newspaper). All news releases are published on the Council's website The Style Guide outlines the minimum standards for providing alternative versions of all printed information material.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		2. Continue to promote Council services through the website, resident magazine, local press and other relevant media. Work with service providers on awareness campaigns.	2. Media Office Manager			The resident Magazine Livin' Kingston ceased publication in March 2008.
All	Local noticeboards to be kept up to date with Council information.	Communications team to support use of neighbourhood noticeboards (for use in corporate and service-based publicity campaigns) through its own activities and advice given to departments	Neighbourhood Services Managers/ Media Office Manager	Ongoing	Neighbourhood Services Managers to take a greater role in management of local notice boards.	Ongoing. The Media Office manages the marketing campaigns on the JC Decaux noticeboards in Kingston town centre to promote a broad range of public services.
D	All new and replacement signage complies with the Council's Style Guide and the signage section of the Council's Access for All Supplementary Planning Document.	1. Ensure all new signage complies with guidance from Access for All SPD. Note: All RBK Departments must inform Communications Team of any	Departmental Managers and Media Officer Manager	1	Actions have been revised to reflect what is achievable and effective.	Ongoing The Communications Toolkit on the RBK Intranet is regularly updated.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		<p>proposed new signage</p> <p>2. Ensure guidance in Communications Toolkit and refer to in subsequent revisions of RBK Style Guide is kept up to date.</p>				<p>The Council will publish an updated version of the Style Guide in January 2009 to coincide with the new Print and Design contracts. This will be promoted to staff and remain available on the Intranet.</p>
All	All Council publications comply with the Council's Style Guide	<p>1. Provide support to Council staff in producing printed materials</p> <p>2. Monitor publications produced by other Directorates</p>	Media Office Manager	Ongoing	In progress	<p>The revised Style Guide will be available in January 2009.</p> <p>The companies appointed to the new Print & Design rosta (November 2009) will be required to copy their design work commissioned by RBK departments to the Media Office.</p>
D	All staff are aware of the communication options available to them when communicating with people with sensory impairments	1. Mainstream the Community Care Services guide to communicating with disabled people within corporate communications	1. Media Office Manager	1. 1	The CCS Guide, entitled 'Assisting and Communicating with Disabled People' has been uploaded onto the Intranet within the Communications Toolkit.	The Style Guide and the Communications Toolkit provide advice.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		<p>guidance.</p> <p>2. Roll out disability equality training to frontline staff and then other staff, to include ensuring that staff are aware of the communication needs of people with sensory impairments.</p>	<p>2. HR Strategy Manager</p>	<p>2. 3</p>		

Consultation

All	To ensure that the new Consultation Strategy is being implemented appropriately across the Council	To review the Strategy's operation after the first year	Senior Policy Officer - Consultation	2		<p>Consultation has been built into the EIA process</p> <p>The Council has set up an internal 'consultation website' for staff to record details of all its various consultation activities.</p> <p>There is a Consultation Steering Group (with representatives from all directorates) that is tasked to meet periodically to review the procedure and make changes as necessary.</p>
-----	--	---	--------------------------------------	---	--	--

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
All	Residents who participate in consultation and service development are paid for their time.	Consider whether it would be appropriate to have a payment policy for residents who participate in consultation and service development.	Senior Policy Officer - Consultation	2		Local people were paid for their attendance at workshops on recycling and refuse collection, the Council's budget and for consultation on the Community Plan.
R	The Council consults effectively with BME groups.	Establish a BME forum	HR Strategy Manager/ Equality Support Officer	1	BME Forum is established	Samples of the population are designed to reflect the BME proportion of the whole local population. This is applied to workshops and larger survey projects, like the Community Plan, where consultation has taken place with representative groups like the BME Forum and Kingston Racial Equality Council.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
G,R,D	All complaints monitored by Equalities groups	Monitoring slip attached to complaint and response monitored	Senior Policy Officer – Consultation	2		<p>Current complaints procedure amended in 2007, and will be again in 2009.</p> <p>There Council issued a new public complaints leaflet in 2007 which offers translation or interpreter guidance in key local languages through the Council's helpline number.</p> <p>The Council's public leaflet on complaints includes a section to monitor the ethnicity of complainants</p>

Procurement

G,R,D	To monitor that strategic partners have a representative workforce and HR policies that mirror those of the Council and follow the spirit of the Equality Standard for Local Government.	Consider at the Strategic Partnership Board	Policy Officer (Procurement)	1,2,3	An annual update is received at the Strategic Partnership Boards and all partners are being written to in Summer 07 revisiting the survey of 2005	The results of the most recent survey are currently being analysed and will be monitored by the Council's (commercial) Partnership Boards.
-------	--	---	------------------------------	-------	---	--

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
All	The Ethical Procurement Policy pro-actively encourages our partners and contractors to employ best practice in the area of equalities.	Review and revise, as part of the procurement strategy review, the policy to ensure that it covers equality and diversity effectively.	Policy Officers (Procurement)	1	Review and revision of procurement strategy has started.	<p>The Policy and Ethical Impact Assessment have been reviewed and revised, as part of the procurement strategy review.</p> <p>We have also revised and updated the various model supplier questionnaires and contract conditions.</p> <p>Currently awaiting further advice on the design of the associated Handy Guide leaflet and staff guidance.</p>
All	The results of monitoring are used to improve partners' performance in the area of equalities.	Develop local performance indicators to ensure that procured services meet the requirements of equalities legislation.	Policy Officers (Procurement) HR Strategy Manager	2-3		We are yet to develop local performance indicators to ensure that procured services meet the requirements of equalities legislation.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
Human Resources						
<i>Pay and Rewards</i>						
G,R,D	There are no areas of unequal pay by gender, disability or race	Undertake Equal Pay Audit and produce action plan to address any disproportionality	HR Strategy Manager/ Senior HR Adviser	1 & 3	Equal Pay Audit completed. Action Plan implemented by CDT	Annual reports run on the operation of the Pay and Rewards Strategy to ensure equal pay principles apply.
G,R,D	Application of additional rewards schemes - progression increments, additional progression increments, special awards and contribution scale - applied in line with minority groups' representation in the workforce.	Annual monitoring spot check	HR Strategy Manager/ Senior HR Adviser	1,2,3	Initial analysis of the operation of the Pay and Rewards Strategy showed no areas of unequal treatment. Further review scheduled for end of year.	Annual reports run on the operation of the Pay and Rewards Strategy to ensure equal pay principles apply.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
<i>Work/life balance</i>						
G,R,D	Use the scheme in line with representation of minority groups in the workforce	Revise application form to include monitoring slip and include uptake in HR monitoring data	HR Strategy Manager / Senior HR Adviser	1,2,3	Monitoring slip now included on application form. Use of scheme to be included in monitoring statistics from November 2007	Application of scheme now monitored annually
<i>Training and development</i>						
G,R,D	Requests for training in line with representation of minority groups in the workforce	To monitor requests for training by minority status (race already in place) and include in HR monitoring data	HR Strategy Manager / HR Adviser	1,2,3	Training monitoring is now undertaken	training now monitored annually
All	To ensure staff are properly trained in equalities	Provide mandatory generic equalities training to all front line staff	HR Strategy Manager / HR Adviser	1,2	140 front line staff have now received generic equalities training from Dramanon. More training is scheduled over the next few months	Dramanon continued to be rolled out across Council

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
All		Update Fair Selection training to make it more effective and reintroduce 'Register of Recruiters'	HR Recruitment Manager/ HR Adviser	1	Fair Selection training has been refreshed and managers have attended. 'Register of Recruiters' has been audited and those who have not received training in the last 2 years need to receive a refresher briefing	Fair and safe recruitment held to refresh recruiting managers knowledge in these areas
D, G	Staff receive appropriate training in understanding the issues faced by people with HIV/Aids	Corporate disability awareness training will incorporate appropriate references to issues faced by people with HIV/Aids	HR Strategy Manager	2		
G	Consider the use of positive action schemes to address underrepresented areas e.g Women and BME staff under-represented in top 5% of earners	Implement findings from research conducted with senior women managers	HR Strategy Manager	1	Senior Women's Forum has been launched and has met twice with inspirational speakers. Two action learning sets for women started in September 2007	Fast-Forward Network continues to meet with inspirational speakers. 2 very successful action learning sets held with 2 more scheduled for next year. Plans in place to undertake research with BME staff. Discussed at last BME staff group.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
R		Undertake research with BME staff to identify barriers to progression	HR Strategy Manager	1	Two action learning sets for BME staff to be launched by end of the year facilitated by the Director of Kingston Racial Equality Council.	Initial discussion held with BME Staff Group
R		Implement action plan from above research	HR Strategy Manager	2	As above	Initial discussion held with BME Staff Group
All	Appraisal process includes staff responsibility in relation to equalities	Revise appraisal form and training to include equality objectives	HR Strategy Manager	1	Achieved	
D	Managers are equipped to manage disabled staff sensitively and appropriately.	1. All new managers receive basic disability equality briefing at induction. 2. All existing managers to receive disability equality training. 3. Revise appraisal form and training to include equality objectives	HR Strategy Manager / Disability Equality and Access Officer	1. 3 2. 1 3. 1	1. Included in Induction Briefing on Induction course. 2. New guidance on managing disabled staff to be launched at event to mark International Day of Disabled People in December 2007 with accompanying briefing sessions for managers. 3. Appraisal form revised.	Guidance launched and available on Intranet

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
G,R,D	To monitor uptake of training and include in HR monitoring data	To monitor uptake of training by minority status (race already in place) and include in HR monitoring data	HR Strategy Manager/ Senior HR Adviser	1,2,3	Achieved	On-going
<i>Staffing reductions</i>						
G,R,D	Application of policy in line with representation of minority groups in the workforce	To monitor application of policy and include in HR monitoring data	HR Strategy Manager/ Senior HR Adviser	1,2,3	Staffing reductions monitored annually by G, R, & D.	On-going
<i>Disciplinary, Capability & Grievance procedures</i>						
G,R,D	Application of policies in line with representation of minority groups in the workforce	To extend monitoring (already in place for race) to cover disability and gender.	Employee Relations Manager/ Senior HR Adviser	1,2,3	Formal procedures monitored annually.	On-going
R	To reduce BME representation in disciplinary, capability and grievance cases by 5% over next 3 years	To explore mediation arrangement with KREC to improve over representation of BME groups involved in disciplinary, capability and grievance cases	Employee Relations Manager/ Senior HR Adviser	1	KREC are currently being used to assist with an alleged race discrimination case and this facility is being promoted to managers.	

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
R		To provide training to managers in relation to managing BME staff problems to address overrepresentation in statistics	Employee Relations Manager/ Senior HR Adviser	1/2	Training session to take place in the Autumn facilitated by Director of Kingston Racial Equality Council. The session will also include the implications of the CHR for managers.	
Code of Conduct						
R	All staff have good understanding of the Code of Conduct	Revise language used in code of conduct and disciplinary rules (or produce a plain English version) to ensure accessible to staff with basic skills and not based upon cultural assumptions	Employee Relations Manager/ Senior HR Adviser	2		Guidance updated
Managing Organisational change						
All	Application of policy in line with representation of minority groups in the workforce	Review guidance to include specific reference to equality target groups in selection criteria	HR Strategy Manager/ Senior HR Adviser	2		

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
Welfare Counselling Service						
All	Use of service in line with representation of minority groups in the workforce	Monitoring of service by minority group to be undertaken	Staff Welfare and Counselling Adviser	1,2,3	Monitoring now taking place. Service will start to use updated monitoring guidance.	On-going
Dignity at Work						
D	Disabled staff are protected from harassment and are properly supported when they request reasonable adjustments	In addition to Dignity at Work policy, HR policies will be written on managing and supporting disabled staff, including the requirements of the Disability Discrimination Act	Disability Equality and Access Officer/ Senior HR Adviser	1	Policies are now in their final draft and will be launched at the event to mark International day of Disabled People in December 2007.	Policies launched and available on Intranet
All	Establish clear & comprehensive policy & procedures for dealing with issues of harassment both in the workforce and across services	Review existing policies & procedures	HT Strategy Manager	2		

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
All	Implement training for staff and managers on dealing with issues of harassment and monitoring requirements	Identify need and develop a training programme.	HR Manager Strategy	2		
G	Transgender/transsexual staff are treated fairly	Review all HR policies and procedures to ensure that they take account of the needs of transsexual/transgender staff.	HR Strategy Manager	3		
D, G	Staff who are disabled, including those with HIV/Aids, understand the benefits of declaring that they identify as disabled under the DDA.	Produce a factsheet 'Declaring a disability or long term health condition'	Disability Equality and Access Officer/ Disabled Staff Group	2		Fact sheet on benefits of declaring a disability produced by disabled staff group and available on the Intranet
D	Staff with HIV/Aids are protected from discrimination and harassment	Review existing AIDS policy in the light of recent legislation and guidance	HR Strategy Manager	2		
Staff travel						
G,R,D	Application of policy in line with representation of minority groups in the workforce	Monitoring of policy by minority group to be undertaken	HR Strategy Manager/ Senior HR Adviser	2		Monitoring currently being undertaken

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
	Special requirements in relation to women and disabled staff taken into account	Consider requirements of women and disabled staff in relation to the policy when it is reviewed	HR Strategy Manager/ Senior HR Adviser	2		In the process of being reviewed
<i>Recruitment and selection</i>						
All	To ensure equal access to our jobs by all sections of the community	With new HR system, undertake more detailed analysis of recruitment data	HR Recruitment Manager/ Recruitment Strategy Manager	2		
All		Monitor composition of interview panels	HR Recruitment Manager/ Recruitment Strategy Manager	2		
All		With introduction of On line recruitment, codify application forms to make anonymous during selection process	HR Recruitment Manager/ Recruitment Strategy Manager	3	To be in place by December 2007	

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
D		Work with Occupational health regarding the pre-employment medical process to take due account of the social model of disability	Occupational Health and Safety Manager/ Disability Equality and Access Officer	1	Pre-employment Health Questionnaire addresses disability and new guidelines are being prepared to assist staff and managers when further advice is required. Disability Equality and Access Officer and Occupational Health Nurse now work jointly on cases.	
All		Update Recruitment pages of Managers e-book to take account of changes to equalities legislation and e-recruitment	HR Recruitment Manager/ Recruitment Strategy Manager	On-going	Last updated in June 2007	Updated 2008
All		Audit relevance of work related exercises as part of the selection process and potential impact on equality target groups	HR Recruitment Manager/ Recruitment Strategy Manager	3		

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
D	Comprehensive information is available to managers about reasonable adjustments for disabled staff and the support available from Access to Work.	Provide guidance in Managers' ebook regarding the support available for disabled staff	Disability Equality and Access Officer/ Senior HR Adviser	1	Policies are now in their final draft and will be launched at the event to mark International day of Disabled People in December 2007	
D, R	All job applicants are aware of the support available to disabled & BME applicants and staff.	Produce a booklet to be sent out to job applicants	HR Recruitment Manager/ Recruitment Strategy Manager	1	Booklet with this information now provided to new staff and available on HR Intranet site.	
D	Work experience placements are offered throughout the Council to disabled people (particularly to people using the Kingston Workstart service)	1. Introduce a Council-wide work placement scheme for disabled people to assist access to work eg Kingston Workstart 2. Raise managers' awareness of the possibilities for work experience	HR Recruitment Manager/ Recruitment Strategy Manager / Employment Development Manager (Kingston Workstart)	2		
<i>Maternity leave</i>						
G,R,D	Application of policies in line with representation of minority groups in the workforce	Monitor return to work by equality groups and include in HR monitoring data	HR Strategy Manager/ Senior HR Adviser	2		Monitoring undertaken annually

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
Dependency leave						
All	Application of policies in line with representation of minority groups in the workforce	Monitor uptake of scheme and include in HR monitoring data	HR Strategy Manager/ Senior HR Adviser	2		Monitoring annually
S		Review language used in scheme to be more inclusive of same sex couples	HR Strategy Manager/ Senior HR Adviser	2		Policy updated

Environmental Services Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
Highways and Transportation						
D, A	Ensure pavements are fit for all users	Review the checklist used by highways inspectors and add items to it if necessary, to ensure that the needs of disabled people, including wheelchair and scooter users and visually impaired people, are considered in highway inspections. Particular attention to overhanging foliage, uneven paving slabs, pram crossings.	Service Manager	1	Revised checklist completed and in use	Checklist now used within the newly established Street Scene Team and new highway inspection regime implemented.
		Policy to remove A-boards ratified October 2006. Project team set up led by Head of Neighbourhood Services.	Service Manager	Ongoing	Legal Process and Regulation (Street Enforcement) Officer appointed August 2007	New Street Scene compliance team undertaking targeted 'A' Board enforcement.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		<p>As far as possible, ensure that street furniture does not cause an obstruction or danger to people with visual or mobility impairments – paying particular attention to sitting and colour contrast.</p> <p>Funding allocated 2005/6 (and some 06/07) to remove obsolete street furniture. Review of Kingston Town Centre ongoing as part of A-boards project. Walking Audits undertaken regularly and any “problems” highlighted to appropriate officers. Staff briefings held on placing of new street furniture for schemes/ maintenance.</p>	Service Manager	Ongoing	<p>No specific programme and/or funding in 2007/08 to remove obsolete street furniture. Improvements made as part of other programmes and improvement schemes e.g. lamp column replacement, footway maintenance schemes (eg removal of barriers in Eden Street).</p> <p>Work in progress to identify bollards that take into account the needs of visually impaired people.</p>	<p>Ongoing</p> <p>NB: Whilst some audits identify problems, it does not mean that budgets are available to remedy the problem.</p> <p>e.g. Coombe Road, Kingston, audited.</p>

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
D, R, G	Kingston's public realm is safe and accessible for everyone	<p>Undertake an EQIA on the proposed Public Realm Design Guide, timescale in line with the production of the Guide.</p> <p>Give careful consideration to feedback and advice from disabled residents in particular when producing the design guide.</p> <p>Undertake appropriate, accessible consultation on the design guide, including consulting with hard to reach groups.</p>	Design, Surveying and Special Projects Manager/ Conservation and Design Manager	2	Timescale altered to reflect progress on public realm design guide	<p>Timescale altered to reflect progress on public realm design guide.</p> <p>C. Kearey (Con & Design) will return to lead this project from next February</p>
D	Control car parking to reduce impact on accessibility of pedestrian routes	Policies relating to exemptions from the footway parking ban and the enforcement of the ban included in the Parking and Enforcement Plan.	Parking Services Manager	Completed	Completed	Completed

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		Enforcement undertaken by Parking Attendants as part of normal patrolling duties.		Ongoing	Being undertaken	Being undertaken
		In relation to preventing cars from parking across access routes eg dropped kerbs, borough to consider policy in respect enforcement powers available under Sec 14 London Local Authorities & Transport for London Act 2003.		2/3		Outstanding ?timescale
D	Improve accessibility of pedestrian crossings	<ol style="list-style-type: none"> 1. Neighbourhood Traffic Engineers to consider individual junctions where it is reported to them that crossing times are insufficient and if appropriate ask TfL to consider lengthening the time given for the pedestrian phase. 2. Consider a public education 	Traffic Engineers/ TfL	1	<ol style="list-style-type: none"> 1. When requests are received traffic engineers respond accordingly (timings of 2 crossings altered in response to requests from public) 2. Leaflet being prepared to replace DfT one which was not quite reflective of local crossings. Leaflet to be targeted at communities and 	<ol style="list-style-type: none"> 1. NTEM's report that 5 enquiries received regarding pedestrian facilities at crossings. 2 of these relate to adjustments to the conditioning for the appearance of the green man. Previously required to push red button, these are now automatically called up. 3 other enquires are being discussed with TfL. 2. Leaflet produced by Road Safety Team in

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		programme to ensure that pedestrians understand how the various types of controlled crossings should be used. (The increased use of puffin crossings is causing particular problems)			groups who live or work near to new crossings.	August 2007
		Review pedestrian facilities in the vicinity of the Fountain roundabout, New Malden and implement action decided as a result	New Malden Traffic Engineer	1/2	This now a Year 2/3 action	Collision Study being undertaken by consultants to identify any trends at this location. Traffic lights in Malden Road (by Presburg Rd) already under review following concerns raised by residents and Safer Neighbourhood Officers – Request passed to TfL to modernise signals and consider longer term plan to adjust layout

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		Consider requesting TfL to add audible signals at all traffic signals crossings unless there is a reason not to – e.g. too close to other crossings or in a residential area.	Traffic Engineers/ TfL	1 and ongoing (Note: all green man crossings to have either audibles or tactile rotating by end 07/08 financial year)	This is now a Year 3 action	Initial review of Boroughs Traffic signals commenced and it has identified some locations where Audible signals have been disconnected at the request (historically) of the Borough (possibly following residents requests). 19 sites to be revisited and re-assessed individually. Any adjustments would need to be funded by the Borough, approx costs between £1k to £5k per site.
D, A, G	Residents have expressed a desire for enhanced provision of public toilets particularly in New Malden.	There are insufficient resources to build new public toilets. However, we will ensure that all public toilets and toilets located in car parks are well signed so that people are able to make use of them.	Neighbourhood Services Managers/ Parking Services Manager/ Highways Assets Manager	1	Now a year 2/3 action	Parking Services have assumed responsibility for management of Cattle Market public conveniences.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		Locations for Blagdon Road car park toilets signs agreed and to be erected shortly.	NM Traffic Engineer/ Highways Asset/Admin Manager	1	Signs in place	
D	Provide information on travel for disabled people, including on travelling outside the Borough	Increase the amount of information available on the disability pages of the Council's website to include information about travelling more widely, ie outside the Borough	Disability Equality and Access Officer	1	Information being added when time permits	Absence of Disability Equality and Access Officer means that very little work has been undertaken on this topic
D, G, A	Enhance accessibility of bus travel	Continue to liaise with London Buses with regard to their advice to drivers and their policies in relation wheelchair users and parents with buggies.	Disability Equality and Access Officer / Public Transport Officer	Ongoing	Continuing liaison. London Buses revised their policy on parents with double buggies in May 2007. Further guidance received in relation to carriage of mobility scooters in August 2007	Liaison ongoing as incidents reported

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		London Buses installing new iBus system, which will provide better information to passengers, including audible information		1 and ongoing	Installation and testing by London Buses ongoing	Installation and testing by London Buses continues. Now working on the majority of buses in RBK

Planning and Development

All	Notices of planning applications should be displayed on site to assist local residents.	<p>Under the Statement of Community Involvement, the Council displays site notices of the following types of applications:</p> <ol style="list-style-type: none"> 1. Major developments, 2. applications affecting the setting of a listed building or the character or appearance of a conservation area 3. Proposals that depart from the Development Plan 4. Developments requiring Environmental Impact 	Development Control Manager	Ongoing	Being undertaken	
-----	---	---	-----------------------------	---------	------------------	--

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		Assessment a. Development affecting a public right of way				
All	Ensure that the needs of all sections of the community are taken into account in development control and enforcement	Undertake full EQIA	Development Control Manager	2		Need to insert timescale for EQIA on DC and enforcement
D	Visually impaired people to be able to access notices of planning applications	Statement of Community Involvement includes commitment to give information about all but minor applications to the Talking Newspaper.	Development Control Manager	2		Check this is being done
All	To ensure that the needs of all section of the community are taken into account in all LDF documents	Undertake full EQIA on all LDF documents	LDF Manager	As documents are produced	No documents yet produced	K+20 AAP – EQIA prepared
D	Action from EQIA on UDP	Investigate the re-establishment of the Mobility Forum	Disability Equality and Access Officer	2		Absence of Disability Equality and Access Officer means that no work has been undertaken

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
D	Action from EQIA on UDP	Include better guidance in LDF for disabled parking bays.	Disability Equality and Access Officer / LDF Manager	1-3	Ongoing, though the London Plan makes provision for disabled car parking which can be implemented straight away ahead of the LDF	K+20 AAP – Policy K20 includes reference to 'blue badge parking'
All	Action from EQIA on UDP	Undertake housing needs assessment of the whole borough	Planning Policy / housing	1	Delayed on the advice of GOL. Will be completed in accordance with Govt guidance in 2008.	Following revised guidance from GOL, GLA and London Councils (issued Feb '08), consultants are currently being commissioned to carry out the Housing Market Assessment, the final report should be available Spring 2009.
(R)	(Action from EQIA on UDP)	(Undertake gypsy and traveller needs assessment (the GLA is undertaking this study for us)	(Housing/ Planning Policy)	(1)	(GLA study due to be published by end 2007.)	Study completed March 2008.
All	Action from EQIA on UDP	Ensure that the results of the housing need assessments are incorporated into the sustainability appraisals of the relevant LDF documents.	LDF Manager	1	Delayed (see above) but results will be incorporated into all LDF documents as appropriate	Once the HMA report has been carried out (see above) the results will be incorporated into all LDF documents where appropriate.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
D	Action from EQIA on UDP	Ensure Residential Design Guide SPD deals with accessibility issues.	Conservation & Design Manager/ Disability Equality and Access Officer	3		To be prepared (the contents of the Supplementary Planning Advice Note on Lifetime Homes and Wheelchair Housing will be included, at the very least)
(All)	(Action from EQIA on UDP)	(Gather and analyse monitoring information on the Council's housing and lettings waiting lists)	(Performance & Service Manager, Housing)	(2)		
D, R	Action from EQIA on UDP	Consult with the PCT to determine any specific need in relation to location of/access to primary health care facilities	LDF Manager	1	Meeting held in 2007 and communication to be ongoing.	Meeting with PCT held in Mar 2008 – further meeting tba Dec 2008. Meeting held with PCT/RBK/Tesco re healthcare provision on Tesco/Tolworth site. Meeting held with SWL/StG Mental Health NHS Trust to discuss mental health provision in the borough re. LDF Core Strategy.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
Environment and Sustainability						
All	To ensure that the needs of all sections of the community are taken into account in the new waste collection contract	<p>Undertake EQIA on waste collection contract, to include consideration of disabled people's views on the design of containers and specification of service.</p> <p>New contractual arrangements will include the consideration of the requirements of disabled people.</p>	Service Manager	In line with procurement process	Still on track to be done in line with procurement process	<p>EQIA completed and published on website</p> <p>New contract includes assisted collection provision and alternative containers for those who have extreme difficulty with eg wheelie bins. Roll out included promotion of assisted collection services</p>
D	Waste and recycling collection should not lead to obstructions on footways or in people's driveways.	Ensure that waste and recycling collection staff understand the need to keep footways and private driveways clear of empty boxes and the like, to avoid unnecessary obstruction, difficulty and danger to disabled people.	Service Manager	1	Included in current Waste & Recycling Collection Contract and to be written into new contract for 2008. (Collectors required to collect from front of property and return bins or boxes back to property). Contractor to be reminded of issues at management meetings.	Included in new contract and in service information provided to residents to reduce the risk of bins being presented on the highway

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
All	To ensure that the needs of all sections of the community are taken into account in environmental coordination work (Biodiversity, Practical Conservation, Action Plans, partnership Working, Walking for Health	Undertake full EQIA	Service Manager	1 (commence Oct 06)	Work in progress on EQIA (currently in draft)	EQIA Action plan produced 07/08 as indicated in the Env Coord Team Plan 07/08
All	To ensure that the needs of all sections of the community are taken into account in the green spaces strategy	Undertake full EQIA	Service Manager	At the time the strategy is written	Strategy not yet written – expected 2008	Green Spaces strategy adopted by Executive Committee in March 2008 GSS contains a EQIA – Annual Implementation Plan 08/09 agreed June 2008
G	High quality play areas in parks for parents (often mothers) to take their children to play	Actions contained in Green Spaces Strategy, Function 5 – A Learning Environment	Service Manager	2, 3		Function 5 Projects identified in the AIP are ongoing and are expected to meet timescale targets.
All	To ensure that the needs of all sections of the community are taken into account in road safety training and travel awareness	Undertake full EQIA	Road Safety & Travel Awareness Manager	1	Draft EQIA prepared	Draft undertaken October 2007 and consulted upon. Actions responded to and update made October 2008.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
Neighbourhood Services						
D	Disabled children have equal access to playground facilities	With Quadron, increase provision of playground equipment suitable for disabled children (Note: this should be inclusive equipment rather than specialist accessible equipment)	Service Manager	1-3	Capital bids are planned (but may not be successful). Provision of inclusive equipment to be included in Green Spaces Strategy, subject to resources.	Some bids have been successful; this includes external funding for playgrounds that include equipment for disabled children through Community Groups.
All	Minimise incidence of offensive graffiti	Remove offensive graffiti within one working day. Maintain graffiti policy	Graffiti Officer	Ongoing	Draft protocol and strategy prepared - to be approved	Draft protocol prepared and will feed into the Street Scene strategy for the Borough.
All	Ensure that allotments are attractive and accessible to all sectors of the community	With Quadron, ensure the management of allotments meets this objective addressing barriers as required	Service Manager	2		Allotment Strategy adopted in March 2008 (EQIA integrated into GSS) Projects identified in AIP are expected to meet timescale

Community Services Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
General						
All	Deliver Equality Action Plan	All teams deliver equality action plans, evident in team plans for all services	Strategic Managers	1, 2, 3 & ongoing	Set in team plans	Addendum on team plan highlighting priority EQIA's
All	KIS Development – wider range of accredited interpreting services and languages available.	Quarterly monitoring of :- <ul style="list-style-type: none"> • Usage per agency • Community interpreting training programmes organised • Numbers attending training • Interpreters on database • Languages covered 	Equality and Access Manager	1, 2, 3	On going <ul style="list-style-type: none"> • 5 programmes • 66 Attended • 140 Interpreters • 48 Languages 	On going 1 training course with 15 students 9 males 55 languages Reviewing BSL Live Video Link to interpreters

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
G	Increase number of male interpreters	Targeted recruitment of male interpreters	Equality and Access Manager	1, 2	Advertised in media. Interviews undertaken for access to interpreting skills course	7 new male interpreters on the database and 9 male interpreters on 2008 interpreting course.
All	Embed equalities in mainstream work, including within integrated services and across all partner agencies <ul style="list-style-type: none"> • Evidence of EQIAs on all new policy and strategy documents • Evidence of changes as a result of consultation/assessment 	Annual review of monitoring arrangements and target setting Training and briefing events	Equality and Access Manager Community Services Directorate Team Responsible Officers from partner agencies	1, 2, 3 & ongoing	Monitoring guidance produced Briefing notes on Equality Training provided by Equality and Access team & External providers. Built into team plans	Equally Fair leaflet produced both staff and service users explaining the importance of monitoring. EQIA's still being identified and undertaken. CCS has an Equalities Steering Group, chaired by the Head of Services. Equalities targets are made each year and embedded into team planning.
All	Equality Support Programme across CS and L&CS – delivery of EQIA action plans	Work programme for Equalities Group agreed and delivered Equality Action Plans achieved	Equality and Access Manager (Responsible officers from partner agencies)	1, 2, 3 & ongoing	Terms of reference of Equalities group Meetings held to support, review and guide on implementation	Meetings held on quarterly basis and delivery of equality action in team plans

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
G	Support for women fleeing domestic violence	Providing safe accommodation, advice and support	Domestic Violence Co-ordinator	1, 2, 3	DV hostels, floating support service, survivors' group	As 2007, plus 'Wednesday's Women' 10 week rolling programme women's group to all faiths at Islamic Resource Centre.
G	Services for men and women experiencing domestic violence	Providing One Stop Shop, work from Children's Centre, crisis Intervention worker, sanctuary scheme	Domestic Violence Co-ordinator	1, 2, 3	One Stop Shop established. Advisor at Children's Centre piloted	OSS ongoing. MARAC established. Cessation of Children's Centre pilot. Funding in place for Victim Support Children's Worker. Multi-level DV awareness training throughout year open to all male & female staff & volunteers in borough established
D	Staff working with service users, particularly in Housing and Community Care Services, understand the importance of confidentiality for service users with HIV/Aids	Review and distribute guidance on confidentiality in relation to service users with HIV/Aids	Equality and Access Manager	2		Policy document exist and appropriate training is provided. Housing will be reviewing its case management and confidentiality policies

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
Housing						
All	Action from EQIA on UDP Housing Chapter	Undertake housing needs assessment of the whole borough	Housing/ Planning Policy	1	Now a year 2 action due to awaiting govt guidance on housing market assessment framework	Tendering process for a Strategic Housing Market Assessment underway October 08 Sub regional analysis also to be undertaken 08/09
All	Action from EQIA on UDP Housing Chapter	Gather and analyse monitoring information on the Council's housing and lettings waiting lists	Performance & Service Manager	2		Monitoring info on all 6 strands collected since November 07 Analysis and reporting expected by March 2009.
All	Action from EQIA on UDP Housing Chapter	Undertake gypsy and traveller needs assessment	Performance & Service Manager	1	Underway on a pan London basis. Expect report on current provision plus need assessment, by borough, by early October 2007	Report delivered and Kingston position ascertained

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
All	Ensure service delivery in accordance with the standards set for race, disability, age, gender, sexual orientation, religion or belief.	<ul style="list-style-type: none"> • Complete Level 2 EQIA assessments and develop and monitor action plans • Work towards Level 3 of the Standard and incorporate all actions from action plans are incorporated into work programmes. • Revise proformas at point of entry into service to capture personal data. • Develop data collection and monitoring systems from Orchard database. 	Strategic Managers/ Housing Management Team	1	<p>Some of this completed and equalities monitoring group established for the service.</p> <p>An action plan is being prepared for year 2 to complete the outstanding tasks</p>	<p>EQIA assessments completed or programmed for all key service/policy areas.</p> <p>An action plan for 2008-09 encapsulates all actions from the Team Plan and Action Plans</p> <p>A common monitoring proforma established and used at all points of entry into service plus other contacts.</p> <p>IT Team progressing upload of data to data base to enable regular monitoring reports.</p>
All	Ensure that the needs of all sections of the community are taken into account in the	Complete full EQIA & implement action plans	Housing Management Team	1, 2, 3	Draft strategy is complete but needs to incorporate all the	Housing Strategy Statement, Homelessness and Overcrowding

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
	Housing Strategy.				Mayor's proposed strategy for London, awaited in autumn 07. EQIA to be undertaken and consultation programme agreed.	Strategies completed 2008. EQIA's being carried out and programme of consultation planned.
D, A	Appropriate advice is made available for all vulnerable groups regarding sheltered and supported housing, wheelchair housing, choice-based letting, difficulties following hospitalisation, young disabled people who want to move out of the parental home etc.	Enhanced training provided for staff giving housing advice, providing Supporting People services, reception and information, KEYIS, CCS	Performance & Service Manager, Head of S&P HC&FS	1	Comprehensive training programme was undertaken with introduction of Choice Based Lettings. This included CCS staff. New Housing Options scheme due to be launched and training will again be widely available during Yr 2.	Refresher training underway October 2008
D, R, A	Ensure that advice regarding housing services materials can be provided in alternative formats, including tape, email,	Ensure text versions of all publications are available to enable large print	Performance & Service Manager /Equality &	Ongoing	All material is offered and can be made available in all formats	All material is offered and can be made available in all formats upon request

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
	large print, Braille and community languages	and email to be produced quickly. Use Kingston Interpreting Service for production of audiotape, Braille and Community Language versions on request.	Access Manager		upon request	
D, R, A	Enable visually impaired tenants and those who do not speak English, who cannot read calling cards left by contractors, to know that a contractor has called.	Use Orchard to ensure that the contractor knows if the resident is visually impaired or needs interpreting services and, if so, telephones (using interpreter if necessary) rather than leaving a card.	Head of Housing Management	1	By consent, details of any tenant with special needs can be placed on database as drop down alert accessible to all staff and partner contractors	As in previous year
D	A database of accessible and adapted homes (to reduce waste arising from removal of adaptations).	Use the Asset Management database to record adaptations and	Allocations Manager	1	Asset management software now installed and property attributes recorded on all visits to	Asset management software installed and notes held on housing management system about

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		enable dwellings to be matched to disabled people on the allocations list, subject to Choice Based Lettings Policy.			dwellings by property services personnel.	adaptations. Void properties with adaptations are identified before property is advertised under choice based lettings where it is advertised as suitable with people with disabilities
D	Provide sufficient supported housing for younger disabled people.	Work with Community Care Services on new developments with the aim of providing supported accommodation for younger disabled people.	Divisional Manager	3		
G	To provide a safe and supported environment for male survivors of domestic violence	To establish dedicated refuge places within current hostel accommodation	Divisional Manager Housing resources	1	8 dedicated refuge places established within current hostel accommodation - initial support provided by scheme manager. Currently one hostel manager is male. Take up of service to be monitored.	Take up of service is monitored and 1 male has been supported via this route since March 2006.
Environmental Health						
All	Ensure all sections of the community are aware of the local authority duty to take	Introduce equality surveys for noise control functions,	Borough Environmental	1	Included within overall Departmental survey.	Monthly surveys for noise now contain ethnicity

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
	action as appropriate in relation to noise nuisance.	monitoring and evaluating the responses.	Health Officer			question.
Environmental Health/Community Care Services (DFG)						
D, A	Minimise the time people have to wait for adaptations	<ol style="list-style-type: none"> 1. Applications for disabled facilities grants to be normally determined within 3 months of receiving all the necessary information. (The legal requirement is for applications to be approved or refused not later than six months after the date of application). 2. OT service to assess people's needs within 4 weeks of referra 	<ol style="list-style-type: none"> 1. Assistant Borough Environmental Health Officer 2. Occupational Therapy Performance and Development Manager 	1	<ol style="list-style-type: none"> 1. In 2007 all applications have been approved within 3 months of receiving all the necessary information/consents. 2.Target is being achieved 	Applications continue to be approved within 3 months of receiving all the necessary information/consents.
All	Ensure that the needs of older people from all communities are taken into account in relation to the Older People's Strategy.	Complete full EQIA and take the necessary action identified in the	Strategic Manager Older People's Services	1, 2, 3	Older People's strategy to be completed in autumn 2007, including EQIA.	Older people's strategy complete, EQIA carried out. Action plan work in progress.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		action plan.				
D, A	Take opportunities for early intervention (eg when it becomes noticeable that someone's garden is becoming overgrown).	Community Care Services is working with partners on an LPSA target for active ageing, which will help to contribute towards this aim, gardening being a key active ageing activity. For those who are struggling to manage, manifested by an inability to maintain the garden, for instance, Community Care Services will develop a prevention strategy, focusing on strategies to support people before they have a need for statutory services.	Head of Community Care Services	1	Independence and Well-being Strategy to Executive end 07. Will include support for people with lower level needs through information and signposting, and investment in lower level services	On going work to ensure that appropriate support and information is made available for those in need of lower level of support to live independently. A wide range of consultation has taken place to inform the work priorities.
All	Mental health services are proactive and opportunities are taken for early intervention.	Negotiations are underway between KPCT and South West London and St Georges NHS Trust to develop a	Head of Community Care Services	1	Early Intervention Service being developed – started March 07, full implementation by April 08.	On going work is continuing with this service area to meet the needs of the community

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		dedicated Early Intervention Service, in accordance with the National Service Framework on mental health.				
G	Gender-specific respite service	Incorporated in support plans. Ensure staff availability.	Principal Manager – Learning Disability Services	1, 2, 3	In place and being monitored. Cannot always be guaranteed due to staff sickness or holidays	Work is progressing to ensure appropriate service including in commissioning new services this need is specifically addressed
G,R,B,D	Gender specific service taking into account culture & religion	Monitoring service users and gender specific requests	Manager – Registered Care & Supported Living for People with Learning Disabilities	1, 2, 3	Analyse data & providing appropriate service	Ongoing work to address service needs
G	Male carers' access to day services	Identify & work with male carers to access day services	Deputy Manager, Kingston Locality Health & Social Care Team for Older People	1, 2, 3	Monitor take-up of services	There are now male only groups in some day services.
D, A	All front line community care services staff, eg care managers, are fully aware of the all services available to disabled people, including, for example, those provided by the Sensory	Community Care Services will disseminate information to all teams, periodically refreshing this, to	Head of Community Care Services	1 and ongoing	Updated service directory available to staff August 07. Independence and Well-being Strategy to look at information needs and	Community Information Exchange Group is available to all staff in CCS and is an information network.

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
	Impairment Team and possible transport options, so that they can provide this information to service users.	ensure that all staff in Community Care and more widely across RBK are aware of all services and options available to disabled people, including concessionary fares and other transport schemes, as well as services on offer from different teams such as the Sensory Impairment Team.			access for practitioners, stakeholders and service users	
Trading Standards & Environmental Health						
G	Support and protect young women	Identify and report sham/forced marriages	Superintendent Registrar	1, 2	On –going monitoring and liaison with other statutory agencies	On-going monitoring. None reported to Police. Recent appeal case has questioned this issue which the General Register Officer is considering.
G	Ensure equality of protection	Project to ensure compliance of ethnic cosmetics for women	Chief Trading Standards Officer	1	Completed monitoring exercise and targeted work	
		Project to ensure compliance and		1, 2	Being considered by regional group	Regional project not yet commenced

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress 2008
		safety of goods & services supplied via non English language adverts particularly at women				
G,A,D,R	Ensure equality of protection	Promotion of 'Rogue Trader' warning button for vulnerable people, particularly older women living alone	Chief Trading Standards Officer/ Community Care services	1, 2	Leaflet in production	Leaflet produced and distributed via Adult Community Care networks and Police Safer N'hood Teams following burglaries

Learning and Children's Services Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
General						
All	Deliver equality Action Plan	All teams deliver equality action plans, evident in team plans for all services	Strategic Managers	1, 2, 3 & ongoing	Set in team plans	Ongoing – in team plans
All	Embed equalities in mainstream work, including within integrated services and across all partner agencies. <ul style="list-style-type: none"> • Evidence of EQIA's on all new policy and strategic documents • Evidence of changes as a result of consultation /assessment 	Annual review of monitoring arrangements and target setting Training and briefing events	Equality & Access Manager Strategic Manager Work Force & Development Learning & Children's Services Directorate Leadership Team (Responsible officers from partner agencies)	1, 2, 3 & ongoing	Monitoring guidance produced. Briefing notes on Equalities. Training provided by Equalities Advisor and External providers. Built into team plans and Strategic Policies	EQIA priority programme established. EQIAs undertaken on new policy and strategic documents e.g. cultural strategy, as appropriate. Implementation of Common Assessment Framework is embedding monitoring. Changes as result of consultation include women lifeguarded, women only swimming sessions

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
All	Equality Support programme across L&CS – delivery of EQIA action plans	Work programme for Equalities Group agreed and delivered Equality Action Plans achieved	Equality & Access Manager Strategic Manager Work Force & Development (Responsible officers from partner agencies)			Ongoing support as 2007 Seven EQIA's carried out including one relevance EQIA on Confidentiality policy
All	L&CS at equivalent to level 3 of Equality Standard	Contribute to Level 3 of Equality Standard corporately	Equality & Access Manager Strategic Manager Work Force & Development			Self assessment in Team Plans Working within Peer support Action Plan
All	Ensure co-ordinated approach within all services and partner agencies to reporting and recording of incidents of harassment (BVPI 174 & 175)	Review policies and procedures for reporting and recording incidents in conjunction with the corporate centre.	Equality & Access Manager Learning & Children's Services Directorate Leadership Team			EQIA on Bullying and Harassment policy completed 58% primary and 40% secondary schools attended training 100% schools return records

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
All	Improve outcomes and give children and young people a better chance in life.	Complete full EQIA & implement Children & Young People's Plan, Action Plans Part 2.	Learning & Children's Services Directorate Leadership Team (& partner agencies)	1, 2, 3	EQIA completed April 2006. Action Plan refreshed July 2007. EQIA objectives identified through PIs.	Ongoing CYPP Review 2007/08 published July 2008 CYPP Action Plan refreshed July 2008

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
D,G,R	Implement Children & Young People's Plan : 1. Children & young people with specific needs receive targeted support to be healthy.	1. Continue to give priority to physical & mental health.	1. Strategic manager Looked After Children's Services	1. 1,2,3	1. Ref BH2 2.2 C&YP Revised Action Plan	Good progress towards achieving comprehensive CAMHS service. Health indicators for Children in care good and improvement in performance in annual health checks and health screening for this group. Improvement in time between referral and diagnosis of ASD. 58% disabled children receive co-ordinated family support. See CYPP Review 07/08
D, G, R	2. Improve educational standards in the foundation stage & at the key stages in line with agreed targets.	2. Ensure improvement for under-achieving groups.	2. School Improvement Inspector	2. 1, 2, 3	2. EQIA completed.	Good outcomes in Foundation Stage. Education standards for 5-16 years very high. Attainment of pupils from BME communities good overall and above average nationally. Attainment gaps narrowed for between those on FSM and other pupils. See CYPP Review 07/08

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
Leisure and Lifelong Learning						
D,G,R	Kingston Adult Education to be a wholly inclusive service where learners and staff have equal opportunity to fulfil their potential.	Actions included in Kingston Adult Education Equality Scheme 2006-2009	See KAE Equality Scheme	1, 2,3		Ongoing work on action plans
D	Disabled children with personal care needs to be able to access leisure services without a parent present.	Produce a policy and protocol outlining how the Council will ensure inclusion. Pilot scheme planned for 2007/2008.	Directorate Head of Leisure and Lifelong Learning/Strategic Manager Disabled Children's Services/ Disability Equality and Access Officer	2		Pilot programme introduced in summer 2008 providing supported access to summer schemes in leisure centres
D, A, R	Leisure centre brochures to be available in alternative formats and community languages	DC Leisure and the YMCA have a responsibility to produce information in alternative formats. We will make them aware of their responsibility and of the services provided by Kingston Interpreting Service.	Client Monitoring Officer	2		Redesigned brochures to be introduced April 2009 as part of roll out of new pricing structure

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
D	A buddying scheme for disabled people, particularly visually impaired people, is both available and advertised in all gyms.	Consider the need for a buddying scheme and how this might be accomplished, using our partners in both leisure services and the voluntary sector.	Client Monitoring Officer / Directorate Head of Leisure and Lifelong Learning / Principal Manager Health and Disability Services	3		Completed Buddying scheme in operation at Centres
A, D	Disabled & Older people to have access to the lift at New Malden library without having to go into reception to collect a key.	A note of the library's phone number is displayed in the foyer so that a disabled & older person can phone and ask someone to come and open the lift	Library Operations Manager	Completed	Completed	
D	Library users' surveys contact visually impaired library users and voluntary sector groups representing visually impaired people.	For future surveys contact will be made with Kingston Association for the Blind inviting visually impaired library users to visit the library during the period of the survey where a member of staff will go through the survey with them to find out their views.	Learning and Resources Co-ordinator	2		Completed (ie incorporated into methodology for future surveys)

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
Learning and School Effectiveness						
D, R	All children & young people, including those with sensory impairments, are educated in the borough with appropriate support and equipment.	SSI Procedures ensure that there is: <ul style="list-style-type: none"> • Use of translated DFES parent leaflets on SEN CoP • Use of interpreters at review meetings • Translated leaflets/reports as required by parents • Recruitment procedures follow RBK guidelines on Equal Opportunities • Use of resources, wherever possible, to reflect the diversity within society and promote positive images of children and young people with disabilities and from black and minority ethnic groups. 	Teacher – hearing impaired Teacher – visually impaired	1	All actions completed Specialist equipment being used where relevant.	Ongoing from 2007

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		<ul style="list-style-type: none"> • Work with the Advisory Teacher with responsibility for cultural diversity to promote good inclusion practice for black and minority ethnic children and their families or those who have English as an additional language (EAL). • Use of Equality Impact Assessments whenever a new policy is produced within the EPS group • Monitoring the use of specialist equipment that ensures children & young people with HI/VI can access the curriculum (Braille, radio aids and soundfield system). 				

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
		<ul style="list-style-type: none"> Providing advice to schools and extended schools provisions re students with sensory impairment including issues related to disability. 				
All	Ensure that the needs of all children & young people are taken into account in the Healthy Schools Programme	Conduct full EQIA	School Improvement Inspector	1	To be completed	To be completed
Youth, inclusion and participation services						
All	To ensure the needs of all young people are taken into account in the development and delivery of services.	<p>Implementation of Children and Young People's Participation Strategy.</p> <p>Team plans identify actions in order to achieve level 3 of Equality Standards.</p> <p>Equality issues identified in Participation Strategy and Team plans to be regularly monitored.</p>	Directorate Head of Youth, Inclusion and Participation Services	2		<p>Strategy implemented</p> <p>Team plans identify feedback/contributions of young people</p> <p>Equality issues regularly monitored</p>

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
D	Appropriate youth provision is made for visually impaired young people.	Actions as above.				

Finance Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)	Progress (2007)	Progress (2008)
R, D	Monitoring of service to establish a base for further analytical work	Conduct a survey with ethnicity and disability questions on whole service, analyse results and report to DMT on outcomes	Revenue & Benefits Manager	1	Surveys undertaken and reported to DMT in September 2006– next survey due 2008 when comparisons will be made.	New Surveys currently being undertaken
All	Recovery policy to ensure consistent and fair approach to all council tax payers	Undertake full EQIA	Revenue & Benefits Manager	1	Recovery policy reviewed and agreed with Director of Finance November 2006	Recovery policy reviewed again in 2008 with EQIA undertaken
R, D	Insurance service	<ul style="list-style-type: none"> • Improve access to service by website information • Evaluate current claim base and compare with make up of borough 	Revenue & Benefits Manager	1	Ongoing – Insurance Manager now left so work may be delayed Current claim base evaluated and compared with make up Equality issues identified in Insurance Section’s contribution to team plan. of Borough	