

## Equality Scheme Action Plans: December 2006

**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; 2=Action in Year 2; 3=Action in Year 3 (calendar years starting 2007)

### Chief Executives Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b><i>Democratic Services and Partnership</i></b>				
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
D		Provide alternative format of registration form to those with visual impairment.	Electoral Services Manager	1, 2, 3
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

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
D		Action to ensure the unavailability of disabled access at Berrylands Hotel is publicised.	Electoral Services Manager	1
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
R		Booklet to explain how to complete Electoral Registration Form translated into 14 languages	Electoral Services Manager	1
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

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
		Consideration to be given to recording agendas and summaries of reports onto audio tape. <b>(NB action point on corporate policy on provision of information in accessible formats, below).</b>	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 those speaking give their names before they speak.	Democratic Support Manager	1 and ongoing
	Council meetings are accessible for people who are hard of hearing, including hearing aid users	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:  a) They must speak in the direction of the microphone, NOT in the direction of the person they are speaking to.  Using a microphone is NOT optional,	Head of Democratic Services and Partnership/ HR Strategy Manager	Ongoing

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		it is necessary to enable hearing aid users to hear.		
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
<b><i>Voluntary Sector Unit</i></b>				
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
R,B,D,A		Grants surgeries in four neighbourhoods to allow access for harder to reach groups	Voluntary Sector Unit Manager	1
All		Review format of guidelines and other information; review publicity with a view to broadening if necessary	Voluntary Sector Unit Manager	1
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

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
All	Strategic funded organisations are carrying out equality monitoring of users to inform development of services/activities	Raised with organisations at annual monitoring visits – follow up with guidance as part of the development of baseline performance indicators	Voluntary Sector Unit Manager	1,2,3
<b><i>Strategic Services</i></b>				
<b>Facilities</b>				
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
		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
		To the extent that is reasonable given	Facilities Manager	1/2

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
		budget pressures, provide induction loops where necessary at reception desks and in meeting rooms in the Guildhall complex.	/Disability Equality and Access Officer/ Sensory Impairment Team Manager	
<b>ICT and Communications</b>				
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. <b>Approved staff will have responsibility for putting residents' communication needs onto the CRM system.</b>	ICT Manager/ All approved staff	2

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
D	The Council's website is universally accessible and usable, including by people with visual impairments, motor impairments, dyslexia, etc.	<ol style="list-style-type: none"> <li>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.</li> <li>2. Continually assess the Council's website for accessibility and usability using tools, services and methodologies available.</li> </ol>	ICT Manager	Ongoing
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	Communications & Information Services Manager / ICT Manager	3
All	To ensure the Communications	To check progress on issues	Communications &	1

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
	Strategy takes account of hard to reach groups with special needs	identified in EQIA	Information Services Manager / HR Strategy Manager	
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.	Communications & Information Services Manager/ CS Equality and Access Manager/ Disability Equality and Access Officer	2
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. <b>Note: All RBK Departments must take responsibility to alert the Information Services Manager to new publications and</b>	1. Information Services Manager	1

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
		<p><b>services.</b></p> <p>2. In conjunction with Sue Todd, Principal Manager Home Care, publish an article in Livin' Kingston about accessing information about Council services</p>	2. Communications & Information Services Manager	
All	Local noticeboards to be kept up to date with Council information.	Communications team to promote use of neighbourhood noticeboards (for use in corporate and service-based publicity campaigns) through its own activities and advice given to departments	Communications & Information Services Manager	Ongoing
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.	Add signage guidance from Access for All SPD to Communications Toolkit and refer to in subsequent revisions of RBK Style Guide.	Communications & Information Services Manager	1
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</p>	Communications & Information Services Manager	Ongoing

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		other Directorates		
D	All staff are aware of the communication options available to them when communicating with people with sensory impairments	<ol style="list-style-type: none"> <li>1. Mainstream the Community Care Services guide to communicating with disabled people within corporate communications guidance.</li> <li>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.</li> </ol>	<ol style="list-style-type: none"> <li>1. Communications &amp; Information Services Manager</li> <li>2. HR Strategy Manager</li> </ol>	<ol style="list-style-type: none"> <li>1. 1</li> <li>2. 3</li> </ol>
<b>Consultation</b>				
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
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	Senior Policy Officer - Consultation	2

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		development.		
R	The Council consults effectively with BME groups.	Establish a BME forum	HR Strategy Manager/ Equality Support Officer	1
G,R,D	All complaints monitored by Equalities groups	Monitoring slip attached to complaint and response monitored	Senior Policy Officer - Consultation	2
<b>Procurement</b>				
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
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
All	The results of monitoring are used to improve partners' performance in the	Develop local performance indicators to ensure that procured services meet the requirements of equalities	Policy Officers (Procurement)	2-3

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	area of equalities.	legislation.	HR Strategy Manager	
<b>Human Resources</b>				
<b>Pay and Rewards</b>				
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
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
<b>Work/life balance</b>				
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

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
<b>Training and development</b>				
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
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
All		Update Fair Selection training to make it more effective and reintroduce 'Register of Recruiters'	HR Recruitment Manager/ HR Adviser	1
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
R		Undertake research with BME staff to identify barriers to progression	HR Strategy Manager	1
R		Implement action plan from above research	HR Strategy Manager	2
All	Appraisal process includes staff	Revise appraisal form and training to	HR Strategy Manager	1

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	responsibility in relation to equalities	include equality objectives		
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
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
<b>Staffing reductions</b>				
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
<b>Disciplinary, Capability &amp; Grievance procedures</b>				
G,R,D	Application of policies in line with representation of minority groups in	To extend monitoring (already in place for race) to cover disability and	Employee Relations Manager/ Senior HR	1,2,3

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	the workforce	gender.	Adviser	
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
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
<b>Code of Conduct</b>				
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

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
<b>Managing Organisational change</b>				
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
<b>Welfare Counselling Service</b>				
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
<b>Dignity at Work</b>				
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
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

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
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
<b>Staff travel</b>				
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
	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
<b>Recruitment and selection</b>				
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

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
All		With introduction of On line recruitment, codify application forms to make anonymous during selection process	HR Recruitment Manager/ Recruitment Strategy Manager	3
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
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
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
D	Comprehensive information is available to managers about reasonable adjustments for disabled staff and the support available from	Provide guidance in Managers' ebook regarding the support available for disabled staff	Disability Equality and Access Officer/ Senior HR Adviser	1

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

## Environmental Services Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b><i>Highways and Transportation</i></b>				
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.	Construction & Maintenance Manager	1
		Policy to remove A-boards ratified October 2006. Project team set up led by Head of Neighbourhood Services.	Head of Neighbourhood Services	Ongoing
		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 siting and colour contrast.  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. Staff briefings held on placing of new street furniture for	Highways	Ongoing

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		schemes/ maintenance.		
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, Structures and Special Projects Manager/ Conservation and Design Manager	1/2
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
		Enforcement undertaken by Parking Attendants as part of normal patrolling duties.		Ongoing

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		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
D	Improve accessibility of pedestrian crossings	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.  Consider a public education programme to ensure that pedestrians understand how the various types of controlled crossings should be used.	Traffic Engineers/TfL	1
		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
		Include audible signals at all crossings unless there is a reason not to – eg too close to other crossings or in a residential area	Traffic Engineers/TfL	1 and ongoing
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	1

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		Locations for Blagdon Road car park toilets signs agreed and to be erected shortly.	NM Traffic Engineer/ Highways Asset/Admin Manager	1
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
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	Ongoing
		London Buses installing new iBus system, which will provide better information to passengers, including audible information	Transport Officer	1 and ongoing

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b><i>Planning and Development</i></b>				
All	Notices of planning applications should be displayed on site to assist local residents.	Under the Statement of Community Involvement, the Council displays site notices of the following types of applications: <ul style="list-style-type: none"> <li>a. Major developments,</li> <li>b. applications affecting the setting of a listed building or the character or appearance of a conservation area</li> <li>c. Proposals that depart from the Development Plan</li> <li>d. Developments requiring Environmental Impact Assessment</li> <li>e. Development affecting a public right of way</li> </ul>	Development Control Manager	Ongoing
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
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

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
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
D	Action from EQIA on UDP	Investigate the re-establishment of the Mobility Forum	Disability Equality and Access Officer	2
D	Action from EQIA on UDP	Include better guidance in LDF for disabled parking bays.	Disability Equality and Access Officer / LDF Manager	1-3
All	Action from EQIA on UDP	Undertake housing needs assessment of the whole borough	Planning Policy / housing	1
(R)	(Action from EQIA on UDP)	(Undertake gypsy and traveller needs assessment (the GLA is undertaking this study for us))	(Housing/ Planning Policy)	(1)
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 Manager	1

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		LDF documents.		
D	Action from EQIA on UDP	Ensure Residential Design Guide SPD deals with accessibility issues.	Conservation & Design Manager/ Disability Equality and Access Officer	3
(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
<b><i>Environment and Sustainability</i></b>				
All	To ensure that the needs of all sections of the community are taken into account in the new waste collection contract	Undertake EQIA on waste collection contract, to include consideration of disabled people's views on the design of containers and specification of service.  New contractual arrangements will include the consideration of the requirements of disabled people.	Head of Environment & Sustainability	In line with procurement process

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
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.	Head of Environment & Sustainability / Senior Waste Management Officer/ Neighbourhood Services Manager	1

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
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	Environmental Co-ordination Manager	1 (commence Oct 06)
All	To ensure that the needs of all sections of the community are taken into account in the parks and open spaces strategy	Undertake full EQIA	Head of Environment & Sustainability / Environmental Co-ordination Manager	At the time the strategy is written (TBC)
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 (2006)

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
<b><i>Neighbourhood Services</i></b>				
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)	Head of Environment & Sustainability	1-3
All	Minimise incidence of offensive graffiti	Remove offensive graffiti in less than 24 hours. Maintain graffiti policy	Graffiti Officer	Ongoing
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	Head of Environment & Sustainability	2

## Community Services Directorate

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b>General</b>				
All	Deliver Equality Action Plan	All teams deliver equality action plans, evident in team plans for all services	Strategic Managers	1, 2, 3 & ongoing
All	KIS Development – wider range of accredited interpreting services and languages available.	Quarterly monitoring of :- <ul style="list-style-type: none"> <li>• Usage per agency</li> <li>• Community interpreting training programmes organised</li> <li>• Numbers attending training</li> <li>• Interpreters on database</li> <li>• Languages covered</li> </ul>	Equality and Access Manager	1, 2, 3
All	Embed equalities in mainstream work, including within integrated services and across all partner agencies <ul style="list-style-type: none"> <li>• Evidence of EQIAs on all new policy and strategy documents</li> <li>• Evidence of changes as a result of</li> </ul>	Annual review of monitoring arrangements and target setting  Training and briefing events	Equality and Access Manager  Community Services Directorate Team	1, 2, 3 & ongoing

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	consultation/assessment		Responsible Officers from partner agencies	

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
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
<b><i>Housing</i></b>				
All	Action from EQIA on UDP Housing Chapter	Undertake housing needs assessment of the whole borough	Housing/ Planning Policy	1
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
All	Action from EQIA on UDP Housing Chapter	Undertake gypsy and traveller needs assessment	Performance & Service Manager	1
All	Ensure service delivery in accordance with the standards set for race, disability, age, sexual	<ul style="list-style-type: none"> <li>Complete Level 2 EQIA assessments and develop and monitor action plans</li> </ul>	Strategic Managers/	1

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	orientation, religion or belief.	<ul style="list-style-type: none"> <li>• Work towards Level 3 of the Standard and incorporate all actions from action plans are incorporated into work programmes.</li> <li>• Undertake equalities survey Spring 2007</li> <li>• Revise proformas at point of entry into service to capture personal data.</li> <li>• Develop data collection and monitoring systems from Orchard database.</li> </ul>	Housing Management Team	
All	Ensure that the needs of all sections of the community are taken into account in the Housing Strategy.	Complete full EQIA & implement action plans	Housing Management Team	1, 2, 3
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

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
D, R, A	Ensure that advice regarding housing services materials can be provided in alternative formats, including tape, email, large print, Braille and community languages	Ensure text versions of all publications are available to enable large print and email to be produced quickly. Use Kingston Interpreting Service for production of audiotape, Braille and Community Language versions on request.	Performance & Service Manager /Equality & Access Manager	Ongoing
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
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 enable dwellings to be matched to disabled people on the allocations list, subject to Choice Based Lettings Policy.	Allocations Manager	1
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

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b><i>Environmental Health</i></b>				
All	Ensure all sections of the community are aware of the local authority duty to take action as appropriate in relation to noise nuisance.	Introduce equality surveys for noise control functions, monitoring and evaluating the responses.	Borough Environmental Health Officer	1
<b><i>Environmental Health/Community Care Services (DFG)</i></b>				
D, A	Minimise the time people have to wait for adaptations	<ol style="list-style-type: none"> <li>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).</li> <li>2. OT service to assess people's needs within 4 weeks of referral</li> </ol>	<ol style="list-style-type: none"> <li>1. Assistant Borough Environmental Health Officer</li> <li>2. Occupational Therapy Performance and Development Manager</li> </ol>	1

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b>Community Care Services</b>				
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 action plan.	Strategic Manager Older People's Services	1, 2, 3
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
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 dedicated Early	Head of Community Care Services	1

Equality strand (D, R, G, S, B, A)	Desired outcomes	Action	Person responsible	Timescale (1, 2 or 3)
		Intervention Service, in accordance with the National Service Framework on mental health.		
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 Impairment Team and possible transport options, so that they can provide this information to service users.	Community Care Services will disseminate information to all teams, periodically refreshing this, to 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.	Head of Community Care Services	1 and ongoing

## Learning and Children's Services Directorate

Equality strand (D, R, G, S, B, A)	Desired Outcomes	Action	Person responsible	Timescale (1, 2 or 3)
<b>General</b>				
All	Deliver equality Action Plan	All teams deliver equality action plans, evident in team plans for all services	Strategic Managers	1, 2, 3 & ongoing
All	Embed equalities in mainstream work, including within integrated services and across all partner agencies. <ul style="list-style-type: none"> <li>• Evidence of EQIA's on all new policy and strategic documents</li> <li>• Evidence of changes as a result of consultation /assessment</li> </ul>	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
All	Equality Support programme across L&CS – delivery of EQIA action plans	Work programme for Equalities Group agreed and delivered	Equality & Access Manager Strategic Manager Work	Ongoing

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired Outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		Equality Action Plans achieved	Force & Development (Responsible officers from partner agencies)	
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	1
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	1, 2
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
	Implement Children & Young People's Plan: <ul style="list-style-type: none"> <li>Children &amp; young people with specific</li> </ul>	Continue to give priority to physical &	Strategic manager Looked	1,2,3

<b>Equality strand (D, R, G, S, B, A)</b>	<b>Desired Outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
D,G,R	needs receive targeted support to be healthy.	mental health.	After Children's Services	
D, G, R	<ul style="list-style-type: none"> <li>Improve educational standards in the foundation stage &amp; at the key stages in line with agreed targets.</li> </ul>	Ensure improvement for under-achieving groups.	School Improvement Inspector	1, 2, 3
D, G, R	<ul style="list-style-type: none"> <li>Looked after children &amp; other specific groups achieve economic wellbeing.</li> </ul>	Increase the participation rate of 16 – 19 years successfully into education, employment or training.	Connexions Manager Inspector – English & Literacy	1, 2, 3
D	<ul style="list-style-type: none"> <li>Children &amp; young people engage in decision making, support the community &amp; contribute to the development of services.</li> </ul>	Increase the number of disabled children who feel that their views are taken account of in service delivery developments.	Strategic Manager Disabled Children's Services	1, 2, 3
D, G, R	<ul style="list-style-type: none"> <li>Ensure that the needs of all children &amp; young people are</li> </ul>	Complete a full EQIA and implement identified actions	Head of Early years Education and Childcare.	1, 2, 3

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired Outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	taken into account when establishing the Children's Centres			
<b><i>Leisure and Lifelong Learning</i></b>				
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
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
D	A buddying scheme for disabled people, particularly visually impaired people, is both available and	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	3

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired Outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
	advertised in all gyms.		Disability Services	
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
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
<b><i>Learning and School Effectiveness</i></b>				
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"> <li>• Use of translated DFES parent leaflets on SEN CoP</li> <li>• Use of interpreters at review meetings</li> </ul>	Teacher – hearing impaired Teacher – visually impaired	1

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired Outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		<ul style="list-style-type: none"> <li>• Translated leaflets/reports as required by parents</li> <li>• Recruitment procedures follow RBK guidelines on Equal Opportunities</li> <li>• 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.</li> <li>• 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).</li> <li>• Use of Equality Impact Assessments whenever a new policy is produced within the EPS group</li> </ul>		

<b>Equality strand</b> (D, R, G, S, B, A)	<b>Desired Outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
		<ul style="list-style-type: none"> <li>Monitoring the use of specialist equipment that ensures children &amp; young people with HI/VI can access the curriculum (Braille, radio aids and soundfield system).</li> <li>Providing advice to schools and extended schools provisions re students with sensory impairment including issues related to disability.</li> </ul>		
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
<b><i>Youth, inclusion and participation services</i></b>				
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</p>	Directorate Head of Youth, Inclusion and Participation Services	2

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

## Finance Directorate

<b>Equality strand</b> <b>(D, R, G, S, B, A)</b>	<b>Desired outcomes</b>	<b>Action</b>	<b>Person responsible</b>	<b>Timescale (1, 2 or 3)</b>
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
All	Recovery policy to ensure consistent and fair approach to all council tax payers	Undertake full EQIA	Revenue & Benefits Manager	1
R, D	Insurance service	<ul style="list-style-type: none"> <li>• Improve access to service by website information</li> <li>• Evaluate current claim base and compare with make up of borough</li> </ul>	Revenue & Benefits Manager	1

11 December 2006