

## **REVIEW OF PROGRESS- EQUALITY IMPACT ASSESSMENTS**

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### **SUMMARY AND RECOMMENDATION**

Summarises progress made for actions planned following approval of Equality Impact Assessments

#### **Recommendation:**

That the Committee

1. Notes the report;
2. Asks for further information on aspects of the report where needed;
3. Asks that an update report is provided in 6 months.

## **1. INTRODUCTION**

1.1 The Council is committed to reaching the “Achieving” level of the Equality Framework for Local Government by March 2011. The level has to be externally validated. Following the receipt of CIEP funding the six District Councils in Cumbria are now working together with the assistance of the County Equalities and Cohesion Officer towards a joint assessment towards the end of the year.

1.2 A vital part of the process is that a comprehensive set of Equality Impact Assessments are completed and Action Plans developed arising from them. A number of Equality Impact Assessments have already been completed and this report advises members on progress made. It is anticipated that this report is one of a number of reports which will be presented to members in order to highlight progress made and obtain feedback from members.

1.3 The purpose of an Equality Impact Assessment is to identify any shortfalls in provision to each of the Equality strands and to take action to cure such shortfall. The Council has taken the decision to address Social Exclusion also at the same time as Age, Disability, Gender, Race, Religion and Belief and Sexual Orientation.

## **2. ACTIONS IDENTIFIED AND PROGRESS MADE**

2.1 The following have been identified as part of the EIA process:-

<b>EIA</b>	<b>Action identified</b>	<b>Progress made</b>
Beacon learning	Provide audio guides for Foreign visitors and those Who are illiterate	Audio guide under Development. Grant Funding not yet identified. Original aim to have the Guide available by April 2010 extended to August 2010 to allow for funding
Beacon learning	Leaflet translations	Languages selected and Translator options being Followed up. Funding Identified for 2010/11
Beacon learning	Tactile interpretation for paintings	Project cost provided by Heritage Lottery Fund. Tactile guide completed December 2009 and Launched January 2010
Beacon learning	Create Beacon guidebook for those with learning difficulties/ older learners/ all learners	Revenue funding available 2010/11. Text prepared, images selected
Beacon learning	Enhance services via Website for visually impaired	New website now available online. Improvements made- Layout, colour, contrasts, text, size Further options available if funding can be obtained
Beacon marketing	Install computerised Customer survey system In reception	Funding confirmed. Equipment and training Due April 2010
Customer Services- Copeland Direct	Review existing signs in reception	Language Line posters Up and all staff trained on use of service
Customer Services- Copeland Direct	Ask customers if they need assistance with form filling	In place
Customer Services- Copeland Direct	Ask staff to register for Language/ signing skills	Detailed training not Practicable. However, Staff continue to be Trained where Possible in dealing with these types of situations and have had deaf awareness training

Customer Services- Copeland Direct	Ensure staff are able to Use and advise about the Induction loop and Telephone in reception	Training complete
Customer Services- Copeland Direct	Purchase hand held Magnifiers for all Council Offices in reception	Done
Customer Services- Copeland Direct	Customer surveys re face experience	Feedback shared across Council. Hoping to Progress face to face comment cards asap
Customer Services- Copeland Direct	Carry out Type-talk training	Done with CSOs
Cultural Services- Partnership Venues	Review current service provision	A customer service Feedback arrangement Is part of SLAs
Cultural Services- Partnership Venues	Identify ethnic and other minority groups for publicity materials	Demographic statistics Held within the service. National indicative Levels of participation Given by Sport England And Arts Council
Cultural Services- Partnership venues	Discuss with each group Proposed activity Within Summer Scheme	Programme tailored to Needs identified by Partners. Scheme evaluated and changed. For example to locations and times and types of events. For example, girls only sessions and different types of sports
Housing Options	General comment- these actions will have been completed by March 2010 unless otherwise Commented on.	
Housing Options	Make information widely Accessible through Leaflets and on our Website- for people whose first language is not English or who face disadvantage through a disability or through impairment	
Housing Options	Make information Accessible for people With sight impairments	
Housing Options	Increase knowledge of Language Line	

Housing Options	Ensure Housing contact Details are up to date. Ask customers about Preferred method of communication	
Housing Options	Identify key needs in Locality for particular languages	
Housing Options	Audit temporary Accommodation against Needs of BME groups	
Housing Options	As above against needs of disabled	
Housing Options	Examine potential Problems with Communities gaining access to the service by working with minority group representatives	
Housing Options	Draw up a Customer Invo Plan	
Housing Options	Begin to monitor faith and orientation as part of customer details and track customer profiles against outcomes	
Housing Options	Ensure strong links with Partner organisations Who may be in contact With socially excluded people	
Housing Options	Domestic Violence- Lack of accommodation in area for women?	More action needed to progress this
HR	Review Flexi-time policy	A Focus Group has been formed in March with a view to developing a revised policy in April.
Democratic Services	Access to the mayor by people of all ethnic backgrounds	We have reviewed and amended the standard pro forma used for Mayoral Engagements.
Democratic Services	Update the Mayors page On the Internet clearly Stating the Mayor is available to all residents across the Borough- and ensure regular updates in Copeland Matters	Done
Democratic Services	Ensure external venues Are accessible when the	We check all venues used when the Mayor is hosting an event

	Mayor is hosting an Event/function	to ensure they are accessible.
Taxis	Review of all application Forms and policies to Ensure they are written in plain English	To be considered by next Taxi & General Licensing Panel
Taxis	Abolish character References and review Medical form, possibly to Include abolition of Requirement too use own doctor	Character Reference abolished. Medical from doctor by next T & LP still an issue.
Allotments	Understanding the customer base	Amendment put into Allotments tenancy agreement
Procurement	Introduce new PQQ and monitor supplier classifications	Now in use and being monitored
Procurement	Identify who is not tendering	Programme of Engagement with local and BME businesses in place for May 2010. Initial discussions with 3 <sup>rd</sup> sector
Procurement	Seek to inform and Involve service users	Procurement articles Included in every edition Of Copeland Matters. Looking to find ways to Use community data
Procurement	Review contract clauses To assess impact on BME community	To make changes for Relevant contracts by April 2013
Procurement	Look for supplier feedback through Business Link	Feedback reviewed after every tender
Communications	Look for alternative means of communicating with hard to reach groups	Considering social networking media during 2010/11
Communications	Consider need for Alternatives to written word	Not yet considered. Requirement perceived to Be low
Communications	Look for new technology To assist	Browsealoud currently offered on website
Communications	Work on a welcome pack For people moving to Copeland	Initial thoughts – needs to be progressed further with Customer Services.
Communications	Standard accessibility document to be on all publications	Policy needs to be reaffirmed if needed. Possibility that alternative approach –

		Promoting English lessons – is a better option.
Communications	Develop language profile of residents	Some additional information gained. No resources to undertake thorough work.
Communications	Set minimum font size for publications	Informal policy of point size 12 adopted. And usually adhered to.
Communications	Develop and publish a Guide for writing in Plain English	Guide produced in draft form. Needs final amendments, approval and distribution as resources allow.
Communications	Ensure we communicate With rural communities and the hard to reach	Copeland Matters seen as primary communications tool and more frequently. Dispatches now produced for all parishes including rural areas.

### 3.CONCLUSIONS

- 3.1** The above progress note demonstrates a large amount of activity over a wide area. Some of the work is ongoing and will develop over a period of time. Further reports in specific areas or in all areas where progress is said to be ongoing can be provided to members of OSC in subsequent reports.
- 3.2** There are also a number of recently completed Equality Impact Assessments where work is beginning to arise and on which reports will be presented to OSC in the coming months.
- 3.3** Those involved in Equality Impact Assessment would very much welcome the comments and feedback of OSCYPHC on progress made.

**Appendices:** - None

**List of Background Papers:** EIA files and associated email correspondence.