

## **COUNCIL EQUALITY SCHEME 2015 - 2017**

**EXECUTIVE MEMBER:** Councillor Allan Holliday  
**LEAD OFFICER:** Paul Walker, Chief Executive  
**REPORT AUTHOR:** Julie Betteridge, Head of Customer and Community Services

### **WHAT BENEFITS WILL THESE PROPOSALS BRING TO COPELAND RESIDENTS?**

As a Council, we need to play a leading role in making our borough a place where everyone has equal life chances – it is an essential part of delivering the Council's Corporate Plan and our long standing vision – 'Working to improve lives, communities and the prosperity of Copeland'. The Council's Equality Scheme sets out our aims and actions to make Copeland a fairer place for residents and staff.

### **WHY HAS THIS REPORT COME TO THE EXECUTIVE?**

**(eg Key Decision, Policy recommendation for Full Council, at request of Council,etc.)**

Our current Equality Scheme expires this year, 2015. Executive are asked to approve our refreshed Equality Scheme which sets out a clear set of priorities and an action plan to address these priorities.

### **RECOMMENDATIONS:**

Executive are requested to agree the Equality Scheme 2015-2017 and associated action plan attached to this report.

## **1. INTRODUCTION**

- 1.1 This is the Council's updated Single Equality Scheme, which brings together, builds upon and replaces the Council's current Corporate Equality Scheme 2012 - 2014 which incorporated disability, race and gender equality schemes. The Equality Act 2010 specifies nine characteristics and should be used to treat people fairly. This Single Equality Scheme extends to include marriage and civil partnership, pregnancy and maternity and gender re-assignment equality as required by the Equality Act 2010.

- 1.2 The Council reached the 'Achieving' standard under the Equalities Framework for Local Government in 2011. We have continued to make progress in this area and this refreshed Single Equality Scheme has a refreshed action plan to enable us to continue to expand our co-ordinated approach to all the key equality strands and our continuing commitment to the Public Sector Equality Duty.

## **2. PROPOSALS**

- 2.1 In the past year we have delivered mandatory equality training to all staff. The evaluation and issues raised through this training have informed the Scheme refresh and in particular the new action plan.
- 2.2 We have undertaken an internal assessment of the past action plan delivery, considered the Scheme against the challenges within the Council and the priorities in the Corporate Plan and Delivering Differently. This assessment suggested that a refresh of the existing Scheme taking account of national policy changes would provide a continuing effective Equality Scheme for the Council over the next two years.
- 2.3 A small number of actions from the previous action plan which have still to complete have been carried forward with new actions added. The new action plan is attached at Appendix B.

## **3. ALTERNATIVE OPTIONS TO BE CONSIDERED**

- 3.1 There is no option - the Council is required to meet its duties under the Equalities Act through a current and appropriate Single Equalities Scheme.

## **4. CONCLUSIONS**

- 4.1 The Council has continued its commitment to fairness and equality through delivering against its past equality scheme. Any outstanding actions needing to be completed have been transferred onto the new two year action plan
- 4.2 Executive are recommended to agree the refreshed Equality Scheme attached at Appendix A which has a lifespan of two years, ie 2015 to 2017.

## **5. STATUTORY OFFICER COMMENTS**

- 5.1 The Monitoring Officer's comments are: No further comment.

- 5.2 The Section 151 Officer's comments are: The Action Plan will be met within planned resources.
- 5.3 EIA Comments: This refreshed scheme is the framework for our EIA approach and activity.
- 5.4 Policy Framework: The Equality Scheme underpins our Corporate Plan, Delivering Differently approach and development and refreshes of policy, strategy and implementation planning.
- 5.5 Other Consultee Comments, if any: We have consulted with key VCS agencies and received feedback from AWAZ which has been incorporated into the refreshed scheme document and the action plan.

## **6. HOW WILL THE PROPOSALS BE PROJECT MANAGED AND HOW ARE THE RISKS GOING TO BE MANAGED?**

- 6.1 The Equality Scheme is overseen by the Policy Officer on a day to day basis and managed corporately through the Corporate Leadership Team in liaison with the Portfolio Holder.
- 6.2 We have SLAs in place with local agencies who assist us in delivering our equality scheme including challenging and advising the Council on equality impacts and assessments.

## **7. WHAT MEASURABLE OUTCOMES OR OUTPUTS WILL ARISE FROM THIS REPORT?**

- 7.1 The Council will be meeting its equality duty requirements through an informed, current and fit for purpose Equality Scheme and action plan.
- 7.2 The Corporate Plan sets out our mission to be an effective Council that works with partners and communities to arrange services for residents. The Equality Scheme sets out our commitment to do this fairly.

### **List of Appendices**

Appendix A – Copeland Borough Council Equality Scheme 2015 - 2017

Appendix B - Equality Scheme Action Plan 2015 - 2017

### **List of Background Documents:**

2014 Training Evaluation and feedback, previous Equality Scheme and action plan.

# Equality Scheme & Objectives

## Copeland Borough Council



**2015-2017**  
**February 2015**

**If needed, this document can be made available in large print, audio tape/CD, e-document or in other languages. If you require a copy in a more accessible format, please telephone: 0845 054 8600 Email: [info@copeland.gov.uk](mailto:info@copeland.gov.uk)**

# Foreword

*By Councillor Allan Holliday, Lead Member for Equalities and Paul Walker, Chief Executive.*

**This Equality Scheme sets out our aims to make Copeland a fairer place.** This scheme includes a clear set of priorities and an action plan to address these over the coming year.

**We were proud to reach the ‘Achieving’ standard under the Equalities Framework for Local Government in 2011.** We continue to make progress in this area and the development of our Single Equality Scheme, representing a co-ordinated approach to all the key equality strands and our continuing commitment to the Public Sector Equality Duty, is part of this.

**As a Council, we need to play a leading role in making our borough a place where everyone has equal life chances** – it is an essential part of delivering the Council Plan and our vision – ‘Working to improve lives, communities and the prosperity of Copeland’

**We know that the success of this scheme depends on leadership from elected members and managers throughout the Council, and we will demand a high level of commitment.** We have Equality Partnerships in place to drive progress through Council department, and in 2014 we committed to training **all** of our staff to enable us to take forward our responsibilities and ensure that we embed equality in all aspects of our business. Through the Councils Core curriculum and Member development programme we will continue to provide equality and diversity training for staff and members.

**Together, we can make Copeland a great place for everyone.**



**Councillor Allan Holliday**



**Paul Walker**

# Introduction

This is the Council's updated Single Equality Scheme, which brings together, builds upon and replaces the Council's current Corporate Equality Scheme 2012 - 2014 which incorporated disability, race and gender equality schemes. The Equality Act 2010 specifies nine characteristics and should be used to treat people fairly. This Single Equality Scheme extends to include marriage and civil partnership, pregnancy and maternity and gender re-assignment equality as required by the Equality Act 2010.

In order to make sure we are continuing to provide services that are both relevant and needed, it is important that the Council periodically reviews its strategic policies and adapts them accordingly. In developing the initial scheme, feedback from consultation with internal and external stakeholders and our work with partners and communities was used to help identify issues in the promotion of equal opportunities, elimination of discrimination and the fostering good relations between people who share a protected characteristic and people who do not. Within the refreshed Equality Scheme it is our aim to continue with this approach. The Council will achieve this by delivering against its' equality objects 2015-17.

This Single Equality Scheme builds on the commitments made in the Council's previous equality schemes and will enable us to:

- identify opportunities to positively promote equalities through our work and relationships with others;
- show how we intend to involve partners and communities in the design and delivery of policies and services;
- demonstrate how we will continue to assess our services to ensure that they meet the diverse needs of our community;
- show how we intend to monitor and assess the progress of equality commitments; and
- demonstrate what actions we are taking to meet the requirements of the Equality Framework for Local Government and wider Public Sector Equality Duties.

# About Copeland

Copeland district is located on the western edge of the county of Cumbria. The district is largely rural with the more densely populated areas being on the coastal fringe. This includes towns such as Whitehaven to the north and Millom to the south. The total population of Copeland is 70,600. The Equality Profile, detailing all available data from a variety of sources regarding Copeland and the 'protected characteristics' as set out within the equality legislation, are contained within Appendix A and are available using the Cumbria Observatory, [www.cumbriaobservatory.org.uk](http://www.cumbriaobservatory.org.uk)

## Equality Scheme 2015-17

The Equality Framework for Local Government is the national standard that assesses a Council's progress on equality and diversity. It has been designed to ensure that race, gender, disability, age, sexuality, religious beliefs, pregnancy and maternity, marriage and civil partnership, gender re-assignment are considered at all levels of council policy and practice.

Within the Scheme there are five areas of performance. These are:

- Knowing your community
- Place shaping, leadership, partnership and organisational commitment
- Community engagement and satisfaction
- Responsive services and customer care
- Modern and diverse workforce

We have referred to these within our Equality Scheme. Within the Scheme there are also three levels of achievement. These are: Developing; Achieving; and Excellent. Following an external peer assessment in November 2010, the Council was awarded the 'Achieving' level.

In addition to the Framework, the Council has to comply with the public sector equality duty, which is made up of a general equality duty which is supported by specific duties. The general equality duty requires councils, in the exercise of their functions, to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it.
- Foster good relations between people who share a relevant protected characteristic and those who do not share it.



# Equality objectives 2015-17

The Council's Equality objectives have been formulated using the themes of the Local Government Equality Framework. We are committed to delivering against our Equality Objectives as part of delivering the Council Plan. The Council Plan has four goals centred around: People; Prosperity; Place and Performance. We have also referred to these within our Equality Scheme.

The following tables show the relationship between the Council Plan and the Equality Objectives with details of the Key Actions that will support delivery.

## Key

Council Plan Goals
Equality Objectives following the LGEF
Key Actions to support delivery

Theme	Goal/Objective	Timescales
Place	We will support Copeland becoming an attractive, safer place to be.	
Knowing our communities	We will ensure we have relevant and sufficient data and evidence to inform and monitor the impact of our decisions	
Key Actions	<ul style="list-style-type: none"> <li>• Monitor our Locality Profiles</li> <li>• Monitor delivery of the Sustainable Communities Strategy (Copeland Partnership Plan) and the Council Plan</li> <li>• Use customer feedback to inform an annual Community needs analysis</li> <li>• Use Cumbria Observatory to update and inform</li> </ul>	Yearly   Half Yearly   Annually

Theme	Goal/Objective	Timescales
<b>People</b>	<b>We will support the development of strong, healthy and engaged communities.</b>	
<b>Community engagement and satisfaction</b>	<b>Review and Develop approaches for involving all sections of communities in all key service developments.</b>	
<b>Responsive Services and Customer care</b>	<b>Access to Services- commitment to make our information and services accessible to all our users.</b>	
<b>Key Actions</b>	<ul style="list-style-type: none"> <li>• Use existing Stakeholder groups</li> <li>• Renew and refresh our approach to customer care and training</li> <li>• Continuously develop our web site to respond to customer access responses</li> <li>• Enhance service delivery through partnership working</li> </ul>	On-going   Oct 2015   On-going   On-going

Theme	Goal/Objective	Timescales
<b>Prosperity</b>	<b>We will build a sustainable, modern, low carbon economy that delivers economic security to the whole community.</b>	
<b>Place Shaping and Leadership</b>	<b>Achieving progression - ensure equality practices are embedded in all council activities building on the “Achieving” level of the Equality Framework for Local Government.</b>  <b>Procurement and commissioning of goods and services - monitor commitments to address equality within our contracts.</b>	

	<b>Work in partnership to deliver and support a programme of regeneration projects and major cultural events throughout the borough</b>	
<b>Key Actions</b>	<ul style="list-style-type: none"> <li>• Work with our stakeholders in decision making and programme planning as set out in our Corporate Plan</li> <li>• Review our approach to procurement and commissioning of services</li> </ul>	On-going  2015-16

Theme	Goal/Objective	Timescales
<b>Performance</b>	<b>We will deliver excellent and value for money services.</b>	
<b>Modern &amp; Diverse Workforce</b>	<b>Continue to monitor our workforce profile; continue to promote equality within our workforce.</b>	
<b>Key Actions</b>	<ul style="list-style-type: none"> <li>• Proactively monitor our workforce profile against the equality baselines of the borough and the Council in past years</li> <li>• Conduct equality and diversity training as part of our core curriculum for all staff</li> <li>• Use EIA framework to influence policy, strategy and service development</li> </ul>	Half Yearly  On-going  On-going

<b>Training</b>	Provide appropriate training that promotes equality and compliance with the Public Sector Equality Duty and within the organisations systems and practices.	On-going
<b>Equality Framework</b>	The Council's Equality Scheme will support the Council to embed its equality duty in all aspects of its business.	On-going
<b>Key Actions</b>	<ul style="list-style-type: none"> <li>• Monitor the Councils profile against services delivered and received.</li> </ul>	Annual Performance report
<b>Improvement – Action Plan</b>	<ul style="list-style-type: none"> <li>• Annual Action Plan arising from training and policy changes</li> </ul>	Annual review of action plan

## Reporting & Responsibilities

To help embed equality within the Council and give it the profile it deserves, key colleagues and elected members have the following roles:

**Chief Executive** – Responsible for having a strategic overview of equality issues and operating within the Council's Equality Scheme.

**Corporate Leadership Team – Responsible for the effective delivery against policy** and ensuring the services delivered by and on behalf of the Council are responsive to changing customer needs.

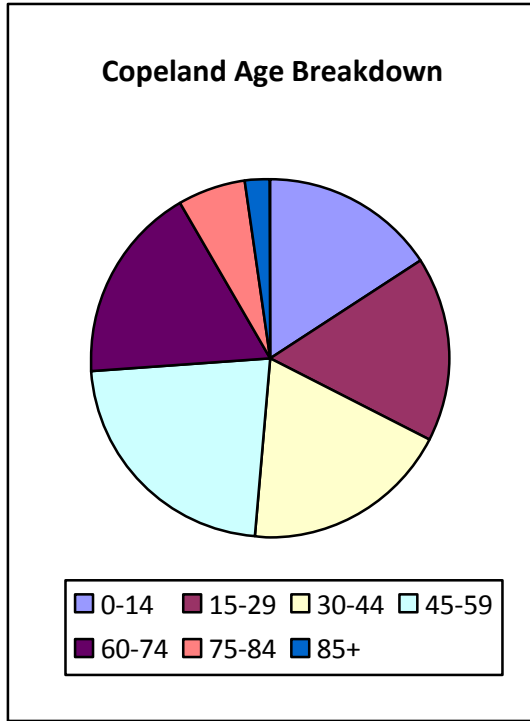
**Cllr Allan Holliday – Equality Portfolio Holder** – Responsible for ensuring the Executive decisions are impact assessed and keeping connected to County activity.

**We link to other councils in Cumbria through a range of mechanisms on equality impact of policy changes.**

### Copeland Equality Profile

#### Age

Figure One



Among residents in Copeland:

- **16.7%** are aged 0-15 years.
- **62.7%** are of working age (16-64).
- **18.9%** are aged 65 years and over.

This compares to England where:

- **18.7%** are aged 0-15 years
- **64.8%** are of working age (16-64)
- **16.5%** are aged 65 years and over

Like Cumbria, the proportion of residents aged over 65 in Copeland is above national levels. Within Copeland the population growth in this age range has been the second fastest in Cumbria, after Eden, increasing by **15.2%** since 2001. This compares to an increase of **13.2%** in Cumbria and **9.9%** nationally.

Source: ONS, 2011 Census

The population aged 0-14 years in Copeland has declined by **13.1%** since 2001, the second fastest decline in the county after Barrow-in-Furness and significantly above the national decrease of **2.1%**.

#### Disability

There are many different ways to define and measure disability. Under the Equalities Act a person has a disability if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. In the 2011 Census **21.3%** of residents in Copeland reported having a limiting long term illness compared to the county average of **20.3%** and the national average of **17.9%**.

The Annual Population Survey (April 2010-March 2011) examines the level of disability among the working age population and the impact of disability on employment. This information is summarised in the table below:

Table One

	<b>Copeland</b>	<b>Cumbria</b>	<b>England</b>
% aged 16-64 disabled	22.4%	20.2%	20.4%
Employment rate of people aged 16-64 disabled	26.3%	47.6%	49.5%
Employment rate of people aged 16-64 non disabled	66.3%	72.3%	70.4%

Source: Annual Population Survey April 2010-March 2011

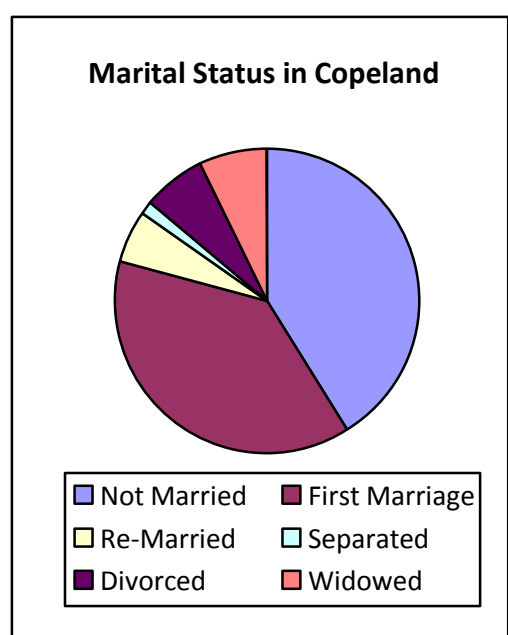
Copeland has the lowest proportion of disabled people in employment in Cumbria.

## Gender Reassignment

There are no official estimates of the transgender population at either a national or local level. To date no major Government or administrative surveys (e.g. the Census) have including a question where transgender people can choose to identify themselves. In a study funded by the Home Office, the Gender Identity Research and Education Society estimate that between 300,000 – 500,000 people in the UK experience some degree of gender variance.

## Marriage and Civil Partnership

Figure Two



Among the residents of Copeland:

- **29.7%** are not married (single)
- **38%** are on their first marriage
- **5.5%** have re-married
- **1.9%** are separated (but legally still married)
- **9.2%** are divorced
- **8%** are widowed

On Census Day 2011, there had been 117 civil partnerships in Copeland District..

Source: ONS, Census 2011

Pregnancy and Maternity

There were **745** live births in Copeland during 2010. If current fertility trends continue the average woman in Copeland can expect to have **2** children, the same as the fertility rate for Cumbria and England (ONS, Vital Statistics).

Race

Figure Three

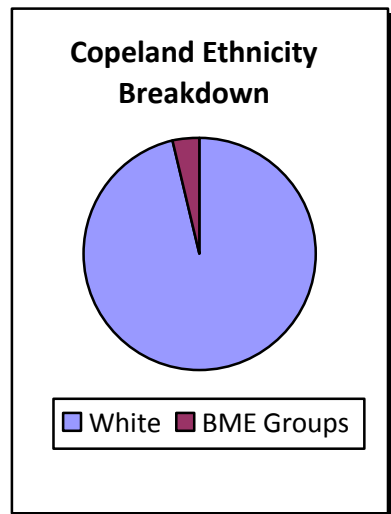
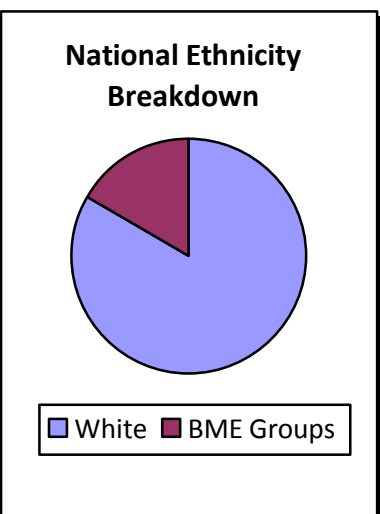


Figure Four



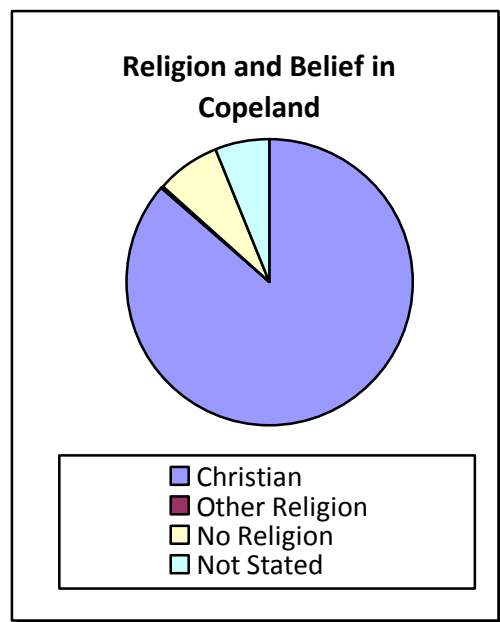
**2.7%** of Copeland’s population are members of black, minority or ethnic (BME) groups compared to **4.5%** in Cumbria and **14%** nationally.

Copeland has the lowest percentage of residents from BME groups in Cumbria.

Source: ONS, Census 2011

Religion or Belief

Figure Five



- Among Copeland Residents:
- **78.9%** follow Christianity
  - **0.88%** follow a religion other than Christianity
  - **14.4%** have no religion
  - **5.9%** religion is not stated

The proportion of people following a religion other than Christianity is just below county level of 0.97%. This is significantly below the national rate of 8.38%.

Source: ONS Census, 2011

Gender

The ONS 2011 Census records:

- **49.8%** of residents in Copeland are female.
- **50.2%** of residents in Copeland are male.

## **Sexual Orientation**

Table Two

	<b>Heterosexual</b>	<b>Not Heterosexual</b>	<b>Not Specified / Prefer not to Say</b>
Copeland	74%	3%	23%
Cumbria	80%	3%	17%

Source: 2006 Quality of Life Survey.

All the above data was supplied by Cumbria County Council, Cumbria Observatory.



# Get in touch

If you have any questions please get in touch with us by:



Calling: **0845 054 8600**



Emailing: **[info@copeland.gov.uk](mailto:info@copeland.gov.uk)**



Writing to: **Copeland Borough Council  
The Copeland Centre  
Catherine Street  
Whitehaven  
Cumbria  
CA27 7SJ**



**To report hate crime** – call 0845054 8600 or visit this website;

**[www.copeland.gov.uk](http://www.copeland.gov.uk)**

**(call 999 in an emergency)**



**To report domestic violence against women** – call freephone 0808 800 0340

**[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)**

**(call 999 in an emergency)**



**To report domestic violence against men** – call freephone 0808 801 0327 or

**[info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)**

**(call 999 in an emergency)**



**To give feedback on how the Council is doing** – call 0845 054 8600

**[customer.relations@copeland.gov.uk](mailto:customer.relations@copeland.gov.uk)**



## Appendix B

### Equality Scheme – Departmental Action Plan 2015-2017

Equality Area / Council responsibility	Good Practice activities already undertaken at Copeland	Suggested areas for development / Ideas for improvement and embedding of equality best practice	Owner	Timescale
<b>Allotments</b>	Facilities available to all age groups and dedicated space is made available for disabled people and mental health groups	Use these groups to enrich Copeland's consultation activities.	Head of Copeland Services	Throughout the year
<b>Building Control</b>	E-forms and paper forms available	There are a lot of forms which may benefit from streamlining. Translation service may be offered more readily than current practices.	Nuclear Energy and Planning Manager	March 2016
<b>Community Regeneration</b>	Working in partnership with community groups strong. Stakeholder consultation is an embedded practice	<p>Ensure that Stakeholders and Partners do not suffer from "consultation fatigue" and consultation is only with the "usual suspects" (i.e. youth forum) and other voices are sought i.e. not just the current users of a facility but a wider community who may use the improved / developed facilities. Representation could be improved from interest groups within the community – explore how this can happen practically.</p> <p>Consider how to consult "where people are" not just what is convenient for the Council (our locations at our convenience).</p>	Head of Customer and Community Services	<p>Sept 2015 for Copeland Partnership review</p> <p>Sept 2015</p>
<b>Cemeteries</b>	Burial Practices for different communities understood and the re-designed spaces take into account flexible resources such as:	Wheelchair, limited mobility and pram access to older graveyards is not feasible – community remembrance space to be made available (if possible) with access (near car park / entrance etc.) – Review if this is practicable in Copeland managed spaces.	Head of Copeland Services	Service Review July 2015

	<ul style="list-style-type: none"> <li>• Removable religious icons (crosses etc.)</li> <li>• Chairs flexible for different religious requirements (Quaker in circle, Muslim rights with no chairs typically, Christian facing cross etc.)</li> <li>• Timescales for religious events and burial requirements</li> <li>• Accessibility to burial or remembrance spaces</li> <li>• Secular space available for Humanist</li> <li>• Grounds at Crematorium are wheelchair accessible</li> </ul>	<p>Initiatives being considered by the team include:</p> <ul style="list-style-type: none"> <li>• Getting a multi-faith and secular Book of Remembrance;</li> <li>• Make accesses to gateways bigger, if possible to allow wheelchair users, mobility scooters and prams access to sites.</li> </ul>		
<b>Communications</b>	<p>The website is colourful and inviting with a good use of “true” images reflecting the residents of Copeland well.</p> <p>The Website is written in plain English so is easy to understand. Letters try to remove jargon and are written in an easily understood format. Consultations are wide ranging and well established.</p>	<p>Communications may benefit from being “mental health awareness proofed” i.e. use of images alongside text. This may benefit young carers, English as an additional language and some disabilities in terms of accessing information more easily.</p>	Communications Manager	July 2015
<b>Customer Services</b>	<p>General and CCC queries handled by Customer Services</p> <p>Counter access reviewed to include wheelchair accessible counter</p> <p>Forms are available in other languages</p>	<p>Leaflets and information about what Copeland does may cut down queries following closure of taxation support – need to signpost differently to where to access these service now (what happens if not computer literate, mobile or not have access to computers?).</p> <p>Ensure this clear and available.</p>	Head of Customer and Community Services	Oct 2015

	<p>1:2:1 consultations are available in a private, confidential space</p> <p>Documents are available in a wide range of text sizes, e-versions (scanning)</p> <p>A Loop system is in operation</p> <p>Language Line used</p> <p>Customer Services area Offices have a “tell us once” service which is well established and a telephony system which can be picked up at any location. Welcome sign and TV images are making customers feel more welcome to Copeland Council Partnership Working is well established to support residents with a multi-agency approach</p>	<p>Review of demographic for Copeland and any changed is language requirements.</p> <p>Exploration of support for more vulnerable customers may be welcomed.</p> <p>Documents to be made available (upon request in Braille).</p> <p>Potable loop system available at Moresby – may need checking for compatibility and usage (training). Training on the use of loop system welcomed.</p> <p>Wider understanding of Language Line with other sections of the Council would benefit service provision.</p> <p>Training of staff to use BSL (joint initiative with Allerdale?).</p> <p>Door mobility issues, not automatically opening all the time.</p> <p>To work in Partnership with third parties more to provide a more blended service, such as CAB, credit union, third parties i.e. food vouchers.</p>		
<b>Electoral Services</b>	<p>Postal and Proxy votes available</p> <p>Signature waiver scheme for individuals who have difficulty signing or have had</p>	<p>Collection system to be reviewed.</p> <p>Consultation to be undertaken to consider access to Polling Stations.</p>	Democratic Services Manager	Review from May 15 to Oct 15

	memory loss since their election declaration.	<p>Review of Registration Scheme – need to consider on-line form for individuals with mental health issues and appropriate access, such as who can act as proxy signature for an individual (issue of nursing homes and using staff to act as proxy – may not be able to offer this to more than a few residents who do not have family who can act in this capacity).</p> <p>Polling stations should be reviewed with visual aids, large print.</p>		
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<b>Enforcement – Dog Fouling</b>	<p>A letter drop campaign has been undertaken with residents following a complaint within an area to highlight issues of dog fouling and resident's responsibilities – may need to be explored further.</p> <p>Campaigns have been run with some groups and this could be improved to include parish and community groups more widely</p>	<p>Equality Impact Assessment to consider positive impact of dog fouling control orders (young people, prams, wheelchair users, those with limited mobility etc.) to support wider enforcement measures and gain public support to encourage compliance.</p> <p>Communication to be improved internally and externally on the responsibilities of dog owners and powers of the Council.</p> <p>Initiatives should include local residents as “champions” of Clean spaces.</p> <p>Form for reporting dog fouling or nuisance to be improved to pin-point exact incident details (information currently vague which does not allow for accurate (or timely in some instances) action –elderly and vulnerable people in particular raise issues and repeat call the Council until the issue is resolved – if we can speed up these investigations and / or action it may help with customer satisfaction from this group. Form to include telephone number of complainant, contact details (first point of contact).</p>	<p>Head of Copeland Services</p>	<p>Oct 2015 linked to ASB Act changes</p>
<b>Environmental Health</b>	<p><b>Food Safety</b></p> <p>Language Line used for case work and information provision.</p> <p>Understanding of key cultural issues within team (prayer facilities and recognising</p>	<p>Better understanding and use of Language Line within Council may be beneficial.</p> <p>Improve understanding at Team Meetings to develop better engagement with the public.</p> <p>Improve understanding within teams and associated</p>	<p>Environmental Health Manager</p>	<p>Service Review July 2015</p>

	<p>space being used as such and cultural sensitivities of female Officers entering this space).</p> <p>Issues relating to disposal of waste in domestic drains (Cumberland Act) understood.</p> <p>Work with partners/Social services is effective.</p> <p><b>Noise Complaints</b></p> <p>Interpreter services used for individual cases, if required</p> <p>Mental Health related complaints (noise control) are handled sensitively</p>	<p>services of rights, responsibilities and associated issues (English speaker in household / business may be a minor and therefore issues relating to child protection need to be examined prior to action and involvement of other agencies (if necessary).</p> <p>Buskers – no Copeland wide policy on who can, where can, and what to do about complaints or nuisance individuals. A policy should be developed to include information on what to do to support legitimate activities, do's and don'ts when tackling buskers in public areas (positive approaches as well as noise / nuisance control activities), pragmatic approaches (case studies and examples of what to do), how to interview witnesses for complaints, how to prosecute effectively (with police support and information exchange), Data Protection Act issues.</p> <p>Better awareness, such as Dementia Awareness Training by Age UK and MIND would benefit how Officers manage such complaints and communicate with a vulnerable person.</p>		
<b>Events</b>	<p>Car Parking</p> <ul style="list-style-type: none"> <li>• Advertisement (leaflets)</li> <li>• Good involvement of local</li> </ul>	<p>Issue of siting of car parking meters (especially height of meters and access for wheelchair users) – review of positioning of meters may be welcomed especially where disabled access spaces are in high demand and</p>	Head of Copeland Services	Sept 2015



	community groups, schools, police etc.	<p>regularly used (Sports facilities, Town Centre etc). Blue Badge “offer” to be explored (payment, timing, offer of spaces available).</p> <p>Spaces for prams (wide access spaces) to be reviewed to see if “fit for purpose”.</p> <p>A board and other signage on public pathways need reviewing to ensure access for wheelchair users, mobility scooters and prams. Consider “charge” to allow but with location restrictions.</p> <p>Review of number and distribution of disabled access spaces to ensure distribution matches demand. Might be beneficial to run “is this the only time you wish to take my place” campaign to stop inappropriate use of the facilities.</p>		
<b>Finance</b>	<p>Debtors Invoices contains CAB information, Payment plans</p> <p>Information available <i>via Social Inclusion Policy</i> for extra grants and benefits available to support individuals in debt / need.</p>	<p>Publicise more widely.</p> <p>Providing accounts routinely on-line through Copeland website would benefit transparency and procurement activities.</p> <p>Develop procurement “master classes” to encourage local participation in procurement activities (also being mindful of Rurality and Localism requirements). Including local economic benefits (who employed, from where and regeneration of income into local / Cumbria economy benefits, and carbon footprint.</p>	Accountant	March 2016

<b>Gypsy &amp; Travellers</b>	<p>Consultation and information provided around building control for temporary and permanent sites</p> <p>Include options within site allocations proposals</p>	<p>Being undertaken as part of the site allocations consultation.</p> <p>To work with Cumbrian partners to identify available funding including HCA innovation funding.</p>	<p>Nuclear Energy and Planning Manager</p> <p>Housing Services Manager</p>	Sept 2015
<b>Housing</b>	<p>Well established protocols for considering equality impact of housing activities including:</p> <ul style="list-style-type: none"> <li>• Disabled Facilities;</li> <li>• Website &amp; Leaflets in accessible formats and images;</li> <li>• Easy Access considerations in planning and physical access to information and expertise;</li> <li>• Resources are well established and fit for purpose;</li> <li>• Support in Filling out Forms is provided by Officers to vulnerable people or with different equality needs.</li> </ul>	<p>As this is a statutory activity which is well regulated, equality considerations are well established within these procedures. This team may, therefore be used as equality champions to support others to understand the benefits for thinking early about equality considerations and using equality as a “toolkit” rather than a “bolt-on”.</p>	Housing Services Manager	Ongoing cycle of review
<b>Homelessness</b>	<p>Well established protocols for considering equality impact of housing activities including:</p> <ul style="list-style-type: none"> <li>• Forum for consultation with tenants;</li> <li>• Adult Services;</li> <li>• Child Services;</li> </ul>	<p>Ideas to develop this service further include:</p> <ul style="list-style-type: none"> <li>• Use local contractors more readily (link to procurement comment above (Finance section));</li> <li>• Establish a landlords Forum to develop more</li> </ul>	Housing Services Manager	Oct 2015

	<ul style="list-style-type: none"> <li>• Applications are also available in paper and via website;</li> <li>• Home Improvements Grants and information are available to support a better provision of housing stock locally</li> <li>• Age UK consulted on refurbishments, changes or new developments.</li> </ul>	<p>effective working relationships between landlords, advocates for best practice and an effective multi-disciplinary team to drive improvements and initiatives within the Council's homelessness and housing provision and offer.</p>		
<b>Human Resources</b>	<p>Well established protocols including:</p> <ul style="list-style-type: none"> <li>• Recruitment, use of application forms on- line and in paper which are Equality Act proofed;</li> <li>• Application form does not ask for discriminatory information i.e. sex, age, full name;</li> <li>• Disability forum established and consulted;</li> <li>• Fairness in the shortlisting process – Process is “done blind” i.e. anonymous selection;</li> <li>• Advertising is targeted at different groups for under-represented groups;</li> <li>• On-line external training available with broadband access remotely to office environment.</li> </ul>	<p>Conduct an Audit of community languages or specialist skills available (Dementia Friends, BSL users etc.) who may be able to enhance the work of the Council and used as Equality Champions and Super Users to develop guidance, equality proof materials or translate simple materials for website, leaflets etc.</p> <p>Equal Ops form – to collect data not asked for on a application form – this need using more readily to develop a demographic profile of staffing and any “gaps” based on local population areas and Copeland as a whole.</p> <p>To consider what actions are needed to attract under-represented groups identified through monitoring our staff profile.</p>	Head of People Resources	Oct 15

IT	<p>Technology available in IT to translate WORD documents into MP3 content to support visually impaired individuals with access to materials.</p> <p>Flexible policies <i>Home Working</i> (broadband access allows remote working opportunities).</p> <p>Re-designed Website to improve accessibility and information extraction with support from <b>Copeland Disability Forum</b>.</p> <p>Adaptive technologies available. “Legacy” technologies – challenge</p>	<p>Make this technology more widely available / known throughout the Council.</p> <p>Explore take-up of policy to support remote working further.</p> <p>Continue to seek views of CDF and recognise who are not included in this forum (which voices are not being heard).</p> <p>Ensure “one size fits all” mentality is not adopted and explore other alternatives for access including Dementia support (and other mental health conditions) not just physical access issues.</p> <p>Desks/tables are not a good height for taller people - explore / source alternative suppliers of equipment.</p> <p>E-forms – not everyone has access – need to establish this more widely.</p> <p>Review Legacy technologies and what is still needed to provide service provision and what can be phased out.</p>	Interim Resources and Strategic Commissioning Director	Action Plan set out for 2015/16 agile working and customer channel shift
Licensing	<p>Guide and Assist Dogs are allowed in taxis. Wheelchair access is available in certain taxis.</p> <p>Website contains general forms, translation service &amp; Equality Act requirements.</p>	<p>Further engagement with those undertaking licensing to equality proof their activities and services to ensure that they are able to offer a consistent and high quality service to all residents and visitors to Copeland.</p>	Legal Services Manager	Service review Oct 2015

	Gambling has Statutory requirement which take into account the Equality Act.	Basic language skills and disability awareness (physical and mental health) may be welcomed to support better customer services.		
<b>Museums</b>	<p>Beacon has been re-designed to be more accessible, including some Dementia proofing, such as, more use of pictograms has supported.</p> <p>Poster campaign for advertising the Museum has been developed.</p>	<p>Transport facilities may need improving to better support Coach parking for groups / school visits.</p> <p>Development of Audio guide in most popular visit languages (esp. east European languages) to be explored.</p> <p>Need to continue to develop further outreach to different ages such as schools, interest groups and others to generate repeat business e.g. at weekends with parents / guardians etc.</p>	Beacon Director	Oct 2015
<b>Parks and Play Areas</b>	<p>The upgrade of facilities includes consultation with end-users of all age groups.</p> <p>Long term maintenance of play equipment and paths is scheduled and repairs are enacted upon as soon as possible (including temporary closure if required for health and safety reasons).</p>	<p>Ensure other voices are being heard in consultation exercises.</p> <p>Benches are not being replaced in public areas (not statutory obligation) however might have disproportionate impact on physical disabilities, young people (esp. toddlers), elderly and those with specific health or disability needs. Lack of seating may result in few of these groups using the facilities in the long term. Need to explore any changing patterns of usage.</p>	Head of Copeland Services	Service review July 2015

<p><b>Planning and Consultation</b></p>	<p>Consultation documents may be completed on-line and in paper versions for better access to all.</p> <p>Documents available in different languages and in Braille upon request.</p> <p>Drop-in surgeries available to discuss face-to-face with Planners issues and applications which develop a better understanding of the public of planning regulations and requirements.</p> <p>Nuclear matter – complex issues are produced in an easy read format.</p> <p>Alternative viewpoints are acknowledged with regards to nuclear activities, such as different beliefs (<b>Greenpeace</b>).</p> <p>Planning (including Housing and Homelessness) need to take into account the requirements of statutory obligations and the Equality Act as part of its activities, and best practice has been demonstrated in a number of areas:</p> <ul style="list-style-type: none"> <li>• Pre-application process;</li> <li>• Public Consultation;</li> <li>• Affordable Housing plan and</li> </ul>	<p>Continue to promote on-line access and “road test” versions with dyslexia software (such as Dragon Speech).</p> <p>Ensure interpreter services are still current and available. Explore use of <b>RNIB</b> for Braille services (Braille machine available at Moresby Park depot).</p> <p>Ensure these are voluntary and available (not coerced).</p> <p>Continue to remove Jargon and provide information in a timely fashion.</p> <p>Seek out alternative viewpoints early in consultation cycles and factor in “wriggle room” when drafting plans (using phrases such as “normally”, “typically”, “usually”) to allow Officers scope to consider, and if practicable, include alternative suggestions and ideas.</p> <p>Public Service and Planning Committee restrictions need to be better communicated to provide a more cohesive response from Copeland to applicants.</p> <p>Heritage &amp; Crime Issues need factoring into reviews and equality impact assessment parameters. Accessibility via a remote office is being developed and needs to be monitored for effectiveness (cost and access for residents). Resourcing issues need to be taken into consideration.</p>	<p>Head of Nuclear Energy and Planning</p>	<p>Mch 2015</p>
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	<p>activities;</p> <ul style="list-style-type: none"> <li>• Rural support;</li> <li>• Economic Development activities.</li> </ul>	<p>Equality Schemes need updating in light of Equality Act and case law best practice and updates. These need addressing and embedding further.</p> <p>Statement of community involvement needs to be published widely (good coverage to date) as this is a key theme for the Council.</p>		
<b>Sports Facilities</b>	<p>Gym and Pool accessible with sessions designed for single sex access, changing and support.</p> <p>Older Adults – classes and access available.</p>	<p>New development to target imbalance in men's and women's sport facilities and variety of sports options locally has been pursued with return to netball and other fitness development. To continue to identify new opportunities.</p>	Head of Customer and Community Services	Within contract business plan 2015/16
<b>Staff Facilities (remote / satellite service areas)</b>	<p>Kerbside Team: Training provided face-to-face and any assessments are oral and not written to acknowledge skills set of team members and full accessibility e.g recent Health &amp; Safety training was bespoke for team, contained no jargon and clearly was underpinned by good local knowledge and examples which the Crews could relate to easily.</p>	<p><b>Toilet Facilities for Crews / Staff on borough wide duties:</b></p> <p>Radar Key to be provided to each Crew (within each vehicle) cost of £11 for 2 keys (would cost less than the cost of returning to Moresby Park with vehicle and all crew to use facilities at Depot (time, fuel, depreciation on vehicles, health and safety concerns with additional mileage etc.). Note: Men over 50 (crew are within this age range) are 2/3rd's more likely to contract Prostate Cancer than those under 50 if they have to withhold the urge to urinate (hold it in for a return journey).</p> <p>Quality of toilet facilities for Crew to be improved</p>	Head of Copeland Services	Service review July 2015

		<p>please to the standard of those in the Offices at Moresby Park (access to same standard of cleaning would be beneficial).</p> <p>Access to “Portaloo” in remote areas.</p> <p>Consider developing a Community Toilet Scheme (see SLDC scheme for ideas) to provide facilities locally but not managed / controlled by Council (with no additional costs other than set up and advertisement).</p> <p><b>First Aid facilities (remote access):</b></p> <p>Access to facilities (map of local amenities, defibrillator sites etc.) for Crew and staff on borough wide duties especially in areas with low or no mobile signal.</p> <p><b>Core Hours</b></p> <p>To support more flexible working and better work / life balance, core hours may be amended to allow for different ways of working and customer access to services.</p> <p><b>Internet Access (On-line forms etc.)</b></p> <p>Limited or no access to internet at some remote sites and locations so staff cannot easily access information they need to support their effective engagement as</p>		
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		members of		
<b>Street Scene (Refuse Collection)</b>	Assisted Collections well established for vulnerable or individuals with mobility issues (not necessarily age related).	<p>Review of signage and “violation” warning to be in Plain English with images as well as text to support individuals with mental health issues, English as an additional language, young carers etc. to access information that is user-friendly and not legalistic.</p> <p>Communication of key information to be increased on Crew vehicles (marketing opportunity) as these vehicles are the “Council’s shop front” to most people and certainly those who are home during the day when wagons are in streets.</p> <p>Health and Safety concern raised about cars parked dangerously for the vehicles to move around – may need to consider a leaflet drop campaign to remind about access requirements.</p>	Head of Copeland Services	Ongoing