

# Overview and Scrutiny Committee

Wed 25th Nov  
2009  
7.00 pm

Committee Room Two  
Town Hall  
Redditch



# Access to Information - Your Rights

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The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business undertaken in private) for up to six years following a meeting.
- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:  
**[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)**

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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact**

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**Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **Agenda Papers**

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

### **Chair**

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

### **Running Order**

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

**Refreshments** : tea, coffee and water are normally available at meetings - please serve yourself.

### **Decisions**

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

### **Members of the Public**

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

### **Special Arrangements**

If you have any particular needs, please contact the Committee Support Officer.

Infra-red devices for the hearing impaired are available on request at the meeting. Other facilities may require prior arrangement.

### **Further Information**

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

### **Fire/ Emergency instructions**

**If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.**

**If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.**

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

**Do Not re-enter the building until told to do so.**

**The emergency Assembly Area is on Walter Stranz Square.**

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

**OR**

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
  - The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)
- and**
- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).

# Overview and Scrutiny

25th November 2009

7.00 pm

Committee Room 2 Town Hall

## Committee

### Agenda

#### Membership:

Cllrs: P Mould (Chair) W Norton  
D Smith (Vice-Chair) J Pearce  
K Banks D Taylor  
G Chance D Thomas  
R King

|   |  |
|---|--|
| <b>1. Apologies and named substitutes</b>                     | To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.   |
| <b>2. Declarations of interest and of Party Whip</b>          | To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.   |
| <b>3. Minutes</b>   | To confirm the minutes of the meeting of the Overview and Scrutiny Committee held on Wednesday, 4th November 2009 as a correct record.<br><br>(Minutes to follow)  |
| <b>4. Actions List</b><br>(Pages 1 - 2)                       | To note the contents of the Overview and Scrutiny Actions List.<br><br>(Report attached)   |
| <b>5. Call-in and Pre-Scrutiny</b>                            | To consider whether any Key Decisions of the Executive Committee's most recent meeting(s) should be subject to call-in and also to consider whether any items on the Forward Plan require pre-scrutiny.<br><br>(No separate report). |
| <b>6. Task &amp; Finish Reviews - Draft Scoping Documents</b> | To consider any scoping documents provided for possible Overview and Scrutiny review: <ul style="list-style-type: none"><li>• Minor Land Sales.</li></ul><br>(Report to follow).   |

# Overview and Scrutiny

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25th November 2009

|  |   |
|--|---|
| <p><b>7. Task and Finish Groups - Progress Reports</b></p>   | <p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ol style="list-style-type: none"><li>1. Dial-A-Ride – Chair, Councillor R King; and</li><li>2. Neighbourhood Groups – Chair, Councillor K Banks</li><li>3. Local Strategic Partnership – Chair, Councillor W Norton</li></ol> <p>(Oral reports)</p> <p><b>All Wards</b></p> |
| <p><b>8. Neighbourhood Group Task and Finish Group - Draft Report</b></p>                                    | <p>To consider the draft final report and recommendations from the Neighbourhood Groups Task and Finish Group.</p> <p>(Report to follow).</p> <p><b>All Wards</b></p>   |
| <p><b>9. Quarterly Budget Monitoring</b><br/>(Pages 3 - 16)</p>  | <p>To consider the Council's budget report data for the second quarter of the year.</p> <p>(Report attached)</p>  |
| <p><b>10. Former Covered Market</b><br/>Head of Legal, Democratic and Property Services</p>                  | <p>To undertake pre-scrutiny of the draft Former Covered Market report.</p> <p>(Report to follow)</p> <p><b>(Abbey Ward)</b></p>  |
| <p><b>11. Quarterly Performance Monitoring</b><br/>(Pages 17 - 30)<br/>Head of Strategy and Partnerships</p> | <p>To consider the Council's quarterly performance report for the second quarter of the year.</p> <p>(Report attached).</p> <p><b>(No Direct Ward Relevance)</b></p>  |
| <p><b>12. Single Equalities Scheme</b><br/>(Pages 31 - 128)<br/>Head of Strategy and Partnerships</p>        | <p>To undertake pre-scrutiny of the draft Single Equalities Scheme report.</p> <p>(Report attached – Appendix 7 to follow)</p> <p><b>(No Direct Ward Relevance)</b></p>   |

# Overview and Scrutiny

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|   |   |
|---|---|
| <p><b>13. Local Strategic Partnership (LSP)</b><br/>Head of Strategy and Partnerships</p> | <p>To receive a presentation on the Local Strategic Partnership<br/>(Oral report)<br/><b>(No Specific Ward Relevance)</b></p>   |
| <p><b>14. Referrals</b></p>   | <p>To consider any referrals to the Overview &amp; Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none"><li>• The Executive Committee or full Council</li><li>• Other sources.</li></ul> <p>(No separate report).</p>  |
| <p><b>15. Work Programme</b><br/>(Pages 129 - 134)</p>                                    | <p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none"><li>• The Forward Plan / Committee agendas</li><li>• External publications</li><li>• Other sources.</li></ul> <p>(Report attached)</p>  |
| <p><b>16. Exclusion of the Press and Public</b></p>                                       | <p>Should it be necessary, in the opinion of the Chief Executive, during the course of the meeting to consider excluding the public from the meeting on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:</p> <p>"That, under S.100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act".</p> |





**Actions requested by the Overview and Scrutiny Committee**

| <b>Date Action Requested</b>      | <b>Action to be Taken</b>  | <b>Response</b>   |
|-----------------------------------|--|---|
| 4th February 2009<br><br><b>1</b> | Members received a presentation on the Shared Services Board and Joint Working and requested that Overview and Scrutiny be involved throughout the shared services process.  | Relevant Officers to report before the Overview and Scrutiny Committee as part of the shared services process where appropriate. (TO BE DONE) – ONGOING.                      |
| 8th July 2009<br><br><b>2</b>     | Officers were asked to contact the Council's auditors to enquire about best practice examples of Medium Term Financial Plan (MTFP) documents produced by other local authorities.  | Officers requested further information regarding best practice examples of MTFPs on 17 July 2009. Examples have yet to be provided to the Committee (TO BE DONE).             |
| 29th July 2009<br><br><b>3</b>    | The Committee agreed that the consultants' report regarding the Arrow Valley Countryside Centre should be pre-scrutinised by the Committee.  | This report will be delivered at a meeting of the Committee on 13th January 2010. (WILL BE DONE SOON). Lead Officer, Head of Leisure and Arts.                                |
| 14th October 2009<br><br><b>4</b> | Members agreed that Councillor Braley should liaise with the Head of Strategy and Partnerships at the Council to complete a scoping document for the proposed review of possible actions that could be taken to reduce the length of time individuals remain on the priority waiting list for disabled facilities grants and the lifetime grant. | This action remains to be completed. Lead Member, Councillor Braley, lead Officer, Head of Strategy and Partnerships. Estimated completion date, not specified. (TO BE DONE). |
|                                   |  |   |

|                                   |   |  |
|-----------------------------------|---|--|
| 14th October 2009<br><br><b>5</b> | Members agreed that the former Chair of the Role of the Mayor Task and Finish Group, Councillor Chalk, should meet with the Member Services' Officer and IT Services to discuss ways to develop the mayoral pages on the Council's website. | This meeting should be organised in due course. Lead Officer, Members' Services Officer, estimated completion date, not specified. (TO BE DONE).   |
| 14th October 2009<br><br><b>6</b> | Officers reported an item that had been raised by the Portfolio Holder for Community Safety for the consideration of the Crime and Disorder Scrutiny Panel.   | Members agreed that this item should be referred for consideration at the first meeting of the Panel. Lead Officer, Overview and Scrutiny Support Officer, estimated completion date, not specified. (TO BE DONE). |
| 4th November 2009<br><br><b>7</b> | Members agreed that the Single Equalities Scheme was a suitable item for pre-scrutiny.  | This item is scheduled for consideration during this meeting of the Committee. (WILL BE DONE DURING THIS MEETING). Lead Officer, Head of Strategy and Partnerships.  |
| 4th November 2009<br><br><b>8</b> | Members requested an explanation from senior Officers as to why it would not be possible to enable the Overview and Scrutiny Committee to pre-scrutinise the budget bids and fees and charges items.  | The Head of Finance, Revenues and Benefits to provide this explanation. (TO BE DONE).  |
| 4th November 2009<br><br><b>9</b> | Members requested that Officers attend a meeting of the Committee to provide an update on implementation of the Civil Parking Enforcement system.   | Officers to organise for this item to be included on the agenda for 13th January. (DONE).  |

### Glossary

|      |   |                                       |
|------|---|---------------------------------------|
| MTFP | - | Medium Term Financial Plan            |
| OSSO | - | Overview and Scrutiny Support Officer |

## Overview and Scrutiny Committee

No Direct Ward Relevance

25th November 2009

### QUARTERLY BUDGET MONITORING: APRIL - SEPTEMBER QUARTER

(Report of the Head of Financial, Revenues and Benefits Services)

#### 1. Summary of Proposals

The report provides the Executive Committee with an overview of the budget, including the achievement of approved savings as at the end of the second quarter 2009/10.

#### 2. Recommendations

**The Committee is asked RESOLVE that**

**subject to any comments the report be noted.**

#### 3. Financial, Legal, Policy, Risk and Sustainability Implications

##### Financial

- 3.1 The financial implications are detailed in the report. The report highlights areas of financial performance which are out of line with the approved budget. Budgets will continue to be monitored during the year and reported to this Committee.

##### Legal

- 3.2 Under Section 151 of the Local Government Act 1972 every local authority has a duty to make arrangements for the proper administration of their financial affairs.

##### Policy

- 3.3 There are no policy implications.

##### Risk

- 3.4 Without adequate budget monitoring procedures, the Council will not achieve its objectives. The Council needs to monitor its financial performance in order that corrective action may be taken to minimise risks to the organisation.
- 3.5 There is also a risk that the Council will overspend its budget if action is not taken to monitor the delivery of planned savings during the year.

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## Sustainability / Environmental

- 3.6 There are no sustainability/environmental/climate change implications.

## Report

### 4. Background

4.1 The Council set its base budget for 2009/10 on the 23rd February 2009. Subsequent to this Council, on the 6th April 2009, approved budget savings of £870.1k for 2009/10 to enable the authority to set a balanced budget and to fund a range of bids previously approved on the 9th March 2009. The details of the approved savings are included at Appendix 1. In addition to the approved savings for 2009/10 there is a sum of £200k built into the base budget for vacancy/turnover savings.

4.2 A number of the savings approved required an adjustment to the original budget because they reflect savings such as reductions in vacant posts. The value of this type of saving totals £381.4k for which the base budget has been adjusted. However, there are a range of savings totalling £488.7k which require action by officers to deliver the savings. The purpose of this report is advise on the achievement of these savings and provide an turnover forecast for 2009/10.

### 4.3 Revised Budget 2009/10

|                              | <b>£'000</b>    |
|------------------------------|-----------------|
| 2009/10 Approved base budget | <b>13,179.5</b> |
| add capital charges          | 1,357.8         |
|                              | 14,537.3        |
| Approved bids                | 541.1           |
|                              | 15,078.4        |
| Less approved savings        | 870.1           |
|                              | <b>14,208.3</b> |

### 5. Key Issues

#### Turnover forecast

5.1 Appendices 2 and 3 detail the projected turnover variances as at the end of the second quarter. The budget for 2009/10 includes £350k (£200k built into the base plus £125k addition approved 9th April plus £25k support service savings) for vacancy/turnover savings. The projected savings detailed at appendices 2 and 3 contribute towards the £350k.

# Overview and Scrutiny

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- 5.2 The savings detailed within Appendices 2 and 3 may fluctuate during the year particularly where they relate to vacant posts. Any movement on these savings will be reflected in future monitoring reports.
- 5.3 The projected variances at the end of the second quarter are savings of £909.937.

### Monitoring of approved savings (General Fund)

- 5.4 Appendix 4 details the savings achieved at the end of the first quarter against the target of £488.7k plus the £200k already built into the base budget for outturn savings.
- 5.5 At the end of September savings of £859.7k had been identified against the target of £688.7k. This would indicate that the Council is on target to deliver the approved savings although the figure for vacancy/outturn savings may fluctuate during the year. The figure of £859.7k includes savings of £321.6k in respect of the 2009/10 pay award and the re-tendering of some of the Council's energy supplies which have been taken into account in the Medium Term Financial Plan.
- 5.6 Any shortfall in savings at the end of the year will need to be met from revenue balances. General Fund balances as at the 1st April 2009 stood at £2.131million of which £255k has been allocated for reinvestment in services.

## 6. Other Implications

|                  |   |       |
|------------------|---|-------|
| Asset Management | - | None. |
| Community Safety | - | None. |
| Human Resources  | - | None. |
| Social Exclusion | - | None. |

## 7. Lessons Learnt

- 7.1 None.

## 8. Background Papers

- 8.1 Budget monitoring report.

- 8.2 Council minutes – 23 February, 9 March and 6 April

# Overview and Scrutiny

Committee

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**9. Consultation**

This report has been prepared in consultation with relevant Borough Council Officers.

**10. Author of Report**

The author of this report is Teresa Kristunas (Head of Financial, Revenues and Benefits Services), who can be contacted on extension 3295 (e-mail:teresa.kristunas@redditchbc.gov.uk ) for more information.

**11. Appendices**

Appendix 1 - Budget savings approved 6<sup>th</sup> April 2009.

Appendix 2 – Quarterly Monitoring Directorate Summary April – September 2009.

Appendix 3 - Explanations for projected variances.

Appendix 4 - Budget Savings - position as at end of second quarter 2009/10

# Overview and Scrutiny Appendix 1

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## Budget Savings approved 6th April 2009

| Description  | 2009/10<br>£'000 |
|--|------------------|
| <b>Budget adjusted to reflect saving/additional income -</b> |                  |
| Planning   | 53.2             |
| Corporate Training   | 50.0             |
| Building Control   | 20.7             |
| Head of Asset  | 25.0             |
| Switchboard  | 3.0              |
| In-curtilage parking   | 10.0             |
| Arrow Valley Countryside Centre                              | 24.0             |
| Pay Award  | 60.0             |
| Property Services  | 10.3             |
| Licensing Officer  | 13.3             |
| CLRs Personal Budgets  | 16.5             |
| <b>INCOME</b>  |                  |
| Forge Mill   | 10.0             |
| Private Sector Lifeline to breakeven                         | 28.4             |
| Car parking (Town Hall/Trafford Park)                        | 12.0             |
| Dial- a- Ride  | 10.0             |
| Arrow Valley Countryside Centre                              | 10.0             |
| <b>Subject to ongoing monitoring -</b>                       |                  |
| Pitcheroak Golf Course                                       | 42.7             |
| Shared Services  | 40.0             |
| Vacancy Management   | 125.0            |
| REDI   | 60.0             |
| Printing   | 52.0             |
| Procurement  | 70.0             |
| Committee Services   | 14.0             |
| Benefits Subsidy   | 40.0             |
| Community Meeting Rooms                                      | 45.0             |
| Support Service Costs  | 25.0             |
|  |                  |
| <b>Total savings/additional income</b>                       | <b>870.1</b>     |





## APPENDIX 2

## Quarterly Monitoring Directorate Summary April – September 2009

| Directorate                         | Budget            | Profiled YTD Budget | YTD Actuals         | Commitments       | Actual + Commitments | Variance to date    | Projected Outturn | Projected Variance |
|-------------------------------------|-------------------|---------------------|---------------------|-------------------|----------------------|---------------------|-------------------|--------------------|
| Chief Executive                     | 3,697,380         | 2,623,124.93        | 2,242,827.04        | 52,642.00         | 2,295,469.04         | (327,655.89)        | 3,389,080         | (308,300)          |
| Environment & Planning              | 6,055,330         | 2,765,532.50        | 2,667,192.88        | 96,281.00         | 2,763,473.88         | (2,058.62)          | 6,101,800         | 46,470             |
| Housing Services                    | 1,031,900         | 299,291.57          | 175,221.93          | 31,856.00         | 207,077.93           | (92,213.64)         | 970,590           | (61,310)           |
| Leisure Customer & Business Support | 3,333,640         | 1,485,949.10        | 1,275,299.77        | 35,350.00         | 1,310,649.77         | (175,299.33)        | 3,377,490         | 43,850             |
| Corporate                           | 90,000            | 0.00                | 0.00                | 0.00              | 0.00                 | 0.00                | (384,947)         | (474,947)          |
| <b>Total:</b>                       | <b>14,208,250</b> | <b>7,173,898.10</b> | <b>6,360,541.62</b> | <b>216,129.00</b> | <b>6,576,670.62</b>  | <b>(597,227.48)</b> | <b>13,454,013</b> | <b>(754,237)</b>   |
| Housing Revenue Account             | 80,550            | (7,180,230.00)      | (7,982,906.56)      | 0.00              | (7,982,906.56)       | (802,676.56)        | 0.00              | 0.00               |
| HRA Repairs                         | 0.00              | 0.00                | (73,550.12)         | 0.00              | (73,550.12)          | (73,550.12)         | (155,700)         | (155,700)          |
| <b>Total:</b>                       |                   |                     |                     |                   |                      |                     |                   | <b>(909,937)</b>   |



# Overview and Scrutiny Appendix 3

Committee

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## Budget Monitoring Apr – Sep 2009

### Explanations for projected outturn variances

#### Acting Deputy Chief Executives Directorate

#### Head of Financial Revenue and Benefits Services

| Cost Centre | Description        | Variance<br>£ | Explanation     |
|-------------|--------------------|---------------|-----------------|
| 0103        | Financial Services | (45,910)      | Salary savings. |
| 0107        | Local Taxation     | (30,000)      | Salary savings  |

#### Head of Legal, Democratic & Property Services

| Cost Centre | Description                      | Variance<br>£ | Explanation   |
|-------------|----------------------------------|---------------|---|
| 0431        | Investment Properties            | (75,000)      | Budget assumed leaseholder would give notice in March. Notice not received.   |
| 0432        | Business Centres                 | 73,300        | Increase in the number of vacant units  |
| 0435        | Community Related Asset Property | (52,000)      | Savings on empty property rates of £27k, also £13k received for dilapidations and £11k received for a letting at Matchborough (delay in billing). |
| 0472        | Pay and Display Car Parks        | 6,000         | The scheme has been delayed   |
| 0110        | Members & Committee Services     | (10,000)      | Overview and Scrutiny budget no longer required   |
| 0623        | Civic Suite                      | 3,000         | Reduction in number of bookings   |
| 0101        | Legal Services                   | 6,350         | Legal fees from external solicitors not budgeted for.   |

#### Head of Strategy & Partnership

| Cost Centre  | Description              | Variance<br>£    | Explanation  |
|--------------|--------------------------|------------------|--|
| 0706         | Concessionary Travel     | (174,040)        | Legal fees not expected to be incurred and reduction in claims from operators. |
| 0135         | Housing Policy           | (10,000)         | Salary Savings   |
| <b>Total</b> | <b>Acting Deputy CEO</b> | <b>(308,300)</b> |  |

# Overview and Scrutiny Appendix 3

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## Environment & Planning Directorate

### Head of Environment

| Cost Centre | Description | Variance<br>£ | Explanation                           |
|-------------|-------------|---------------|---------------------------------------|
| 0704        | Allotments  | 9,000         | Income forecast to be below estimate. |

### Head of Human Resource & Communications

| Cost Centre | Description | Variance<br>£ | Explanation                                  |
|-------------|-------------|---------------|--|
| 0137        | Payroll     | 12,000        | Additional staff required to cover sickness. |

### Head of Operations

| Cost Centre | Description                       | Variance<br>£ | Explanation  |
|-------------|-----------------------------------|---------------|--|
| 0143        | Environmental Services Management | (6,000)       | Salary savings of £6k.   |
| 0718        | Waste Collection Team             | 15,000        | A reduction in income due to the outsourcing of rubbish removal. |
| 0437        | Market                            | 9,480         | Reduction in income  |

### Head of Planning & Building Control

| Cost Centre | Description           | Variance<br>£ | Explanation         |
|-------------|-----------------------|---------------|---------------------|
| 0142        | Planning Services     | (48,010)      | Salary savings.     |
| 0751        | Planning Applications | 50,000        | Reduction in income |
| 0760        | Building Control      | 5,000         | Reduction in income |

|              |                                   |               |  |
|--------------|-----------------------------------|---------------|--|
| <b>Total</b> | <b>Environment &amp; Planning</b> | <b>46,470</b> |  |
|--------------|-----------------------------------|---------------|--|

# Overview and Scrutiny Appendix 3

Committee

25th November 2009

## Housing, Leisure and Customer Services Directorate

### Head of Asset & Maintenance

| Cost Centre | Description     | Variance £ | Explanation          |
|-------------|-----------------|------------|----------------------|
| 0189        | Housing capital | (11,000)   | Salary savings (HRA) |

### Head of Housing & Community Services

| Cost Centre | Description                      | Variance £ | Explanation                              |
|-------------|----------------------------------|------------|--|
| 0483        | Lifeline                         | (3,000)    | Contract re-negotiated                   |
| 0499        | CCTV Operating Costs             | (10,000)   | Contract re-negotiated                   |
| 0490        | Community Warden Service Support | (15,930)   | Salary savings (HRA).                    |
| 0187        | Housing Tenancy                  | (33,880)   | Salary savings (HRA)                     |
| 0185        | Data Base & Housing Performance  | (9,500)    | Salary savings (HRA)                     |
| 0191        | Income & Recovery                | 22,000     | Increased use of debt collection agency. |

### Head of Leisure & Arts

| Cost Centre | Description              | Variance £ | Explanation  |
|-------------|--------------------------|------------|--|
| 0005        | Hewell Road Pool         | 20,940     | Reduction in income                                  |
| 0021        | Arrow Vale Sports Centre | 33,340     | Reduction in income                                  |
| 0025        | Kingsley Sports Centre   | 17,570     | Reduction in income                                  |
| 0010        | Stitch Meadow            | 5,000      | Summer events programme, low attendance due weather. |
| 0060        | Forge Mill               | 23,000     | Summer events programme, low attendance due weather. |

# Overview and Scrutiny Appendix 3

Committee

25th November 2009

## Head of Customer Services

|  |               |                  |                  |
|--|---------------|------------------|------------------|
|  | Switchboard   | (9,000)          | Contract savings |
|  | One Stop Shop | (47,000)         | Salary savings   |
| <b>Total Housing Leisure &amp; Customer Services</b> |               | <b>(173,160)</b> |                  |

## Housing Revenue Account

|                                      |                                |                  |   |
|--------------------------------------|--------------------------------|------------------|---|
| 0901                                 | Insurance                      | (80,000)         | Savings from tendering exercise                             |
| 0554                                 | Cyclical/Prog Public Buildings | 35,000           | Increased testing requirements for fire alarm systems (HRA) |
|                                      | Pay award                      | (84,000)         | Pay award settled at 1%                                     |
|                                      | Energy                         | (26,700)         | Savings from tendering exercise                             |
| <b>Total Housing Revenue Account</b> |                                | <b>(155,700)</b> |   |

## Corporate Costs

| Cost Centre                  | Description             | Variance £       | Explanation                      |
|------------------------------|-------------------------|------------------|----------------------------------|
| 0901                         | Insurance               | (10,000)         | Reduction in insurance (50% HRA) |
| 0382                         | Planning Delivery Grant | (120,000)        | Additional grant received        |
| 0392                         | LAGBI Grant             | (23,347)         | Additional grant received        |
|                              | Energy                  | (67,600)         | Savings from tendering exercise  |
|                              | Pay award               | (254,000)        | Pay award settled at 1%          |
| <b>Total Corporate Costs</b> |                         | <b>(474,947)</b> |                                  |

## Summary -

|                         |                |
|-------------------------|----------------|
| <b>Total variances</b>  | <b>£</b>       |
| General Fund            | 683,927        |
| Housing Revenue Account | 226,010        |
| <b>Total</b>            | <b>909,937</b> |

# Overview and Scrutiny Appendix 4

Committee

25th November 2009

## Position as at end of Second Quarter

|   | Target<br>2009/10 | Actual<br>2009/10 | Comments   |
|---|-------------------|-------------------|--|
|   | £'000             | £'000             |  |
| Pitcheroak Golf Course                          | 42.7              | 21.4              | On target to be achieved   |
| Shared Services                                 | 40.0              |                   | Dependant upon progress with planned projects  |
| Vacancy Management/Outturn savings*             | 325.0             | 683.9             | Monitoring has commenced. Procedure agreed and implemented. Level of savings will fluctuate during the year. |
| REDI  | 60.0              | 24.4              | On target to be achieved   |
| Printing  | 52.0              | -                 | Unlikely to be achieved. Delayed implementation.   |
| Procurement                                     | 70.0              | 70.0              | Achieved   |
| Committee Services                              | 14.0              |                   | Not likely to be achieved.   |
| Benefits Subsidy                                | 40.0              | 40.0              | On target to be achieved   |
| Community Meeting Rooms                         | 20.0              | 20.0              | On target to be achieved   |
| Support Service Costs                           | 25.0              |                   | Added to vacancy savings   |
| *including £200k already built into base budget |                   |                   |  |
| <b>Total</b>                                    | <b>688.7</b>      | <b>859.7</b>      |  |





# Overview and Scrutiny Committee

No Direct Ward Relevance

25th November 2009

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## QUARTERLY PERFORMANCE MONITORING QUARTER 2, JULY – SEPTEMBER 2009

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(Report of the Head of Strategy and Partnerships)

### 1. Summary of Proposals

This report provides a view on aspects of the Council's overall performance. It shows which performance indicators, when compared to the same quarter last year, are exceeding their target, are not on target and where performance has remained static.

This report provides Members with an opportunity to review the Council's performance for quarter 2 of the 2009/10 financial year and to comment upon it.

### 2. Recommendation

**The Committee is asked to RESOLVE that**

**the update on key performance indicators for the period July 2009 – September 2009 be noted and commented upon.**

### 3. Financial, Legal, Policy and Risk Implications

#### Financial

- 3.1 Poor performance may have an impact on the financial position of the authority.

#### Legal

- 3.2 Under the Local Government and Public Involvement in Health Act 2007, a set of 198 new National Indicators was introduced to replace the previous Best Value Performance Indicators. These cover all public authorities and are not all applicable to Redditch Borough Council.

#### Policy

- 3.3 The Council's Corporate Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed, including setting Service Standards.

Risk

- 3.4 Without adequate performance management the Council cannot review its performance at a corporate or service level adequately.

Sustainability / Environmental

- 3.5 There are a total of 4 performance indicators that relate to air quality and climate change within the list of new National Indicators (NI 185, NI 186, NI 188 and NI 194). These are all reported annually.

Report**4. Background**

- 4.1 The National Indicator (NI) set was introduced with effect from the 1 April 2008 and became the only indicators that public authorities will be required to report on to central Government. Figures collected for 2008/09 formed the baseline for future reporting. 28 national indicators are included in the Local Area Agreement for Worcestershire.
- 4.2 A number of former Best Value Performance Indicators (BVPI's) have been retained and are now included in the list of local performance indicators.
- 4.3 The Council uses an electronic data collection (EDC) spread sheet to show our current and historic performance against selected national indicators and local performance indicators.
- 4.4 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

**5. Key Issues**Basis of Quarterly Reporting

- 5.1 In moving the agenda forward, the Council looked to address the following:
- (a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
  - (b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.

# Overview and Scrutiny Committee

No Direct Ward Relevance

25th November 2009

- (c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
- (d) The development of links to how the Council is performing in its key delivery projects.
- 5.2 Member involvement in monitoring performance for the remainder of the 2009/10 reporting year will involve:

| Quarter | Period    | Member Group   | Purpose of reporting  |
|---------|-----------|--|---|
| 3       | Oct – Dec | February Overview and Scrutiny Committee / Executive Committee | Receive quarter 3 statistics<br>Analyse exception report      |
| 4       | Jan – Mar | May Overview and Scrutiny Committee / Executive Committee      | Receive annual outturn statistics<br>Analyse exception report |

### The Exception Report

- 5.3 The exception report compares the current quarter outturn to the same period last year and highlights those indicators that have either improved or declined in performance when compared to the same quarter last year and those indicators where performance remains static.

### 6. Other Implications

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

Social Inclusion : None specific.

### 7. Lessons Learnt

None.

### 8. Background Papers

The details to support the information provided within this report are held by Policy Team.

# Overview and Scrutiny Committee

No Direct Ward Relevance

25th November 2009

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**9. Consultation**

There has been no consultation other than with relevant Borough Council Officers.

**10. Author of Report**

The author of this report is Tracy Beech (Policy Officer), who can be contacted on ext. 3182 (e-mail: [tracy.beech@redditchbc.gov.uk](mailto:tracy.beech@redditchbc.gov.uk)) for more information.

**11. Appendices**

Exception Report – Corporate Performance Indicators 1 July 2009 to 30 September 2009

**Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10**

These pages provide an exception report for all corporate performance indicators for which data was expected and provided in quarter 2 (July - September) 2009/10.

|   |    | DCX | E&P | HLCS | Total |
|---|----|-----|-----|------|-------|
| Total number of corporate performance indicators providing outturn data for quarter 2 |    | 12  | 15  | 8    | 35    |
| Total number of indicators showing improvement  | ▲  | 5   | 8   | 7    | 20    |
| Total number of indicators showing a decline  | ▼  | 5   | 4   | 0    | 9     |
| Total number of indicators showing no change*   | ◄► | 2   | 3   | 1    | 6     |

\* Five out of six indicators showing no change in their performance are currently at optimum performance and as such improvement is not possible

| <b>Key to Symbols (throughout the report)</b>               |    |  |    |
|---|----|--|----|
| Improving performance compared to same quarter last year    | ▲  | No data available for the period         | #  |
| Worsening performance compared to same quarter last year    | ▼  | Not applicable for this indicator/period | NA |
| No change in performance compared to same quarter last year | ◄► | Data is provisional                      | *  |

**Performance Management Group**

The Performance Management Group (PMG) has been established to review performance against performance indicators (PI's) across the Council and to escalate concerns regarding underperformance to Senior Management Team (SMT) and Corporate Management Team (CMT). The PMG has recently been advised upon the importance of the Comprehensive Area Assessment, agreed the data quality audit process and received updates from Housing, Waste Management and Benefits on their action plans following a report of data gathered for National Indicator 14 (Avoidable Contact).

**Key Findings for Quarter 2**

As in quarter 1, out of all corporate performance indicators reported in quarter 2 a higher proportion have improved compared to the same quarter last year. By way of example NI 182 (Satisfaction of business with local authority regulation services) has significantly improved at 72.37% compared with 33.23% at the same time last year. Likewise BV 008 (Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms) has also demonstrated a positive direction of travel with a quarter 2 outturn of 94.07% compared with 91.45% an increase in 2.62 percentage points on the same quarter last year. However there are also indicators which are highlighted as areas for concern; NI 195(b) one of the 'improved street and environmental cleanliness' indicators shows that the levels of detritus for quarter 2, 2009/10 is 24.33% compared with only 7.17% in 2008/09. As a result of training on surveying methods undertaken in February 2009 detritus levels appear higher. Areas are being targeted to improve sweeping and associated operations e.g. weed spraying.



## Corporate Performance Exception Report - Quarter 2 (Jul-Sep) 2009/10

Corporate Performance Indicators showing an improvement in performance when compared to the same quarter last year.

| Indicator Description   | Indicator Reference | Current                |                        |                     | Historic           |           |           | Comments  |   |
|---|---------------------|------------------------|------------------------|---------------------|--------------------|-----------|-----------|-----------|---|
|   |                     | 1 April 08 - 30 Sep 08 | 1 April 09 - 30 Sep 09 | Direction of Travel | Target 2009/10     | 2006/07   | 2007/08   |           | 2008/09   |
| <b>Deputy Chief Executive Directorate</b>   |                     |                        |                        |                     |                    |           |           |           |   |
| Number of affordable homes delivered (gross)  | NI 155              | 0                      | 39                     | ▲                   | 94                 | NA        | NA        | 10        | Consistent with LAA target  |
| The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year                    | NI 180              | 134.82                 | 230.5                  | ▲                   | 550                | NA        | NA        | 178.0     | Continuing to proactively identify change events.   |
| Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms | BV 008              | 91.45%                 | 94.07%                 | ▲                   | 95.00%             | 94.05%    | 90.64%    | 91.62%    |   |
| The number of racial incidents recorded by the authority per 100,000 population   | BV 174              | 3.77                   | 10.05                  | ▲                   | Contextual measure | 18.92     | 30.21     | 12.59     | RAHP and BHIP have formed a joint hate incident partnership and are undertaking a comprehensive training programme with reporting centres in both districts. Once completed this could lead to an increase in the number of reports received.   |
| Number of concessionary journeys per year   | ET 015              | 799,014                | *826,027               | ▲                   | Contextual Measure | 1,498,838 | 1,474,325 | 1,614,815 | Claims from 2 operators outstanding at 12 October 2009  |
| <b>Environment and Planning Directorate</b>   |                     |                        |                        |                     |                    |           |           |           |   |
| Processing of major planning applications determined within 13 weeks  | NI 157(a)           | 90.91%                 | 100.00%                | ▲                   | 96%                | NA        | NA        | 93.75%    | Static- Has remained at 100% for last four quarters, which is above national targets.   |
| Processing of minor planning applications determined within 8 weeks   | NI 157(b)           | 87.50%                 | 97.30%                 | ▲                   | 90%                | NA        | NA        | 90.41%    | All applications determined within timescale, improvement from last 5 quarters  |
| Processing of other planning applications determined within 8 weeks   | NI 157(c)           | 98.00%                 | 98.70%                 | ▲                   | 95%                | NA        | NA        | 97.83%    | Only 1 Application determined out of time   |
| Satisfaction of business with local authority regulation services   | NI 182              | 33.23%                 | 72.37%                 | ▲                   | 50%                | NA        | NA        | 44.22%    | Reduced admin support therefore less questionnaires being able to be chased up. This appears to be a necessity  |
| Residual household waste per household (kg)   | NI 191              | 294.43                 | *281.10                | ▲                   | 575kg              | NA        | NA        | 566.74    | Figures from WCC have not come through for September but estimates have been used   |
| Improved street and environmental cleanliness - levels of litter  | NI 195(a)           | 2.50%                  | 1.50%                  | ▲                   | 6%                 | NA        | NA        | 2.94%     | This is a good score for the first of the 3 surveys this year, litter levels found to be very low   |
| Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)  | NI 196              | 2                      | 1                      | ▲                   | 2                  | NA        | NA        | 2         | So far the number of enforcement actions compared with numbers of fly-tips has improved since last year, and we have achieved the highest performance level possible for the first quarter  |
| The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member  | BV 012              | 4.66                   | 3.88                   | ▲                   | 8.00               | 10.62     | 8.53      | 9.60      | Increase in sickness absence since previous quarter.  |
| <b>Housing, Leisure and Customer &amp; IT Services Directorate</b>  |                     |                        |                        |                     |                    |           |           |           |   |
| Number of households living in temporary accommodation  | NI 156              | 7                      | 2                      | ▲                   | 15                 | NA        | NA        | 10        | The Housing Options team have worked extremely hard with early intervention and prevention work to keep the numbers of people requiring temporary accommodation as low as possible. There has been an increase in the number of people requiring advice regarding housing and Local Authorities in the surrounding areas have seen an increase in the number of people requiring temporary accommodation. |

Corporate Performance Indicators showing an improvement in performance when compared to the same quarter last year.

Corporate Performance Exception Report - Quarter 2 (Jul-Sep) 2009/10

| Indicator Description  | Indicator Reference | Current                |                        |                     |                | Historic |         |         | Comments   |
|--|---------------------|------------------------|------------------------|---------------------|----------------|----------|---------|---------|--|
|  |                     | 1 April 08 - 30 Sep 08 | 1 April 09 - 30 Sep 09 | Direction of Travel | Target 2009/10 | 2006/07  | 2007/08 | 2008/09 |  |
|  |                     |                        |                        |                     |                |          |         |         |  |
| Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population. | BV 213              | 2.59                   | 3.94                   | ▲                   | 6.50           | 2.89     | 4.24    | 7.62    | The number of approaches the council is receiving for homelessness is continuing to increase however the housing advice and prevention work being offered through the Housing Options Service is finding resolutions and preventing the homelessness. Through our Housing Options Trailblazer action plan further options are becoming available to increase the housing advice and alternative housing options. |
| Percentage of urgent repairs completed within Government time limits (Categories A, B and C)   | HIP 001             | 79.63%                 | 92.64%                 | ▲                   | 85%            | 77%      | 78.20%  | 83.72%  | Slight increase in performance from last QTR as this 2nd qtr is holiday period less jobs were raised plus 4 new operatives started in July. At full strength enabling us to achieve targets  |
| Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)   | HIP 002             | 25.07                  | 19.87                  | ▲                   | 25 days        | 20       | 32      | 21.19   | An improvement in performance from last QTR as this 2nd qtr is holiday period less jobs were raised plus 4 new operatives started in July. At full strength enabling us to achieve targets   |
| One Stop Shop: Customer satisfaction   | WMO 003             | 95.07%                 | 95.49%                 | ▲                   | 96%            | 95.46%   | 95.05%  | 95.19%  | Satisfaction this quarter has improved showing that customers continue to value the service.   |
| Enquiries dealt with at first point of contact   | WMO 004             | 90.83%                 | 94.14%                 | ▲                   | 90%            | 84.57%   | 88.31%  | 92.86%  | The increase in the rate of resolution illustrates the continued efforts of the service to improve training timeliness and accuracy of information as well as continually seeking ways in which to improve processes to benefit the customer.  |
| Number of e-enabled web payments   | WMO 010             | 4,498                  | 7,159                  | ▲                   | 11,942         | NA       | 5,175   | 8,530   | Introduction of parking payments has assisted in increase of electronic payments   |

| Key to Symbols  | #  |
|---|----|
| Improving performance compared to same quarter last year    | ▲  |
| Worsening performance compared to same quarter last year    | ▼  |
| No change in performance compared to same quarter last year | ◀▶ |
| No data available for the period                            | NA |
| Not applicable for this indicator/period                    | *  |
| Data is provisional   | *  |



Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10

Corporate performance indicators showing a decline in performance when compared to the same quarter last year.

| Indicator Description  | Indicator Reference | Current                |                        |         | Direction of Travel        | Target 2009/10 | Historic |         |   | Comments |
|--|---------------------|------------------------|------------------------|---------|----------------------------|----------------|----------|---------|---|----------|
|  |                     | 1 April 08 - 30 Sep 08 | 1 April 09 - 30 Sep 09 | 2006/07 |                            |                | 2007/08  | 2008/09 |   |          |
| <b>Deputy Chief Executive Directorate</b>  |                     |                        |                        |         |                            |                |          |         |   |          |
| Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)  | NI 181              | 16.23                  | 17.3                   | ▼       | 13                         | NA             | NA       | 17.7    | Holidays, JE and training new starters impacted on performance  |          |
| The percentage of Council Tax collected by the Authority in the year   | BV 009              | 58.22%                 | 57.81%                 | ▼       | 98.50%                     | 96.67%         | 96.97%   | 97.10%  | Target for September 2009 is 58.80% actual performance is 57.81 - 1% below target. Delinquent accounts are being reviewed to ensure that action is being taken and that cases are progressing through the Recovery cycle  |          |
| The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments  | BV 079b(i)          | 73.57%                 | 70.45%                 | ▼       | TBC                        | #              | 69.46%   | 69.46%  |   |          |
| Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period    | BV 079b(ii)         | 16.03%                 | 15.34%                 | ▼       | TBC                        | #              | 26.39%   | 26.39%  | Agreed new post dedicated to HB recovery - ongoing work with PDT to develop procedures  |          |
| Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period | BV 079b(iii)        | 0.56%                  | 1.58%                  | ▼       | TBC                        | #              | 0.32%    | 0.32%   |   |          |
| <b>Environment and Planning Directorate</b>  |                     |                        |                        |         |                            |                |          |         |   |          |
| Percentage of household waste sent for reuse, recycling and composting   | NI 192              | 31.21%                 | 30.65%                 | ▼       | 32%                        | NA             | NA       | 31.43%  | Figures from WCC have not come through for September but estimates have been used   |          |
| Improved street and environmental cleanliness - levels of detritus   | NI 195(b)           | 7.17%                  | 24.33%                 | ▼       | 10%                        | NA             | NA       | 7.28%   | Following training undertaken in February this year on surveying methods, higher detritus levels (includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs, glass, plastic and other finely divided materials and uncollected grass cuttings) have been reported due to the assessment and grading criteria that have to be used. This has identified a performance issue and we will now develop a prioritised improvement plan with achievable timescales to target areas to improve sweeping and associated operations like weed spraying. |          |
| Improved street and environmental cleanliness - graffiti   | NI 195(c)           | 0.67%                  | 2.17%                  | ▼       | 1%                         | NA             | NA       | 0.61%   | Slightly higher levels than in previous surveys but still very low levels of graffiti found   |          |
| The percentage of local authority employees from minority ethnic communities   | BV 017(a)           | 2.97%                  | 2.73%                  | ▼       | Contextual Measure (3.43%) | 3.49%          | 3.15%    | 2.80%   | Increase in staff from ethnic minority communities since previous quarter.  |          |
| <b>Housing, Leisure and Customer &amp; IT Services Directorate</b>   |                     |                        |                        |         |                            |                |          |         |   |          |
| None   |                     |                        |                        |         |                            |                |          |         |   |          |

**Key to Symbols**

▲ Improving performance compared to same quarter last year      ▼ No data available for the period      #

**Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10**

Corporate performance indicators showing a **decline** in performance when compared to the same quarter last year.

| Indicator Description                                       | Indicator Reference | Current                                  |                        |                     | Historic       |         |         | Comments |
|---|---------------------|--|------------------------|---------------------|----------------|---------|---------|----------|
|   |                     | 1 April 08 - 30 Sep 08                   | 1 April 09 - 30 Sep 09 | Direction of Travel | Target 2009/10 | 2006/07 | 2007/08 |          |
| Worsening performance compared to same quarter last year    | ▼                   | Not applicable for this indicator/period |                        |                     | NA             |         |         |          |
| No change in performance compared to same quarter last year | ◄                   | Data is provisional                      |                        |                     | *              |         |         |          |

Corporate Performance Exception Report - Quarter 2 (Jul-Sep) 2009/10

Corporate Performance Indicators showing no change in performance when compared to the same quarter last year.

| Indicator Description  | Indicator Reference | Current                |                        | Direction of Travel | Target 2009/10                          | Historic |         |         | Comments  |  |
|--|---------------------|------------------------|------------------------|---------------------|---|----------|---------|---------|---|--|
|  |                     | 1 April 08 - 30 Sep 08 | 1 April 09 - 30 Sep 09 |                     |   | 2006/07  | 2007/08 | 2008/09 |   |  |
| <b>Deputy Chief Executive Directorate</b>  |                     |                        |                        |                     |   |          |         |         |   |  |
| The percentage of racial incidents that resulted in further action   | BV 175              | 100%                   | 100%                   | ◀                   | contextual measure                      | 93.33%   | 100.00% | 100%    | RAHP and BHIP have formed a joint hate incident partnership and are undertaking a comprehensive training programme with reporting centres in both districts. Once completed this could lead to an increase in the number of reports received. |  |
| Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information | HH 016              | 85.00%                 | 85.00%                 | ◀                   | 85.00%                                  | 66.81    | 81.03%  | 80%     | Target met  |  |
| <b>Environment and Planning Directorate</b>  |                     |                        |                        |                     |   |          |         |         |   |  |
| Improved street and environmental cleanliness - fly-posting  | NI 195(d)           | 0.00%                  | 0.00%                  | ◀                   | 0%                                      | NA       | NA      | 0.22%   | No fly-posting was found in the survey in the first block of surveying for the year   |  |
| Has the local planning authority met the milestones which the current Local Development Scheme sets out?                       | BV 200(b)           | YES                    | YES                    | ◀                   | Meet milestones set out in LDS          | YES      | YES     | YES     | LDS updated Sept 09   |  |
| Percentage of conservation areas in the local authority area with an up-to-date character appraisal                            | BV 219(b)           | 100%                   | 100%                   | ◀                   | Maintain up to date character appraisal | 100%     | 100%    | 100%    | Static  |  |
| <b>Housing, Leisure and Customer &amp; IT Services Directorate</b>   |                     |                        |                        |                     |   |          |         |         |   |  |
| Percentage of repair appointments made that were kept by RBC   | HH 018              | 100.00%                | 100.00%                | ◀                   | 99%                                     | 98.00%   | 99.00%  | 100.00% | We endeavour to keep all of the appointments we make with customers and service will only fail due to unforeseen circumstances eg high levels of sick absence.  |  |

| Key to Symbols  |   | #  |
|---|---|--|
| Improving performance compared to same quarter last year    | ▲ | No data available for the period         |
| Worsening performance compared to same quarter last year    | ▼ | Not applicable for this indicator/period |
| No change in performance compared to same quarter last year | ◀ | Data is provisional                      |
|   |   | NA                                       |
|   |   | *  |



Corporate Performance Indicators for which no performance comment has been provided

Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10

| Indicator Description  | Indicator Reference | Current                |                        | Target 2009/10 | Historic            |         |         | Comments |
|--|---------------------|------------------------|------------------------|----------------|---------------------|---------|---------|----------|
|  |                     | 1 April 08 - 30 Sep 08 | 1 April 09 - 30 Sep 09 |                | Direction of Travel | 2006/07 | 2007/08 |          |
| <b>Deputy Chief Executive Directorate</b>  |                     |                        |                        |                |                     |         |         |          |
| Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms  | BV 008              | 91.45%                 | 94.07%                 | ▲              | 95.00%              | 94.05%  | 90.64%  | 91.62%   |
| The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments  | BV 079b(i)          | 73.57%                 | 70.45%                 | ▼              | TBC                 | #       | 69.46%  | 69.46%   |
| Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period | BV 079b(iii)        | 0.56%                  | 1.58%                  | ▼              | TBC                 | #       | 0.32%   | 0.32%    |
| <b>Environment and Planning Directorate</b>  |                     |                        |                        |                |                     |         |         |          |
| None   |                     |                        |                        |                |                     |         |         |          |
| <b>Housing, Leisure and Customer &amp; IT Services Directorate</b>   |                     |                        |                        |                |                     |         |         |          |
| None   |                     |                        |                        |                |                     |         |         |          |

| Key to Symbols  | #  |
|---|----|
| Improving performance compared to same quarter last year    | ▲  |
| Worsening performance compared to same quarter last year    | ▼  |
| No change in performance compared to same quarter last year | ◄  |
| No data available for the period                            | #  |
| Not applicable for this indicator/period                    | NA |
| Data is provisional   | *  |



## Executive Committee

No Specific Ward Relevance

9th December 2009

### SINGLE EQUALITIES SCHEME 2009-2012

(Report of the Head of Strategy and Partnerships)

#### 1. Summary of Proposals

The Council is under a statutory duty to publish a Race Equality Scheme; a Disability Equality Scheme and a Gender Equality Scheme.

The Single Equality Scheme attached to this report sets out how Redditch Borough Council is promoting and taking action on the specific equality duties placed on it in respect of race, disability and gender. It also explains how it is applying the equality duty principles to other strands of diversity – age, gender identity, religion or belief, and sexual orientation.

The Scheme outlines the context in which the Council operates; the baseline position in relation to equality; and how it intends to continue to promote equality. A single equality scheme can be beneficial as it can focus more on an individual's needs and recognises that people have more than just a single identity. It provides a framework in which to address multiple discrimination and to build synergies between different groups and identities.

#### 2. Recommendations

The Committee is asked to **RECOMMEND** that

**the Single Equalities Scheme and Equalities Action Plan attached to this report at Appendix 1 be approved.**

#### 3. Financial, Legal, Policy Risk and Sustainability Implications

##### Financial

- 3.1 Actions within the scheme do not have any immediate financial implications. As the action plan develops in more detail, should any additional requirements for resources arise they will be subject to the normal Council approval procedures

##### Legal

- 3.2 The Race Relations (Amendment) Act 2000, the Disability Discrimination Act 2005 and the Sex Discrimination Act 1975 as amended by the Equality Act 2006 place statutory duties on the

Council to have equalities schemes in place covering race, disability and gender equality. These can be incorporated into a single equalities scheme provided that they can be separately identified within that scheme.

In addition the Employment Equality (Religion or Belief) Regulations 2003, the Employment Equality (Sexual Orientation) Regulations, 2003 and the Employment Equality (Age) Regulations 2006 make it unlawful to discriminate in employment or training through direct discrimination, indirect discrimination, harassment or victimisation on the grounds of religion or belief, sexual orientation or age.

The Single Equality Bill published in April 2009 will streamline the law by creating a clearer legal framework, drawing together a number of pieces of equality law into a Single Equality Act. It proposes the amalgamation of the six equality strands covering gender, race, disability, age, sexual orientation, religion or belief, and gender reassignment into a single equalities duty which is expected to come into force in 2011.

### Policy

- 3.3 The Council has had a Race Equality Scheme and a Disability Equality Scheme in place. These are now due for review. The Single Equality Scheme contains the Council's first Gender Equality Scheme.

### Risk

- 3.4 Failure to have the required equality schemes in place could lead to action being taken against the Council by the Equalities and Human Rights Commission, who have powers of enforcement under section 31 of the Equality Act 2006.

### Sustainability / Environmental

- 3.5 None specific.

### Report

#### **4. Background**

- 4.1 The Council is under a statutory duty to have in place equalities schemes and action plans covering race, disability and gender equality. These can be incorporated into a single equalities scheme provided that they can be separately identified within that scheme.



# Executive

## Committee

9th December 2009

- 
- 4.2 The Council's Race Equality Scheme and Disability Equality Scheme are due to be reviewed and will be incorporated into the new Single Equalities Scheme, together with the Gender Equality Scheme.
- 4.3 There is a wide range of equality law to be borne in mind when creating equality schemes. Consideration must also be given to human rights law, and the duty of all public authorities to comply with human rights as specified in the Human Rights Act 1998.
- 4.4 The term "equality" is used to mean that everyone has equal access to Council services or equal opportunities as an employee or Member of the Council. It is not about treating everyone in the same way, but recognising that individuals have different needs, which may need to be met in different ways to achieve equal outcomes.
- 4.5 There are six areas of equality recognised by law – Race, Gender, Disability, Religion or Belief, Sexual Orientation and Age. People in those groups have historically suffered more direct and indirect discrimination and social exclusion than the majority of the population. Some people will fit into more than one of these strands may face obstacles for more than one reason.
- 4.6 Diversity among residents, service-users and employees is not limited to the six statutory equality strands. It also includes issues such as education, geographical location, marital status, class and work experience amongst others.

### **5. Key Issues**

- 5.1 Public authorities were required to prepare and publish a Gender Equality Scheme by 30<sup>th</sup> April, 2007. The Council has not yet published its Scheme and there is, therefore, a risk that enforcement action may be taken by the Equalities and Human Rights Commission.
- 5.2 A Single Equality Scheme is a scheme that covers all the communities that generally face inequality of opportunity. These have been identified as age, disability, gender, sexual orientation, faith or belief and ethnicity. The aim of the Single Equality Scheme is to provide a clear approach to equality and diversity across all communities.
- 5.3 The Single Equality Scheme has considered how the extension of the principles of the equality duties may work across the other diversity strands of age, gender identity (wider than transsexual as covered by the gender equality duty), religion or belief, and sexual orientation. The Scheme looks at some issues which may be of relevance to those strands, and has considered how our work may impact on them, and what actions we might take.

# Executive Committee

9th December 2009

- 5.4 The Equality Action Plan attached as Appendix 1 to the Scheme incorporates the identified areas for improvement across the six equality strands following consultation.
- 5.5 In some instances, delivering equality may mean breaking down unfair barriers and discrimination. In others it may simply mean changing the way we deliver services to make them more accessible for all. This is a matter of good service delivery for all our residents.
- 5.6 The Council has specific duties to consult on the development of equality schemes and policies. The Community Forum has been actively consulted on in relation to this scheme.
- 5.7 Good Governance is important for the scheme to have the maximum positive impact and effect over the next three years. This will be achieved through:
- a) **Equality Champions.** These are Council Officers who will support their service area and Head of Service to deliver the Council's equality agenda.
  - b) **The Community Forum.** This will be a stable, long term working group made up of representatives from community groups. It will be involved in the development and implementation of the Single Equalities Scheme and will nominate a representative to sit on the Redditch Partnership.
  - c) **The Corporate Management Team** will monitor the work on equalities. Progress will be reported regularly to the Corporate Management Team during the year.
  - d) **The Executive Committee** will receive an annual progress report on the scheme (covering all equality strands) which will then be published in March of each year.
- 5.8 The Single Equality Scheme is a living document, elements of which are likely to change over the three year period of the Scheme. For example, parts of the action plan may develop further as a result of completed actions, future organisational change within the Council, or following changes in legislation. Any changes will be reported on annually in March.

## 6. Other Implications

- |                  |   |  |
|------------------|---|--|
| Asset Management | - | None specific  |
| Community Safety | - | It is anticipated that improving service design and delivery to achieve equality |

of outcomes for local people (while promoting good relations between different groups in the community) will have a positive impact on matters such as community safety, crime and disorder, and community cohesion.

Human Resources - There are no staffing implications associated with this report.

Social Exclusion - Social exclusion of vulnerable or marginalised individuals and communities has a direct link with equality of access to services.

## 7. Lessons Learnt

7.1 The equalities agenda is very complex and requires effective consultation with both internal services and external customers from all sections of the community. Equalities is a fast moving and dynamic policy development area and officers, while researching best practice found a multitude of different schemes, with differing emphasis and different degrees of community involvement.

## 8. Background Papers

8.1 The Equality Framework for Local Government.

## 9. Consultation

9.1 This report has been prepared in consultation with relevant Borough Council Officers.

9.2 Other consultees were the Community Forum, Crime and Disorder Reduction Partnership, the Home Office and support was given by IDeA.

## 10. Author of Report

The author of this report is Angie Heighway (Head of Strategy & Partnerships) and Pat Bellamy (Policy Officer), who can be contacted on extension 3122 or 3193 ([angie.heighway@redditchbc.gov.uk](mailto:angie.heighway@redditchbc.gov.uk) or [pat.bellamy@redditchbc.gov.uk](mailto:pat.bellamy@redditchbc.gov.uk)) for more information.

## 11. Appendices

Appendix 1 – Single Equality Scheme 2009 – 2012.



# REDDITCH BOROUGH COUNCIL

## SINGLE EQUALITY SCHEME 2009 – 2012



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## Foreword

The Single Equality Scheme sets out how Redditch Borough Council is promoting and taking action on the specific equality duties placed on it in respect of race, disability and gender. It also explains how it is applying the equality duty principles to other strands of diversity – age, gender identity, religion or belief, and sexual orientation.

The development of the Scheme will move the Council from separate schemes to a single equality approach which will seek to unify the structure for tackling discriminatory practices.

The public equality duties on race, disability and gender are powerful tools which support Redditch Borough Council to focus on equality throughout its business.

This three-year Single Equality Scheme and the Equality Action Plan describe how Redditch Borough Council will fulfil its moral, social and legal obligations to put equality at the heart of everything it does. A single equality scheme can be beneficial as it enables the Council to focus more on an individual's needs and to recognise that people have more than just a single identity. It provides a framework in which to address multiple discrimination and to build synergies between different groups and identities.

The Scheme outlines the context in which the Council operates; the baseline position in relation to equality; and how it intends to continue to promote equality.

Redditch Borough Council is committed, both as an employer and as a deliverer of services, to ensuring that no recipient of services provided by the Council receives less favourable treatment on any grounds such as ethnic origin, gender, disability, age, religion or belief, sexual orientation or other status. The Council will continue to work to eliminate unlawful discrimination, to promote equal opportunities and to foster good relations between people from all communities.

Signed

Carole Gandy – Leader of the Council  
Kevin Dicks – Joint Chief Executive



## Executive Summary

The Single Equality Scheme explains Redditch Borough Council's commitment and actions to meet the legal requirements of the public equality duties on race, disability and gender.

In producing a single equality scheme, the Council acknowledges that whilst there are common elements for each equality duty (such as eliminating unlawful discrimination) there are also different, specific elements unique to each.

Whilst it has been important that these unique elements are addressed effectively for a particular strand, we have worked to the principle of extending the elements to all of the other strands. So, for example, where the disability duty requires that we "encourage participation by disabled persons in public life" this should also be encouraged for people of all racial groups and for both men and women, as a way of promoting race and gender equality.

The Single Equality Scheme has also considered how the extension of the principles of the equality duties may work across the other diversity strands of age, gender identity (wider than transsexual as covered by the gender equality duty), religion or belief, and sexual orientation.

### Promoting Equality through our Business

Redditch Borough Council delivers a diverse range of services, as explained in Section 2 of this Scheme. We are reviewing the impact of our work on all equality strands. On-going consultation and involvement is important and is something on which we will build throughout the three years of the Scheme and beyond.

Appendix 1 of this Scheme sets out the Equality Action Plan which came out of this work and will to be taken forward over the period of this Single Equality Scheme.

Redditch Borough Council is a major employer in the area and we are striving to be an employer of choice. The needs and aspirations of our staff will vary according to individual circumstances, and we recognise that choices relating to employment with us must not be affected in any way by race, disability (physical, mental or learning), gender (including transgender), age, religion or belief or by sexual orientation. The diversity of our workforce is important to us and enables the Council to commission and deliver the best services possible.

## Consultation results

Although over the past years we have taken steps to develop a range of different methods of communicating with our residents about our services, feedback we have received shows that we need to ensure that we are providing information in ways that reach everyone, including our hard to reach communities. Consultation has also highlighted the need for more plain English principles when disseminating public information.

Other identified areas of focus following consultation were:

- The need to map sexual violence within the Borough.
- The requirement to map our community to ensure service delivery is effective.
- Making Hate Crime reporting centres more accessible.
- Specific equality and diversity training to be delivered to all staff.
- Encouraging community cohesion through festivals, community projects and awards.

These have been incorporated within the Equality Action Plan.

## Managing and measuring on progress

Good governance is important for the Scheme to have the maximum positive impact and effect over the next three years.

We are committed to ensuring that equalities and diversity is at the heart of all we do as a Council. We will monitor our progress in achieving this against the Equality Framework for Local Government and against our Equality Action Plan.

Outcomes will be reported to the following groups and committees on a regular basis:

- Corporate Management Team (Senior Officers)
- The Executive Committee (Elected Members)
- Council (Elected Members)
- Community Forum (Community representatives)

The Single Equality Scheme is a living document, elements of which are likely to change over the three year period of the Scheme. For example, parts of the Action Plan may develop further as a result of completed actions, future organisational change within the Council, or following changes in legislation. Any changes will be reported on annually in March.

An overview of timescales for action under the Single Equality Scheme is given below.

### Action Timescales

| Action  | Timescales   |
|---|--|
| Work under the Single Equality Scheme's Action Plan                 | Ongoing throughout 2009 – 2012. To be taken forward through Service/departmental groups. |
| Annual report on Single Equality Scheme & any updates to the Scheme | March each year (2010, 2011 and 2012)  |
| Publication of equality impact assessments                          | Ongoing  |
| Review of 2008 – 2011 Equality Scheme                               | November 2011 – February 2012  |
| New Equality Scheme published                                       | March 2012   |

# Section 1

## Introduction

This is Redditch Borough Council's first Single Equality Scheme. It describes how the Council will fulfil its moral, social and legal obligation to put equality and diversity at the heart of everything it does. It incorporates the Council's statutory Race, Gender and Disability Equality Schemes and its commitment to meet all of its statutory equalities duties.

The purpose of the Single Equality Scheme is to build on, and take forward, the work that has already been done following publication and implementation of the current separate schemes and action plans. It will bring together the statutory equality duties for race, disability and gender and the common elements of each duty that will be extended to age, transgender, sexual orientation and religion and belief where appropriate, into a consistent and coherent framework. The Scheme will be used to drive forward our work to mainstream equality, diversity and human rights across our functions, services, policies and practices. This will ensure that we will continue to promote and deliver equality as an integral part of our day to day business. It will also help to simplify the current complex equality agenda into one single framework, making it easier for us to understand and act upon our obligations.

## The Council's Commitment to Equality and Diversity

Redditch Borough Council is committed, both as an employer and as a deliverer of services, to ensuring that no recipient of services provided by the Council receives less favourable treatment on any grounds such as ethnic origin, gender, disability, age, religion or belief, sexual orientation or other status. This includes:

- Equal treatment regardless of race, gender, age, disability, sexual orientation, religion or belief, with reasonable adjustments where necessary in line with the Disability Discrimination Act.
- Working to eliminate unlawful discrimination.
- Promoting equal opportunities
- Promoting community cohesion, including good relations between people from different racial groups.
- Providing reasonable access to interpretation or support on request.
- Responding to the needs of all, and working to engage all sections of the community.

## **What is a Single Equality Scheme?**

A Single Equality Scheme is a scheme that covers all the communities that generally face inequality of opportunity. These have been identified as age, disability, gender, sexual orientation, faith or belief and ethnicity.

The aim of the Single Equality Scheme is to provide a clear approach to equality and diversity across all communities.

## **What do we mean by Equality?**

We use the term “equality” to mean that everyone has equal access to our services or equal opportunities as an employee or a Councillor. This is not about treating everyone in the same way, but recognising that individuals have different needs, which may need to be met in different ways to achieve equal outcomes.

There are six areas of equality recognised by law – Race, Gender, Disability, Religion or Belief, Sexual Orientation and Age. People in those groups have historically suffered more direct and indirect discrimination and social exclusion than the majority of the population. Some people will fit into more than one of these strands may face obstacles for more than one reason. This is described as “multiple discrimination”.

## **What do we mean by Diversity?**

Diversity among our residents, service-users and employees is not limited to the six statutory equality strands. It also includes issues such as education, geographical location, marital status, class and work experience amongst others. The Council will strive to ensure that diversity is valued by all by integrating diversity into all aspects of the Council’s work and through using its influence as a community leader.

## **Equality Legislation**

There is a wide range of equality law to be borne in mind when creating equality schemes. This is listed and the main points summarised in Appendix 3 to this Scheme.

Consideration should also be given to human rights law, and the duty of all public authorities to comply with human rights as specified in the Human Rights Act 1998. This includes any actions taken to promote human rights but can also include refraining from acting, or taking positive measures to protect human rights (similar to the public sector duties to promote equality).

A new Single Equality Bill was announced in the Queen’s Speech in December 2008. The aim of this Bill is to fight discrimination in all its forms

and to help to make equality a reality for everyone. It will simplify equality law to make it easier to implement and enforce.

Further information on this bill can be found at [http://www.equalities.gov.uk/equality\\_bill/index.htm](http://www.equalities.gov.uk/equality_bill/index.htm)

## The Equality Framework for Local Government

The Equality Framework for Local Government (EFLG) replaces the Equality Standard in Local Government, which was established in 2001.

The EFLG is designed to reflect recent demographic changes and emerging thinking on the nature of equality and diversity. It has built on existing work by providing a simpler framework, reducing the amount of process and introducing a more outcome-focussed approach. By integrating public duties on race, disability, gender, including age, religion or belief, and sexual orientation it will provide a common performance framework for compliance, and enable authorities working with their Local Strategic Partnership to identify and analyse their Local Area Agreements (LAA) and delivery plans which are aligned to the Comprehensive Area Assessment.

The EFLG consists of five themes, which relates to the new performance regime and Comprehensive Area Assessment. These themes are designed to improve services, life chances and outcomes for local people and are integral to the Council's equality priorities, which include:

- knowing our local community and understanding its needs;
- providing strong leadership and partnership;
- engaging with the community and improving satisfaction;
- providing efficient responsive services and excellent customer care; and
- being an exemplary employer with a modern and diverse workforce.

## Equality Impact Assessments

Equality Impact Assessments (EQIA) are used to assess whether:

- the Council's policies and procedures for service delivery may have an adverse impact on particular groups in the community; and
- Council services are accessible to customers and employees.

The process of generating an EQIA follows the six-step approach recommended by the Improvement and Development Agency (IDeA):

1. **Initial Screening** – establishing whether the service area has the potential to have a significant positive or negative impact on different groups in the Borough

2. **Scoping and Defining** – agreeing the parameters of the assessment, and who is responsible for completing the assessment.
3. **Information Gathering** – identifying the main sources of information, where there are gaps in knowledge, and how those gaps will be filled.
4. **Making a judgement** – using the understanding of the needs of particular groups to assess what impacts the service provision will have, and whether such impacts can be justified.
5. **Action planning** – Agreeing what actions should be taken to remove or alleviate the potential for the service to have negative impacts, and putting these into a SMART action plan.
6. **Publication and Review** – ensuring that the EQIA is published in a manner appropriate for the community, and kept under review.

Copies of our most recent Equality Impact Assessments three year rolling plans and risk assessments are published on the Council's website at [www.redditchbc.gov.uk](http://www.redditchbc.gov.uk).

## Section 2

### About the Council

Redditch Borough Council is one of the largest employers in the Borough. It provides a wide range of services to the public. The Council is obliged to provide some of them but has a choice about whether or not it provides the others. Statutory services include the planning, licensing, waste collection and revenue collection functions. Discretionary services include leisure and countryside facilities, community transport, the Shopmobility scheme, CCTV, the Lifeline community alarm service and economic development. Redditch Borough Council is the only District Council within Worcestershire that still maintains its own stock of rented housing.

The Council also has a community leadership role. This commits us to develop, together with our partners, a Sustainable Community Strategy. This sets out the key issues faced in the Borough and a plan to tackle them. The Government also places a responsibility on local authorities to shape their communities around the needs and aspirations of their residents.

### Our Vision, Values and Priorities

The Council's vision, values and priorities are set out in the Corporate Plan 2009 – 2012 and provide the standards which inform the Council's actions and by which its performance can be measured.

#### Our Vision

Our vision is for Redditch to be an enterprising community which is safe, clean and green.

#### Our Values

The Council has a set of values that support the Vision and Priorities and provide the framework in which decisions will be made. These values are:

- a) We place a value in **Partnership working**, ensuring that these partnerships add value to service delivery and provide Redditch with a strong voice both locally and regionally.
- b) We are **Fair** in the decisions that we make. We value probity and fairness and strive to understand the needs of all communities, embracing a diverse range of needs and showing respect at all times.



- c) We are **Responsive and Accountable**. We believe in customer focus and aim to deliver a standard of service that our customers require whilst being open and honest about the decisions we make. We aim to achieve greater value for money through smarter practices and new technology.
- d) We value feedback through **Communication and Consultation**. We will listen and act appropriately, and will enable and provide support for people to become involved in the services we deliver

## Our Priorities

- **Enterprising Community**

We want Redditch to be a vibrant and vital Borough where its population is well educated, has high skill levels and is healthy and fit. Housing is excellent and varied and the community is served by a prosperous town centre and has access to first class leisure facilities. The Council's voice is influential and respected by residents, partners, other governmental agencies and suppliers. The Town's economy provides sufficient high quality jobs for residents with good levels of pay and reward.

- **Safe**

The Council will work in partnership with other agencies through the Redditch Community Safety Partnership to reduce crime and disorder. The Council will identify key projects to build community confidence and allow residents and visitors to be safe and feel safe.

- **Clean and green**

The Council will develop attractive open spaces, taking enforcement action against littering, fly tipping and other behaviour detrimental to the environment, where appropriate, and supporting measures to tackle climate change.

To underpin the delivery of the Council's priorities it is recognised that the Council needs to be:

- **A Well Managed Organisation**

We want Redditch Borough Council to be an organisation that uses its resources effectively in order to achieve its priorities and values and delivers high quality services that meet the needs of its residents and provide value for money.

## What is the Council's role in delivering equalities?

In some instances, delivering equality may mean breaking down unfair barriers and discrimination. In others it may simply mean changing the way we deliver services to make them more accessible for all. This is a matter of good service delivery for all our residents.

In addition to ensuring that our services are equally accessible, the Council works to address equalities on two fronts:

**In the community:** Promoting equality of opportunity and community cohesion through cultural events, supplier diversity and partnership working.

**Within the Council:** Challenging discrimination through internal equality and diversity policies and policy assessment, performance and review procedures, supported by staff training.

More information about what we do is included in our Corporate Plan which can be found at <http://redditch.whub.org.uk/cms/council-and-democracy/performance/our-priorities.aspx>

## Partnership Working

Redditch Borough Council works in partnership with other public sector authorities, the voluntary and community sector and the business sector to deliver its priorities. These are set out in the Redditch Sustainable Community Strategy developed by the Redditch Partnership and in the Council's Corporate Plan. The Council is a member of various partnerships, both at a County-wide level and at a Borough level, including the following:

- Redditch Partnership
- Redditch Community Safety Partnership
- Redditch Anti-Harassment Partnership

Further details of Partnerships can be found in Appendix

## Workforce Data

Redditch Borough Council is a major employer in the area and we are striving to be an employer of choice. The needs and aspirations of our staff will vary according to individual circumstances, and we recognise that choices relating to employment with us must not be affected in any way by race, disability (physical, mental or learning), gender (including transgender), age, religion or

belief or by sexual orientation. The diversity of our workforce is important to us and enables the Council to commission and deliver the best services possible.

Redditch Borough Council currently employs XXXXX employees. 42% of these are male, 58% female. 2.6% from ethnic minority groups, 1.3 % with a declared disability. Appendix 7 gives full details of our workforce data.

## Promoting Equality through Procurement

Redditch Borough Council is committed to promoting equality of access and adequate use of its services and facilities.

In the context of procurement, we will ensure that where the Council funds services or projects, either independently or in partnership with other bodies, this opportunity will be used to promote equality of opportunity. The Council will treat all people equally whether they are:

- Seeking or using the Council's services or applying for funds; or
- Contracting to supply or purchase goods or services to or from the Council

Within the Council's Procurement Policy we will give our suppliers advice on equalities issues and ensure that contracts promote equality and diversity.

The Council will promote procurement practices which contribute to its priorities on equality and diversity by providing information on equality issues and ensuring that all tenders are treated equally. The Council will provide appropriate, sensitive and accessible services. It will not discriminate on the grounds of age, colour, disability, ethnic origin, gender, sexuality or on any other unjustifiable grounds. Contractors who are appointed for the provision of goods, services or works will be expected to comply with these criteria.

## Delivery of Services

The Council offers a wide range of services to the community. The Council is committed to equality of opportunity in the provision of services.

### The Council aims to:

- Provide appropriate, accessible and effective services and facilities to the general public without prejudice or bias.
- Provide clear information about our services in a variety of formats, on request.
- Identify appropriate representative groups of residents/visitors/potential visitors within the Borough and its environment and strive to work in

partnership through consultation with and involvement of these representatives in decisions we make.

- Achieve consistency in the Council's approach to equality in the delivery of our services.
- Ensure that action is taken to identify groups who have specific needs in relation to the Council's services.
- Act promptly and appropriately if we receive any complaints about the way we provide services by ensuring that complaints are dealt with sensitively and fairly.
- Ensure that all employees understand what equality in service provision means.
- Ensure that equality considerations are addressed within all fundamental performance reviews and services audits.
- Ensure that contractors, suppliers, volunteers and partners are aware of the Councils position on equality and are clear on their obligations to provide services that are in line with that position.

## Section 3

# Redditch Borough Council's Equality Schemes

## Race Equality Scheme

The Race Relations Amendment Act 2000 outlaws racial discrimination in all public functions. The Act places both a general duty and a specific duty on public authorities to promote race equality. The legislation requires that local authorities publish a race equality scheme.

### General Duty

- To eliminate unlawful racial discrimination;
- To promote equality of opportunity; and
- To promote good relations between people of different racial groups.

### Specific Duties

- Produce a Race Equality Scheme;
- Assess functions and policies for relevance to race equality;
- Monitor policies for impact on race equality;
- Assess and consult on new policies;
- Publish the results of any consultation, monitoring or assessment carried out in relation to any current or new policies;
- Ensure that the public have access to the information and services the Council provides; and
- Train staff on the requirements of the Act.

### The Employment Duty

To monitor and analyse by racial groups:

- Grievances
- Disciplinary action
- Training
- Performance appraisals
- Staff leaving the Council

The Race Relation Amendment Act requires a more mainstream approach to be developed by statutory authorities. Redditch Borough Council has embraced these changes and has established clear benchmarks against which its progress can be assessed.

### **What the Council currently does:**

- Promotes racial equality.
- Brings together individuals of different cultures and racial identity as a collective body.
- Works towards the elimination of racial discrimination.
- Promotes equality of opportunity and good relations between persons of different racial groups, and communities with different cultures.
- Develops policy proposals that would influence the decision-making of statutory and voluntary bodies, so that they address the diversity agenda in their service provision and employment strategies.
- Promotes change in public attitudes on matters of race, through programmes of public education, depicting racial equality.
- Develops an effective community and voluntary sector voice, spanning issues important to a diverse range of interests.

### **The Council aims to:**

- Provide appropriate, accessible and effective services and facilities to the general public without prejudice or bias
- Achieve consistency in the Council's approach to equality in the delivery of our services.
- Encourage race equality as a theme within the Council's procurement activity.
- Ensure that action is taken to identify groups who have specific needs in relation to the Council's services.
- Ensure that all employees understand what equality in service provision means.
- Ensure that equality considerations are addressed within all fundamental performance reviews and service audits.
- Monitor the provision of services against performance indicators.
- Ensure that contractors, suppliers, volunteers and partners are aware of the Council position on equality.

## Disability Equality Scheme

In December 2006 the Disability Discrimination Act (DDA) was amended to place a duty on all public bodies to actively promote disability equality. The Disability Equality Duty is a positive duty which builds in disability equality at the beginning of the process, rather than making adjustments at the end.

### General Duty

- Promote equality of opportunity between disabled people and other people.
- Eliminate unlawful discrimination under the DDA.
- Eliminate harassment of disabled people that is related to their disability.
- Promote positive attitudes towards disabled people.
- Encourage participation by disabled people in public life.
- Take steps to take account of disabled people's needs, even where this involves treating disabled people more favourably than other people.

### Specific Duties

- Publish a Disability Equality Scheme.
- Involve people with disabilities in the development of the scheme.
- Publish an action plan.
- Explain how we will assess the impact of policies and services.
- Produce an annual report showing how we have implemented our action plan and any information we have gathered.

### What the Council currently does:

- The Council makes specific provision of sheltered and very sheltered accommodation to meet the housing needs of disabled people who require support to live independently.
- Through the Care and Repair Agency and the Equipment and Adaptation service the Council provides essential adaptations to enable people with disabilities or mobility problems to remain independent in their own home.
- The Council ensures that new dwellings meet building regulations requirements for accessibility.
- Public and community transport is crucial to social inclusion, enabling disabled people of all ages to access shopping, health services, social, recreational and learning activities. The Council is committed to working in partnership to address transport needs in the Borough.

- The Council's concessionary fares scheme offers disabled people enhancements to the English National Concessionary Bus Pass Scheme.
- The Council provides a Dial-a-Ride service for older people and people with disabilities.
- The Shopmobility service loans out wheelchairs and scooters to people with disabilities and mobility problems, for use in the town centre.
- The Council, which is the largest local employer and an equal opportunities employer, offers a range of traineeship opportunities and Modern Apprenticeships.
- The Human Resources support functions enable the Council to keep disabled people in work with adaptations or enable them to be employed in other work.

### **The Council Aims to:**

- Implement systems to ensure that it is accountable to everyone it serves, and that work and achievements on disability equality are recorded and scrutinised.
- Provide suitable access to public buildings and facilities for people with disabilities.
- Develop the confidence of disabled residents to report Hate Crime.
- Improve systems, facilities and communications to allow easy access to services, either in person or remotely.
- Improve the health and quality of life of people with disabilities.
- Engage with the hard to reach groups within the community to consult on policies.
- Build consideration of equalities into the Council's work at the stages of community planning, corporate planning, objectives for services and individuals and in the policy review process.
- Build consideration of disability equality statistics into the work plan of the Overview and Scrutiny Committee, which will also generate auditable action plans as a response to these statistics.
- Act promptly and appropriately in response to any complaints about the way services are provided, ensuring that they are dealt with sensitively and fairly.

### **Through training the Council aims to:**

- Develop an understanding of the forms that disability discrimination can take, and the impact it can have.
- Appreciate the legislative framework and relevant codes of practice.
- Gain awareness of disability discrimination and how it affects people.



- Celebrate the diversity of communities in Redditch.
- Identify how their services impact upon the disabled, as well as the issues that are more commonly experienced by them.

## Gender Equality Scheme

The Sex Discrimination Act 1975 as amended by the Equality Act 2006 makes sex discrimination unlawful in employment, vocational training, education, the provision and sale of goods, facilities, services and premises. In employment and vocational training, it is also unlawful to discriminate against someone on the grounds that a person is married or a civil partner, or on the grounds of gender reassignment.

The Equal Pay Act 1970 makes it unlawful for employers to discriminate between men and women where they are doing the same or similar work; work rated as equivalent; or work which is of equal value though different in nature. It covers both pay and other terms and conditions such as piecework, output and bonus payments, holidays and sick leave

### General Duty

- To promote equality of opportunity between women and men.
- To eliminate unlawful discrimination and harassment on the basis of gender.

### Specific Duties

- Produce a Gender Equality Scheme identifying gender equality goals and actions to meet them.
- Consult employees and stakeholders in the development of the scheme.
- Consider including objectives to address the causes of any gender pay gap.
- Gather and use information on how the authority's policies and practices affect gender equality in the workplace and in the delivery of services.
- Conduct and publish gender impact assessments of all major policy developments and publish the criteria for conducting assessments.
- Monitor the scheme, publish an annual progress report and review it every three years.
- Implement actions set out in the scheme within three years, unless it is unreasonable or impracticable to do so.

### What the Council currently does

- Maintains equal pay between men and women.
- Implements a robust system for monitoring requirement, training and promotional opportunities.
- Has a flexible working environment.

- Raises awareness of gender equality issues within the authority via training for staff, members and key stakeholders.
- Has a robust consultation process which focuses on gender equality.
- Raises awareness of what constitutes sexual harassment and the support networks in place to support staff.
- Acts promptly and appropriately if we receive any complaints about the way we provide services by ensuring that complaints are dealt with sensitively and fairly.
- The Hate Incident reporting process is accessible by all members of the community to report incidents of Hate Incidents and harassment.
- We offer a sanctuary scheme that provides security upgrades at the homes of people experiencing domestic abuse delivering physical and psychological protection.
- Front line staff in key services such as Housing Options, the Homelessness Prevention Team and the Contact Centre are trained in referral pathways for people experiencing domestic abuse.
- Redditch Borough Council rent premises to Stonham for the provision of a women's refuge.
- Redditch Borough Council is an active participant in the Multi Agency Risk Assessment Conferences that deal with high risk domestic abuse cases.
- The Council has developed a specific Gender Reassignment Service Policy and a Gender Reassignment Employment Policy (attached at Appendix 6 to this Scheme).

## Religion or Belief

### The Employment Equality (Religion or Belief) Regulations 2003

The regulations apply to all aspects of employment and training, including:

- Recruitment and selection.
- Terms and conditions of employment, including pay.
- Dismissals, including redundancy.
- Opportunities for training: job promotion: transfers.
- After the working relationship has ended.

### Unlawful Discrimination

These regulations make it unlawful to discriminate in employment or training through:

- Direct discrimination (including perceived religion or belief).
- Indirect discrimination.
- Harassment.
- Victimisation.

### Those protected are:

- All workers.
- People taking part in, or applying for, employment-related vocational training, retraining or work experience.

### Part Two of the Equality Act (Religion or Belief) 2006

The Act prohibits discrimination in the provision of goods, facilities, services and education, in the exercise of public functions and the use and disposal of premises. It is unlawful to provide goods, facilities and services of a different quality; in a different manner; or on different terms because of someone's actual or perceived religion or belief.

The Act makes it unlawful to discriminate through:

- Direct discrimination
- Indirect discrimination
- Victimisation

The Act also includes discriminatory advertisements and instructing or causing discrimination.

### **What the Council currently does**

- Ensures all its policies and procedures do not discriminate against residents' religion and belief.
- Includes people's religion and belief in its community consultation procedure.
- Publicises the multi faith calendar within the authority and support the promotion of religious festivals through the year.
- Maintains links with the Worcestershire Faith Forum.
- Through the staff training programme raise awareness of employees and members on religion and belief.
- Ensures training opportunities and employment are open to all regardless of religion or belief.
- Develops a robust monitoring process for recruitment, selection and training.
- Ensures all services and provisions are accessible to all residents regardless of their religion or belief.
- Develops an internal process for employees to report bullying and harassment and raise awareness of the process so that it is accessible to all employees.
- Acts promptly and appropriately if any complaints are received about the way it provides services by ensuring that complaints are dealt with sensitively and fairly.

## Sexual Orientation

### The Employment Equality (Sexual Orientation) Regulations, 2003

The regulations apply to all aspects of employment and training including:

- Recruitment and selection
- Terms and conditions of employment including pay
- Dismissals, including redundancy
- Opportunities for training; job promotion; transfers
- After the working relationship has ended

### Unlawful discrimination

These regulations make it unlawful to discriminate in employment or training through:

- Direct discrimination (including discrimination on the grounds of perceived sexual orientation)
- Indirect discrimination
- Harassment
- Victimisation

Those protected are

- All workers.
- People taking part or applying for employment-related vocational training, retraining or work experience.

### The Civil Partnership Act, 2004

Civil partners are treated equally to married couples in a range of areas including state/ occupational benefits and employment benefits. Employers are now legally required to treat employees who are civil partners in the same way they treat staff who are married.

### The Equality Act (Sexual Orientation) Regulation, 2007

The regulations prohibit discrimination in the provision of goods, facilities, services and education, in the exercise of public functions and the use and disposal of premises. It is unlawful to provide goods, facilities and services of a different quality; in a different manner; or on different terms because of someone's actual or perceived sexual orientation.

The Act makes it unlawful to discriminate through:

- Direct discrimination
- Indirect discrimination
- Victimisation

### **What the Council currently does**

- Ensures the Council meets all legal requirements.
- Ensures that Council policies reflect the same treatment for all partnerships, including civil partnerships.
- Reviews all Council policies and practices to ensure they do not discriminate against lesbian, gay or bisexual people.
- Raises awareness of employees in the areas of Lesbian, Gay, Bisexual and Transsexual (LGTB) communities.
- Raises awareness of Redditch Anti Harassment Partnership and other internal Council documents on bullying and harassment.
- Develops greater partnership working with the LGBT communities.
- Acts promptly and appropriately if we receive any complaints about the way we provide services by ensuring that complaints are dealt with sensitively and fairly.

## Age

The Employment Equality (Age) Regulations 2006 will apply to people of all ages, both old and young, and will cover employment and vocational training. This includes access to help and guidance, recruitment, promotion, development, termination, perks and pay. Goods, facilities and services are not included in these regulations.

### Unlawful discrimination

These regulations make it unlawful to discriminate in employment or training through;

- Direct discrimination
- Indirect discrimination
- Harassment
- Victimisation

### Lawful Discrimination

There are a limited number of circumstances when it is lawful to treat people differently because of their age:

- An objective justification may apply to setting a maximum age for recruitment or promotion to reflect training requirements for the post or the need for a reasonable period of employment before retirement. An objective justification may well be subject to challenge and evidence will be needed to prove it.
- Where a person is older than, or within six months of, the employer's retirement age there is a specific exemption allowing employers to refuse to recruit that person.
- This discrimination is covered by one of the exemptions or exceptions given in the regulations.
- There is a Genuine Occupational Requirement that a person must be of a certain age.

### What the Council currently does:

- Implements a robust monitoring process for recruitment, training and promotion.
- Ensures that applicants who have the desired skills will be offered an interview regardless of age.



- Ensures that training programmes will be accessible by all employees.
- Ensures that the Council meets the legal regulations.
- Raises awareness with all employees, members and key stakeholders of the support systems in place for age related harassment.
- Raises awareness of the age regulations through a robust equality and diversity training programme for staff, members and key stakeholders.
- Acts promptly and appropriately if we receive any complaints about the way we provide services by ensuring that complaints are dealt with sensitively and fairly.

## Section 4

### Consultation and Involvement

The Council has specific duties to consult on the development of equality schemes and policies. In the development of this Single Equalities Scheme the following illustrates the consultation that has been undertaken and what is planned for the future.

#### Consultation undertaken

- March 18<sup>th</sup> 2009 - consultation with the Race and Religion Sub group to draft the Equalities Action Plan
- May 20<sup>th</sup> 2009 - consultation with the Age and Disability Sub group to draft the Equalities Action Plan
- 15<sup>th</sup> June 2009 – consultation with the Gender trust and Sexual Orientation Sub-Group to draft Equalities Action Plan
- 15<sup>TH</sup> June 2009 – consultation with the Redditch Community Safety Partnership
- 12<sup>th</sup> August 2009 - the draft Single Equalities Scheme was reviewed by Redditch Borough Council's Equality Champions
- 24<sup>th</sup> September 2009 - the draft Single Equalities Scheme and Action Plan presented to the Redditch Corporate Management Team.
- 14<sup>th</sup> October 2009 - the draft Single Equalities Scheme reviewed by the Community Forum and open for comments until 30<sup>th</sup> October 2009
- 9<sup>th</sup> December 2009 - the draft Single Equalities Scheme will be presented to the Council's Executive Committee for ratification and adoption.

#### Future consultation planned

- 5<sup>th</sup> January 2010 – consultation with the Gender and Sexual Orientation Sub Group to work on the Single Equality Scheme Action Plan .
- 2<sup>nd</sup> March 2010 - consultation with the Race and Religion Sub Group to work on the Single Equality Scheme Action Plans.
- 4<sup>th</sup> May 2010 - consultation with the Disability and Age Sub Group to work on the Single Equality Scheme Action Plans.
- 6<sup>th</sup> July 2010 - consultation with the Gender and Sexual Orientation Sub Group to work on the Single Equality Scheme Action Plans.
- 1<sup>st</sup> September - consultation with the Race and Religion Sub Group to work on the Single Equality Scheme Action Plans.

- 2<sup>nd</sup> November - consultation with the Disability and Age Sub Group to work on the Single Equality Scheme Action Plans.
- 1<sup>st</sup> December - Community Forum Consultation.

Future annual reports will be prepared with the Community Forum Sub-Groups, as the policies have been written in consultation with the community. Many of the actions will be undertaken within this partnership.

### **Outcomes of consultation**

Unlike previous schemes which focused on our internal processes and employment practices, this scheme has an enhanced external focus and many of the things that we will do under our action plan have been influenced by our consultation.

The Equality Action Plan at Appendix 1 is the main working document related to equality and is based on the requirements of the legislation, the new Equality Framework and actions resulting from consultation.

### **Key findings**

Although over the past years we have taken steps to develop a range of different methods of communicating with our residents about our services, feedback we have received shows that we need to ensure that we are providing information in ways that reach everyone, including our hard to reach communities. Consultation has also highlighted the need for more plain English principles when disseminating public information.

Other identifies areas of focus following consultation were:

- The need to map sexual violence within the Borough.
- The requirement to map our community to ensure service delivery is effective.
- Making Hate Crime reporting centres more accessible.
- Specific equality and diversity training to be delivered to all staff.
- Encouraging community cohesion through festivals, community projects and awards.

These have been incorporated within the Equality Action Plan at Appendix 1 where a more detailed description of the actions can be found.

## Section 5

### Managing and Measuring Progress on Equality

Good governance is important for the Scheme to have the maximum positive impact and effect over the next three years.

We are committed to ensuring that equalities and diversity is at the heart of all we do as a Council. We will monitor our progress in achieving this against the Equality Framework for Local Government and against our Equality Action Plan.

The following mechanisms have been established to manage and measure our progress:

- 1) **Equality Champions** are Council Officers who will support their service area and Head of Service to deliver the Council's equality agenda.
- 2) **The Community Forum** will be a critical friend to Redditch Borough Council to work towards equality and diversity in the Borough by:
  - working in partnership to identify and address issues of inequality in the Borough.
  - being a stable, long term working group involved in the development and implementation of the Single Equalities Scheme.
  - establishing working groups to support all six strands of diversity and the activities relating to these strands.
  - nominating a representative to sit on the Redditch Local Strategic Partnership.

The Forum will be chaired by a community member and an election will take place on an annual basis.

- 3) **The Corporate Management Team** will monitor the work on equalities. Progress will be reported to the Corporate Management Team during the year.
- 4) **The Executive Committee and Council** will receive an annual progress report on the scheme (covering all equality strands) which will to be published in March of each year.

## **Section 6 - Appendices**

# Appendix 1

## REDDITCH BOROUGH COUNCIL - CORPORATE EQUALITIES ACTION PLAN

Redditch has one of the most diverse populations across Worcestershire and Redditch Borough Council recognises the importance of embracing these cultural differences to shape the Council. The Council provides a wide range of services and is one of the largest employers within the Borough. As such its actions and decisions affect the lives of everyone in Redditch to some degree. Each member of our community, visitors to the Borough and employees are entitled to expect fair and equal treatment in all dealings with the Council. Therefore, as a provider of services, it is important that it can demonstrate that it upholds the principles of Equality and Diversity.

The Corporate Equalities Action Plan sets out the high level objectives and actions required. This is supported by more detailed objectives and actions contained within individual Directorate Service Plans.

|  |   |  |                         |   |
|--|---|--|-------------------------|---|
| <b>OBJECTIVE: EQ1</b><br>To raise awareness and understanding within the Council of the Single Equality Scheme |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>The Equalities agenda is integrated into the core work of the Council.</li> <li>Robust training programmes for Members and employees.</li> </ul> |                         |   |
| <b>Key Actions</b>   | <b>Responsibility</b>                           | <b>Resources additional to base budget</b>   | <b>Timescales</b>       | <b>Comment</b>  |
| To raise awareness through the training plan and core brief  | Equalities Officer<br>Equality Champions<br>CMT | An annual budget needs to be assigned to ensure the delivery of the required training programme.   | To be reviewed annually | Ongoing work is required to enable the Single Equalities Scheme to be embedded within the authority |

| Key Actions  | Responsibility   | Resources additional to base budget   | Timescales   | Comment   |
|--|--|---|--|---|
| To hold workshops with officers whose work programme will be affected  | Equalities Officer<br>Equality Champions<br>CMT                | External training may be required to meet this action   | To be reviewed annually  | Ongoing work is required to enable the Single Equalities Scheme to be embedded within the authority             |
| <b>OBJECTIVE: EQ2</b><br>To raise awareness and understanding within the community of the Single Equality Scheme |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Understanding and support of Community Members for the delivery of the Single Equalities Scheme.</li> </ul> |  |   |
| Key Actions  | Responsibility   | Resources additional to base budget   | Timescales   | Comment   |
| To publish the Scheme to a wide audience   | Equalities Officer<br>Chair/ Vice Chair of the Community Forum | Budget to support the sub groups of the Community Forum which will be working on achieving the action plans   | To be reviewed quarterly under the work programme of the sub groups of the Community Forum | Regular work with Community members is needed to ensure the Single Equalities Scheme becomes an effective tool. |
| To hold open discussion through the Community Forum and sub groups   | Equalities Officer<br>Chair/ Vice Chair of the Community Forum | Budget to support the sub groups of the Community Forum which will be working on achieving the action plans   | Quarterly reviews by the sub groups of the Community Forum                                 | Regular work with Community members is needed to ensure the Single Equalities Scheme becomes an effective tool. |

| <b>OBJECTIVE: EQ3</b><br>To develop and record the community consultation which is undertaken by the Council       |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>• A Community Forum and sub groups have been established and hold regular meetings.</li> <li>• A Corporate approach to recording the consultation which is undertaken within the authority has been implemented.</li> </ul> |   |   |
|--|---|---|---|---|
| <b>Key Actions</b>   | <b>Responsibility</b>                         | <b>Resources additional to base budget</b>  | <b>Timescales</b>   | <b>Comment</b>  |
| To develop a Community Forum and sub-groups which meets regularly and which will focus on the six equality strands | Equalities Officer<br>Heads of Service<br>CMT | To have an annual budget allocated to support Refreshments, transport and translation for Community Members who attend the Forum  | To be recorded and reviewed after each consultation event |   |
| Consultation to be recorded with any follow up work being recorded in an appropriate manner                        | Equalities Officer<br>Heads of Service<br>CMT |   | To be recorded and reviewed after each consultation event | To have ongoing consultation with our Community Members it is critical that follow up work is undertaken on all Consultation. |



| <b>OBJECTIVE: EQ4</b><br>To complete and publish the required Equality Impact Assessments      |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Equality Impact Assessments are completed and published in line with the Council three year rolling programme.</li> <li>Equality Impact Assessments reviewed by the Community Forum.</li> </ul> |  |         |
|--|---|---|--|---------|
| Key Actions  | Responsibility  | Resources additional to base budget   | Timescales   | Comment |
| To complete the equality impact assessments in line with the Council's three year rolling plan | CMT<br>Managers<br>Equality Champions                       |   | To be reviewed every 6 months in line with the three year rolling plan       |         |
| To publish completed equality impact assessments on the internet and intranet                  | Equality Officer<br>Equality Champions<br>Community members |   | Impact Assessments completed in accordance with the 3 year rolling programme |         |
| Review equality impact assessments via the Community Forum                                     | Equality Officer<br>Community members                       | Annual budget to support refreshments, transport and translation for Community Members who attend the Forum   | 3 workshops each year with community members                                 |         |

|  |   |   |                          |  |
|--|---|---|--------------------------|--|
| <b>OBJECTIVE: EQ5</b>  |   |   |                          |  |
| To have internal and external mechanisms in place for victims to report harassment, victimisation and grievances |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Robust mechanisms in place to ensure the victims are supported through the reporting process.</li> </ul>    |                          |  |
| <b>Key Actions</b>   | <b>Responsibility</b>   | <b>Resources additional to base budget</b>  | <b>Timescales</b>        | <b>Comment</b>   |
| To continue to promote the Redditch Anti Harassment Partnership (RAHP) both internally and externally            | Equality Officer<br>Community Safety Team<br>RAHP Partnership | Resources are required to support the cost of publicity for the Partnership   | To be reviewed annually  | RAHP needs to be continually promoted to ensure victims are aware of the reporting mechanism.    |
| To manage cases in the manner agreed by RAHP in their terms of reference   | Equality Officer<br>Community Safety Team<br>RAHP Partnership | To have an assigned officer to be able to support the victim and deliver on any other case work which is required   | To be reviewed quarterly | Cases will often require case management by the lead officer to ensure a resolution is achieved. |
| <b>OBJECTIVE: EQ6</b>  |   |   |                          |  |
| To have robust monitoring processes in place within the Council  |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Robust monitoring processes in place that enables the Council to assess gaps in service delivery</li> </ul> |                          |  |
| <b>Key Actions</b>   | <b>Responsibility</b>   | <b>Resources additional to base budget</b>  | <b>Timescales</b>        | <b>Comment</b>   |
| To implement monitoring systems for service delivery   | CMT   |   | To be reviewed annually  | The monitoring system will be corporately agreed   |

| Key Actions   | Responsibility                                  | Resources additional to base budget  | Timescales                                 | Comment  |
|---|---|--|--|--|
| Undertake equality monitoring with action plans as necessary, for:<br>Recruitment and selection<br>Promotions<br>Remuneration<br>Flexible working arrangement<br>Dismissals, including redundancies<br>Grievances<br>Training | CMT<br>Managers                                 | Where action is required this is built in to the service plan and budgeted for.  | To be reviewed annually                    | The monitoring which is undertaken will be published |
| <b>OBJECTIVE: EQ7</b><br>To improve the Council's achievement against Equality & Diversity standards  |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>“Achieving” standard against the Equality Framework attained.</li> </ul> |  |  |
| Key Actions   | Responsibility                                  | Resources additional to base budget  | Timescales                                 | Comment  |
| To agree an action plan to move the Council forward with the revised Equality Framework for Local Government  | Equalities Officer<br>Equality Champions<br>CMT | To achieve the Developing Level against the Framework will be funded through the Being Different Together County Project             | Self Peer assessment will be in March 2010 |  |

| Key Actions   | Responsibility                                  | Resources additional to base budget   | Timescales  | Comment   |
|---|---|---|---|---|
| To consolidate the Council's position at "achieving" level of the Equality Framework for Local Government | Equalities Officer<br>Equality Champions<br>CMT | Provision for fees to undertake the peer challenge  | Peer assessment will be in 2011 For the Achieving level | This will ensure that the Council can consolidate its current position at level 2 against the Equalities Standard |
| <b>OBJECTIVE: EQ8</b><br>To have equalities training embedded within the annual training calendar         |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>All Council staff have the necessary training and skills to deliver on the Equalities outcomes</li> </ul> |   |   |
| Key Actions   | Responsibility                                  | Resources additional to base budget   | Timescales  | Comment   |
| To develop a training programme which will deal with all areas of equality                                | Human Resources<br>Equalities Officer<br>CMT    | Specialised equalities training program to be built into the annual training budget   | The training programme will be reviewed annually        |   |
| To implement the training programme for all current staff and new employees                               | Human Resources<br>Equalities Officer<br>CMT    | Annual budget for procedure training for more specialised Equality Training   | The training programme will be reviewed annually        |   |

| <b>OBJECTIVE: EQ9</b>   |  |  |   |  |
|---|--|--|---|--|
| The Single Equalities Scheme and other linked documents are developed in consultation with stakeholders including traditionally hard to reach groups  |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>The Scheme is a living document that it has been developed with community members</li> </ul> |   |  |
| Key Actions   | Responsibility   | Resources additional to base budget  | Timescales  | Comment  |
| Incorporate consultation from stakeholders on format and content of the Single Equality Scheme (SES) and ensure feedback is incorporated in the final scheme  | Community Forum<br>Sub Groups of the Sub forum<br>Equalities officer | Officer time and costs of meetings and publications  | To be reviewed monthly  | The action plan will be a living document which will be reviewed on a monthly basis by community members |
| Publish final SES on website (and provide in other formats on request) and publicise together with outcome of consultation giving due regard to the requirements of the Race Relations (Amendment) Act 2000 and Disability Discrimination Act and Equality Act 2006 (gender duty) | Equalities officer   | Officers time  | The website will be updated in line with changes made to the scheme |  |

|  |   |   |                       |   |
|--|---|---|-----------------------|---|
| <b>OBJECTIVE: EQ10</b><br>To Map the Community within Redditch |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To have a strong understanding of our communities to ensure service delivery is achieved</li> </ul> |                       |   |
| <b>Key Actions</b>   | <b>Responsibility</b>                   | <b>Resources additional to base budget</b>  | <b>Timescales</b>     | <b>Comment</b>  |
| To undertake a mapping exercise of the community               | Equalities Officer<br>Community members | Officer time and costs of meetings and publications   | To be reviewed yearly | The following reports will currently be used: Being Different Together mapping report, place survey, sports surveys |

## Race Equality Action Plan

| <b>OBJECTIVE: EQ11</b><br>To increase engagement with different ethnic groups and develop the Council's relationships with all Communities within Redditch |                          | <b>Key Outcomes:</b><br><ul style="list-style-type: none"> <li>The Council is engaging effectively with all groups within the Community</li> </ul> |                         |   |
|--|--------------------------|--|-------------------------|---|
| Key Actions  | Responsibility           | Resources additional to base budget  | Timescales              | Comment   |
| To work with community groups to develop stronger relationships  | Council Equality Officer | Budget allocated where required to facilitate engagement with different Race groups within the communities   | To be reviewed annually |   |
| To consult and engage through the Community Forum and the Race and Religion sub group on Council policies and procedures                                   | Council Equality Officer | To support the groups with Refreshments, transport and translation of documents where required   | Ongoing                 | The sub groups will meet tri-annually and the Community Forum will meet quarterly |

|   |   |  |                         |   |
|---|---|--|-------------------------|---|
| <b>OBJECTIVE: EQ12</b><br>To develop Community Cohesion and awareness across all the Communities within Redditch  |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Greater understanding between ethnic groups and improved community cohesion.</li> </ul>                        |                         |   |
| <b>Key Actions</b>  | <b>Responsibility</b>                         | <b>Resources additional to base budget</b>   | <b>Timescales</b>       | <b>Comment</b>  |
| To arrange an annual cultural event which celebrates all cultural groups within Redditch  | Council Equality Officer<br>Community Members | Alongside external funding sources the Council will need to assign an annual budget to support the event   | Annually                |   |
| To support cultural events and produce a cultural calendar for staff and residents  |   | Budget will need to be annually assigned to support the cultural events  |                         | The cultural events will act as an educational tool to break down on some of the myths within the wider community |
| <b>OBJECTIVE: EQ13</b><br>To produce a mapping document of the voluntary organisations within Redditch. The document is to be used as a reference point for Council staff |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To ensure the Council has a strong understanding of the Voluntary organisations within the Borough.</li> </ul> |                         |   |
| <b>Key Actions</b>  | <b>Responsibility</b>                         | <b>Resources additional to base budget</b>   | <b>Timescales</b>       | <b>Comment</b>  |
| To work in conjunction with the Community to capture the required information   | Community groups and the Council              |  | To be reviewed annually | It is vital that we know the voluntary groups within Redditch to ensure we are delivering a fair service          |



|  |                                  |  |                           |   |
|--|----------------------------------|--|---------------------------|---|
| <b>OBJECTIVE: EQ14</b><br>Engage with young people with the aim of raising cultural awareness              |                                  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To work with the young people to help support them celebrate the cultural which they are from</li> </ul> |                           |   |
| <b>Key Actions</b>   | <b>Responsibility</b>            | <b>Resources additional to base budget</b>   | <b>Timescales</b>         | <b>Comment</b>  |
| To work with local youth centres and schools to encourage young people to engage with cultural activities. | Community groups and the Council | To support the groups with refreshments, transport and translation of documents where required   | This work will be ongoing | To engage with young people it is important that we consult in arenas outside of Community Forum meetings |

|  |                                  |  |                           |   |
|--|----------------------------------|--|---------------------------|---|
| <b>OBJECTIVE: EQ15</b><br>To produce a mailing list of voluntary organisations |                                  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>An information data base which can be used to signpost members of the community when they access the One Stop Shops and other front line services</li> </ul> |                           |   |
| <b>Key Actions</b>   | <b>Responsibility</b>            | <b>Resources additional to base budget</b>   | <b>Timescales</b>         | <b>Comment</b>  |
| To work in conjunction with the Community to capture the required information  | Community groups and the Council | The budget for the action will be incorporated within the Being Different Together project   | This work will be ongoing | Management of the list will be through the Community Forum to ensure it is updated. |

## Disability Equality Action Plan

|  |  |   |   |  |
|--|--|---|---|--|
| <b>OBJECTIVE: EQ16</b>   |  |   |   |  |
| Widen representation from individual community members and other groups within the consultation process                  |  |   |   |  |
|  |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To ensure that the Council is engaging with all groups within the Community</li> </ul>          |   |  |
| <b>Key Actions</b>   | <b>Responsibility</b>                            | <b>Resources additional to base budget</b>  | <b>Timescales</b>   | <b>Comment</b>   |
| To work with community groups to develop stronger relationships  | Council Equalities Officer                       | Assigned budget where required to facilitate engagement with different Disability groups within the communities   | This work will be ongoing   | It is critical for the Council to be engaging with the harder to reach groups within the Community |
| <b>OBJECTIVE: EQ17</b>   |  |   |   |  |
| Develop fit for purpose information points providing information on statutory and voluntary services                     |  |   |   |  |
|  |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To develop the Council corporate identity which meets all the needs of the community</li> </ul> |   |  |
| <b>Key Actions</b>   | <b>Responsibility</b>                            | <b>Resources additional to base budget</b>  | <b>Timescales</b>   | <b>Comment</b>   |
| To review appropriate information points, and how information at these points can be best delivered to community members | Redditch Borough Council<br><br>Equality Officer | Resources will be required to develop the information points  | To have appropriate Information points in place by September 2010 | The information points will need to be updated to ensure accurate information is being shared.     |

|  |  |  |                                      |   |
|--|--|--|--------------------------------------|---|
| <b>OBJECTIVE: EQ18</b><br>Look for best practice in customer service and implement findings in local services                                  |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To monitor our service delivery through the complaints process to ensure services can be delivered in a more effective way.</li> </ul> |                                      |   |
| <b>Key Actions</b>   | <b>Responsibility</b>                          | <b>Resources additional to base budget</b>   | <b>Timescales</b>                    | <b>Comment</b>  |
| To look at best practice in other areas in the country to develop better customer service  | Community Member<br>Council Equalities Officer |  | To be reviewed as an ongoing process | Good practice from other authorities in the Country will be adopted and implemented                       |
| <b>OBJECTIVE: EQ19</b><br>Work together to submit strategic funding bids to external organisation. i.e. Equalities and Human Rights Commission |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>External funding will ensure greater output from the Community Forum action plans</li> </ul>   |                                      |   |
| <b>Key Actions</b>   | <b>Responsibility</b>                          | <b>Resources additional to base budget</b>   | <b>Timescales</b>                    | <b>Comment</b>  |
| To take the opportunity of applying for external funding to support the work of the Forum  | Community member<br>Council officer            | Some funding bids may require match funding provided by the Council  | The action will be ongoing           | To develop the work program with the Community Forum it is critical to ensure external funding is secured |

|   |                                     |   |  |  |
|---|-------------------------------------|---|--|--|
| <b>OBJECTIVE: EQ20</b><br>Regular review of the action plan and progress against the Single Equalities Scheme reported to the Community Forum |                                     | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>The Community Forum acts as a critical friend to ensure that the Council implements the agreed action plans.</li> </ul> |  |  |
| <b>Key Actions</b>  | <b>Responsibility</b>               | <b>Resources additional to base budget</b>  | <b>Timescales</b>                                    | <b>Comment</b>   |
| The action plan will be reviewed through the meetings of the sub groups of the Forum and progress will be monitored                           | Community Member<br>Council Officer | Resources will need to be assigned to achieve action which has been agreed within the Single Equalities Scheme  | To reviewed quarterly through the sub group meetings | The action plan will be a working document which is updated on a yearly basis  |
| <b>OBJECTIVE: EQ21</b><br>Develop appropriate communication   |                                     | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>The information which is communicated by the Council is understood by all members of the Community</li> </ul>           |  |  |
| <b>Key Actions</b>  | <b>Responsibility</b>               | <b>Resources additional to base budget</b>  | <b>Timescales</b>                                    | <b>Comment</b>   |
| Use the tool kit for local authorities supplied by the Office for Disability Issues   | Council Officers                    | Appropriate resources are allocated for the translation of documents when requested   | To be reviewed annually                              | To ensure the Council is engaging with the harder to reach groups it is critical the information can be understood by all members of the community |

|  |  |   |                                     |   |
|--|--|---|-------------------------------------|---|
| <b>OBJECTIVE: EQ22</b><br>Awards to shops who are disability friendly                          |  | <b>Key Outcomes:</b><br><ul style="list-style-type: none"> <li>The Council annually supports the No Barriers award</li> </ul>                                       |                                     |   |
| <b>Key Actions</b>   | <b>Responsibility</b>  | <b>Resources additional to base budget</b>  | <b>Timescales</b>                   | <b>Comment</b>  |
| Development of the No Barriers scheme  | Mystery Shoppers   | A yearly budget will be assigned to support the No Barriers award system  | The awards will take place annually | To celebrate the good practices within Redditch will encourage other to 'go that extra mile'                                      |
| <b>OBJECTIVE: EQ23</b><br>Look at community transport in the later evening                     |  | <b>Key Outcomes:</b><br><ul style="list-style-type: none"> <li>Development of Community transport will improve the wellbeing of members of the community</li> </ul> |                                     |   |
| <b>Key Actions</b>   | <b>Responsibility</b>  | <b>Resources additional to base budget</b>  | <b>Timescales</b>                   | <b>Comment</b>  |
| To work with Worcestershire County Council and Dial-a-Ride to look at later transport services | Worcestershire County Council<br>Community Forum<br>Redditch Borough Council | Additional resources may need to be budgeted for the increase in the community transport  | June 2010                           | To develop the well being and independence of the residents within Redditch it is important to have a structured transport system |

| <b>OBJECTIVE: EQ24</b><br>Challenge the fear of the community by improving the environment in which they live.             |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To create a safe environment for residents to live in</li> </ul>       |                   |   |
|--|--|--|-------------------|---|
| <b>Key Actions</b>   | <b>Responsibility</b>  | <b>Resources additional to base budget</b>   | <b>Timescales</b> | <b>Comment</b>  |
| To work with the community to look at areas within the Borough where improvements are needed to decrease the level of fear | Community Forum<br>Community Safety Team<br>Redditch Borough Council | Where actions are highlighted these improvement will need to be built into the business plan process for the required service area | March 2011        | For the community to have confidence in live in Redditch they need to feel safe |

## Gender Equalities Action Plan

|  |                            |  |   |  |
|--|----------------------------|--|---|--|
| <b>OBJECTIVE: EQ25</b>   |                            | <b>Key Outcomes:</b>   |   |  |
| To increase engagement with community and voluntary groups                         |                            | <ul style="list-style-type: none"> <li>To engage with all Communities to ensure all there needs are been meet.</li> </ul>  |   |  |
| <b>Key Actions</b>   | <b>Responsibility</b>      | <b>Resources additional to base budget</b>   | <b>Timescales</b>   | <b>Comment</b>   |
| To work with community groups to develop stronger relationships                    | Council Equalities Officer | Budget allocated where required to facilitate engagement with gender and transgender communities   | Progress will be reviewed through the mapping which is undertaken | It is critical for the Council to be engaging with the harder to reach groups within the Community |
| <b>OBJECTIVE: EQ26</b>   |                            | <b>Key Outcomes:</b>   |   |  |
| To reduce the impact and incidence of domestic abuse                               |                            | <ul style="list-style-type: none"> <li>To ensure a robust process is in place to allow all members within the community to report incidents of domestic abuse</li> </ul> |   |  |
| <b>Key Actions</b>   | <b>Responsibility</b>      | <b>Resources additional to base budget</b>   | <b>Timescales</b>   | <b>Comment</b>   |
| Continue to play an active role in the Worcestershire Forum Against Domestic Abuse | Community Safety Team      | Staff time   | Quarterly meetings are held                                       |  |

| Key Actions  | Responsibility                      | Resources additional to base budget   | Timescales  | Comment  |
|--|-------------------------------------|---|---|--|
| Offer a drop in support service for people experiencing domestic abuse   | Redditch Borough Council<br>Stonham | The use of Redditch Borough Council premises  | The frequencies of sessions is still to be agreed on                            | Redditch Borough Council will take the lead to provide premises to facilitate the drop in centre |
| To commission research into sexual violence  | Community Safety Team               | £15,000   | To be completed by March 2010   | £15,000 has been secured through Home Office funding   |
| <b>OBJECTIVE: EQ27</b>   |                                     | <b>Key Outcomes:</b>  |   |  |
| To change an individual gender on the production of a Gender Recognition certificate                               |                                     | <ul style="list-style-type: none"> <li>To ensure our service meet the requests of or Community members</li> </ul> |   |  |
| Key Actions  | Responsibility                      | Resources additional to base budget   | Timescales  | Comment  |
| Service records which are held for an individual will be changed on production of a Gender Recognition Certificate | Redditch Borough Council            |   | Records to be amended within one month following production of the certificate. |  |



| <b>OBJECTIVE: EQ28</b><br>To ensure Child Care Service are made accessible to men  |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>All Child Care services made equally available to both males and females</li> </ul>    |                                 |  |
|--|---|--|---------------------------------|--|
| <b>Key Actions</b>   | <b>Responsibility</b>                   | <b>Resources additional to base budget</b>   | <b>Timescales</b>               | <b>Comment</b>   |
| Promotion of the Sure Start Centres in areas where males would access the information  | Redditch Borough Council                | Budget to be assigned where required to ensure the services are accessible   | In line with impact assessments |  |
| To ensure our Leisure Service Family facilities are accessible by men  | Redditch Borough Council                | Budget to be assigned where required to ensure the services are accessible   | As above                        |  |
| <b>OBJECTIVE: EQ29</b><br>Training for Front Line staff to raise awareness of residents who will be in the transition Period |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To ensure all Redditch Borough Council employees have the training required</li> </ul> |                                 |  |
| <b>Key Actions</b>   | <b>Responsibility</b>                   | <b>Resources additional to base budget</b>   | <b>Timescales</b>               | <b>Comment</b>   |
| Drop in Centre to be run monthly in the One Stop Shops   | Community Members<br>Equalities Officer | Resources will need to be made available to promote the drop in sessions   | To be reviewed yearly           | Sessions need to be help in a number of centres across the Borough |
| A training programme to be delivered to front line staff in 2010 – 2011  | Human Resources/<br>Equality Champions  | The training programme will need to be built into the training budget  |                                 | The training will be delivered on a three year rolling cycle       |

| <b>OBJECTIVE: EQ30</b><br>To reduce the Incident of Hate Crime and Hate Incident               |                        | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To ensure the hate incident reporting procedure is accessible by all members of the community</li> </ul> |   |   |
|--|------------------------|--|---|---|
| Key Actions  | Responsibility         | Resources additional to base budget  | Timescales  | Comment   |
| To ensure the promotion of the Hate Incident Procedure reaches all groups within the community | Hate Crime partnership | To support the promotion of the Hate Incident Procedure within the Community   | The promotion of the service will be reviewed annually  |   |
| To ensure that where possible a resolution is found for the victim                             | Hate Crime Partnership |  | Initially contact with the victim will be made within 7 working days of the report being made | To ensure ongoing confidence from victims of a Hate Incident it is critical that the panel are able to bring a resolution for the victim in a timely manner |

## Religion and Belief Action Plan

| <b>OBJECTIVE: EQ31</b><br>Engage with all faith communities within the district                          |                                     | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To engage with all Faith Communities to ensure all their needs are being met.</li> </ul>       |                         |   |
|--|-------------------------------------|--|-------------------------|---|
| Key Actions  | Responsibility                      | Resources additional to base budget  | Timescales              | Comment   |
| To develop relationships with the local faith community.   | Equalities Officer                  | Budget to facilitate engagement with Faith groups  | December 2010           | It is critical for the Council to engage with the harder to reach groups within the Community           |
| To build links with organisations who support multi faith groups such as the Multi Faith Forum           | Equality Officer                    |  | Ongoing                 | We need to ensure that we are engaging with groups who have the contacts and expertise within this area |
| <b>OBJECTIVE: EQ32</b><br>Promote awareness of the multi faith calendar                                  |                                     | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To develop and actively promote a multi faith calendar through events and publicity</li> </ul> |                         |   |
| Key Actions  | Responsibility                      | Resources additional to base budget  | Timescales              | Comment   |
| To promote the multi faith calendar and support faith groups in their celebrations and awareness raising | Community Forum<br>Equality Officer | Resources will be needed to publish the calendar and support event where   | To be reviewed annually |   |

## Sexual Orientation Equality Action Plan

|   |   |  |                                     |  |
|---|---|--|-------------------------------------|--|
| <b>OBJECTIVE: EQ33</b>  |   | <b>Key Outcomes:</b>   |                                     |  |
| To deliver LGB&T training to all front line staff, HoS and middle managers              |   | <ul style="list-style-type: none"> <li>• Redditch Borough Council employees have a greater knowledge base of LGB&amp;T issues</li> </ul> |                                     |  |
| <b>Key Actions</b>  | <b>Responsibility</b>                                     | <b>Resources additional to base budget</b>   | <b>Timescales</b>                   | <b>Comment</b>   |
| To procure trainers with the expertise to deliver the training                          | Human Resources   | Training budget to allocated to support the delivery of the more specialised equalities training   |                                     | The training will support employees of Redditch Borough Council to meet the service users' needs                           |
| Deliver LGB&T training to all front line staff, HoS and middle managers.                | Human Resources<br>Trainers                               |  | March 2010 – March 2011             |  |
| <b>OBJECTIVE: EQ34</b>  |   | <b>Key Outcomes:</b>   |                                     |  |
| To develop Drop in centres for the LGB&T community                                      |   | <ul style="list-style-type: none"> <li>• Drop In centres established</li> </ul>  |                                     |  |
| <b>Key Actions</b>  | <b>Responsibility</b>                                     | <b>Resources additional to base budget</b>   | <b>Timescales</b>                   | <b>Comment</b>   |
| Support the development of drop in centres at the One Stop Shop for the LGB&T community | Community Forum<br>Customer Service<br>Equalities Officer | Facilities will need to be provided for the drop in sessions   | March 2010 for an initial 12 months | The drop in centres will be an extension of a service which other voluntary groups already undertake at the One Stop Shops |

|   |                                       |  |                                 |  |
|---|---------------------------------------|--|---------------------------------|--|
| <b>OBJECTIVE: EQ35</b><br>To establish baseline figures for the LGB&T community which live and work within Redditch                                   |                                       | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Baseline information to enable the Council to ensure it is delivering the appropriate services</li> <li>Map of the communities within Redditch</li> </ul>  |                                 |  |
| <b>Key Actions</b>  | <b>Responsibility</b>                 | <b>Resources additional to base budget</b>   | <b>Timescales</b>               | <b>Comment</b>   |
| Establish baseline figures for the LGB&T community through the mapping report, the Local Labour Market Assessment and the Worcestershire 100 exercise | Equalities Officer<br>Community Forum | The budget for the mapping work will come from the Being Different Together project  | by March 2010                   | Ongoing work to map the Community groups will be done through the Community Forum                            |
| <b>OBJECTIVE: EQ36</b><br>To break down the isolation which the LGB&T community faces within Redditch   |                                       | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Redditch is an inclusive town where members of the Community feel safe to work and live in.</li> <li>Rainbow Redditch is effectively representing the LGB&amp;T community in the Borough.</li> </ul> |                                 |  |
| <b>Key Actions</b>  | <b>Responsibility</b>                 | <b>Resources additional to base budget</b>   | <b>Timescales</b>               | <b>Comment</b>   |
| Support the development of Rainbow Redditch so that the LGB&T Communities of Redditch feel they have a voice  | Community Forum<br>Equalities Officer | Where required donation will be given to support the small groups to be involved in the events being held  | Ongoing support will be offered | Rainbow Redditch is a new group which has been established to support the LGB&T communities within Redditch. |

| Key Actions   | Responsibility                        | Resources additional to base budget  | Timescales                     | Comment  |
|---|---------------------------------------|--|--------------------------------|--|
| Raise the awareness of Redditch Borough Council staff   | Community Forum<br>Equalities Officer | Specialised training to be offered to employees of Redditch Borough Council  | To be delivered in 2010 – 2011 | The training will be a three year rolling program                      |
| <b>OBJECTIVE: EQ37</b><br>To promote the Hate Incident Reporting Mechanism within the LGB&T community |                                       | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>To support victims of Hate incident within the Redditch Community</li> </ul> |                                |  |
| Key Actions   | Responsibility                        | Resources additional to base budget  | Timescales                     | Comment  |
| Promote the Partnership through Rainbow Redditch with the aim of them becoming a Reporting Centre     | Community Safety                      | To ensure ongoing officer support to the partnership   | December 2010.                 | Reports of incidents from members of the LGB&T community are very low. |

## Age Equality Action Plan

|  |   |   |                   |  |
|--|---|---|-------------------|--|
| <b>OBJECTIVE: EQ38</b><br>Increase engagement with community and voluntary groups.                                 |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>The Council is engaging with all groups within the Community</li> </ul>   |                   |  |
| <b>Key Actions</b>   | <b>Responsibility</b>   | <b>Resources additional to base budget</b>  | <b>Timescales</b> | <b>Comment</b>   |
| To work with community groups to develop stronger relationships  | Council Officers  | Allocation of budget where required to facilitate engagement with different age groups within the communities   | Ongoing           | It is critical for the Council to be engaging with the harder to reach groups within the Community |
| <b>OBJECTIVE: EQ39</b><br>Develop appropriate communication with the Community                                     |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>The Information which the Council distributes can be understood by all groups within our Community.</li> <li>Meaningful consultation occurs with all areas of the Community.</li> </ul> |                   |  |
| <b>Key Actions</b>   | <b>Responsibility</b>   | <b>Resources additional to base budget</b>  | <b>Timescales</b> | <b>Comment</b>   |
| Review how the Council publishes its documents and where these publication are made available for community groups | Redditch Borough Council to work in partnership with community groups | Adequate budget allocated to ensure documents are available in an appropriate format.   | Ongoing           |  |

|   |   |  |   |  |
|---|---|--|---|--|
| <b>OBJECTIVE: EQ40</b><br>Implement awards to shops who are age and disability friendly   |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Recognition for those who 'go that extra mile' for certain groups within our Community.</li> </ul> |   |  |
| <b>Key Actions</b>  | <b>Responsibility</b>                                     | <b>Resources additional to base budget</b>   | <b>Timescales</b>   | <b>Comment</b>   |
| Work with the Disabled Users Group and the Age and Disability sub group to develop an annual award scheme for shops which are both disability and age friendly                  | Disabled Users Group and the Age and Disability Sub group | Annual budget allocated to support the award scheme  | Annually  | The same scheme will recognise businesses which 'go that extra mile' for Disabled members of the Community.                                |
| <b>OBJECTIVE: EQ41</b><br>Develop the accessibility of Council services   |   | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Impact Assessments completed for all the Council's Services</li> </ul>                             |   |  |
| <b>Key Actions</b>  | <b>Responsibility</b>                                     | <b>Resources additional to base budget</b>   | <b>Timescales</b>   | <b>Comment</b>   |
| <ul style="list-style-type: none"> <li>Conduct ongoing consultation with community groups to ensure services are accessible to all Redditch Borough Council Tenants.</li> </ul> | Redditch Borough Council                                  | Budget allocated to support workshop groups with Community Members   | Ongoing<br>This will be reviewed via the data collected from monitoring information | Completed impact assessments will be review by trained Community members, feedback will be incorporated into the Impact Assessment process |
| <ul style="list-style-type: none"> <li>Annual report to be produced</li> </ul>  |   |  | March of each year  |  |



|  |  |   |                   |   |
|--|--|---|-------------------|---|
| <b>OBJECTIVE: EQ42</b><br>Extend the membership of the sub group to include the youth of Redditch                                    |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>A forum in which young people feel comfortable in consulting with the Council.</li> </ul>   |                   |   |
| <b>Key Actions</b>   | <b>Responsibility</b>  | <b>Resources additional to base budget</b>  | <b>Timescales</b> | <b>Comment</b>  |
| Review methods to encourage young people to engage with Redditch Borough Council in the work it is undertaking with community groups | Chair/ Vice chair of the Community Forum<br>Equality officer | Assigned resources to support the engagement work with the young people   |                   | It is critical to find a platform on which it is appropriate to engage with young people. |
| Review membership of the group to reflect the younger generation   |  |   | September 2010    |   |
| <b>OBJECTIVE: EQ43</b><br>To review community transport which runs later in the evening  |  | <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Improved access to public transport in the evenings enables older people to have greater independence in travelling within Worcestershire.</li> </ul> |                   |   |
| <b>Key Actions</b>   | <b>Responsibility</b>  | <b>Resources additional to base budget</b>  | <b>Timescales</b> | <b>Comment</b>  |
| To work alongside Worcestershire County Council, Diamond Bus and First Bus companies as well as community transport                  | Worcestershire County Council<br>Redditch Borough Council    | .   | June 2010         | To work in partnership with other key partners.   |

## Appendix 2

### Profile of the Borough of Redditch

Redditch Borough Council is one of six district councils within the County of Worcestershire. It is a second tier authority delivering services such as housing, environmental health, planning and leisure. The Council works with Worcestershire County Council to deliver other services such as transport, education and social services

Redditch is situated in the north east of Worcestershire and lies 15 miles south of the West Midlands conurbation. The Borough covers a total of 54 square kilometres, and comprises several communities focussed around district centres. The Borough is made up of two distinct areas; the urban area in the north of the district which is inhabited by more than 90% of the total population, and a rural area in the south which contains the villages Astwood Bank and Feckenham.

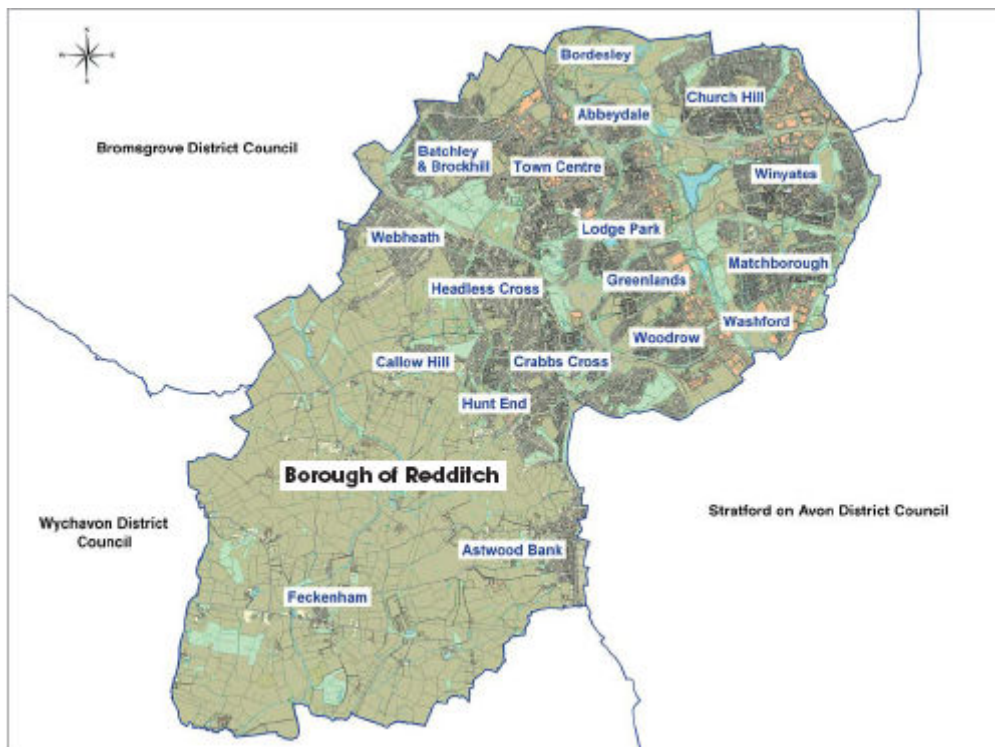


Fig. 1: Map of the Borough of Redditch

Under Phase 2 of the Regional Spatial Strategy (RSS) if Redditch is designated a 'Settlement of Significant Development' it is expected to be the location for concerted housing growth to meet its own needs between 2006

and 2026. This will have a direct impact on issues such as population, employment, transport, waste and other service provisions

## Local Economy

There is a strong manufacturing basis to Redditch's economy. The proportion of individuals employed in the manufacturing industry (25%) is considerably higher than both the County and West Midlands' region average.<sup>1</sup> Redditch has fewer individuals employed in distribution, hotels and restaurants compared to other areas of Worcestershire.

The Kingfisher Centre has, in recent years, undergone significant re-development and refurbishment. An increase in the number of 'big name' stores in the centre has attracted non-Redditch residents to shop in the centre, thus providing a positive boost to the local economy.

## Population and the equality strands

The population of Redditch increased slowly between 2001 and 2007, growing from 78,800 in 2001 to 79,600 in 2006; an increase of 1%. It is projected to increase by approximately 2,100 between 2006 and 2011, and by approximately 9,100 between 2006 and 2026<sup>2</sup>.

Between 2001 and 2006 Redditch experienced a net loss of around 220 individuals per annum. The main contributing factor to this was internal migration, with individuals moving to neighbouring rural areas such as Stratford-upon-Avon and Wychavon.

## Race and Ethnicity

Redditch has one of the most diverse populations in Worcestershire and its minority ethnic communities continue to grow. Black and Ethnic Minority (BME) communities constitute 6.9% of the total population.<sup>3</sup>

The largest ethnic group within Redditch is the Pakistani community which constitutes 2.3% (1,800) of the total population. Redditch continues to attract migrants from Pakistan, and in 2007-08, 55.6% of the Pakistani migrants to Worcestershire who registered for National Insurance stated Redditch as their place of residence.<sup>4</sup> The population Census of 2001 indicated that there were 1523 residents of Pakistani origin living in Redditch. This figure has expanded and there are now in excess of 2,000 people of Pakistani origin living in the town.

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<sup>1</sup> Annual Population Survey (2008)

<sup>2</sup> Mid year estimate, ONS (2008)

<sup>3</sup> Estimated resident population by ethnic group and sex, mid-2006, ONS (2008)

<sup>4</sup> County Economic Summary, WCC (September 2008)

Between 2001 and 2006, there has also been an increase in the Indian population; from 300 in 2001 to 700 in 2006.

Over recent years, Redditch has seen an increase in international migration. There has been a specific influx of individuals from the A8 Ascension Countries, which joined the European Union in 2004.

Other communities found in Redditch include Chinese, and the Borough has other developing communities which were not recording within the 2001 Census

Redditch experienced an increase of 4.7% in the number of non-UK nationals registering for National Insurance in 2007-08, compared to 2006-07.<sup>5</sup> This contrasted with a 4% decline in Worcestershire as a whole in the same period.

During 2007-08 a total of 900 non-UK migrants registered for National Insurance in Redditch. Of these, 530 (59%) were Polish, 120 (13%) were from the Republic of Slovakia and 50 (42%) were Hungarian.<sup>6</sup>

## Religion

Given the diversity of the communities living within Redditch, it is vital to recognise there is also a multi-faith community. The population Census 2001 showed that the religious breakdown within Redditch is as follows:

- Christianity is practiced by both the indigenous population and the African-Caribbean communities.
- Islam is mainly followed by the Pakistani and Bangladeshi communities.
- Hinduism and Sikhism are mainly practiced by those of Indian and East African origin.

It is important that these different faith communities live side by side, being respectful of each others' religious and spiritual beliefs, without compromising the purity and integrity of their own traditions.

Worcestershire has a strong inter faith forum and it is important for the Council to interact with this body so that the local faith groups have strong links with the Local Authority.

## Disability

Disability is a wide-ranging term which covers both physical, mental and learning disability. There are approximately 10 million disabled people in the UK. This means that around 1 in 6 people are disabled, of which only 17% are

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<sup>5</sup> County Economic Summary, WCC (September 2008)

<sup>6</sup> National Insurance Number Registrations, DWP (2008)

born with their impairment. However, disability is not always obvious and many people do not declare that they have a disability.

There is currently no data which shows the breakdown of people with a disability within the Borough of Redditch. However, from the 2001 Census, 16.0% of Worcestershire's population had a limiting long-term illness compared to 17.3% of the total population in England.

In addition, there is correlation between age and limiting long-term illness, the highest being the 70-79 age group, where 21.1% of people in Worcestershire have a limiting long-term illness.

## Gender

Currently, 51% of Redditch's population is female, however, it is anticipated that between 2006 and 2011, the male population will experience a greater increase.

In Worcestershire as a whole, 70.7% of the population are economically active. 77% of males aged 16-74 are economically active compared with 64% of females in the same age range. Just over 7 times more women than men work in part-time employment.

In general, more males than females are self-employed, either with or without employees. Within the economically active male population just over three quarters are employed, whereas nearly 85% of females who are economically active are employed.

Within the economically inactive population, a larger proportion of males are retired whereas more females look after the home or family.

Over 40% of employed people in Worcestershire are males working more than 38 hours per week. This trend continues for males in self-employment. There is a much more even spread among females across all three different types of employment. It is recognised that discrimination is still a factor in both men's and women's lives.

### Domestic Abuse in Redditch

Serious violent crime is an increasing problem in Redditch, and a substantial proportion of such incidents are related to domestic abuse, with women being the main victims. During 2008/09, 12 of the 72 (16.6%) cases of serious violent crimes recorded involved domestic abuse.

An additional 119 offences of assault with less serious injury were also linked to domestic abuse, comprising 19.3% of all assaults with less serious injury. Furthermore, when considering all crime types, not just serious violent crime, domestic abuse was linked to 15.3% of incidents (958 incidents).

Levels of repeat domestic abuse incidents are also known to be increasing. During 2008/09, 21.5% of domestic abuse incidents were repeats. However recently there have also been high profile violent sexual offences in Redditch. Combating domestic and sexual abuse remains a priority for the Crime and Disorder Reduction Partnership, of which Redditch Borough Council is a key partner

## Sexual Orientation

Lesbian, gay and bisexual people comprise approximately 4-7% of the population nationally. There is currently no data which shows the breakdown of people's sexual orientation within the Borough of Redditch.

Many lesbians, gay and bisexual people do not disclose their sexual orientation to others, especially in the workplace, where they may fear harassment.

For those who prefer not to disclose their sexuality there is the constant pressure of concealment. It can be very difficult for people in this situation to gain support from colleagues that other (heterosexual) employees take for granted.

## Age

Worcestershire has a much lower proportion of people in the 20-29 age range (10.2% compared to 12.8%) and a higher proportion of people in the 50-59 age range (14.3% compared to 12.5%) than in England. Overall, Worcestershire has a slightly older population spread than the national average.

As a result of its designation as a New Town in 1964, Redditch attracted a large number of young families. Consequently, the population profile of the Borough is younger than that for Worcestershire as a whole. Although the overall age structure of Redditch is increasing, there continues to be a higher proportion of people under the age of 35 than for Worcestershire as a whole.

Redditch historically has had a higher proportion of young people recorded in its population compared to other Worcestershire districts. There is a higher proportion of young people aged 0-19 compared to other areas of Worcestershire (25.1% compared to 23.5% in the County), and a smaller proportion of individuals aged 60 or over (19.2% compared to 24.6% in the County).

As with the demographic trends across the country, however, Redditch is facing an ageing population. By 2021 Redditch will have a significant section (over 30%) of the population aged over 65, which has important implications for the future development of the Council's policies and practices. By 2026,

the over 65 age group is projected to increase by about 8,600, and a smaller increase of about 1,400 is projected for the 17 and under age group.<sup>7</sup>

In 2003, there were 43,800 people aged 75 and over within Worcestershire, which equates to about 8% of the total population. By 2011, it is forecast that this number will rise to about 50,800, equivalent to approximately 9.1% of the total population. (Projections based on information obtained from ONS on births and deaths, as well as migration statistics and future housing demand information taken from the County Structure Plan and Regional Planning Guidance).

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<sup>7</sup> Population Projections, WCC (2008)

## Appendix 3

### Legislation

The legislation places legal duties on public authorities requiring them to have due regard to the need to eliminate unlawful discrimination. Any person or body affected by a failure to comply with the general duty by a public authority may take action through judicial review proceedings. The three duties are:

- the Race Equality Duty;
- the Disability Equality Duty; and
- the Gender Equality Duty

Local authorities also have statutory responsibility towards the three other equalities strands by regulations

- Age Regulations
- Religion/ Belief Regulations
- Sexual Orientation Regulations

The main points of the legislation are summarised below.

#### The Equality Act 2006

- Makes provision for the establishment of the Commission for Equality and Human Rights (CEHR) from October 2007.
- Makes provision about discrimination on grounds of religion or belief in goods and services.
- Makes provision about discrimination on grounds of sexual orientation in goods and services.
- Imposes duties on public authorities to eliminate sex discrimination and promote gender equality.

#### The Disability Discrimination Act (DDA) 2005

The Act places a duty on all public bodies to have due regard to the need to eliminate unlawful discrimination and promote equality of opportunity for disabled people.

Both the Equality Act and the DDA require public bodies to produce equality schemes for gender and disability equality similar to those already in place for race. These should be reviewed every three years.



Both the gender and disability duty are enforceable by the CEHR.

### **Sex Discrimination Act 1975**

The Sex Discrimination Act 1975 as amended by the Equality Act 2006 makes sex discrimination unlawful in employment, vocational training, education, the provision and sale of goods, facilities, services and premises. In employment and vocational training, it is also unlawful to discriminate against someone on the grounds that a person is married or a civil partner, or on the grounds of gender reassignment.

### **The Civil Partnership Act 2004**

The Act gives same-sex couples the opportunity to form a civil partnership and gain legal recognition of their relationship.

### **The Gender Recognition Act 2004**

This provides transsexual people with legal recognition in their acquired gender. In practical terms, legal recognition will have the effect that, for example, a male-to-female transsexual person will be legally recognised as a woman in English law. On the issue of a full gender recognition certificate, the person will be entitled to a new birth certificate reflecting the acquired gender (provided a UK birth register entry already exists for the person) and will be able to marry someone of the opposite gender to his or her acquired gender.

### **Equal Pay Act 1970**

The Equal Pay Act 1970 makes it unlawful for employers to discriminate between men and women where they are doing the same or similar work; work rated as equivalent; or work which is of equal value though different in nature. It covers both pay and other terms and conditions such as piecework, output and bonus payments, holidays and sick leave

### **Race Relations Act 1976 (as amended 2000)**

#### **Race Relations (Amendment) Act 2000**

Under the Act the Council has general and specific duties.

The **general duty** requires it, in carrying out its functions, to have due regard to the need to:

- eliminate unlawful discrimination;
- promote equality of opportunity; and
- to promote good relations between people of different racial groups.

The **specific duties** require the Council to publish a Race Equality Scheme that lists those functions and policies, or proposed policies that we have assessed as relevant to the performance of the duty and our arrangements for:

- Assessing and consulting on the likely impact of the proposed policies on the promotion of race equality;
- Monitoring those policies for any adverse impact on the promotion of race equality;
- Publishing the results of such assessments, consultation and monitoring;
- Ensuring public access to information and services that we provide;
- Training staff in connection with the duties.

### **The Employment Duty**

In relation to its employees, the Council must also monitor and analyse by racial groups:

- Grievances
- Disciplinary action
- Training
- Performance appraisals
- Staff leaving the Council

The Council is also required to review the scheme every three years.

### **Employment Equality (Age) Regulations 2006**

The regulations apply to employment and vocational training. They prohibit unjustified direct and indirect age discrimination, and all harassment and victimisation on grounds of age. They apply to people of any age - young or old. In addition there are a number of specific regulations regarding age limits on redundancy, statutory sick pay, statutory maternity pay and pensions amongst others.

If a person wishes to complain of discrimination or harassment under the Regulations, they may only do so in an Employment Tribunal or the County Court, as appropriate. This does not, however, prevent the making of an application for judicial review in an appropriate case.

### **The Employment Equality (Religion or Belief) Regulations 2003**

The regulations apply to all aspects of employment and training, including:

- Recruitment and selection

- Terms and conditions of employment, including pay
- Dismissals, including redundancy
- Opportunities for training: job promotion: transfers
- After the working relationship has ended

They apply to all workers and to people taking part in, or applying for, employment-related vocational training, retraining or work experience.

### **Unlawful Discrimination**

The regulations make it unlawful to discriminate in employment or training through:

- Direct discrimination ( including perceived religion or belief)
- Indirect discrimination
- Harassment
- Victimisation

### **The Employment Equality (Sexual Orientation) Regulations, 2003**

The regulations apply to all aspects of employment and training including:

- Recruitment and selection
- Terms and conditions of employment including pay
- Dismissals, including redundancy
- Opportunities for training; job promotion; transfers
- After the working relationship has ended

### **Equality Act (Sexual Orientation) Regulations 2007**

The regulations prohibit discrimination in the provision of goods, facilities, services and education, in the exercise of public functions and the use and disposal of premises. It is unlawful to provide goods, facilities and services of a different quality; in a different manner; or on different terms because of someone's actual or perceived sexual orientation.

### **The Human Rights Act 1998**

The Act protects a range of human rights for everyone and gives further effect to the rights contained in the European Convention on Human Rights. It specifies that these rights should be enjoyed by everyone without discrimination on any grounds (article 14). The rights included in the Act are:

Article 2: The right to life

Article 3: The prohibition of torture, inhuman or degrading treatment or punishment

Article 4: The prohibition of slavery and forced labour

- Article 5: The right to liberty and security of person
- Article 6: The right to a fair trial
- Article 7: The prohibition of retroactive criminal law (i.e. cannot be found guilty of an offence that did not constitute a crime at the time).
- Article 8: The right to respect for private and family life and correspondence
- Article 9: Freedom of thought, conscience and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 12: The right to marry and found a family
- Article 14: The prohibition of discrimination
- Protocol 1, Article 1: The protection of property
- Protocol 1, Article 2: The right to education
- Protocol 1, Article 3: The right to free elections
- Protocol 13: The abolition of the death penalty

There are also a number of other pieces of legislation which are relevant to equality or particular groups of people such as:

### **Single Equality Bill**

The Single Equality Bill published in April 2009 will streamline the law by creating a clearer legal framework, drawing together a number of pieces of equality law into a Single Equality Act. It proposes the amalgamation of the six equality strands covering gender, race, disability, age, sexual orientation, religion or belief, and gender reassignment into a single equalities duty which is expected to come into force in 2011 and will simplify the definition of "disability discrimination". The single equalities duty will extend the definition of equality to include all groups within society who suffer similar detriment to their life chances as those within the six equality strands.

The Bill also contains provisions for a socio-economic duty, outlawing age discrimination, tackling the gender pay gap, promoting equality through procurement, and clarifying aspects of discrimination law and positive action.

The aim of this bill is to fight discrimination in all its forms and to help make equality a reality for everyone. It will simplify equality law to make it easier to implement and enforce. The bill will strengthen equality law by banning discrimination on grounds of age in relation to the provision of goods, facilities and services; ban the use of secrecy clauses; extend the scope for positive action and the use of all-women shortlists in elected bodies; and extend the scope of recommendations which tribunals can make in discrimination cases.

Further information on the Single Equality Bill can be found at [http://www.equalities.gov.uk/equality\\_bill/index.htm](http://www.equalities.gov.uk/equality_bill/index.htm)

## Appendix 4

### Partnerships



#### Being Different Together

Diversity officers throughout Worcestershire have successfully secured funding from the Regional Improvement and Efficiency Partnership (WMRIEP) capacity building fund.

The money is being used for a range of initiatives to develop an equality and diversity strategy for Worcestershire and to engage with our diverse communities. The project will run for 2 years and this is the first time Worcestershire authorities have worked together to address diversity issues across the County.

#### **The benefits of the project include:**

- Gaining a better understanding of our minority communities – BME groups, people with disabilities, etc.
- Establishing new ways to engage with these groups
- Improved, targeted services
- Increased confidence of Councils on equality and diversity
- Formal accreditation of level 2 of the Equality Standard - so Councils get feedback on and recognition of their work



## **Redditch Anti Harassment Partnership**

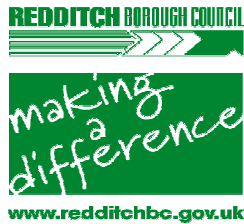
Redditch Anti Harassment Partnership has been in place since 1995, supporting victims of Hate Incidents.

A hate incident is defined as:

“Any incident, which may or may not be a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate”

A hate crime can take many forms including physical attacks, threat of attack and verbal abuse or insults. Incidents of hate crime can have a lasting effect on the victim and often victims will suffer in silence for years.

To enable victims to have the option of reporting in a number of places, community based reporting centres have been established across the Borough. These consist of Redditch Pakistan Community Forum, Sandycroft, Age Concern, Customer Service centres across the Borough, Victim Support, Sure Start, CAB, S.P.I.N, Speak Easy Now, North Worcestershire DIAL, Mencap, Gender Trust, and Ethnic Access Link. Victims are also able to report by filling in the online form in which can be found on the Council's website.



## Redditch Partnership

Redditch Partnership promotes the needs of the community. It brings together representatives from public, private, community and voluntary agencies to work together effectively to deliver a range of local projects, services and initiatives. Redditch Partnership aims to provide a leadership and governing role through sharing information, resources and effort to efficiently and effectively meet the needs and aspirations of local communities.

Membership of Redditch Partnership is open to any organisation that provides services in Redditch and wishes to support the aims and work of the Partnership. Partners sign up to a working protocol.

**Redditch Partnership is responsible for developing the Redditch Sustainable Community Strategy, managing its implementation and reporting on the delivery of its actions.**

The work of Redditch Partnership is overseen by a Management Board comprised of senior representatives of member organisations. Membership of the Management Board is reviewed annually by the Partnership to ensure equitable representation from all sectors. There is a maximum of 12 members, with at least one representative from each of the following organisations:

- Redditch Borough Council – Councillors and Officers
- Worcestershire County Council – Councillor and Officers
- West Mercia Constabulary
- Worcestershire Primary Care Trust
- Bromsgrove and Redditch Network
- Community Forum
- North East Worcestershire (NEW) College
- Hereford & Worcester Fire and Rescue
- Business Community Representative
- Hereford & Worcestershire Chamber of Commerce
- Redditch Community Safety Partnership Chair

## Appendix 5



### DRAFT GENDER REASSIGNMENT SERVICE POLICY

#### 1. Introduction

This policy has been written to ensure that trans people feel welcomed and valued as potential or existing customers of Redditch Borough Council and to ensure they are treated fairly and equitably regarding access to Redditch Borough Council services.

The policy also provides information and guidance to managers and staff on the experiences and preferences of trans people, including practical advice on handling particular situations so as to preserve dignity and the right of privacy when using council facilities and services.

Redditch Borough Council, through its officers and service provisions, is responsible for the implementation of this policy.

#### 2. Equalities Statement

This policy is intended to operate within the Council's commitment to equalities and diversity including:

- Equal treatment regardless of race, gender, age, disability, sexual orientation, religion or belief, with reasonable adjustments where necessary in line with the Disability Discrimination Act.
- Working to eliminate **unlawful** discrimination.
- **Promoting equal opportunities**
- Promoting community cohesion, **including good relations between people from different racial groups.**
- Providing reasonable access to interpretation or support on request.
- Responding to the needs of all, and working to engage all sections of the community.



This policy will be assessed as part of a rolling programme of reviews to ensure that it does not have a detrimental or disproportionate effect on any group.

Any concerns that the policy is operating in a way that could be construed as discriminatory should be passed to the responsible Manager and will be dealt with as part of the official Complaints Procedure, in line with the Council's Equality Schemes.

### **3. Definitions**

#### **Transgender**

Transgender people are men and women whose gender expression and/or gender identity differs from conventional expectations based on the physical sex they were born into.

It is also used as a generic term commonly used to cover those people whose gender identity does not conform to the existing social and cultural classifications of men and women, this includes Transsexual People.

#### **Transsexual People**

Those men and women who have chosen to adopt the gender role opposite to their physical sex on a permanent basis.

Such persons are likely to be, or have been, under medical supervision and may have undergone hormonal, surgical or other forms of treatment in order to more closely conform with their adopted gender.

'Transgender' or 'trans person/people' will be the preferred terms used in this procedure.

#### **Present**

When a trans person is in the clothes of their preferred gender and wishes to be treated as that gender, they are said to 'present'.

#### **Passing**

The belief that a trans person may have about their ability to perform in society in their preferred gender without being noticed. The ability to pass effectively depends on many things and not to pass well, or be 'outed', can be extremely distressing to the individual.

#### **Transition**

A term used by trans people, and those providing their medical treatment, as meaning the process and period in which a trans person moves from living in one gender role and starts living in another.

Some people might regard their transition as starting from the day they first seek treatment for gender dysphoria (the medical condition that underlies a trans person's confusion over their gender identity), and

others might regard it as starting from the date they start living permanently in their acquired gender, or the date they legally change their name.

### **Gender Reassignment**

The process that is undertaken under medical supervision for the purpose of reassigning a person's sex by changing physiological or other characteristics of sex, and includes any part of such a process (as defined by the Sex Discrimination (Gender Reassignment) Regulations 1999).

This may include taking appropriate hormones, gender reassignment surgery, speech therapy, other surgery such as mastectomy, breast augmentation & voice surgery, and psychological support etc.

The term 'sex change' should never be used as it is inappropriate.

### **Gender Recognition Certificate**

A full Gender Recognition Certificate (GRC) can only be issued to an applicant who is unmarried or not in a civil partnership, although an interim GRC (valid for 6 months) may be issued until the marriage/civil partnership is dissolved or annulled, when a full GRC can be issued.

An interim GRC will be seen by the courts as an additional grounds for divorce/annulment. There will continue to be people who are living fully in their acquired gender but who do not have a GRC and remain legally of their birth gender.

The criteria for obtaining a GRC are a requirement for the applicant to be at least 18 years of age, has or has had a diagnosis of gender dysphoria, has been living fully in their acquired gender for at least two years and commits to live in their acquired gender until death. Evidence of all these requirements has to be sent with the application to the Gender Recognition Panel.

Consequently, for at least the first two years following their effective transition, the person will not be eligible for a GRC. Seeking a GRC is optional and not every trans person will do so, perhaps for financial reasons or because they do not wish to end an existing marriage/civil partnership which precludes their eligibility for a full GRC.

## **4. The Legal Position**

### **Sex Discrimination Act 1975**

### **Sex Discrimination (Gender Reassignment) Regulations 1999**

The provisions of the Sex Discrimination Act 1975 have been extended by the Sex Discrimination (Gender Reassignment) Regulations 1999 to

include discrimination in employment, pay and vocational training on the grounds of gender reassignment.

Any reference in the Sex Discrimination Act 1975 to discrimination and harassment in employment against men or women will apply similarly to discrimination and harassment on gender reassignment grounds.

Redditch Borough Council will not tolerate harassment in any form against trans people and reserve the right to refuse entry to any individual to its facilities who do not uphold this philosophy. Any reports will be taken seriously and dealt with in the same way as discrimination against any other minority group.

#### **The Gender Recognition Act 2004**

This Act allows people aged at least 18 years who have taken decisive steps to live fully and permanently in their acquired gender to apply to the Gender Recognition Panel for legal recognition of that gender for all purposes.

This full legal recognition is signified by the issue of a Gender Recognition Certificate, which entitles UK citizens, if they wish, to apply for a new birth certificate that shows their acquired gender as if it has always been since birth.

Section 22 of the Act makes it a criminal offence to knowingly pass information about an individual's possession of or application for a GRC to a third party unless that action meets the criteria laid down in Section 22 (4) of the Act. Passing of such information to another in circumstances where that knowledge would be of benefit to the trans person still cannot be done without the express permission of the individual concerned. Passing of such information should be on a 'need to know' basis and strictly controlled.

#### **4. Use of Single Sex Facilities**

Part of the discussion process with the person undergoing gender reassignment will be to agree the point at which the use of facilities such as changing rooms and toilets should change from one gender to the other. An appropriate stage for using the facilities of the employee's acquired gender is likely to be the point of change of social gender.

Where there are individual cubicles, staff are encouraged to allow the individual to use their future sex facility immediately. However where there is unrest or a facility is completely communal it is suggested that an alternative is offered to avoid any embarrassment for the individual concerned

This should be offered as a temporary solution only – the law clearly states that it is no longer acceptable to expect this to be a long term or

permanent arrangement. Under no circumstances should they be expected, after transitioning, to use the facilities of their former gender.

Therefore, a persistent complaint by a customer objecting to the use of a facility by a trans person should not be upheld.

## 5. **Dress and Appearance**

Flexibility must be shown to accommodate the process of transition from one gender to another and staff are requested to be sensitive and understanding whilst a trans person may be in their “transition” period of treatment.

For example, when using the swimming pool individuals may be body conscious and wish to wear a tee shirt over their costume. As long as appropriate swimwear is in place and the clothing is not likely to cause embarrassment to other users (e.g. the over garment would go translucent when wet), then this would be acceptable, even if outside of the usual dress code.

All staff are asked to take a common sense approach to these issues and if in any doubt seek advice from a senior member of staff or Manager.

## 6. **Useful Contacts/Links/Support Groups**

The following details have been obtained from members of the transgender community and other sources. The list is by no means exhaustive. By its publication Redditch Borough Council is not seeking to endorse or promote the work of any specific group and is not in a position to verify the authenticity of any information given, particularly as the content of web sites changes frequently. However, all the details are supplied in good faith.

### **FTM Network**

0161 432 1915 (Wed 8.00 pm to 10.30 pm)

FTM Network, BM Network London, WC1N 3XX

**Category:** Information for female to male trans people, particularly those in the UK, to help them decide what they wish to do. An informal, ad hoc self help group. Provides free quarterly news magazine, “Buddying” scheme and advice from other F to M’s, annual social events and telephone support line.

Website: [www.ftm.org.uk](http://www.ftm.org.uk)

### **GIRES (The Gender Identity Research and Education Society)**

01372 801554

Melverley, The Warren, Ashted, Surrey. KT21 2SP

**Category:** A charity founded in 1997 to advance education into gender identity and intersex issues. It provides support for families, holds

workshops and funds research. An annual prize is awarded for the best piece of published research.

Website: [www.gires.org.uk](http://www.gires.org.uk)

### **Mermaids**

Helpline 0702 093 5066 12.00 noon to 9.00pm

Mermaids, BM Mermaids, London WC1N 3XX

**Category:** A registered charity and family support group for children and teenagers up to age 19 years with gender identity issues. It aims to raise awareness about gender issues amongst professionals (e.g. teachers, doctors, social services, etc) and the general public and to campaign for the recognition of these issues and an increase in professional services.

Website: <http://www.mermaids.freeuk.com/>

### **Press for Change**

BM Network, London WC1N 3XX

**Category:** Not a support group but a political lobbying and educational organisation, which campaigns to achieve equal civil rights and liberties for all transgender people in the UK, through legislation and social change.

Website: [www.pfc.org.uk](http://www.pfc.org.uk)

### **The Beaumont Society**

24 Hour Information Line 01582 412220

27, Old Gloucester Street, London WC1N 3XX

**Category:** A well-established national transgender support group founded in 1966. It offers a wide variety of activities including: weekend reunions, make-up finishing schools, a national information line network, a safe mail box contact system, a wives and partners group and a quarterly magazine called The Beaumont Magazine.

Website: [www.beaumontsociety.org.uk](http://www.beaumontsociety.org.uk)

### **The Beaumont Trust**

Helpline 07000 287878 (Tue/Thu 7.00pm to 11.00pm)

Beaumont Trust, BM Charity, London WC1N 3XX

**Category:** A charitable educational organisation founded in 1987 for medical, voluntary and lay people who want to increase their knowledge on the subjects of transsexualism and transvestism. The Trust's objectives are: to relieve the stress caused by transsexualism and/or transvestism to those affected, their families and friends and to assist professional advisers in the field of care of gender dysphoria and to educate the public about these conditions. The Trust is able to provide guest speakers.

Website: [www.members.aol.com/Bmonttrust](http://www.members.aol.com/Bmonttrust)

### **The Gender Trust**

National Helpline 0845 231 0505 (Mon – Fri 10am –10pm, Sat & Sun 1pm-10pm) Office 01273 234024

P.O. Box 3192, Brighton BN1 3WR

**Category:** Offers information and support to anyone effected by gender identity issues. The Trust also provides information to employers and others who may have to deal with transgender issues in a professional capacity. The Trust is a registered charity established in 1990. Members receive a quarterly magazine.

Website: [www.gendertrust.org.uk](http://www.gendertrust.org.uk)

Email: [info@gendertrust.org.uk](mailto:info@gendertrust.org.uk)

***NOTE:*** RBC reserve the right to vary the content of this document with consultation where appropriate.

## Appendix 6

### Gender reassignment policy

#### Introduction

Redditch Borough Council is committed to ensuring that transsexual employees are treated with respect and that it does not discriminate unlawfully. This commitment is an important aspect of its overall commitment to providing equal opportunities in employment.

This policy is intended to assist Redditch Borough Council to put this commitment into practice and to help the authority and transsexual employees and other employees to deal with any practical issues that may arise. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination.

Striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment. Redditch Borough Council has a separate dignity at work policy that deals with these issues.

#### What is gender reassignment?

There are a small number of people in the United Kingdom, approximately 5000, whose gender identity does not match their appearance and / anatomy. Transsexual people are those who feel they need to adopt the opposite gender to that assigned to them at birth because they do not feel that their true gender identity matches that assigned to them. Gender reassignment is the process of changing to the new gender identity. This may involve surgical treatment although some transsexual people will not undergo surgery for personal reasons, such as age, health or finance. The process of gender reassignment will normally involve a period of at least one year when the transsexual person must live and work in the gender to which he/she is reassigning (the 'real life test') and a series of hormone treatment. If the person decides to undergo surgery, this will follow the real life test.

#### What is gender recognition?

The Gender Recognition Act 2004 allows transsexual people (who are able to satisfy the necessary evidential requirements) to apply for full legal recognition in their acquired gender. Following a successful application, the law regards the transsexual person, for all purposes, as being of their acquired gender.

There is no obligation on an individual to apply for a gender recognition certificate and there may be good personal reasons, such as an existing marriage, why someone has not applied for one. There are special laws

protecting the privacy of someone who has a gender recognition certificate: a person may commit a criminal offence if they disclose information about the gender history of someone with a gender recognition certificate without that person's consent.

### **Legal Framework**

The Sex Discrimination Act 1975 makes it unlawful to treat someone less favourably than other people in relation to employment or vocational training on grounds that they intend to undergo, are undergoing or has undergone gender reassignment. The protection applies whether or not the individual has a gender recognition certificate. Harassment or bullying on grounds of gender reassignment is also unlawful discrimination.

There are some limited exceptions where it is lawful to prevent someone doing a job on grounds of gender reassignment, for example where being a man or a woman is a genuine occupational qualification for the job, as set out in the Sex Discrimination Act 1975, and the employer can show that it is reasonable to prevent the transsexual person from doing the job as a result. These exceptions apply only in rare cases; but do not apply to someone with a gender recognition certificate.

It is unlawful to victimise someone because they have alleged unlawful discrimination or supported someone to make a complaint or given evidence in relation to a complaint.

An employee who discriminates against another employee on grounds of gender reassignment may be held liable for unlawful discrimination and be required to pay compensation as well as, or instead of, Redditch Borough Council.

### **Recruitment**

A job applicant's gender identity status is irrelevant to the recruitment process, except in the rare circumstances where a genuine occupational qualification applies to the job. If a genuine occupational qualification applies to a post been advertised, this will be made clear in the recruitment material. Redditch Borough Council will not ask questions about gender identity status and job applicants are not required to volunteer information about it, unless a genuine occupational qualification makes this relevant. A job applicant with a gender recognition certificate is never required to disclose his or her gender history.

If during the recruitment process information is disclosed about a job applicant's gender history, for example because certain documents are in a previous name, the applicant's gender history is to remain confidential and will not be taken into account in the selection process, unless a genuine occupational qualification makes this relevant. In accordance with our equal opportunities policy, the candidates will be assessed for employment objectively against the requirements that are necessary for the effective performance of the job.



If disclosure from the Criminal Records Bureau (CRB) is required as part of the recruitment process, applicants may wish to contact the CRB directly for advice on the procedure. Transsexual applicants may make use of the special application procedure established by the CRB so that their previous name is not disclosed to the authority.

## **Employment**

The authority will be supportive of any employee who expresses an intention to undergo gender reassignment and will work with them to try to ensure as smooth a transition at work as possible.

It will not normally be necessary for the authority to be made aware of the gender history of an employee who has undergone gender reassignment. If the authority becomes aware of information relating to an employee's gender history, the authority will keep this information confidential. Information about an employee's gender history should not be passed to a third party without written consent from the employee. Any records that the authority needs to keep that relate to an employee's previous gender, for example relevant qualifications in a previous name, will be kept confidential, with only specified staff having access to them. When the authority no longer needs to keep those records, records will be destroyed.

The authority will not take account of an employee's gender identity status or history in making employment decisions except where necessary and permitted by law.

The gender history of an employee with a gender recognition certificate will never be relevant to employment decisions. An employee with a gender recognition certificate will be treated in accordance with their acquired gender for all employment benefits including pensions and insurance.

An employee who has undergone gender reassignment but does not have a gender recognition certificate may be required to disclose their gender history for insurance or pension purposes. This information will be passed only to those people who require it for these purposes and will be kept confidential.

## **Employee informing their manager**

An important factor for an employee in transition from one gender to the other is how this is to be handled in the workplace, in particular that any process is agreed with them. Nothing should be done without the knowledge and consent of the individual.

The employee should first contact their manager to inform them of their circumstances in order for a meeting to be arranged to agree the process. Once the transition process has been discussed and agreed action plan outlining the necessary steps to be taken should be drawn up and adhered to.

### **Meeting to agree the process**

The action plan might include:

- Whether the employee is to stay in their current post or be redeployed
- The expected timescale of the medical and surgical procedures, if known
- The time off required for medical treatment, if known
- The expected point or phase of change of name, personal details and social gender
- Whether the employee wished to inform their colleagues and clients themselves, or would prefer this to be done for them, and whether training or briefing colleagues or clients will be necessary
- What amendments will need to be made to records and systems
- Agreeing a procedure for adhering to any dress code
- Agreeing a point at which the individual will commence using single sex facilities in their new gender (such as toilets)
- If the employees wishes to be referred to the Occupational Health team

### **Should colleagues, clients and customers be informed?**

The employee and manager should discuss if, when and how colleagues, clients and customers will be informed. It is good practice for the manager to take responsibility for informing colleagues, clients and customers; but should not do so without the explicit consent of the employee. The employee themselves may wish to personally disclose their status to colleagues, clients and customers. If so, the manager will need to know when the disclosure is to take place and in what detail, so they can agree and provide appropriate support.

At the point of change of gender, the employee may wish to take a short time off work and return in their new name and gender role.

### **What happens to the employee's job?**

Consideration will be given to whether the employee wishes to stay in the same job and location or, if possible, to move post and/or location. The employee may wish to be relocated during the initial period, this will be given consideration. In the rare cases where a genuine occupational qualification applies to the post, a change of job may be required.

### **Time off for medical treatment**

The employee and manager should discuss as early as possible the likely time required to undergo treatment. The employee may require time off for medical or other treatment. Time off for these purposes will be treated no less favourably than time off for illness or other medical appointments and the normal sick pay arrangements will apply.

**Dress codes**

If there is a dress code applying to the job done by the employee consideration will be given to what, if any, flexibility may be required to accommodate the transition.

**Single Sex Facilities**

The manager and employee should agree the point at which the use of single sex facilities such as toilets and changing rooms should change from one sex to the other. An appropriate marker for using the facilities of the employee's "new" gender may be point at which the person begins to live permanently in the gender with which they identify. It is not acceptable to insist for a long term that the employee uses separate facilities, for example the disabled toilets.

**Records**

Consideration will be given to changes to records and systems that may be needed. After gender reassignment has been completed, records relating to the transition will be destroyed. A new personnel record will be created to ensure confidentiality.

**Dignity at work**

The dignity at work policy is to be used to address concerns of bullying and harassment on any ground, and how complaints of this type will be dealt with. Disciplinary action will be taken against employees who bully or harass other employees.

## Appendix 7

### Workforce Data

#### Redditch Borough Council Equality Statistics

##### Ethnicity of Staff

| Ethnic Origin | April 2008 |      | April 2009 |      | Redditch Population % <sup>8</sup> |
|---------------|------------|------|------------|------|------------------------------------|
|               | Count      | %    | Count      | %    |                                    |
| BME           | 45         | 5.1  | 38         | 4.7  | 7.4                                |
| White         | 824        | 92.8 | 752        | 93.0 | 92.6                               |
| Not Stated    | 19         | 2.1  | 19         | 2.3  | -                                  |
| <b>Total</b>  | <b>888</b> |      | <b>809</b> |      |                                    |

##### Gender of Staff

| Gender       | April 2008 |      | April 2009 |      | Redditch Population % |
|--------------|------------|------|------------|------|-----------------------|
|              | Count      | %    | Count      | %    |                       |
| Female       | 515        | 58.0 | 469        | 58.0 | 50.6                  |
| Male         | 373        | 42   | 340        | 42.0 | 49.4                  |
| <b>Total</b> | <b>888</b> |      | <b>809</b> |      |                       |

##### Age of Staff

| Age          | April 2008 |      | April 2009 |      | Redditch Population % |
|--------------|------------|------|------------|------|-----------------------|
|              | Count      | %    | Count      | %    |                       |
| 16-24        | 84         | 9.5  | 63         | 7.8  | 15.5                  |
| 25-34        | 168        | 18.9 | 148        | 18.3 | 16.1                  |
| 35-44        | 225        | 25.3 | 209        | 25.8 | 18.4                  |
| 45-54        | 211        | 23.8 | 193        | 23.9 | 16.8                  |
| 55-64        | 177        | 19.9 | 174        | 21.5 | 16.6                  |
| 65+          | 23         | 2.6  | 22         | 2.7  | 16.6                  |
| <b>Total</b> | <b>888</b> |      | <b>809</b> |      |                       |

<sup>8</sup> Worcestershire County Council

**Disability of Staff**

| Disability | April 2008 |      | April 2009 |      | Redditch Population <sup>9</sup><br>% |
|------------|------------|------|------------|------|---------------------------------------|
|            | Count      | %    | Count      | %    |                                       |
| Yes        | 13         | 1.5  | 10         | 1.2  | 15                                    |
| No         | 604        | 68.0 | 543        | 67.1 | 85                                    |
| Not Stated | 271        | 30.5 | 256        | 31.7 | -                                     |
| Total      | 888        |      | 809        |      |                                       |

**Full-time Part-time Distribution**

| Full-time /<br>Part-time | April 2008 |      | April 2009 |      | Redditch Population <sup>10</sup><br>% |
|--------------------------|------------|------|------------|------|--|
|                          | Count      | %    | Count      | %    |  |
| Full-time                | 580        | 65.3 | 538        | 66.5 | 77.2                                   |
| Part-time                | 308        | 34.7 | 271        | 33.5 | 22.8                                   |
| Total                    | 888        |      | 809        |      |  |

**Staff Leaving the Organisation**

| Ethnic Origin | Headcount | %    |
|---------------|-----------|------|
| BME Leavers   | 7         | 6.8  |
| White Leavers | 88        | 85.4 |
| Not Stated    | 8         | 7.8  |

**Recruitment & Selection Information (2009)**

Total Number of Applications = 1441

Total Number Shortlisted = 330

Total Number Appointed = 77

**Ethnicity**

| Ethnic Origin | Applicants | %    | Shortlisted | %    | Appointments | %    |
|---------------|------------|------|-------------|------|--------------|------|
| BME           | 139        | 9.6  | 33          | 10.0 | 5            | 6.5  |
| White         | 1302       | 90.4 | 297         | 90.0 | 72           | 93.5 |
| Total         | 1441       |      | 330         |      | 77           |      |

**Disability**

| Disability | Applicants | % | Shortlisted | % | Appointments | % |
|------------|------------|---|-------------|---|--------------|---|
|------------|------------|---|-------------|---|--------------|---|

<sup>9</sup> Learning & Skills Council, Hereford and Worcestershire

<sup>10</sup> Office of National Statistics

|       |      |      |     |      |    |     |
|-------|------|------|-----|------|----|-----|
| Yes   | 20   | 1.4  | 8   | 2.4  | 0  | 0   |
| No    | 1421 | 98.6 | 322 | 97.6 | 77 | 100 |
| Total | 1441 |      | 330 |      | 77 |     |

**Gender**

| Gender | Applicants | %    | Appointments | %    |
|--------|------------|------|--------------|------|
| Male   | 806        | 55.9 | 31           | 40.3 |
| Female | 635        | 44.1 | 46           | 59.7 |
| Total  | 1441       |      | 77           |      |

## Appendix 8

### Extract from RBC Procurement Strategy 2006 - 2009

#### 8 SOCIAL RESPONSIBILITIES

##### Equalities and Diversity

We recognise that our activities have an effect on the society in which we work and that developments in society affect our ability to work successfully. We are committed to achieving environmental, social and economic aims that tackle these effects. In particular we are committed to tackling discrimination in any form and we welcome diversity and the benefits that it can bring. We can use our influence to promote a positive approach to equality and diversity. In our procurement processes, we will make sure that we give our suppliers advice on equality issues and ensure that contracts promote equality and diversity.

The Council will look to promote procurement practices and policies which contribute to our priorities on equality and diversity by providing information on equality issues and making sure we treat all tenders equally. Redditch Borough Council is committed to promoting equality of access and adequate use of its services and facilities. In the context of procurement, we will ensure that where the council funds services or projects either independently or in partnership with outside bodies this opportunity will be used to promote equal opportunities. The Council will treat all people equally whether they are:

- seeking or using the Council's services or applying for funds
- contracting to supply or purchase goods or services to or from the Council.

The Council will provide appropriate, sensitive and accessible services. It will not discriminate on the grounds of age, colour, disability, ethnic origin, gender, sexuality or on any other unjustifiable grounds. Contractors who are appointed for the provision of goods, services or works will be expected to comply with these criteria.

The Council will work alongside other Local Authorities within the West Midlands Forum to enforce the agreed Common Standard of commitment to Equalities and Diversity that businesses must adopt as encouraged by the Commission for Racial Equality.







# Overview and Scrutiny

No Direct Ward Relevance

## Committee

25th November 2009

### WORK PROGRAMME

(Report of the Chief Executive)

| Date of Meeting     | Subject Matter   | Officer(s) Responsible for report  |
|---------------------|--|--|
| <b>ALL MEETINGS</b> | <b>REGULAR ITEMS</b>   | <b>(CHIEF EXECUTIVE)</b>   |
|                     | Minutes of previous meeting<br>Consideration of the Forward Plan<br>Consideration of Executive Committee key decisions<br>Call-ins (if any)<br>Pre-scrutiny (if any)<br>Consideration of Overview and Scrutiny Actions List<br>Referrals from Council or Executive Committee, etc. (if any)<br>Task & Finish Groups - feedback<br>Committee Work Programme | Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive |
|                     | <b>REGULAR ITEMS</b><br>Quarterly Performance Report<br>Quarterly Budget Monitoring Report<br>Review of Service Plans 2010 / 13  | Chief Executive<br>Chief Executive<br>Relevant Lead Heads of Service   |

# Overview and Scrutiny

Committee

25th November 2009

|                                     |  |  |
|-------------------------------------|--|--|
|                                     | <p><b>REGULAR ITEMS</b></p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> <li>1. the Dial-A-Ride Task and Finish Group;</li> <li>2. the Neighbourhood Groups Task and Finish Group; and</li> <li>3. the Local Strategic Partnership Task and Finish Group.</li> </ol> | <p>Relevant Lead<br/>Head of Service</p> <p>Relevant Lead<br/>Head of Service</p> <p>Relevant Lead<br/>Head of Service</p> |
| <b>OTHER ITEMS<br/>- DATE FIXED</b> |  |  |
| <b>25th<br/>November<br/>2009</b>   | Quarterly Budget Report – second quarter 2009/10.  | Relevant Lead<br>Head of Service   |
| <b>25th<br/>November<br/>2009</b>   | Quarterly Performance Report – second quarter 2009/10.   | Relevant Lead<br>Head of Service   |
| <b>25th<br/>November<br/>2009</b>   | Options for use of the Former Covered Market area – Pre-Scrutiny   | Relevant Lead<br>Head(s) of Service  |
| <b>25th<br/>November<br/>2009</b>   | Single Equalities Scheme – Pre-Scrutiny  | Relevant Lead<br>Head of Service   |
| <b>25th<br/>November<br/>2009</b>   | Local Strategic Partnership Presentation   | Relevant Lead<br>Head(s) of Service  |
| <b>25th<br/>November<br/>2009</b>   | Neighbourhood Groups Task and Finish Group – Final Report  | Relevant Lead<br>Head of Service   |

# Overview and Scrutiny

Committee

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|                           |  |                                  |
|---------------------------|--|----------------------------------|
| <b>3rd December 2009</b>  | Councillor Calls for Action and Duty to Involve – Briefing for all Members | Relevant Lead Head(s) of Service |
| <b>16th December 2009</b> | Consideration of Budget Bids   | Relevant Lead Head of Service    |
| <b>16th December 2009</b> | Fees and Charges Scrutiny  | Relevant Lead Head of Service    |
| <b>13th January 2010</b>  | Dial-A-Ride Task and Finish Group – Final Report                           | Relevant Lead Head of Service    |
| <b>13th January 2010</b>  | Civil Parking Enforcement – Monitoring Report                              | Relevant Lead Head of Service    |
| <b>13th January 2010</b>  | Arrow Valley Countryside Centre – Pre-Scrutiny of Consultants' Report.     | Relevant Lead Head of Service    |
| <b>3rd February 2010</b>  | Initial Estimates 2010/11  | Relevant Lead Head of Service    |
| <b>3rd February 2010</b>  | Update on fly tipping and the progress of the 'Worth It' campaign.         | Relevant Lead Head of Service    |
| <b>3rd February 2010</b>  | Questions for the Portfolio Holder for Leisure and Tourism Annual Report   | Relevant Lead Head of Service    |
| <b>24th February 2010</b> | Quarterly Budget Report – third quarter 2009/10.                           | Relevant Lead Head of Service    |

# Overview and Scrutiny

Committee

25th November 2009

|                           |   |                                  |
|---------------------------|---|----------------------------------|
| <b>24th February 2010</b> | Quarterly Performance Report – third quarter 2009/10.                                     | Relevant Lead<br>Head of Service |
| <b>24th February 2010</b> | Portfolio Holder for Leisure and Tourism – Annual Report                                  |                                  |
| <b>24th February 2010</b> | Questions for the Portfolio Holder for Community Safety Annual Report                     | Relevant Lead<br>Head of Service |
| <b>24th February 2009</b> | Member Role Descriptors – Adoption of Changes – Pre-Scrutiny                              | Relevant Lead<br>Head of Service |
| <b>17th March 2010</b>    | Review of Ditches - update report   | Relevant Lead<br>Head of Service |
| <b>17th March 2010</b>    | Fees and Charges Task and Finish Group – update on implementation of the Charging Policy  | Relevant Lead<br>Head of Service |
| <b>17th March 2010</b>    | Portfolio Holder for Community Safety – Annual Report                                     |                                  |
| <b>17th March 2010</b>    | Questions for the Portfolio Holder for Community Leadership and Partnership Annual Report |                                  |
| <b>7th April 2010</b>     | Portfolio Holder for Community Leadership and Partnership – Annual Report                 |                                  |
| <b>23rd June 2010</b>     | Performance Outturn Report  | Relevant Lead<br>Head of Service |

# Overview and Scrutiny

Committee

25th November 2009

|                                     |  |                                  |
|-------------------------------------|--|----------------------------------|
| <b>17th November 2010</b>           | National Angling Museum Task and Finish Group – update on actions                                      | Relevant Lead<br>Head of Service |
| <b>2nd March 2011</b>               | Council Flat Communal Cleaning Task and Finish Group – update on implementation of recommendations.    | Relevant Lead<br>Head of Service |
| <b>June 2011</b>                    | Third Sector Task and Finish Group – Stage Two Update on responses to the Group's recommendations      | Relevant Lead<br>Head of Service |
| <b>OTHER ITEMS – DATE NOT FIXED</b> |  |                                  |
|                                     | Overview and Scrutiny Member Training on Pre-Scrutiny.   | Relevant Lead<br>Head of Service |
|                                     | Local Area Agreement Review – Consideration of scoping document.                                       | Relevant Lead<br>Head of Service |
|                                     | Crime and Disorder Scrutiny Training – for members appointed to the Crime and Disorder Scrutiny Panel. | Relevant Lead<br>Head of Service |

