

KCR 0015 Fairness & Inclusion

Corporate Lead Sally Burns

The refreshed corporate Fairness and Inclusion Strategy and Single Equality Scheme were approved by the Executive in December 2009. This updates council fairness and inclusion commitment and action. It also ensures that we meet current statutory duties arising from equality legislation and provides the framework for the development of fair and inclusive service delivery and employment practice in the council.

Communities & Neighbourhoods

Councillor's vision and expectations of a fair inclusive and customer-focused organisation will not be realised

Risk Owner: Sally Burns

Risk Ref: 1796

High

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Cause *The action plan in the corporate Single Equality Scheme is not implemented because of lack of prioritisation, adequate resources and understanding of the issues.*

Consequence *Customers receive poor quality unfair, and possibly discriminatory, services and staff satisfaction declines due to poor quality employment practices. The council's reputation as a service deliverer and employer declines. We do not meet recognised standards of excellence in services and employment.*

Controls

Corporate Fairness and Inclusion Strategy and Single Equality Scheme
Directorate Single Equality Schemes
Equality Framework for Local Government self-assessment and peer assessment

Owner

Evie Chandler
Evie Chandler
Evie Chandler

Actions

Ensure staff & member training in equality and Human Rights takes place
Officers understand and follow the corporate equality system and standards
Implementation of directorate equality schemes and monitoring by Directorate Management Teams every quarter
Equality Impact Assessments are undertaken and resulting actions are implemented and monitored

Target Date

Revised Date

31/03/2011
31/03/2011
31/03/2011
31/03/2011

Vulnerable people cannot access our services and employment opportunities

Risk Owner: Pauline Stuchfield

Risk Ref: 1797

High

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Cause Lack of understanding of the needs of vulnerable people and the barriers they face when they try to access our services and employment opportunities.

Consequence Vulnerable customers are excluded from council services and employment opportunities we provide. We can face legal challenges.

Controls

CBSS directorate Single Equality Scheme

Owner

Pauline Stuchfield

Actions

Complete Equality Impact Assessments of access to services and employment and implement resulting action plans

Target Date

31/03/2011

Revised Date

We do not provide fair and inclusive customer-focused services

Risk Owner: Sally Burns

Risk Ref: 1798

High

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Cause Lack of understanding of the needs of vulnerable customers resulting in lack of remedial action to meet their needs.

Consequence Vulnerable customers are excluded from services we provide. Our reputation as a quality service provider is reduced. We can face legal challenges.

Controls

Directorate Single Equality Schemes

Owner

Evie Chandler

Actions

Complete and implement service Equality Impact Assessments and monitor remedial actions

Target Date

31/03/2011

Revised Date

Vulnerable staff are bullied, harassed and feel excluded

Risk Owner: Sally Burns

Risk Ref: 1799

High

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Cause Lack of understanding of the needs of vulnerable staff resulting in lack of remedial action to meet their needs.

Consequence Staff survey results are poor. Vulnerable staff's health is affected negatively or/and they leave. Our reputation as a good employer is reduced. We can face legal challenges.

Controls

Workforce Plan

Owner

Pauline Stuchfield

Actions

Implementation of Workforce Plan

Target Date

31/03/2011

Revised Date

Monitoring through service planning and PDRs

31/03/2011

Equalities Impact Assessments undertaken for all Human Resources practices

31/03/2011

Consultation with Staff Equalities Reference Group (SERG)

31/03/2011