

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

20

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

Provide ongoing staff & member training in equality and human rights

Ensure officers understand and follow the corporate equality system and standards

Implementation of directorate equality schemes and monitoring by Directorate Management Teams

Equality Impact Assessments (EIAs) are undertaken and monitored

Owner

Evie Chandler

Directorate Management Teams

Evie Chandler

Evie Chandler

Evie Chandler

Evie Chandler

Evie Chandler

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

Equality Impact Assessments (EIAs) are undertaken and monitored

Owner

Directorate Management Teams

Evie Chandler

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

Monitoring through service planning and PDRs

Owner

Pauline Stuchfield

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