

## EQUALITY OBJECTIVES AND ACTIONS TO DELIVER THEM

Action	Step/s required to deliver the action	Responsible Officer	Target date for completion	Update
<b>Equality Objective 1: Engage and communicate in appropriate and accessible ways</b>				
1.1	We provide advice and information in the most appropriate way to meet individual needs.	1) Advertised on our website and also on our Council tax bills along with elections and housing that alternative formats and languages are available on request.  2) Ensuring our website meets with the new accessibility standards for public sector websites.  3) We have a contract for translations and an agreement for alternative formats. When we are reviewing forms we need to make sure we include information about alternative formats and languages.	Communities and Neighbourhoods Manager (Albert Wilson)	Advice regarding alternative access formats is available on the website through the accessibility link. Website is also fully translatable through Google Translate. All Council Tax bills have additional text for the translation an alternative format.  The website has been has been designed to comply with the WAI Guidelines (WCAG 2.0 AA)

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					Forms developed through the IEG4 platform all have the options for alternative formats, however translation is being assessed through discussions with IEG4 currently. The number of translation requests received through customer services will be tracked and reported on going forward.
1.2	Engagement and consultation is accessible to enable people to participate in the decision making process	1) Priority 6 of the new Corporate Strategy is based around engagement ('connected with and led by our community') – we will review the actions that fall under this priority to ensure talks of inclusive	Corporate Engagement Officer (Bradley Fox)		Built into the Priority 6 work is special consideration to reaching out to underrepresented groups to make sure that all voices across the Borough

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		<p>and accessible engagement.</p> <p>2) Accessibility and inclusivity are present as considerations when a new Engagement Strategy is developed.</p> <p>3) Teams and Officers are encouraged to consider how they can make activities accessible and inclusive. This is done through referring teams to the Engagement Toolkit before undertaking an engagement activity / consultation. Using the toolkit at the early stages (and having clear guidelines / templates around engagement in place) will ensure considerations around equality are understood and then implemented in</p>			<p>are heard and listened to.</p> <p>There has also been thoughts about how we reach individuals, focusing on not just digital approaches to ensure that they are accessible to everyone.</p> <p>These thoughts are going to help underpin the Melton Deal and the way we engage with residents moving forwards across the Council.</p> <p>It is currently in the development stage and should be finalised in the summer (pending</p>

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		<p>the activity.</p> <p>A section in the Toolkit is specifically looking at equality considerations (accessibility / inclusivity / EIA/EIS).</p> <p>4) Explore alternate engagement methods which may lend themselves to reaching broader (thus more inclusive) audiences.</p> <p>Additionally, the potential for the adoption of a new online engagement platform with increased capabilities (not replacing other engagement methods but improving and expanding on our current operations).</p> <p>5) Ensure an effective feedback process</p>		<p>further coronavirus restrictions).</p> <p>Engagement toolkit is scheduled to be update once the Melton Deal has been created as a way of examining the way we engage with people.</p> <p>Most steps are ongoing – so whilst updates on progress can be provided, this action should be continuous; not a one off activity.</p>

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		<p>following consultations – so that reviews can be taken to ensure engagement and consultation is accessible in future activities.</p> <p>6) Review current engagement methods used across service areas. As part of this review, identify ways accessibility / inclusivity can be improved.</p>			
1.3	Consultation informs our equality priorities at Melton Borough Council.	<p>1) Ensure that services plan consultation and engagement into their business planning at an early stage.</p> <p>2) We ensure when engagement activities / consultation occurs the participants / respondents are reviewed to understand if the output is</p>	Corporate Engagement Officer (Bradley Fox)	Ongoing * Whilst updates on progress can be provided, this action should be continuous; not a one off activity	Linked with 1.2 the Melton Deal is looking to challenge the way we work with the community that surrounds us. We will be led by our community and the methods of engagement and consultation are

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		<p>representative of Melton (essential ensure we understand WHO was involved).</p> <p>3) Include a section in the engagement toolkit on equalities, to ensure this is considered through all consultation / engagement activities.</p> <p>4) In order to be able to analyse the engagement activity / consultation's participants we need to ensure the right questions are asked to capture relevant information – so ensure this is built into the development of engagements / consultations.</p>			<p>going to be redeveloped and revolutionised.</p> <p>As with 1.2, the Melton Deal will be targeted at underrepresented groups in aspects to make sure their voices are heard and are embedded in the way we conduct our engagement activities.</p> <p>These may change with the new legislation.</p>
1.4	We continue the work of the 'Prospective Councillor' programme to encourage nominations from protected/underrepresented	Action: Consider interactive training for members. Target date	Democratic Services Manager (Natasha Taylor)		

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	groups.	May 2021.	Legal representative Kieran Stockley		Jul 2022 – build into election Planning
1.5	Staff are empowered to participate in work decisions and in particular those staff from underrepresented groups.	<p><u>Action:</u> Provide Real time Snapshot of staff engagement.</p> <p><u>Action:</u> Consider whether Service Champions group has adequate representation from each service area.</p> <p>Via champions group meetings. Attendance monitored and representation from underrepresented groups encouraged.</p>	Senior HR Officer (Clare Bassendine-Matthews)	Ongoing	
<p><b>Equality Objective 2: Develop and support a diverse workforce (being recognised as an employer of choice)</b>  <i>Meeting this objective should enable us to consequently attract and recruit the best talent.</i></p>					

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2.1	We regularly monitor, analyse and publish employment data in accordance with our statutory duties. (This would include publishing, by end of January each year, the employee profile data on external web pages).	Work with organisation to ensure that individuals are updating their equalities data. Put system in place to report and publish annually.	HR & Communications Manager (Sarah-Jane O'Connor)	31/03/2021	
2.2	We continue developing and maintaining our representative and inclusive workforce.	<p>Attract, recruit and retain individuals with both physical and hidden disabilities in line with Disability Confident Leader status. Ensure job adverts have equalities statement.</p> <p>Monitor the characteristics of those applying for jobs and those being successful.</p>	HR & Communications Manager (Sarah-Jane O'Connor)	Ongoing	This information will be summarised in an end of year report.
2.3	We encourage employees to make us aware of any protected characteristics they may have in order for us to be able to fully support them.	Regular articles in corporate messenger to encourage individuals to update their equalities data.	HR & Communications Manager (Sarah-Jane O'Connor)	Ongoing	Recent exercise to encourage individuals to update their personal data – this will be repeated in

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					3 years time.
2.4	The effects of all employment procedures have been assessed, and action has been taken to mitigate any adverse impact identified and to promote equality of opportunity.	Policies reviewed on a three year cycle and consulted on through the check and challenge group. All new or changed policies etc., will be reviewed when the need arises.	HR & Communications Manager (Sarah-Jane O'Connor)	Ongoing	This work has been delayed due to Covid 19.
2.5	Any harassment and bullying incidents are monitored and analysed regularly and that appropriate action is taken to address the issues that have been identified.	Bullying and Harassment policy reviewed every three years using guidance from the EHRC.	HR & Communications Manager (Sarah-Jane O'Connor)	Ongoing Annual review?	None have been reported this year.
2.6	The working environment is accessible.	<p><u>Action:</u> Ensure adequate representation from the Corporate Asset Team.</p> <p><u>Action:</u> HR Manager and Corporate Asset Manager to discuss considering widening the working environment to include all under represented</p>	Facilities Co-ordinator'/ Corporate assets manager. (Sarah Allen and James Morris)		

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		<p>groups.</p> <p>Accessibility audits to be carried out using Building Regulations part M for guidance.</p> <p>Responding to access requests/complaints requests from staff and visitors</p>			
2.7	We provide a range of learning and development opportunities to support councillors and officers in achieving equality objectives and outcomes.	<p><u>Action:</u> HR Manager and Equalities Lead to discuss face to face equalities training imbed in the work place.</p> <p>A variety of e-learning course available on MIKE and equalities forms part of the induction process.</p>	<p>HR/ Democratic Services.</p> <p>(SJC or Clare / Natasha Taylor)</p>	Ongoing	
<p style="text-align: center;"><b>Equality Objective 3: Ensure services are in place or commissioned which are inclusive and responsive.</b></p> <p style="text-align: center;"><i>These actions are referenced in the cross-partnership outcomes framework which can be found in Appendix D of the Equality Scheme 2020-2024. The framework was developed by the Melton People Board to illustrate success indicators using a life course approach. It demonstrates a series of outcomes from pre birth to death that, if achieved, would show what success would look like over the longer</i></p>					

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<i>term.</i>					
3.1	<p>Undertaking an equality analysis is a key consideration when developing service and employment policies, practices &amp; procedures etc. (This would include actions and appropriate resources have been proposed to mitigate adverse impact and improve equality outcomes where changes in provision have been identified.)</p>	<p>Ensuring continued focus on the completion of Equality Impact Assessments and maintaining an upward trend.</p> <p>Promote a step change towards consideration of Equality Impact during policy development and not as an “after-thought”.</p>	<p>Leisure, Culture &amp; People Manager (Aysha Rahman) Equalities Lead (Miriam Bentley-Rose)</p>	<p>Ongoing</p>	<p>EIA completion is continuing to improve across all service areas. Director for Housing &amp; Communities regularly promotes during Senior Leadership Team meetings where any gaps during policy updates have been identified.</p> <p>Equalities impact assessment may need to change fundamentally depending on the guidance coming.</p>
3.2	<p>Using appropriate tools and data more effectively to target people where need is identified.</p>	<p>1) The target audience of each activity should be considered alongside an</p>	<p>Corporate Engagement Officer</p>	<p>Ongoing * Whilst updates on</p>	

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		<p>EIA, where it can be identified if specific groups will be impacted.</p> <p>2) Mosaic is used to define an audience in the development stage (to ensure the appropriate people are targeted effectively).</p> <p>3) Mosaic is used in the reflection / analysis / review stage, so that we can take forward learnings and identify best practice where appropriate.</p> <p>4) Identify relevant data sets &amp; information.</p> <p>5) The identified data and information is made available to staff, in order to support the assessment and monitoring of local needs, identify key</p>	(Bradley Fox)	<p>progress can be provided, this action should be continuous; not a one off activity</p>	

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		equality gaps & priorities and inform corporate policy/strategy, equality objectives and service planning – this can then be leaned on to complete EIAs and inform activities, strategies and services.			
3.3	Mechanisms are in place to ensure that service equality objectives are delivered by contractors, partners and providers through good contract management, and that they are monitored effectively to ensure they continue to be appropriate and accessible.	<p>The WPU will promote service equality objectives being considered as part of any procurement process, by including this as a question within the PID 2020. This will prompt the Council Officer to ensure details of the objectives are within the specification as Key Performance Indicators, detailing what is to be measured, how often and the format information is to be provided in.</p> <p>Following award of the</p>	Corporate Services Manager (David Scott)	Completed	The PID has been updated to promote service and corporate equality objectives being considered as part of any procurement process (by including this as a question). This will prompt the Council Officer to ensure details of the objectives are within the specification as Key Performance Indicators, detailing

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				<p>what is to be measured, how often and the format information is to be provided in.</p> <p>As well as being added to the PID, this has also been added within the Specification template available to Council Officers (Welland portal).</p> <p>Following award of the Contract, the Contract Manager is responsible for monitoring the overall performance of the contract as well as identifying any risks (and ensuring appropriate contingency</p>

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				<p>measures are in place). Part of this will be to ensure that the service equality objectives are delivered and monitored effectively. Welland Procurement developed and published Contract Management, which highlights mechanisms for this. This training has been made mandatory for 54 members of staff at the Council (via MIKE).</p> <p>A Guide to Contract Management has also been introduced, which has been published on MIKE alongside</p>

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					the training, as well as on the Welland Portal.
3.4	When any changes in policy takes place we consider the needs of our residents so they are not socially, digitally and financially excluded.	<p>This will be addressed naturally through EIA completion and members of the Check and Challenge group.</p> <p>Promote a step change towards consideration of Equality Impact during policy development and not as an “after-thought”.</p>	<p>Leisure, Culture &amp; People Manager (Aysha Rahman)</p> <p>Equalities Lead (Miriam Bentley-Rose)</p>	Ongoing	See 3.1
3.5	Human Rights issues are considered and addressed when delivering services to customers and clients.	Consider impact on Human Rights issues during EIA check and challenge and when advising colleagues on service delivery in relation to Equalities.	<p>Leisure, Culture &amp; People Manager (Aysha Rahman)</p> <p>Equalities Lead (Miriam Bentley-Rose)</p>		Consider booking in refresher training for Corporate Equalities Groups members as part of Check and Challenge process.
3.6	<p><b>Ageing Well</b></p> <p>Ensure that services are currently in place for ageing well, through a variety of health/physical activity interventions targeting the most in need groups (e.g. obesity, inactivity &amp; mental health).</p>	Promote, maintain and sustain investment into our early intervention services such as Sport & Health, Community Grants and Case	<p>Leisure, Culture &amp; People Manager (Aysha Rahman)</p> <p>Equalities Lead (Miriam Bentley-</p>	Ongoing	Addressed on an ongoing basis. Policies and Strategies in place to ensure this is part of our day to

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	<p>This is through referrals from other service areas. Services include; Falls Prevention Classes, Walking Groups, &amp; Low Impact Seated Exercise for Older People. Also a variety of interventions for Children (e.g. Music &amp; Movement) &amp; Adults (Walking Football, GP Exercise Referral) and (Inclusive Multi Sport Programme). Links to services can be found at <a href="https://www.meltonsportandhealth.org.uk/">https://www.meltonsportandhealth.org.uk/</a></p>	<p>Management.</p> <p>Increase referrals to such services through wider promotion both within the Council and to our external partners.</p>	Rose)		<p>day operations e.g. Community Grants; Sport and Physical Activity Strategy; Commissioning Plan Applications when drawing down PHE funding.</p>
3.7	<p><b>A proactive approach to the management of need from our most vulnerable residents</b></p> <p>Co-ordinating a joined up approach to service delivery with our statutory, voluntary and community sector partners. Moving beyond reactively responding to presenting issues and identifying root causes early on.</p>	As 3.6	<p>Leisure, Culture &amp; People Manager / Senior Housing Manager</p> <p>(Aysha Rahman and Jodie Archer)</p>		<p>Melton already has a people focused and supporting residents infrastructure in place. This has proved to be instrumental in how quickly we were able to mobilise our Community Support Hub in response to the Covid 19 Pandemic.</p>

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<p>3.8 <b>Priority neighbourhoods</b> To ensure that resources and services continue to develop and improve, Melton's Housing and Communities Team will involve residents in identifying what fundamental changes need to be made to influence and change issues that people have within their communities. We want residents to influence how they wish to regenerate the area where they live, socialise and work. We will also ensure that underrepresented groups are supported in this process.</p>		Communities and Neighbourhoods Manager (Albert Wilson)		Neighbourhood Support Officer now recruited. Pandemic has had an impact, and will continue to do so regarding engagement with communities, however exploratory work is being undertaken currently
<p>3.9 <b>Home seekers</b> As homelessness is increasing at a national level, we aim to implement and maintain services which ensure that no potential or current home seeker is treated less favourably on the grounds of any of the protected characteristics. We will also seek to ensure that all applicants who may have difficulty in engaging with the service receive the help and assistance they require.</p>		Communities and Neighbourhoods Manager (Albert Wilson)		Allocations Policy is currently being reviewed for launch in 2021/22. Insurances regarding protected characteristics will be reassessed through this policy update. New CBL system does record protected characteristics.

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					This information will be used alongside existing PI's to provide a richer picture of the individuals applying for our housing stock.
<b>Equality Objective 4: Foster good relations with and within the community (understanding difference and celebrating diversity)</b>					
4.1	The Council in its role as a local leader will set a positive example in relation to promoting diversity and equality issues publicly and proactively.		SLT		Equality issues are taken seriously by the Council's Senior Leadership Team (SLT); the Council's Equalities group is chaired by the Director for Housing and Communities. Equality issues are taken into account at SLT meetings and all reports are subject to EIA. The Council demonstrated its

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					role as local leader in supporting the anti racism motion at council.
4.2	MBC and its partners have a strong understanding of the quality of relations between different communities and collectively monitor relations and tensions. (This included actively promoting the importance of reporting all hate incidents related to age, disability, gender identity, race, religion / belief or sexual orientation)		Communities and Neighbourhoods Manager (Albert Wilson) Anti-Social Behaviour Officer Awf Alali		Hate incidents are reviewed through the Community Safety Partnership and Joint Action Group. A recent increase in hate related incidents have led to increased work in schools regarding gender identity and race in particular.
4.3	Harassment and hate crimes are monitored and analysed regularly, and appropriate action is taken to address the issues that have been identified.		Communities and Neighbourhoods Manager (Albert Wilson) Anti-Social Behaviour Officer Awf Alali		As Above.
4.4	It is recognised that anti-social behaviour is both a cause and effect of other vulnerabilities such as substance misuse, abuse, mental		Communities and Neighbourhoods Manager (Albert		This is a methodology which sits across a

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<p>health issues etc. Housing and Communities (together with its partners) will oversee this demand in a more holistic way looking at the root causes and demonstrating a more qualitative overview for Melton.</p>		<p>Wilson) Anti-Social Behaviour Officer Awf Alali Case Management Lead Laura Swift.</p>		<p>number of areas including ASB, tenancy management and Case Management. A key element of this is to not only look at the presenting demand but also the underlying situation of each demand received. The Strategic Change consultant is reviewing the end to end process through Customer Services and into back office services.</p>