

## Resources & PPC Portfolio Equality Action Plan 2021/23

### Equality Objective 1 - Strengthen knowledge and understanding of our communities

As a Council we want to provide high quality and accessible services that deliver what matters most to our diverse communities. We know that good quality information leads to well informed decisions, which in turn impact on the suitability and quality of services

EO1 (communities) – Aim 1 – 3	Ov	Actions	What's next	Who	Review Date
We will improve the data we hold about people who use our services in terms of consistency and robustness. This will include capturing improved equality monitoring data to enable us to better understand people's needs and levels of satisfaction.	<p>Update Equality Monitoring Information Process, Update complaints procedure and launch new procedure including measuring number of complaints.</p> <p>Working with City partners to develop complaints procedure more and the use suggestions and feedback from those with lived experience of using our services.</p> <p>We will ensure all decisions involving a change will have an effective Equality Impact Assessment and action plan to mitigate disadvantage.</p>	Customer Services (CS) have designed a new form re customer equality information so we can measure who our customers are in relation to services we provide.	To be included in Phase 2 of Forms Migration Project	Customer services/ BCIS	Dec 22
We will work with the people of Sheffield and our partner organisations, including the voluntary, community and faith sector, to ensure data and knowledge are used to deliver joined up approaches to the big challenges that affect the city and our communities. Data on equalities will also be used to ensure we set a fair and evidence-based budget for the council.		CS launched revised complaints procedure Nov 21 we can successfully measure complaints and lessons learned to improve our services.	Phase 2 of complaints procedure to work with city partners on feedback to gain lived experience and suggestions moving forward	Corleen Bygraves-Paul	Dec 22
We will improve the information we hold about our diverse communities including around influence, engagement, and cohesion. We will continue to undertake a broad range of consultation and engagement activities to inform decision making and will support underrepresented communities to raise issues and put forward solutions.		<ul style="list-style-type: none"> <li>• EIAs will feature in all relevant decision making processes at start and end.</li> <li>• Encouraging others to get involved in the SEIN network</li> </ul>	<p>Develop equality monitoring as part of Complaints procedure.</p> <p>Review recent decisions to check for any EIA omissions</p> <p>Continue to promote SEIN via Employee Briefings and Customer Services News</p>	Customer Services SMT  Paul Taylor	Dec 22

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### Equality Objective 2 – Ensure our workforce reflects the people that we serve

We will continue to promote inclusion, fairness, and accessibility in our workforce, whilst raising our workforce diversity. A representative workforce will help us deliver services that are accessible, appropriate and that help reduce inequalities. Despite progress over recent years and in a period of continued economic challenge, we still do not have a workforce that reflects the diversity of the city, particularly at senior levels. We also have notable differences in the experiences of some staff groups with regards to morale and opportunity.

EO2 (Workforce) – Aim 1 -3	Portfolio Priorities	Actions	What's next	Who	Date	
<p>We will work towards achieving Disability Confident at Level 3 (currently level 2). We will also undertake work to further understand and respond to lower morale scores for disabled staff to try and bring them in line with non-disabled staff.</p> <p>We will work to increase the diversity of top earners from the following groups, BAME (Black Asian Minority Ethnic), Women, Disabled People and LGB; based on Chief Officer grade and equivalent.</p> <p>We will increase awareness about the support available to carers within our workforce. In response to lower morale scores, we will undertake further work to understand the challenges carers are facing and what can be done in response,</p>	<p>Create Disability Confident Working Group - Review the Disability Confident criteria to explore where improvements can be made</p>	<p>Group established and meeting regularly. Encourage awareness of Disability Confident (including Mental health at work conversations) with managers &amp; staff</p>	<p>Customer Services representation at Disability Confident Working Group.</p>	<p>Customer Services SMT (CS SMT)</p>	<p>Dec 22</p>	
	<p>Working on accessibility &amp; IT on Employee &amp; customer processes – see Objective 3 also</p>		<p>Develop Disability Confident discussions with services.</p>	<p>CS SMT</p>	<p>Mar 23</p>	
	<p>Working with services on their workforce profile (Disability and Race is of particular concern - diversity within these are also concerning.) We need to look at Positive action methods within recruitment. Agree Positive action in recruitment</p>		<p>Managers conversant with Disability Confident criteria and implications of this</p>	<p>CS SMT</p>	<p>Mar 23</p>	
		<p>Accessibility paper to be written</p>	<p>CS to note and take actions forward</p>	<p>CS SMT</p>	<p>Mar 23</p>	
		<p>Regularly encourage employees to share equality monitoring information and set this as a KPI in our performance dashboard</p>	<p>All services issued with diversity profile</p>	<p>Customer Services to consider targeted apprenticeships around disability and race.</p>	<p>CS SMT</p>	<p>Jan 23</p>
		<p>Launched EDI training with additional disability courses with commitment for on going conversations</p>	<p>Start conversations with Service managers re Positive action/Apprentices/Career progression/Resources/ppc brand/aging workforce /flexible – part time working - see objective 4 also</p>	<p>Develop improved career pathways for people with protected characteristics.</p>	<p>CS SMT</p>	<p>Review Mar 23</p>
	<p>Launch new edi pages (Disability Awareness pages/network page carers pages)</p>		<p>Issue packs to new starters with key E&amp;D information.</p>	<p>CS SMT</p>	<p>Jan 23</p>	

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EO2 (Workforce) – Aim 1 -3	Portfolio Priorities	Actions	What's next	Who	Date
with a view to bringing scores in line with non-carers.	Look at carers/disability scores on future ways of working survey and explore flexible working options to support employees manage better work life balances.				
		Use as a tool to better understand diversity. Promote census awareness	Raise census awareness	CS SMT	Dec 22
		50 % completions and known conversations started in 3 services. Bespoke training also offered	Review training progress to date and identify services still needing the team based training module.	Paul Taylor	Nov 22
			Training fully complete	Paul Taylor	Mar 23
		Encourage further learning on EDI/learning to educate ourselves	Encourage via Team Meetings, Employee Forums and Customer Services News. Includes awareness around Carers.	CS SMT	Jan 23
	Staff network set up (29 <sup>th</sup> Sept )	Ensure Customer Services membership of staff network	CS SMT	Dec 22	

### Equality Objective 3 – Lead the city in celebrating diversity and promoting inclusion

As a Council we want to lead the city in celebrating and promoting our diversity and the benefits and opportunities it brings. We will continue to promote inclusion, fairness, and accessibility, whilst raising the profile of Sheffield as a great place to live, study, work and visit.

EO3 (leading organisation ) – Aims 1 – 3	Portfolio Priorities	What's next	Who	Date
We will work with our partner organisations across all sectors, to celebrate and promote our diverse city locally and nationally. We will support and promote events and activities that celebrate and raise awareness with our diverse communities.	AccessAble tool in place.	Promote use of tool via Customer Services, and ensure all relevant services aware of it	CS SMT	Dec 22
	Staff Equality & Inclusion Networks – other associated networks too.	Explore reference to tool as standard as e.g. blue badge/disabled travel pass letters	Mark Holmes	Mar 22
		Reinforce First Point position as a reporting centre for Hate Crime. Ensure publicity generally and in First Point space	Mark Holmes	Nov 22

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EO3 (leading organisation ) – Aims 1 – 3	Portfolio Priorities	What's next	Who	Date
We will continue our work to tackle poverty and promote social justice, including through the Fairness and Tackling Poverty Partnership and Making Sheffield Fairer campaign Group. We will raise awareness of the Fair Employer Charter and Living Wage with employers in the city; and will ensure our commissioning processes are fair and inclusive.	Look at Accessibility within services and how we influence other services to look at their accessibility of services in all communication and access to services	Full review of accessibility, including facilities for the deaf and hard of hearing community. Will include a review of public access points and the Council's Contact Centre.  Continue specific work around around BSL access (inc. BSL interpretation contract)	Paul Taylor/Corleen Bygraves-Paul	Dec 22
We will continue to support citywide work to ensure our city is an inclusive and accessible place to live, work, study and visit. We will work with our partner organisations to raise awareness of hate crime and how it can be reported; and will continue to challenge discrimination, bullying and harassment.	Review /Refresh and re launch our ethical procurement policy and procedure whilst ensuring our commissioning processes are fair and inclusive. Equality Impact Assessments being a fundamental part of procuring services.	Keep contract under review	As above	Review Dec 22
	Customers Service & HR are a 3 <sup>rd</sup> party reporting centre		As above	Review Dec 22

### Equality Objective 4 – Break the cycle of inequality and improve life chances

We know that some groups experience poorer life chances than others and that poverty can be a significant factor in determining life chances and wellbeing. At a local and national level there are also areas of persistent inequality which remain a considerable challenge. We will continue to focus on those in greatest need to ensure that people can access services and support that works for them.

EO4 (breaking inequalities ) – Aim 1 – 3	Portfolio Priorities	Actions/What's next	Who	Date
We will focus on Improving health and wellbeing in the city, especially for groups that experience poorer outcomes. We will ensure decent, inclusive, and	Heath and well being strategy in place.	Reference Health and Wellbeing in new starter pack	CS SMT	Jan 23
		Customer Services to be clear on actions arising from REC report	CS SMT	Dec 22

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EO4 (breaking inequalities ) – Aim 1 – 3	Portfolio Priorities	Actions/What's next	Who	Date
<p>accessible housing that promotes wellbeing. Health inequalities will also be a key focus of our revised Health and Wellbeing Strategy, and we will continue to join up and improve health and social care services to provide high quality and accessible care.</p>	<p>Commit to the recommendations from the REC and Disability Confident agenda</p>	<p>Consider potential for relevant work experience placements</p>	<p>CS SMT</p>	<p>Mar 23</p>
<p>We will work with partners to ensure there are effective pathways into education, training, and employment (including apprenticeships) to enable young people to fulfil their ambitions. We will continue to work with schools and partner organisations from early years onwards, to ensure children have a great start in life and to close attainment gaps for disadvantaged pupils and children with SEND (special educational needs and disability).</p>	<p>We need to look closely at our apprenticeship/traineeship/graduate offer in the portfolio</p>	<p>Put in place targeted Customer Services Employability Roadshows</p>	<p>CS SMT</p>	<p>Jan 23</p>
<p>We will work with the Police, health, specialist providers and other partner agencies to tackle domestic and sexual abuse. We will work with communities and interest groups on prevention, and ensuring key messages about healthy relationships, consent and sexual harassment are included in 'relationships and sex education' in the city. We will develop a whole family working on domestic abuse that supports victims and children and holds perpetrators to account; and ensure services are accessible and meet the needs of our diverse communities.</p>		<p>Actions around apprenticeships as per E02 above</p>	<p>CS SMT</p>	<p>Jan 23</p>

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