

## Update to Resources and PPC Portfolio Equalities Action Plan Nov 2021-2023

### Section EO1

Capturing equalities information – Pilot monitoring period only captured limited information as completion was optional. Customer Services capturing of information to be rolled up into authority-wide initiative with the primary means of capture being the Customer Portal. Revised target date Jan 24. Relationship with forms migration project still under discussion.

- Equality monitoring and complaints procedure – Complaints Survey implemented in July 2022 (see summary to March 2023). See Appendix 5

EIAs being routinely completed in relevant cases.

SEIN – Customer Services no longer in Resources; SEIN networks generally are under review.

### Section EO2

Customer Services doesn't currently have a rep on the Disability Confident Group; to be organised before end Aug 23.

Work still needed on Disability Confident discussions within teams; Corleen, Mark and Paul to discuss with a view to including this within July/Aug 23 Employee Briefings.

Targeted apprenticeships. Current apprenticeship scheme has brought in a reasonably diverse group – more specific targeting to be considered further.

Improved career pathways for people with protected characteristics now consolidated as an element of the priorities identified within the latest CS service plan.

Packs issued to new starters – to check whether this is happening.

Customer Services E&D training. Registrars team-based training completed and worked well. CS Senior Management Team to get more clarity on who has completed the training online and those teams where more of a team approach is needed. Then clear programme of work to get this completed by Dec 23.

Some steps to encourage ongoing EDI learning in place (via Employee Briefings and CS News). To be key item in next round of Employee Briefings.

### Section EO3

Accessible tool – need to check whether now being routinely promoted – suspect more work needed.

First point as a centre for reporting Hate Crime. Think this is now fairly well known but more work needed to publicise.

Accessibility improvements – as per work with DA Languages and on BSL etc. **Currently progressing procurement of new on demand video conferencing service /app for BSL users to improve failure demand and for when BSL users are accessing council services. Implementation date Sept 2023**

### Section EO4

To check whether health and wellbeing referenced in starter pack.

Actions arising from REC report. CS SMT to consider how much awareness across Customer Services and how this can be developed (by end Sept 23).

Work experience placements. Needs further consideration at CS SMT level.

Recruitment Roadshows. Under active consideration. Timetable to be pulled together (by end Sept 23)