




Equality Objective 1: Equality is at the heart of our decision making process

*To Note: Amends and new actions in blue

<p>Action 1.01 - When we make decisions that are likely to affect people we will assess the impact on equalities – Putting the customer first when developing plans and services</p> <p>Status: </p>	
Lead Officers:	Angela Cox, Jo Morgan, Assistant Directors
By when:	30/11/16 (for 6 monthly review and update)
Resources	Officer time
Outcome	<ul style="list-style-type: none"> • Key policies, strategies, practices, decisions, activities and actions are analysed for equalities • Officers and Councillors trained and understand the statutory due regard requirements • Demonstrates General Equality Duty s(149) • Guidance and training to be relaunched, particularly in light of new policies and decisions coming forward associated with Transformation and Project Boards
Performance Measure	<ul style="list-style-type: none"> • Number of Equality Analysis (EqAs) completed • Equality statements on committee reports • Number of EqAs scrutinised by the Equality Steering Group • Number of Officers and Councillors trained on their statutory equality duties and responsibilities, particularly in relation to decision making and due regard. • Guidance relaunched on Insite, through team meetings, Corporate Performance Team etc.
Progress	<ul style="list-style-type: none"> • Equality impact statements continue to be completed for most Committee reports and EqAs for policy documents. • 53 Equality impacts statements were completed for committee reports and full EqAs for policy documents (January – December 2015) • Training in statutory equalities responsibilities and duties for District Councillors is part of the councillor and staff induction programme and training sessions have been provided for Town & Parish councillors. • 55 District Councillors, 15 Town Councillors and 260 front line members of staff have received equalities training as part of an ongoing programme.


Action 1.02 – We will publish Equality Analysis on our website	
Status: 	
Lead Officer:	Jo Morgan
By when:	30/11/16 (for 6 monthly review and update)
Resources	Officer time
Outcome	<ul style="list-style-type: none"> • Key policies, strategies, practices, decisions, activities and actions are analysed for equalities • Officers and Councillors trained and understand the statutory due regard requirements • Demonstrates General Equality Duty s(149) • Guidance and training to be relaunched, particularly in light of new policies and decisions coming forward associated with Transformation and Project Boards.
Performance Measure	<ul style="list-style-type: none"> • Number of EqAs completed Number of EqAs scrutinised by the Equality Steering Group. • Number of EqAs and Summary Statements approved on our internal Performance Monitoring System (TEN) • Number of Equality statements on committee reports • Number of Officers and Councillors trained on EqA • Guidance relaunched on Insite, through team meetings, CPT, etc.
Progress	<ul style="list-style-type: none"> • SSDC has continued to look at equality impacts as part of its decision making process • 168 EqAs have been completed since the Equality Objectives were implemented in 2012 • The focus for EqAs has been on key policies, strategies and decisions e.g: Advertising Policy, Area Offices Review, Blue Badge Car Parking Charges, Budgets and Financial decisions, Car Parking Strategy Council Plan, Council Tax Reduction Scheme, Economic Development Strategy Hackney Carriage and Private Hire Policy, National Non-Domestic Rates (NNDR), Local Plan, Transformation, etc. • Since the Equality Objectives were implemented, 16 EqAs have been taken to the Equalities Steering Group

<p>Action 1.03 - We will use equality information to support the assessment of local needs and priorities, in particular Age, The Armed Forces, Carers, Black and Minority Ethnic, Gender Reassignment, People with Learning Disabilities, Religion or Belief, Sight Loss, and the Deaf community</p>	
<p>Status: </p>	
Lead Officer:	Jo Morgan, Performance Team
By when:	30/3/2017
Resources	Officer time
Outcome	<ul style="list-style-type: none"> • Information collected on the equality profile of our communities and changing needs identified. Robust, consistent and up-to-date information and customer analysis collated and made available. • Equality gaps identified to inform policy, strategy and decisions. Fair and transparent processes promoted. • Negative stereotyping challenged through current data and information, myths challenged around allocation of services • Work plan for 'equality gaps' identified - outcomes inform equality priorities in service plans • Improved and increased understanding of local needs • Partnership working with SEOG and Faith and Belief communities in Somerset to deliver joint statement of involvement and identify support actions. • Awareness training delivered to staff on relevant equality issues e.g. Dementia Awareness • Demonstrates General Equality Duty s(149)
Performance Measure	<ul style="list-style-type: none"> • Data and reports updated and published. Equality information produced and published as per specific statutory duty requirements. • Attendance at Armed Forces Covenant meetings, Somerset Equality Officers Group, (SEOG), South West Equality Network, (SWEN) and notes and actions shared. • Work in partnership with SEOG and Transgender representatives to identify how the community can be supported • Co-ordinate Gypsy and Traveller Forum, notes and actions published • Work with partners to tackle health issues such as diabetes and hypertension within the Gypsy and Traveller community • Engagement with different groups to identify 'equality gaps' and deliver outcomes Equalities actions within work plans. • Resettlement programme implemented. • Attendance and notes and actions from the Faith and Belief Dialogue sessions. • SSDC delivers Dementia Friends awareness sessions for staff, Councillors and Voluntary and Community sector – number of people attending sessions

Appendix 1 - Equality Objectives Action Plan Update

Progress

- As part of our statutory duties the council are required to produce and publish equality information. From this information, it was identified that there were particular gaps in the support of specific groups within South Somerset.
- Engagement has been made with the Armed Forces, Carers, Black and Minority Ethnic (BME), Gypsies and Travellers, People with Learning Disabilities, Sight Loss, and the Deaf community. In addition, we have gathered information from a number of partnership equality engagements events, including Joint Equality Engagement Event (September 2015) and Aspirations and Challenges (January 2016).
- Officers and Councillors attend Armed Forces Covenant (AFC) meetings. AFC are monitoring the inclusion of Armed Forces within EqA documents countywide.
- Representatives from RNAS Yeovilton and Carers now attend the Equality Steering Group.
- Attendance at South West Migrant Workers Forum. Myth busting information shared with staff e.g. Migration and the South West
- The South Somerset Gypsy and Traveller Forum has been successfully running since 2010 and has bridged relationships with the different communities including Travelling Showpeople. The Forum brings together partners and agencies to identify issues and support solutions. The Forum is chaired by a resident from one of our sites. Health has been an identified issue and the Forum has included presentations and discussions in relation to Diabetes, (which is a documented health concern within the Gypsy and Traveller community) and end of life care. Dementia and mental health have been identified as future topics. Health checks from our healthy Lifestyles team have been carried out with members of the Gypsy and Traveller communities and will continue to be offered and provided.
- Data is continuously being added following availability e.g. demographic information from Somerset Intelligence network (Sine), Joint Strategic Needs assessment (JSNA), Census data.
- Equality Information has been uploaded annually, onto the website in compliance with legislation e.g. Equalities profile 2015 and equality information on our workforce:
<http://www.southsomerset.gov.uk/communities/equality-and-diversity/equalities-profile/>
<http://www.southsomerset.gov.uk/communities/equality-and-diversity/equality-information-ssdc-workforce/>
- Engagement meetings have been carried out with a local language school and BME communities, Access for All, Deaf Clubs and Deaf/Blind customers and Carers groups across South Somerset.
- Small projects have been undertaken with Cambian Lufton College students with learning disabilities who acted as consultees on a number of SSDC documents. Easy to read documents produced - Council Tax Reduction Scheme
- Partnership work and information gathered from the Somerset Equality Officers Group, (SEOG), Somerset Advisory Group (SEAG), the Sensory Loss Group and the South West Equalities Network (SWEN)

Action 1.04 – We will report progress on our Equality Objectives to our Overview and Scrutiny Committee and Equality Steering Group	
Status:	
Lead Officer:	Jo Morgan
By when:	31/10/16
Resources	Officer time
Outcome	Progress on Equality Objectives Action plan monitored corporately
Performance Measure	Reports to Overview and Scrutiny Committee and Equality Steering Group published
Progress	Update, monitoring and review reports presented to Equality Steering Group on an annual basis - March 2012, July 2013, January 2014, October 2015. Scrutiny review of Equality Objectives Action plan May 2016.

Action 1.05 - We will co-ordinate support, advice and guidance on equality issues across the council through our Equality Champions Group	
Status: Completed	
Meetings replaced by sending out guidance and information which is filtered down through team meetings, Insite etc. e.g. Equalities and Procurement guidance, making PDFs accessible, how to communicate with customers with sensory loss.	

Action 1.06 - We will produce corporate guidance on the equality requirements for procurement and commissioning processes	
Status: Completed	
All documents have been updated and approved. Guidance on equalities and procurement produced and presented to ESG July 2013. Procurement Strategy has been amended to incorporate all changes in line with the Equality Act 2010.	

Action 1.07 - We will develop standard equality clauses for contracts

Status: Completed

All appropriate contracts have specific terms and conditions. These terms and conditions have been amended and guidance has been updated in line with the Equality Act 2010 requirements, e.g. Capita Standard equality clauses for contracts have been produced by Procurement Manager and all non-construction suppliers undertake the accreditation process before being awarded a contract, this includes equalities criteria. The Procurement Manager oversees all major commissioning projects to ensure equalities considerations have been included All strategic Procurement and Commissioning exercises undertake an Equality Analysis/equalities statement.

Action 1.08 - We will build monitoring requirements into contracts to ensure equality issues are addressed

Status: Completed

Contract monitoring is now a feature of the new Procurement Procedure Rules. The Procurement manager has delivered awareness training to Officers.


Action 1.09 - We will work with partners to try and minimise the impact to our residents of the proposed major Welfare Reforms changes and to Housing and Council Tax Support

Status: 


Lead Officer:	Ian Potter, Alice Knight, Jo Morgan, South Somerset Together (SST) Welfare Reforms Task Group
By when:	30/11/2016 (for 6 monthly review and update)
Resources	Officer time, Service Level Agreement (SLA)
Outcome	<ul style="list-style-type: none"> • Equality gaps identified to inform policy, strategy and decisions • Partnership approach to Digital and Financial inclusion • EqA inform decisions • Demonstrates General Equality Duty s(149)



Appendix 1 - Equality Objectives Action Plan Update


Performance Measure	<ul style="list-style-type: none"> • EqAs completed to demonstrate due regard and identify issues • Housing and Benefits teams monitoring information and reporting back. • Scrutiny task and finish groups reports • SST Welfare reforms task group reports • Monitoring and review of applications to identify any patterns that may be disproportionately impacting on any particular groups. • Access for All monitor and report on issues raised from disability groups
Progress	<ul style="list-style-type: none"> • Council Tax Benefit Scheme - A Scrutiny Task and Finish Group was established in March 2012. An Option Appraisal and full Equality Analysis process was initiated that included comprehensive public consultation as well as specific engagement with Equality groups. An Easy to Read version of the consultation was produced by the Equality Officer. The EqA was presented and approved by the Equality Steering Group. Updates reported to Scrutiny committee and District Executive (DX) • Proposed revisions to the policy will be presented to members where monitoring highlights a need for reconsideration • Attendance at SST Welfare Reforms Task group. • Reports received from Access for All

Action 1.10 Equalities will be embedded into all of our Service Plans	
Status: 	
Lead Officer:	Assistant Directors
By when:	12/12/2016 (for review)
Resources	Officer time
Outcome	All service plans have equality actions embedded
Performance Measure	<ul style="list-style-type: none"> • Number of service plans with equality actions • Monitoring of equality actions
Progress	<ul style="list-style-type: none"> • Some services have included equality actions in their service plans. It is expected that following the new Council Plan all service plans coming forward will embed equality actions which will be monitored.

Equality Objective 2 Accessibility - deliver services that meet the needs of the community

<p>Action 2.01 - We will carry out access reviews on local Village and Community Halls, Polling stations, SSDC car parks and recreation areas</p> <p>Status: </p>	
Lead Officer:	Jo Morgan, Streetscene
By when:	31/03/17
Resources	Officer time, Service Level Agreement (SLA) with Access for All from existing equalities budget
Outcome	<ul style="list-style-type: none"> • Local buildings and recreation areas more accessible to the public • Statutory compliance completed in relation to accessibility of Polling Stations • Previous access reviews updated Village and community hall committees receive report that indicates how any improvements could be made. Advice and guidance on accessibility provided to community, village hall committees • Installation of 4 km of paths within our open spaces to improve access. • Demonstrates General Equality Duty s(149)
Performance Measure	<ul style="list-style-type: none"> • Number of village, community halls, polling stations, parks, recreation areas and car parks that have received an access review • Advice and guidance on accessibility produced and provided to community, village hall committees, Town and Parish councillors etc. • 4 km of accessible paths installed within our open spaces
Progress	<ul style="list-style-type: none"> • 127 village and community halls have received an access review between March 2012 – April 2016 • 120 Polling Station buildings across the district have received an access review in compliance with statutory requirements • 53 parks and recreation areas across the district have received an access review, with some improvements made. • 58 Pay and display and non-charging car parks across the district were accessed reviewed and recommendations and improvements made • These Access Reviews have been particularly important in making significant access improvements to local venues and community resources across the district.

Action 2.02 - We will commit to producing easy to read documents	
Status: 	
Lead Officer:	Jo Morgan, Martin Hacker
By when:	31/03/2017
Resources	Officer time, Service Level Agreement from existing equalities budget
Outcome	<ul style="list-style-type: none"> • Easy to read style documents are used to make information more accessible to people with learning disabilities. They can also be useful for people with other communication difficulties including: - acquired brain injury - dyslexia – Deaf people whose first language is British Sign Language (BSL), people who do not speak English as their first language, people who find reading difficult etc. • Helps to fulfil our statutory duty under Section 20 of the Equality Act 2010 to provide information in an accessible format • Demonstrates General Equality Duty s(149) • Staff receive guidance on how to produce easy to read documents
Performance Measure	<ul style="list-style-type: none"> • Number of easy to read documents produced (at least three per year) • Guidance developed and produced for staff on how to produce easy to read documents • Consultation and engagement with people with Learning Disabilities to identify key information/documents to convert
Progress  easy read version v5 15 July (final).pdf	<ul style="list-style-type: none"> • Easy to read documents have included consultation for Council Tax Benefit reduction Scheme and follow up Council tax support scheme produced in 2015.

Action 2.03 - We will ensure that customer's access needs are considered at the first point of contact	
Status: 	
Lead Officer:	Jason Toogood, Ian Potter, Jo Morgan, Performance team
By when:	31/03/2017
Resources	Officer time, SLA
Outcome	<ul style="list-style-type: none"> • Develop both a Customer Relation Management System (CRM) process and a web form for capturing specific requirements of customers. • Access Guidance produced for staff. Staff trained. • Following the move by Somerset County Council to Brympton, a knowledge gap was identified in staff dealing with survivors of Domestic Violence and Abuse (DVA). DVA Training to be delivered. • Helps to fulfil our statutory duty under Section 20 of the Equality act 2010 to provide information in an accessible format and for those people who find reading difficult. • All SSDC events and meetings (including those groups providing and event, meeting or activity on behalf of the council) to only use accessible venues, including hearing loops. • Transform customer services through technology • Equality Analysis are completed throughout all stages and decisions of the Transformation process • SSDC works with partners and agencies on the Digital Inclusion agenda to understand what provision currently exists, • Demonstrates General Equality Duty s(149)
Performance Measure	<ul style="list-style-type: none"> • Customer alerts in place on the system • Number of customers requesting and receiving specific access requirements. • Number of Staff trained in Disability Awareness – how to communicate with customers who have sensory loss e.g. Deaf Awareness, Guided Sight training, Deaf/Blind communication techniques. • Guidance produced and published on Insite. Pack for frontline staff produced. • 100% Accessible events and meetings provided • Attendance at Digital Inclusion Group for Somerset (DIGS), the Heart of the South West Local Enterprise Partnership Digital Skills Task and Finish group and the Connected Communities event.

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	<ul style="list-style-type: none"> • Recognise and take forward the needs identified by the Heart of the South West Local Enterprise Partnership in its Strategic Economic Plan under one of its priorities, Creating conditions for growth which looks to ‘Create an environment where businesses and individuals can reach their potential’ which include digital literacy for inclusion, progression and business growth.
<p>Progress</p>	<ul style="list-style-type: none"> • Electronic 'flagging' mechanism introduced by Revenues and Benefits service that can highlight specific access requirements of the customer e.g. preference to receive council tax bill in large print. • We currently have a number of relevant customer alerts: <ul style="list-style-type: none"> - Appointee – this ensures we contact the person who is looking after a customer’s affairs - Customer needs help to complete forms - Visually impaired and requires large print or Braille - Deaf or hearing loss requires British Sign Language (BSL) Interpreter, SMS text message, easy to read information • Historically, there have been low numbers of customers from sensory loss customers contacting the council. • Following our work with partners - the Somerset Equality Officers Group (SEOG) and the Somerset Sensory Loss group communication guidance is in the process of being produced for staff. An access information pack for frontline staff will be completed by August 2016. • SEOG have raised issues of access on the Homefinder system and policies and practices have been reviewed and improvements made. • Consultation has been undertaken by the Equalities Officer with the Deaf community at a local level and at engagement events. Following a request and consultation with the DeafPlus, the Yeovil Lipreaders and Hearing Loss Group, five different badges were designed and produced for individuals to wear that informs frontline staff that they are deaf, or lipreaders. In addition, 16 BSL videos have been produced and are on our website to provide information to our Deaf customers that include, How to register for Voting, How to contact the council, Paying Council Tax and How to Report Problems. This has resulted in the community becoming more comfortable in approaching the council and customer contact preference is now recorded and shared between services. E.g. Specific arrangements are made with Blind customers tailored to their requirements such as provision of documents in Braille as well as a hard copy, with a phone call to inform the customer that we are sending it. • Deaf customers are now directly contacting the council, communicating by fax, SMS text (introduced to improve customer contact preference particularly for those who are Deaf or with hearing loss/where English is not the first language), email and face to face. BSL Interpreters are provided when required e.g. Council tax and benefits, Housing etc. • Over 120 members of frontline staff have received Deaf awareness training. 30 members of staff have attended DVA training. • Many village and community halls have now made access improvements, not all have hearing loops installed. SSDC purchased a portable hearing loop for our meetings held in those halls in order to ensure that meetings are accessible and we comply with the Equality Act 2010

Action 2.04 - We will ensure that the General Equality Duty is incorporated into the annual reviews of all partnerships

Status: Completed


The General Equality Duty s(149) has been incorporated into the annual reviews of all partnerships and in all Service Level Agreements with District wide organisations reporting to District Executive (DX). All organisations that we have SLAs with have must have a relevant Equalities Policy.



Action 2.05 - Consider equalities in every Service Level Agreement and Grant Assessment

Status: Completed

New equalities guidance has been issued to all Managers for Partnership Agreements. All Partnerships are now being monitored by the Third Sector and Partnership Co-ordinator on the internal Performance Management System and managers are required to report on the General Equality Duty in their annual updates via TEN.


Grant forms have been reviewed and updated to incorporate Equality Act 2010 requirements.

Action 2.06 - Work with disability groups in South Somerset through the SLA with Access for All to deliver a Disability Forum and consultation event	
Status:	
Lead Officer:	Jo Morgan
By when:	31/01/2017
Resources	Officer time, Service Level Agreement (SLA) from existing equalities budget
Outcome	<ul style="list-style-type: none"> • Event that brings together individuals, groups, and representatives from the Voluntary and Community Sector and partner agencies to raise and discuss issues affecting people with disabilities and their Carers. • Consultation on council services. • Improvement to service delivery for Disabled customers, their families and Carers. • Demonstrates General Equality Duty s(149) and other duties under Equality Act 2010 such as s(20).
Performance Measure	<ul style="list-style-type: none"> • Event delivered • Number of attendees • Issues raised and service actions implemented.
Progress	<ul style="list-style-type: none"> • Aspirations and Challenges took place in January 2016 and was an event organised by Access for All, co-ordinated and funded by the council, for people with disabilities, service providers and campaigning groups to share experiences and ideas on making communities more inclusive. This was the first event of its kind in South Somerset and covered topics that included disability Hate Crime, 'Mate Crime' and online bullying, digital inclusion and challenges and experiences in accessing public services. • 45 people attended the event and raised a range of issues that affect people with disabilities in their daily lives such as; rurality, isolation, transport, access to services in appropriate formats, digital 'exclusion', accessible shared public spaces, and community safety. • The provision of a Changing Places facility was identified as an important need that is lacking in the district. People with profound and multiple learning disabilities, as well people with other physical disabilities such as spinal injuries, muscular dystrophy, Crohn's disease, multiple sclerosis and some older people often need extra facilities to allow them to use the toilets safely and comfortably. Changing Places toilets are different to standard accessible toilets as they have extra features and equipment to meet these needs. This includes a height adjustable changing bench, a hoist, and additional space to meet the needs of people who use them as well as their Carers. • With the Westlands project now going ahead, it is hoped that this would be the ideal opportunity for a Changing Places facility in the Yeovil area, particularly as the venue will attract high numbers of visitors. • The Aspirations and Challenges event was seen as a great success from all those involved, with the participants feedback unanimously requesting regular forum events to address and listen to the needs of people with disabilities and their Carers.

Action 2.07 - Work towards achieving the British Sign Language (BSL) Deaf Charter	
Status: 	
Lead Officer:	Jason Toogood, Jo Morgan, Ian Potter, Service Managers, Martin Hacker
By when:	31/03/2017
Resources	Officer time, equalities budget
Outcome	<ul style="list-style-type: none"> • Consultation with Deaf communities and communication and promotion of accessible service delivery. • Recognition of the needs of the Deaf community and the issues they face. • Issues addressed through improved service delivery and measures in place to improve support to our Deaf customers in accessing council services. Promote and communicate current service resources and facilities for Deaf, Hard of hearing and hearing loss customers. • All SSDC events to be accessible, including only using venues with a hearing loop (including those groups providing and event, meeting or activity on behalf of the council). • Demonstrates General Equality Duty s(149) and other duties under Equality Act 2010 s(20)
Performance Measure	<ul style="list-style-type: none"> • Attendance at consultation and engagement events. • Measures in place to improve support to our Deaf customers in accessing council services e.g. Number of BSL Interpreter sessions booked for customers, service requests from Deaf customers, number of BSL signed events, number of hits on the BSL signed videos on the website, number of staff trained. These resources communicated promoted. • All meetings and events carried out by SSDC or those carrying out services or functions on behalf of SSDC must use accessible venues that include a hearing loop. • Deaf Charter achieved.
 BSL Charter for Somerset - v2 Somers	<ul style="list-style-type: none"> • Attendance at the Yeovil Deaf Club, SEOG engagement event, Sensory loss Group, Aspirations and Challenges, and local consultations such as the V3 project (Ninesprings café and activities). • SMS text number has been made available • There have been 360 views of the BSL videos on the council's website. • BSL Interpreters have been provided for individual customers and consultation and engagement meetings. • The Octagon Theatre have provided a BSL Interpreter for six different performances including pantos - Jack and The Beanstalk and Sleeping Beauty, and children's shows such as 'Room on the Broom' and 'We're Going on a Bear Hunt'. These performances have been incredibly successful, and have received positive responses from both customers and audiences. • In recognition that not all of our village and community buildings have hearing loops, and to ensure that all of our meetings and events are fully accessible, SSDC have purchased a portable hearing loop.

Appendix 1 - Equality Objectives Action Plan Update

	<ul style="list-style-type: none"> Following a request and consultation with the DeafPlus, the Yeovil Lipreaders and Hearing Loss Group, five different badges were designed and produced for individuals to wear that informs frontline staff that they are deaf, or lipreaders.
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Action 2.08 - Work with Somerset Sight to understand the issues and concerns that members of Blind and Partially Sighted community face in accessing council services Status: 	
Lead Officer:	Jo Morgan, Jason Toogood, Ian Potter, Martin Hacker
By when:	31/03/2017
Resources	Officer time
Outcome	<ul style="list-style-type: none"> Recognition and understanding of the needs of customers with sight loss and the issues that they face. Issues addressed through improved service delivery and measures in place to improve support to our customers with sight loss in accessing council services. SSDC Website meets accessible standards. All SSDC events and meetings to only use accessible venues, including hearing loop. Staff trained. Guidance produced and published on Insite. Pack for Reception and frontline staff produced. Publications produced by SSDC or by those on behalf of SSDC are in an accessible format. Helps to fulfil our statutory duty under Section 20 of the Equality act 2010 to provide information in an accessible format for those people who find reading difficult. Demonstrates General Equality Duty s(149) and other duties under Equality Act 2010
Performance Measure	<ul style="list-style-type: none"> Customer alerts in place on the system for those with specific needs. Number of customers requesting and receiving specific access requirements. Number of staff trained in Disability Awareness – how to communicate with customers who have sensory loss e.g. Blind, Deaf/Blind Awareness, Guided Sight training, Deaf/Blind communication techniques. Guidance produced and published on Insite. Pack for frontline staff produced. Website assessed for access. 100% accessible events and meetings provided by the council or partners who provide services or functions on behalf of the council. Publications produced by SSDC or by those on behalf of SSDC are in an accessible format. Number of issues raised directly with the council or through consultation and engagement. Service response examples to improving customer access.
Progress	<ul style="list-style-type: none"> Electronic 'flagging' mechanism introduced by Revenues and Benefits service that can highlight specific access requirements of the customer e.g. preference to receive council tax bill in large print. (please see 2.03 progress) Historically, there have been low numbers of customers from sensory loss groups contacting the council.

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	<ul style="list-style-type: none"> • Following our work with partners - the Somerset Equality Officers Group (SEOG) and the Somerset Sensory Loss group communication guidance has been produced for staff. An access information pack for frontline staff will be completed by September 2016. SEOG have raised issues of access on the Homefinder system and policies and practices have been reviewed and improvements made. • Consultation and engagement has been undertaken by the Equalities officer with customers and groups who have sight loss. This has resulted in the community becoming more comfortable in approaching the council and customer contact preference is now recorded and shared between services. E.g. Specific arrangements are made with Blind customers tailored to their requirements such as provision of documents in Braille as well as a hard copy, with a phone call to inform the customer that we are sending it • The council's website has an access tool ROK Talk that provides options for those with sight loss such as a text to speech screen reader, ability to change the size of font, background colour etc.
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<p>New Action 2.09 – Work with Job Centre Plus to become a Two Ticks employer</p> <p>Status: New action</p>	
Lead Officer:	Jo Morgan, HR Team, Service Managers
By when:	30/06/2017
Resources	Officer time, SLA with Access for All
Outcome	<ul style="list-style-type: none"> • SSDC work with Jobcentre Plus to become a Two Ticks employer to demonstrate that the council applications from people with disabilities • SSDC implement the 5 commitments: <ul style="list-style-type: none"> - to interview all disabled applicants who meet the minimum criteria for a job vacancy and to consider them on their abilities - to discuss with disabled employees, at any time but at least once a year, what you can both do to make sure they can develop and use their abilities - to make every effort when employees become disabled to make sure they stay in employment - to take action to ensure that all employees develop the appropriate level of disability awareness needed to make these commitments work - to review these commitments every year and assess what has been achieved, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans


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	<ul style="list-style-type: none"> • Staff with disabilities discuss development issues and opportunities at annual appraisal • Disability Awareness training delivered to staff • Commitments monitored on an annual basis
Performance Measure	<ul style="list-style-type: none"> • 5 commitments initiated • SSDC receive Jobcentre Plus approval to implement Two Ticks system • Number of completed appraisals relating to staff with disabilities • Number of staff trained in Disability Awareness • Commitments reviewed and monitored with actions on improvement

<p>Action 2.10 – Improve Access to Council Services through the Transformation Programme</p> <p>Status: New Action</p>	
Lead Officer:	Andrew Gillespie, Charlotte Jones
By when:	2018/19
Resources	Resources for the transformation programme were agreed by Full Council in March 2016
Outcome	<ul style="list-style-type: none"> • Access to services to be digital by default • Customers continue to receive the face to face help if they need it, whether for complex needs or assistance at a place and time convenient to them. • Any potential impacts on protected groups identified and mitigation provided where relevant • Equality Analysis completed throughout all stages and decisions of the programme and embedded as a fundamental design principle of future change to service delivery
Performance Measure	<ul style="list-style-type: none"> • Delivery of the Transformation programme • EqAs completed on 100% of business processes

Equality Objective 3 – We want communities that are healthy, self-reliant, and have individuals who are willing to help each other

Equality Objective 3 – To build healthy and self-reliant communities (as amended 2016)


<p>Action 3.01 We will work in partnership through attendance at the Independent Advisory Group, Strategic Partnership Against Hate Crime and Hate Crime Case Conferences</p> <p>Status: </p>	
Lead Officer:	Steve Brewer
By when:	31/03/2016
Resources	Officer time
Outcome	<ul style="list-style-type: none"> • SSDC has a strong understanding of the quality of relations between different communities and collectively monitor relations and tensions • Information and data on Hate Crime and Hate Crime incidents shared within SSDC and partner agencies, themes and actions, where relevant identified • SSDC can demonstrate success in working with partners in the public, private and voluntary sectors to foster good relations • Demonstrates General Equality Duty s(149)
Performance Measure	<ul style="list-style-type: none"> • Number of meetings attended • Reports, minutes and information shared • Themes and actions identified where relevant
Progress	<ul style="list-style-type: none"> • Attendance at past meetings with the Police Independent Advisory Group (IAG), Strategic Partnership Against Hate Crime (SPAHC), Hate Crime Case Reviews, monthly Anti-Social Behaviour (ASB) Steering Group • To note: The SPAHCs across the County were merged to become one group that supports and monitors the work of the 5 District wide Steering Groups following ratification from the Safer Somerset Partnership (2013) • The Hate crime meetings are no longer taking place as the police withdrew from this structure (January 2015)

Action 3.02 We will integrate equalities into the development of procedures and practices under the Localism Act

Status: Completed

- Information about and the processes for the three Community Rights established under the Localism Act i.e. Neighbourhood Plans; Community Right to Bid; and the Community Right to Challenge are all published on the Council’s website. This also includes providing links to the relevant published Statutory Guidance, local documentation (e.g. Expression of Interest, application and nomination forms) and to ‘My Community’ the specialist information, advice and support service run by Locality and funded by Central Government.
- Accuracy and accessibility of the information on the Community Rights provided by the council on the website is kept under review and amended where appropriate. For example the information on the Community Right to Bid webpage was updated in 2015.
- Internal processes along with any supporting documentation are also kept under review in order to ensure they remain ‘fit for purpose’. For example the process for the management of the Community Right to Bid has been subject to an internal review during the second half of 2015 into the first quarter of 2016. This has resulted in an improvement to a number of the documents, including the guidance, and is moving the key responsibility for managing the process from Land and Property Services to the Communities service to better reflect its status principally as a Community Right rather than a property issue.
- Community consultation that is an essential part of the Neighbourhood Plan process is governed by the council’s Statement of Community Involvement (SCI), the latest version of which was published in December 2015. The SCI sets out the council’s commitment to equalities and its responsibilities under the Equality Act 2010.
- Communities who embark on a Neighbourhood Plan are supported by Area Development staff who ensure that consultation is undertaken to ensure that all sections of the community are informed, engaged and involved.


Action 3.03 We will encourage wider participation in the democratic process by working with - schools and colleges

Status: 

Lead Officer:	Jo Gale, Angie Cox
By when:	12/12/2016
Resources	Officer time

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Outcome	<ul style="list-style-type: none"> • Councillors volunteer to deliver a presentation that includes interactive activities on the democratic process and the role of the council to local schools and college • Younger members of the South Somerset population have an understanding of the democratic process and the role of the council • Demonstrates General Equality Duty s(149)
Performance Measure	<ul style="list-style-type: none"> • Number of presentations delivered • Number of young people who participated in presentation • Completion of activity sheets by participants • Number of students who have attended Overview and Scrutiny Task and Finish Review
Progress	<ul style="list-style-type: none"> • Initial meetings have taken place with Councillors who have expressed an interest in being involved. • The process has begun to write and deliver the interactive presentation on the democratic process and the role of the council for implementation in the autumn term 2016

Action 3.04 Encourage more members of the public to attend and participate in public committees and meetings	
Status: 	
Lead Officer:	Angie Cox, Jo Gale, Jo Morgan, Martin Hacker
By when:	12/12/2016
Resources	Officer time
Outcome	<ul style="list-style-type: none"> • Members of the public understand the process involved in attending and participating in public committees and meetings • Easy to read information document produced to explain the democratic process and how to get involved • More members of the public to attend and participate in public committees and meetings • Simple guide on council services and how to get involved produced
Performance Measure	<ul style="list-style-type: none"> • Easy to read document produced • Number of people attending public committees and meetings • Guide produced and promoted
Progress	<ul style="list-style-type: none"> • Radio Ninesprings recorded and produced a podcast on the Westlands decision Full council decision • We regularly have between 30 – 50 public at Area Committees for planning application determination – this public attendance has increased recently.

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	<ul style="list-style-type: none"> • Anyone who has submitted comments on a planning application automatically receive notification of the date and time if an application is to be determined at an Area Committee. • The public can sign up to receive automatic updates when Agendas, Decisions and Minutes are published through the Subscribe to Updates link on our website: http://modgov.southsomerset.gov.uk/ielogon.aspx?lp=1&RPID=500868414&HPID=500868414&Forms=1&META=mgSubscribeLogon • They can also download the Mod.Gov app (for i-pads and other tablets – not for mobile phones) to receive Agendas and Minutes delivered to their device when they are published. A search on any AppStore will locate this free to download app.
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<p>Action 3.05 Work to the strengths of our niche tourism market to increase the volume and value of tourism in South Somerset. Working with multi-agencies, market the wider incentives – cultural, tourism/leisure, family related etc.</p> <p>Status: </p> <p>Amended action 3.05 Capitalise on our high quality culture, leisure and tourism opportunities to bring people to South Somerset</p>	
Lead Officer:	Jo Morgan, Sam Wenden-de-Lira, Tourism, Economic Development
By when:	31/03/2017
Resources	Officer time. Service Level Agreement with Access for All
Outcome	<ul style="list-style-type: none"> • Access trail project - residents and visitors attracted to South Somerset areas of interest • Review and update of mapped health walks • Knitting project – inter generational community groups working together • Easy Access guide for people with Disabilities - Improving information and raising awareness of local attractions and hospitality locations across South Somerset produced and published. • Local businesses supported to provide appropriate services for people with disabilities – promotion of the economic benefits of the ‘Purple Pound’. • Demonstrates General Equality Duty s(149) and statutory duties under the Equality Act 2010
Performance Measure	<ul style="list-style-type: none"> • Access trail maps completed and published. • Mapped health walks reviewed, updated and published. • Disability Awareness training and events provided to local businesses to include the positive economic benefits.

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Progress	<ul style="list-style-type: none"> • Access trail mapped routes have been produced for Yeovil Country Park and Ham Hill. The project was launched in July 2015 and the walks are suitable for wheelchair and mobility scooter users, as well as parents and carers who have children in buggies and people who may have some mobility difficulties. It is hoped that additional mapped routes will be completed for other areas in the district. • Mapped health walks - Working with the Healthy Lifestyles team, accessible walks have been reviewed and updated by Access for All. Leaflets awaiting completion by Healthy Lifestyles team. • Knitting project – A number of events have been successfully carried out including St John's Church Yeovil and Crewkerne. Working across a range of community groups and involving adults with Learning Disabilities from The Hub, retired women from the 'Knit and Natter' group, SSDC staff and Hobbycraft in Yeovil. • Easy Access guide for people with Disabilities is in process of completion
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<p>Action 3.06 - We will monitor our Community Grant scheme for the level of applications from, and spend on, equalities specific groups/organisations and projects</p> <p>Status: New action</p>	
Lead Officer:	Helen Rutter, David Crisfield
By when:	30/06/2017
Resources	Officer time
Outcome	<ul style="list-style-type: none"> • Improved intelligence on the distribution of grants in relation to equalities specific groups/organisations and projects • Benchmark established against which future years monitoring can be compared • Targeted promotional activity to improve take up of the Community Grant scheme by under-represented groups, as required • Improved levels of spend on equalities specific groups/organisations and projects.
Performance Measure	<ul style="list-style-type: none"> • Equalities specific data capture incorporated within existing monitoring arrangements • Benchmark established - based on 2016/17 activity • Equalities specific data reported to District Executive annually as part of the Community Grants report, beginning with 2017

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Action 3.07- Advise and support initiatives that ensure worker skills meet the employer’s needs, in particular women, people with disabilities, older population, those leaving the Armed Forces and their dependants and other equality groups. Status: New action	
Lead Officer:	Economic Development Team, Jo Morgan, David Crisfield
By when:	31/03/17
Resources	Officer time, SLA with Access for All
Outcome	<ul style="list-style-type: none"> • Instigate, attend, support, and inform activities to increase workforce participation and remove barriers to participation. • Instigate, attend, support, and inform activities to provide flexible, responsive and innovative education and training. • Work with industry to identify and remove barriers to workforce participation including under/unemployed, women, people with disabilities, older population and other equality groups.
Performance Measure	<ul style="list-style-type: none"> • An increase in the number of women, people with disabilities reported as being employed, or working increased hours. • An increase in the number of women, people with disabilities reported to have re-entered the workforce • Number of ex Armed Forces personnel (and dependants) in receipt of education, training, redeployed, re-entered the work force, set up businesses • Barriers to workforce participation identified and actions put in place to • Number of interns and apprentice placements • Attendance at County and Regional-wide skills and workforce meetings e.g. Increasing Employment Network.

Action 3.08 – Help keep our communities safe Status: New action	
Lead Officer:	Tbc, Jo Morgan
By when:	31/03/17
Resources	Officer time, SLA with Access for All, partner agencies
Outcome	<ul style="list-style-type: none"> • Fulfils the council’s General Equality Duty compliance with section 149 of the Equality Act: <ul style="list-style-type: none"> - Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act. • Working in partnership with Stand Against Racism and Inequality (SARI) who are the Hate Crime support service provider, SEOG, Community and Voluntary Sector, partner agencies and Avon and Somerset Police, the reporting of hate crimes

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	<p>across the protected characteristics is promoted.</p> <ul style="list-style-type: none"> • Joint information produced on 'mate crime' and communicated and published across Somerset. • Promotion of Safe Places Scheme - Safe Places is an existing scheme which helps vulnerable people deal with any incident that takes place while they are out and about; they can go to any shop, business or other location that displays the Safe Place sticker on their window. By showing their card to Safe Place staff, they will get help. <p>https://www.avonandsomerset.police.uk/safeplaces</p>
<p>Performance Measure</p>	<ul style="list-style-type: none"> • Collate and report on data for number of reported Hate Crimes and hate incidents (A hate incident is any incident (which may or may not be a crime) that the victim or any other person perceives to be motivated by hostility or prejudice towards any aspect of the victim's identity. Hate incidents can feel like crimes to those who suffer them and often escalate to crimes or tension in a community. Hate incidents should be reported just as hate crimes are). • Attendance and notes and actions from relevant meetings – Modern Slavery, Resettlement programme, Prevent • Information and awareness raising of 'Mate Crime', particularly with Housing Teams and Housing providers. (There is no statutory definition of Mate Crime in UK law. The term is generally understood to refer to the befriending of people, who are perceived by perpetrators to be vulnerable, for the purposes of taking advantage of, exploiting and/or abusing them. This can strongly be associated, but not exclusively associated, with people with a learning disability, learning difficulties or mental health conditions). Mate Crime awareness leaflet produced. • Information and awareness raising of Safe Places Scheme, number of new sign up to the scheme from businesses, shops etc. (This scheme is currently being reviewed by the Police)