



Comprehensive Equality Policy 2007-2010

“Service with integrity, equity and empathy”



If you would like help to understand this document, or would like it in another format or language, please call the Corporate Diversity Team on 01432 260244 or e-mail diversity@herefordshire.gov.uk.

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1. Introduction

Herefordshire Council is committed to promoting equality of opportunity, good community relations and to tackling all forms of discrimination. As an organisation, the Council has a responsibility and a community leadership role to promote and implement equality when it is:

- providing services
- purchasing services
- employing staff
- working in partnership with other organisations

The Council recognises that people may experience discrimination and be disadvantaged for many reasons, including but not limited to:

- race or ethnic origin
- religion or belief
- disability
- age
- gender
- sexual orientation

Herefordshire Council has a legal duty to meet all statutory and other duties with regard to the diversity strands¹. The council acknowledges that this is the minimum required and that there is a moral obligation to go beyond legislation.

This Comprehensive Equality Policy forms the basis of our commitment to equality in service provision, employment and community leadership. It sets out how the Council will go that step further working in partnership with local leaders to drive the equalities agenda in Herefordshire. It provides a focus to ensure that the detailed requirements of the Equality Standard for Local Government are fully met.

2. Equal Opportunities and the Law

We will endeavour to eliminate all discrimination, both direct and indirect, against everyone regardless of individual circumstances, in the promotion of our services and in the employment of our workforce.

This policy has been developed within a framework of existing legislation and codes of practice.

The relevant Acts of Parliament relating to equal opportunities policy are (this list is not exhaustive):

- Equal Pay Act 1970
- Rehabilitation of Offenders Act 1974
- Sex Discrimination Act 1975 (and 1979 and 1986)
- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- Employment Act 1989
- Disability Discrimination Act 1995 and 2005
- Employment Rights Act 1996
- Protection from Harassment Act 1997
- Data Protection Act 1998
- Working Time Regulations 1998

¹ Race, Religion and belief, Sexual orientation, Age, Gender, Disability, as defined by the Home Office

- Human Rights Act 1998
- Employment Relations Act 1999
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Equality Act 2006 (the Gender Equality Duty)
- The Equality Act (Sexual Orientation) Regulations 2007

In addition, the Council will comply with the codes of practice of the Commission for Equality and Human Rights.

All managers and employees are made aware of the details and implications of this policy, and ensure that it is adhered to.

3. Profile of Herefordshire Council Employees

Herefordshire Council employee numbers can be broken down as follows²:

Headcount including schools = 5,610

- 4,351 (77.56%) are female, 1,259 (22.44%) are male
- 2,619 (46.68%) are full-time, 2,991 (53.32%) are part-time
- 1,618 (61.78%) of the full-time employees are female, and 1,001 (38.22%) are male
- 2,733 (91.37%) of the part-time employees are female, and 258 (8.63%) are male

Headcount excluding schools = 2,228

- 30.3% male, 69.7% female
- 42.76% full-time male, 57.24% full-time female
- 11.49% part-time male, 88.51% part-time female

Employees declaring that they meet the Disability Discrimination Act definition as a percentage of the total workforce = 0.69% (this is BVPI 16a outturn and includes schools).

Minority Ethnic Community employees as a percentage of the total workforce = 0.64% (this is BVPI 17a outturn and includes schools).

Age Range	Including schools	Excluding schools
• 16-24	5.56%	5.83%
• 25-34	15.54%	16.61%
• 35-44	30.03%	25.99%
• 45-54	29.72%	29.76%
• 55-59	12.29%	12.93%
• 60-65	5.42%	7.54%
• 65+	1.44%	1.34%

4. The Equality Standard for Local Government

In 2002 Herefordshire Council adopted the Equality Standard framework for Local Government. The Standard is designed to enable local authorities to mainstream equalities into service delivery and employment, ensuring that discriminatory barriers preventing equal access to services are identified and removed.

² Data as at 31 March 2007

There are five levels in the Equality Standard, indicating how advanced the organisation is in achieving continuous improvement in the equalities field. They are:

1. Commitment to a Comprehensive Equality Policy
2. Assessment and consultation
3. Setting equality objectives and targets
4. Information systems and monitoring against targets
5. Achieving and reviewing outcomes

The Council achieved Level 2 of the Equality Standard in March 2007, and is aiming to reach Level 5 by March 2010.

5. Community/Social Cohesion

The local government White Paper “Strong and Prosperous Communities”, published October 2006, aims to give local people and local communities more influence and power to improve their lives. The vision is to revitalise local authorities working with their partners to reshape public services around the citizens and communities that use them. This means changing the way we deliver services and work with local partners to respond more flexibly to local needs.

“A cohesive community is a community that is in a state of ‘wellbeing, harmony and stability’. Local authorities have an important role in facilitating community cohesion, by listening to communities, engaging residents and assisting interaction between communities.”

Social cohesion is about developing and maintaining positive and productive relationships between the many different communities that make up our society. It also about recognising the impact of societal change and responding to it.

Britain’s hugely diverse communities - diversity based not only on ethnicity, race and culture but also on age, disability/ability, religion/belief and other factors - are now demanding that service delivery is equitable. In many cases it is the obstacles to accessing a service that perpetuates the perception of one group being favoured over another. To bring about social cohesion we need to improve the quality and responsiveness of services to communities, increase resident participation by enhancing the role of community groups, and strengthen and develop local leadership.

The Herefordshire perspective differs from the national perspective with regard to the community cohesion agenda in a fundamental way. The national interpretation of community cohesion (“different communities living parallel lives”) concentrates on cultural and religious differences becoming a cause of tension in a large multicultural urban setting. This results in communities becoming fragmented and increasingly isolated, living parallel lives, compounded by new migrants who gravitate towards living near those who share their background, culture and beliefs. It is a challenging agenda, but promoting and fostering positive community cohesion must be successful and is vital with regard to the absolute need to tackle extremism.

The phenomena of different communities living parallel lives has long been an issue in Herefordshire, but has historically been ignored. The Gypsy/Traveller community, a community that has been established in Herefordshire since the 1600s has been living a parallel existence with the general community. Neither community has worked at interacting in any meaningful way and as a result there is a lack of understanding and a great deal of suspicion between the two.

With the ever-increasing membership of the EU, it is now important to gain a sophisticated understanding of the community cohesion agenda as it applies to this county. There is a need to understand why it is important and how to facilitate success, because as large numbers of seasonal and migrant workers move into the area, some ultimately committing their long-term future to Herefordshire, this is no longer an urban-only issue. Previously we had households and not communities. Now we have communities working and living side by side but for many reasons, not forming relationships. It is very early days for the new communities in the county. Herefordshire's cross-sector organisations have an opportunity to learn from the mistakes of the past and prevent parallel communities from developing.

Herefordshire Council is committed to promoting and developing social cohesion in Herefordshire. The CEP action plan sets out how the authority will mainstream this agenda across the Council. The action plan will be consistent with the Council's other equality schemes, the Race Equality Scheme (RES), Disability Equality Scheme (DES), and Gender Equality Scheme (GES), and will include performance indicators.

For this county, "cohesion" includes all the strands that make up the diversity agenda, a commitment to the individual as well as any group. It is important all are aware that there are as many differences *within* communities as there are *between* communities, however a community is defined.

In Herefordshire we have poor, White, working class areas (eg. South Wye), where many individuals are disadvantaged due to low income. Low income can lead to a lack of accessibility to services due to a poor infrastructure, transport service or accessibility of venues. These issues and the rural nature of our county impact on the ability of groups of people to participate in, and enjoy the benefits of, what wider community life of Herefordshire, has to offer.

FACT:

Low levels of earnings in Herefordshire coupled with relatively high house prices mean that affordability of housing is a major issue in the county. The fact that "affordable housing" in Herefordshire costs over 8 times lower quartile earnings shows the problem of affordability, given that mortgages would not usually be offered to more than 3 or 4 times income.

(The State of Herefordshire Report 2007)

The Council has a commitment to work with its service providers, partners and contractors to deliver equality objectives through its procurement processes. Directorate and Service Plans will be used to demonstrate our commitment to improving equitable access to services and be used to monitor our performance at delivering our equality targets.

The Corporate Diversity Team will provide a policy development, scrutiny and practical support role.

The Council's HR Department, through its Pay and Workforce Strategy, will work towards achieving the equality targets in order to meet the Council's commitment to improving equitable access to employment, training and development.

6. Community Tension

Within all communities there is the potential for tensions to arise, which may lead to conflict. The nature of these tensions and conflicts will differ from one area to another. The CEP action plan sets out how we will monitor, track and put in place an intervention initiative where any potential "hot-spots" may threaten social cohesion. The delivery of any

intervention will be a partnership approach. The HEP³ will agree and implement actions, manage tensions and intervene at the earliest opportunity to prevent incidents that could escalate into public disorder.

7. Equality Impact Assessments (EIAs)

An EIA is an analysis of a service or policy to ensure that it is appropriate and accessible and does not, however unwittingly, disadvantage or discriminate against any group.

Around 150 EIAs were carried out as part of the first tranche (from 2004-2007). Around 124 assessments are due to be carried out in the next tranche (2007-2009), and further targets and objectives will be developed during this time. EIAs will also be conducted for all proposed policies and functions before they are adopted.

EIAs are a statutory duty with regards to Race. However the Council took the decision to incorporate within the assessments each of the diversity strands, as well as income and geographic location, as it is recognised in Herefordshire that both these additional factors could have significant impact on how services are delivered across the county.

We will operate monitoring and evaluation systems to ensure that the impact of our services, along with the needs and requirements of our customers, are identified and addressed appropriately, utilising consultation mechanisms as necessary. A cross-Directorate Diversity Group will help to ensure that this work is effectively progressed, driven and incorporated within business plans.

During 2007/08 we will identify our data requirements in respect of diversity and equalities, which will enable us to undertake the impact assessments more effectively. Such data will also assist the Council in setting future targets and monitoring the results. We will commission and work with our partner agencies to ensure that we collect accurate and local data to influence service delivery and to measure our progress.

8. Service Delivery

The Council commits to working towards ensuring that all our customers have equitable access to services they need. In particular, service providers will:

- Ensure that Council services are accessible and equitable.
- Ensure that equality considerations are integrated into all relevant areas of service planning, management and delivery.
- Ensure that information about services is offered in appropriate formats and languages.
- Ensure that the Council's commissioning, purchasing and grants provision policies and procedures are equitable.
- Ensure that the Council's resources and subsidies are targeted to promote equality of access.
- Improve the monitoring of service take-up and complaints.
- Assess the impact of proposed policies and changes to existing policies.
- Improve the Council's awareness and understanding of the needs of different groups in the county through effective community profiling, consultation and involvement.
- Train staff to ensure that they are aware of the CEP and their own responsibilities, and are able to apply it to their own area of work.

³ Herefordshire Equality Partnership

9. Employment and Training

The Council is committed to all aspects of equal opportunities in employment, including fair employment and equal pay policy. In particular, the Council will:

- Promote opportunities to ensure that the Council's workforce is diverse and representative of the local community.
- Ensure that Council jobs are accessible to people from all sections of the community.
- Ensure that all applicants for posts are aware of our equalities policies and of their right to be treated with dignity and respect.
- Ensure that employees are treated equitably in all areas of employment, including career development, pay, training and promotion.
- Address harassment and bullying in the workplace.
- Improve consultation with staff from the groups covered by the policy.
- Continually review human resource policies to assess their impact on the groups covered by the policy.
- Monitor recruitment, promotion, training, grievances, disciplinary procedures and exit from employment.
- Carry out an Equality Impact Assessment on all proposed new policies, and proposals that significantly change existing policies.
- Work with our Trade Union partners in addressing the Council's goals in equalities.

10. Consultation

Herefordshire Council recognises the crucial role that all service users and employees play in helping to shape our services and the way they are delivered. Involvement of people, either as a member of a particular community, an employee or as an individual service user is essential in ensuring that services remain responsive and are accessible by all.

Effective consultation is key to promoting equity in the provision of our services. We will continue to use a variety of appropriate consultation methods, such as surveys, questionnaires and focus groups, to ensure that the needs and requirements of service users who may be disadvantaged due to discrimination or social exclusion are properly represented. Consultation is key to ensuring that the Council is proactive in its approach to local democracy.

The Council recognises the need to have in place an appropriate, relevant and effective communications strategy to enable it to consult with its employees and ensure the full value of this consultation is reflected in its subsequent decision-making. It will continue to undertake a formal survey of employee satisfaction, opinion and attitudes on an annual basis. Staff groups also play an important part in assessing the needs and opinions of employees. Three staff groups exist at the time of writing this document; these are based on Race, Disability and LGBT⁴.

The Council needs to access a very wide range of opinions and views in order to plan and make decisions appropriately. Its consultation arrangements will ensure that people's different needs and requirements are properly represented before policies or specific actions are decided.

⁴ Lesbian, Gay, Bisexual, Transgender

11. Accessible Communications

Accessible communications are important in promoting equality in the provision of our services. A new policy will ensure that an “alternative formats statement” appears on all new internal and external documents. This commits us to providing information on request in a number of different formats or languages, or even going through a document personally with someone to help them understand. Alternative formats include large print, Braille, audio, and easy read.

We will ensure that public meetings and events are accessible. This will include providing, upon request, an alternative format of any written document, hearing enhancement systems, level access, accessible toilets, and adequate emergency exit procedures.

Interpreters and sign language interpreters will be provided where we have received prior notification that these are required. Invitations and publicity for all such events will clearly state the facilities available and provide details of appropriate booking systems to request any facilities or services required.

We acknowledge that the development of web communications is critical to achieving equality of access and opportunity for all. The council is committed to achieving RNIB⁵ accreditation for its website.

12. Comments and Complaints

We will encourage customer comments regarding our services and maintain clear, transparent, fair and sensitive procedures for dealing with complaints. Comments and complaints are encouraged, in that customers are no longer required to formally write to the Council to complain. Instead, any form of communication is accepted as official, be it e-mailed, telephoned or face-to-face.

Members of the public who are dissatisfied with the behaviour or actions of Council staff, the extent or non-provision of a service, or the manner in which it is provided may use the Council’s complaints procedure.

We will undertake diversity monitoring of complaints and ensure that we have effective mechanisms for responding to complaints of a discriminatory nature.

13. Priorities

Within the broad heading of Equality and Diversity, priorities are needed in order to best target the Council’s resources. Our key priority is to ensure we meet our statutory duties under the Race Relations Amendment Act, Sex Discrimination Act, Equal Pay Act, Disability Discrimination Act and employment legislation. In addition, it is our duty to ensure that all our written policies are compliant with current legislation.

Herefordshire Council also recognises it has moral and social duties regarding all diversity strands, as well as income and geographic location.

⁵ Royal National Institute for the Blind

14. Responsibility for the Policy

- The overall responsibility for Diversity lies with the Leader of the Council. Within the Corporate Management Board, responsibility for Diversity is with the Director of Corporate & Customer Services.
- The Council's Diversity Group, chaired by the Director of Corporate & Customer Services, will oversee, monitor and ensure that the CEP action plan is delivered.
- Each Director and Head of Department has specific responsibilities to ensure the implementation of this Policy at Directorate, Departmental and Service level.
- All managers are responsible for ensuring that all aspects of their services comply with the Policy.
- All employees are required to ensure "integrity, equity and empathy" towards colleagues, service users and other members of the community in carrying out their duties.
- All employees should work towards the elimination of unlawful discrimination in the workplace in all aspects of service delivery.
- All employees have a duty to report instances of unfair discrimination to their managers at the earliest opportunity so that appropriate action can be taken to remedy a situation.
- The Council requires that those who provide services on its behalf, or organisations which are funded by the Council, ensure that their service provision and employment practices are consistent with the CEP.

15. Resources

Herefordshire Council is committed to mainstreaming the CEP into service planning and budgetary allocation.

The Council will provide specialist resources devoted to developing and monitoring the Policy.

16. Reviewing and Monitoring

The Corporate Diversity Team will review this Comprehensive Equality Policy each year and produce an annual report. They will also fully review the document every three years (or as otherwise required) to reflect the Council's objectives and current legislation. The next full review will take place in April 2010.

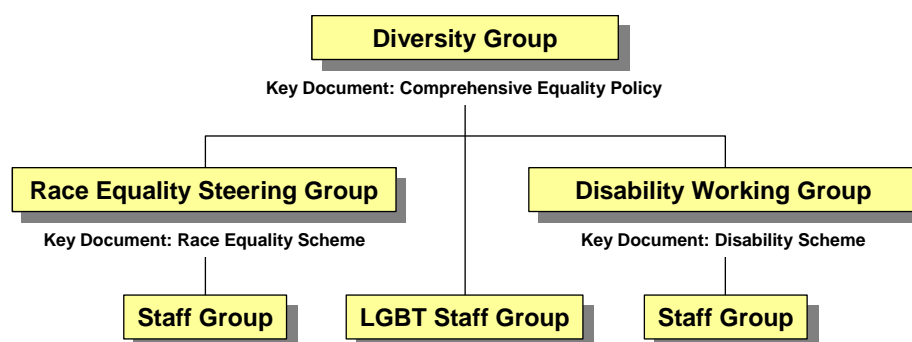
The Corporate Diversity Team will also monitor progress on the corporate and departmental targets set out in the CEP action plan.

Performance indicators will be included in the CEP, the Council's Corporate Plan (which is the Council's strategic Best Value Performance Plan) and its Annual Operating Plan.

Reviews will take into account the views of elected Members, employees, community and voluntary groups, and trade unions.

The CEP action plan will include quarterly performance review reports to the Corporate Management Board, Cabinet and Strategic Monitoring Committee.

17. Herefordshire Council Diversity Structure



17.1. The Diversity Group

The Diversity Group exists to ensure that the Council fulfils its statutory and other commitments in respect of diversity and equality of opportunity. It aims to promote and achieve equitable access for all regardless of race, religion or belief, disability, age, gender or sexual orientation, income or geographical location within the county. The group is led and chaired by the Director of Corporate & Customer Services, and members include officers from each Council Directorate.

17.2. Race Equality Steering Group

The Steering Group exists to ensure that the Council fulfils its statutory and other commitments in respect of race equality including monitoring the progress and developing the work on the Race Equality Scheme. Its remit extends to all the Council's functions, including its community leadership role, service development and as an employer. The Equality & Diversity Manager chairs this group.

17.3. Disability Working Group

The Disability Working Group exists to ensure that the Council fulfils its statutory and other commitments in respect of disabled people, including drawing up a Disability Equality Scheme. It is attended by at least one member of each Directorate, whose responsibility it is to ensure that the Council's commitments, policies, programmes and priorities are fulfilled in their field of operation. To this end, the individual members will be expected, in particular, to disseminate good practice within their Directorate. The Head of Commissioning and Improvement - Schools and Services, chairs this group.

17.4. Staff Groups

There are currently three Staff Groups in place, which help the Council push forward its work in race equality, disability, and LGBT issues. The objectives of the groups vary slightly from each other, but are predominantly as follows:

- To raise awareness and understanding of the various equality issues
- To act as a consultation forum
- To advise the Council on increasing equalities awareness and understanding
- To support and advise each other
- To share experiences and new ideas
- To work to develop a suitable forum to support those who have experienced prejudice and discrimination
- To act as ambassadors for service areas/directorates
- To raise issues from everyday experiences at work
- To promote community events and festivals

18. The Corporate Diversity Team

The Corporate Diversity Team was established in June 2005 to drive forward all issues of diversity and equality. They work closely with colleagues from all services areas across the authority.

Part of their remit is to address complaints or concerns on issues relating to both Council business and in the community. They support employees and members of the public who feel they have been treated unfairly, discriminated against, harassed or bullied. They also work proactively within the organisation and out in the community to initiate projects that will improve the quality of people's lives or raise awareness of important issues.

19. Promotion of the Council's Equality Ethos

19.1. Two Ticks Disability Symbol

Jobcentre Plus sponsors the Two Ticks symbol for use by employers who are "positive about disabled people", and Herefordshire Council has been approved to use it. It's a recognition that the employer has agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees. This includes a guarantee to interview disabled people if they meet the essential minimum criteria for the post. Organisations are reviewed each year by Jobcentre Plus to ensure that they remain committed to employing and retaining disabled people.

19.2. Stonewall Diversity Champions

In April 2007 the Council committed to joining the Diversity Champions programme run by Stonewall. This is a good practice forum for Lesbian Gay and Bisexual workplace issues. The programme brings together top employers from across the UK to promote diversity in the workplace. Stonewall publish an annual list of the top 100 gay friendly employers – 23 of which are local authorities. Herefordshire Council intends to apply for a place on this list in 2008.

20. Appendix 1: Definitions

Equality **Attributing the same value rights or status, equal, sameness**

Diversity **Variety, different, mixed and varied**

Equity **Fairness and impartiality**

Racism (*as defined in the Steven Lawrence enquiry*)

“Racism in general terms consists of conduct or words or practices which disadvantage or advantage people because of their colour, culture or origin.”

Institutional Racism

“The collective failure of an organisation to provide an effective and professional service to people because of their race. It can be seen or detected in process, attitudes and behaviour which amount to unfair discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping which unfairly disadvantages or advantages people”.

Unfair Discrimination

“Unfair discrimination consists of conduct or words or practices which disadvantages or advantages people because of their colour, culture or ethnic origin, nationality, religious belief, gender, disability, sexual orientation, age, geographical location or other status”.

The Council's definition of discrimination includes direct and indirect forms of unfair discrimination.

Direct (unfair) Discrimination - occurs when a person is treated less favourably or more favourably than others would be, on grounds that are not justifiable, such as race, gender, disability or other status. In employment this can be when an individual is denied access to a position or a promotion or staff development opportunities on the basis of race, gender, marital status, or disability.

Indirect (unfair) Discrimination - occurs when treatment appears to be fair (eg. the requirement is applied to everybody equally), but that results in an unjustifiable adverse impact upon an individual/group. In employment this can mean criteria for access to jobs and/or training are set in a way that discourages or prevents suitable applicants and/or participants.

Victimisation occurs when an employer treats an employee less favourably than other employees because he or she has brought proceedings or given evidence or information under the Sex Discrimination or Race Relations Acts or invoked the Grievance Procedure in relation to an incident of discrimination or harassment.

Discriminatory Incident

“An incident of discrimination is any incident which is perceived to be discriminatory by the victim or any other person”.

Equal Opportunities

“The promotion of policies and practices aimed at ensuring everyone in an organisation has the same chances and opportunities. Equal opportunities promotes equality of access to employment and services for everyone”.

Harassment and Bullying

Can be verbal/non-verbal, physical or psychological and can be experienced by both men and women. Harassment includes acts of unfair discrimination on grounds of age, religion, disability, gender, marital status, sexual orientation, race, colour, nationality, ethnic or national origins. What appears acceptable to one person might not be so to another. People experiencing such incidents are often far more adversely affected than the harasser/bully thinks. Their work and health may suffer. The effect is the key consideration rather than the intention.

21. Appendix 2: Key Statistics of Herefordshire's Resident Population

a) Ethnicity of Resident Population, 2004

Percentage of residents in ethnic group:	%
White: British	96.5%
White: Irish	0.5%
White: Other	1.3%
Mixed	0.6%
Asian or Asian British	0.5%
Black or Black British	0.3%
Chinese	0.2%
Other ethnic group	0.2%
Any group other than White British (ie. 'BME')	3.5%

Source: ONS experimental population estimates by ethnic group © Crown copyright 2006

Comparable data is available for mid-2001, 2002 and 2003.

It should be noted that all population estimates are based on the concept of 'usual residence', and define a 'migrant' as someone who intends to stay in the UK for at least a year. Therefore short-term migrants (such as seasonal workers) will not be included in any estimates of resident population, or any estimates of the ethnic composition of the resident population.

Also note that the age profiles of different ethnic groups may be very different to the age profile of the total population, therefore certain services may be more or less relevant to certain groups.

b) Religion of Resident Population, 2001 Census

Percentage of people stating religion as:	%
Christian	79.01%
Buddhist	0.20%
Hindu	0.06%
Jewish	0.07%
Muslim	0.10%
Sikh	0.04%
Other religions	0.26%
No religion	12.55%
Religion not stated	7.71%

Source: 2001 Census © Crown copyright

c) Gender, 2005

Proportion of resident population who are:	%
Male	48.8%
Female	51.2%

Source: ONS mid-year estimate of population © Crown copyright

These are the only gender categories for which information is available. This data is updated every September (for the previous calendar year).

Key data, for example age, earnings, employment, is available by male and females.

d) Sexual Orientation

According to the 2001 Census, there are 176 persons living in same-sex couples (ie. two people of the same sex identifying the other as partner). This equates to 0.1% of all persons aged 16 and over living in households. This is all the information currently available.

e) Disability

No data exists on the number of disabled people. The best alternative is the number of people stating that they have a limiting long-term illness or LLTI (ie. a long-term illness, health problem or disability which limits daily activities or work). According to the 2001 Census, 17.9% of the resident population have an LLTI.

f) Age Structure of Resident Population, 2005

Age Group	Number	%
0-14	30,400	17.0%
15-24	18,900	10.6%
25-44	43,500	24.3%
45-59	38,500	21.5%
60-74	30,200	16.9%
75+	17,300	9.7%
Total	178,800	100%

Source: ONS mid-year estimate © Crown copyright

These estimates are updated every September (for the previous calendar year). Other age groups are available. For current data and more detailed age groups see the Research Team's website: www.herefordshire.gov.uk/research.

g) Income

No reliable data exists on levels of income at a county level. Information is available on the earnings of people in full-time employment, but by definition this excludes those who aren't working, and any income from investments or pensions.

h) Proportion of Herefordshire Population Living in Income Deprived Households

Age	%
All Ages	9.7%
Aged under 16	14.3%
Aged 60 and over	10.5%

Source: Derived from the ODPM's Index of Multiple Deprivation, 2004

i) Geographical Distribution of Resident Population, 2004

Proportion of resident population living in:	%
Hereford City	31.5%
Leominster	6.3%
Ross-on-Wye	5.7%
Ledbury	5.2%
Bromyard	2.4%
Kington	1.5%
One of the 5 Market Towns	21.1%
Elsewhere in County	47.4%

Source: Herefordshire Council Research Team, mid-2004 ward & parish population estimates.

For further information contact Herefordshire Council Research Team:

E-mail: researchteam@herefordshire.gov.uk

Tel: 01432 260498

Website: www.herefordshire.gov.uk/research.

22. Appendix 3: Herefordshire Council Comprehensive Equality Policy (CEP) Action Plan 2007-2010

Introduction

The Comprehensive Equality Policy (CEP) is the umbrella document that sets out the Council's commitment to achieving excellence and meeting its responsibilities to promote and implement equality when it is:

- Providing services
- Purchasing services
- Employing staff or
- Working in partnership with other organisations

The CEP provides the focus to ensure that the Council meets the criteria needed to reach Level 5 of the Equality Standard for Local Government by 2010.

This Action Plan is the document that sets out how we are going to achieve this. It is the action plan that brings all the strands of the diversity agenda together. It should be noted that the Race Equality Scheme (RES), the Gender Equality Scheme (GES) and the Disability Equality Scheme (DES) are sub-sections of the CEP and therefore their action plans sit as appendices to this Plan.

It should also be noted that both the RES and the DES are driven by single focus steering groups where performance and progress is monitored. These steering groups make reports to the Diversity Group, which has overall responsibility for progress on mainstreaming diversity issues through the Council, and achievement of the Equality Standard for Local Government.

This document sets out specific actions to achieve corporate objectives based on service need. It is a tool that will be used to monitor progress and report on levels of achievement. It will focus on ensuring that the Council has mechanisms, processes and procedures in place to achieve Level 5 of the Equality Standard.

The Equality Standard is split into four main areas, and this action plan has been designed to reflect this:

1. Leadership and Corporate Commitment
2. Consultation, Community Development and Scrutiny
3. Service Delivery and Customer Care
4. Employment and Training

Key

BV: Best Value
BVPI: Best Value Performance Indicators
CDT: Corporate Diversity Team
CEP: Comprehensive Equality Policy
DES: Disability Equality Scheme
EIA: Equality Impact Assessment
HCS: Herefordshire Community Strategy
HEP: Herefordshire Equality Partnership
HR: Human Resources
IPR: Improvement Performance Review
GES: Gender Equality Scheme
GOWM: Government Office West Midlands
LAA: Local Area Agreement
LGBT: Lesbian, Gay, Bisexual, Transgender
RES: Race Equality Scheme

A shaded area means Commitment completed

Commitments shown in red are performance indicators that are reported externally.

Commitments	Lead Officer	Evidence	Target/Date	Cross-ref to other documents for specific action
1. Leadership & Corporate Commitment				
1.1. BV 2b: The level of the Equality Standard for Local Government reached	Carol Trachonitis	Internal audit and external verification by IDEA	Level 3 March 2008 Level 4 March 2009 Level 5 March 2010	IPR
1.2. BV 174: The number of racial incidents reported to the Local Authority and subsequently reported, per 100,000 population	Carol Trachonitis/ Neville Meredith	IPR/BVPI		IPR
1.3. BV 175: The percentage of racial incidents reported to the local authority that resulted in further action	Carol Trachonitis/ Neville Meredith	IPR/BVPI	100%	IPR
1.4. Ensure that all equality schemes are reviewed and implemented (RES, GES, DES)	CDT and diversity groups	New schemes published. Actions implemented.	RES – March 2008 DES – Dec 2009 GES – March 2010	RES, DES, GES
1.5. Monitor and assess use of EIA action plans in directorate service planning	Performance Managers	Action plans in all service plans. Evidence of changes to service delivery documented	Service planning cycle service plans 2008/09	Performance planning framework Service and Directorate Plans. Central list/database of EIAs
2. Consultation, Community Development & Scrutiny				
2.1. HCS 63: Percentage of adult residents who feel that Herefordshire is a place where people from different backgrounds get on well together	HEP	Customer satisfaction survey	March 08	Community Strategy LAA

Commitments	Lead Officer	Evidence	Target/Date	Cross-ref to other documents for specific action
2.2. HCS 87: The percentage of people who feel that people in their area treat them with respect and consideration	HEP	Customer satisfaction survey	March 08	Community Strategy LAA
2.3. Develop a consultation group specifically to support the diversity agenda (Herefordshire 100)	Martin Heuter	Groups set up and consulted on	October 2007	Consultation Strategy
3. Service Delivery & Customer Care				
3.1. BV 2b: The quality of the authority's Race Equality Scheme and improvement	Neville Meredith	Review and re-written	April 2008	RES, IPR
3.2. Ensure that equality policy and objectives are incorporated in "partnership" and procurement arrangements	Dean Hogan	Equality clauses written into contracts	April 2008	Corporate Procurement Strategy
3.3. Ensure planned programme of service area impact assessments are carried out	Carol Trachonitis	EIAs carried out and action plans developed	Rolling programme 2007/09	Service plans/local databases
3.4. Ensure that planned agreed service area equality targets and objectives are incorporated into service plans	Carol Trachonitis/ Performance Managers	Directorate and Service plan action plans	2008/09	Performance management framework. Directorate and Service Plans
3.5. Ensure that each service area has approved and established monitoring and information systems in place	Connects/ Performance Managers	Central/local database and associated reporting system?	C&YP March 08 A&CS March 08 HR March 08	EIA guidance document
4. Employment & Training				
4.1. % top paid 5% of wage earners that are female	Amanda Attfield/ Richard Beavan-Pearson	BVPI/IPR	2007/10	Pay & Workforce Dev Strategy, IPR

Commitments	Lead Officer	Evidence	Target/Date	Cross-ref to other documents for specific action
4.2. % top paid 5% of wage earners with a disability	Amanda Attfield/ Richard Beavan-Pearson	BVPI/IPR	2007/10	Pay & Workforce Dev Strategy, IPR
4.3. % employees with a disability	Amanda Attfield/ Richard Beavan-Pearson	BVPI/IPR	2007/10	Pay & Workforce Dev Strategy, IPR
4.4. % employees from ethnic minority community	Amanda Attfield/ Richard Beavan-Pearson	BVPI/IPR	2007/10	Pay & Workforce Dev Strategy, IPR
4.5. Review personnel information systems for monitoring including supporting the Council's statutory ethnic monitoring duties	Amanda Attfield/ Richard Beavan-Pearson	Accurate data produced	March 08	Pay & Workforce Dev Strategy
4.6. Develop a programme of equality training to support the CEP and service area objectives. Ensure that the training programme is consistent with the Council's equality schemes	Liz Wallace	Equality training incorporated into induction process / management competencies.	Dec 07	Pay & Workforce Dev Strategy, DES, RES, GES
5. Tension Monitoring				
5.1. Monthly returns to GOWM through the HEP	CDT	Monthly return	25 th of each month	
5.2. Support any interventions as deemed necessary	CDT/HEP	Minutes of HEP meeting		

Commitments	Lead Officer	Evidence	Target/Date	Cross-ref to other documents for specific action
6. Community/Social Cohesion				
6.1. Develop, promote and host events to encourage social cohesion across all strands of diversity	CDT	Support given to a number of events eg. LGBT History Month, International Day of Disabled Persons, Black History Month, Holocaust Memorial Day	Minimum of 3 events each year	DES, RES, GES
6.2. Develop an Equalities Forum	Neville Meredith	Event hosted	March 2008	