



COMMUNITY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 15th July 2010

Title: Comprehensive Equality Scheme

Report of: Policy & Performance Manager

Report reference: PPP 29/10

Summary:

The report provides the Panel with the draft Comprehensive Equality Scheme (2010). The Scheme has been developed to ensure the Council is well placed to comply with the duties of The Equality Act (2010), to take the opportunity to reinvigorate our approach to equalities and to help meet the requirements of the 'Achieving' level of the Equality Framework for Local Government. The Scheme replaces three existing equality policies that dealt with gender, race and disabilities and the Equality and Diversity Policy.

Questions for / input required from Overview and Scrutiny:

- Consider and comment upon the presentation and content of the draft Comprehensive Equality Scheme with a view to promoting equality of opportunity in all of the Council's functions.
- Consider how the Comprehensive Equality Scheme, in defining the approach of the Council, supports the implementation of the Corporate Plan.

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION

The Comprehensive Equality Scheme summarises the Council's overall approach to seven equality strands (disability, race, gender, sexuality, ethnicity, age and religion) and how it plans to meet both their general and specific duties. The Council's previous equality schemes were first produced in 2007 and revised in 2008.

Key stakeholders, employees and members of the public have all been consulted and have been invited to table any questions regarding the Scheme at this Panel.

As well as this important policy development, progress has continued against the Equality Framework for Local Government. In particular, the countywide approach through the 'Achieving Equality Project'.

2. FUTURE STAGES IN THE IMPLEMENTATION OF THE COMPREHENSIVE EQUALITY SCHEME

Following the approval of the scheme, it will be published on the Council's website and a small number will be made available in hard copy. It is proposed that the authority will have different versions of the Comprehensive Equality Scheme, as appropriate to the audience:

- A full Comprehensive Equality Scheme, which complies with legislation. (Appendix 1).
- A shorter, summarised version of the Comprehensive Equality Scheme.
- An A4 or A5 leaflet summary of the Comprehensive Equality Scheme.

Implementation of the actions will be overseen by the Council's Corporate Equality Group as part of their role in delivering the Corporate Equality Action Plan and moving towards the 'Achieving' level of Equality Framework for Local Government. The scheme will be reviewed annually as part of the Annual Equality and Diversity Report. In addition Community Overview and Scrutiny Panel have already requested a 6 monthly report on the progress of the scheme's delivery and action plan.

Consultation to date:

- Corporate Equality Group
- Members of the Achieving Equality in Cumbria Project
- Members of the Achieving Equality in Cumbria Working Group
- Consortium (AWAZ, OutReach Cumbria, Cumbria Disability Network)
- Senior Management Team
- Key partners and stakeholders
- City Council Employees
- The Public (via the City Council Website)

3. EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT

As a Level 2 authority, we would be currently be classed as 'Developing' in the new framework with 'Achieving' being Level 3 and 'Excellent' being Levels 4 and 5.

The launch of the 'Achieving Equality Project' has provided two full-time officers funded through the Cumbria Improvement & Efficiency Partnership to assist the district councils in reaching 'Achieving', by external assessment, by autumn 2010.

4. EQUALITY BILL

The Bill attempts to both rationalise the legislation and increase its remit. In this way it serves as a useful 'heads-up' to review and streamline our own policy framework relating to equalities. The Bill has been passed in Parliament and most of the contents are intended to come into force from autumn 2010, with the public sector duties in force from April 2011.

It is our intention to deliver the improvements specified in the assessment report through the new Comprehensive Equality Scheme. In this way officers and members will be involved in the scheme and see its role in driving further improvement as we continue to work through the Equality Framework for Local Government. The Comprehensive Equality Scheme is the best vehicle to deliver these improvements.

5. IMPLICATIONS

- Staffing: Equality & Diversity continues to be embedded within a cycle of Equality Impact Assessments.
- Financial: The new investment in the Equalities Module for GovMetric software will further enhance our monitoring work. Printing expenditure and implementation of the scheme and plan will be funded from existing budgets. Any further developments or initiatives arising will be funded from within existing directorate budgets.
- Legal: The Council is required to publish a Comprehensive Equality Scheme under The Equality Act 2010.
- Corporate: The Comprehensive Equality Scheme forms part of the ongoing development of the policy framework. The Equality Framework for Local Government forms part of the performance of the Authority.
- Risk Management: The general duty is enforceable by judicial review. Any person or body affected by a failure to comply with the general duty by a public authority may take action through judicial review proceeding. Failure to comply exposes the Council to financial and reputational risk.
- Equality and Diversity: Topic of the report.
- Environmental: Identified through the ongoing impact assessments.
- Crime and Disorder: These related issues will be considered in the Carlisle and Eden Crime and Disorder Reduction Partnership (CDRP) Strategic Assessment and Partnership Plan. The working relationships ensure that the Corporate Equality Group can influence the CDRP and vice versa.
- Impact on Customers: The scheme will help the Council develop its services with the community and improve customer satisfaction by tailoring services to meet these needs. This should enable the Council to achieve better quality services and target resources more effectively. A number of indicators in the Place Survey (carried out every 2 years), measures how well people get on together and if people feel they belong to their neighbourhood.

Comprehensive Equality Scheme

Carlisle City Council

Table of Contents

Introduction	2
Our Commitment to Equality and Diversity	2
Implementing the Scheme: Delivering on Equality	4
Our Scheme on Equality for People with Disabilities (Disability Equality Scheme)	13
Our Scheme on Race Equality (Race Equality Scheme)	16
Our Scheme on Gender Equality	18
Our Scheme on Equality for Lesbian, Gay, Bisexual People	20
Our Scheme on Equality for People of all Religions and Beliefs	21
Our Scheme on Equality for People of All Ages	22
Socio-Economic Duty and Rurality	23
Appendix 1: Summary of Equality Legislation	24
Appendix 2: Actions from mock EFLG assessment December 2009	27

Introduction

This document sets out how the Council intends to promote equality of opportunity in all of its functions. The Scheme has been produced to reflect our ongoing commitment to equality of opportunity for all and to help the Council progress through the Government's Equality Framework for Local Government (the Framework).

The Scheme is a means to mitigate the institutional processes that lead to discrimination. By adopting the Scheme, Carlisle City Council will mainstream issues of equality and diversity into service delivery, procurement and employment for all aspects of our work. We are committed to providing equal access to services and employment for all people living in the District.

The Scheme is about long-term, continuous improvement, and for this reason responsibility for implementing the Scheme lies with all of the Council's elected members and officers. Our Scheme recognises the crucial importance of ensuring that the principles of equality and diversity inform key decision-making at every level within the Council.

Our Commitment to Equality and Diversity

Carlisle is home to a wide range of people who make different and valuable contributions to life in the area. These identifiable groups include people from different socio-economic back grounds, people with disabilities, men/women, , religions and faiths, black and minority ethnic (BME) backgrounds, lesbians, gay men, bisexual and transgender people.

The Council acknowledges that some people in the District may face discrimination every day because of their socio-economic status, race, gender, age, disability, sexual orientation and other issues. Through disadvantage, discrimination and prejudice people are denied opportunity, find access to services more difficult, and therefore suffer inequality.

Carlisle City Council believes that everyone should be treated fairly and with respect. The commitment is to recognise and understand the differences without creating an advantage of one group over another. The Council made its commitment in its first Equality and Diversity Policy adopted by Full Council in February 2007. In the following year, 2007/08, the Council adopted three updated equality schemes (Gender, Disability and Race). This Scheme continues the work to improve the quality of life for everyone in the District, regardless of race, gender, age, disability, sexual orientation, religious belief or socio-economic status.

The Council has a responsibility to challenge unfair discrimination, wherever it happens, and is committed to doing so. We will work toward ensuring that people are not discriminated against on the grounds of disability, gender, race, colour, national or ethnic origin, religion, belief, culture, age, sexual orientation or socio-economic status. In doing so we recognise that individuals do not fit neatly into categories and that some people may be affected by more than one form of discrimination.

Our commitment applies whether the Council is acting as an employer, a service provider, or as a purchaser to other organisations.

This Comprehensive Equality Scheme has been developed to recognise and value the diversity that exists in the District, and is based on principles of mutual respect, fairness and social inclusion. The aim of the Scheme is to help promote the ideals of proportionality, accessibility and equality in everything we do. Specific schemes relating to race, age, gender, disability and sexual orientation form a part of this comprehensive scheme.

The countywide Anti-Poverty Strategy and the approach to Equality Impact Assessment (EIA) help to identify and ameliorate inequalities relating to socio-economic status and financial exclusion.

The Law

The law rightly protects people from unfair discrimination on the grounds of race or ethnic origin; nationality; religious belief; gender; disability, age and sexual orientation. In some cases this protection currently applies only to issues around employment; but in others it applies more widely, including the areas of social protection, education and access to goods and services.

This means we must build equal opportunity into our everyday business, policy-making, service delivery, procurement, employment practice and other roles. This Scheme explains how we intend to meet our obligations and responsibilities under the range of legislation (summarised in Appendix 1). Carlisle City Council is leading by example and will continue to champion equal opportunities in Carlisle.

The Equality Framework for Local Government

The Equality Framework for Local Government (EFLG) builds on and develops the work councils have done on the Equality Standard for Local Government (ESLG). It contains many new features, is simpler to use and more relevant to the way local authorities work today. The Framework recognises that equality cannot be achieved overnight and sets out three levels of improvement:

Developing —————> Achieving —————> Excellent

Although there are three distinguished levels of achievement, in fact it is best thought of as a process of continuous improvement. At each level authorities will be able to self-assess against five performance areas. The individual level sections set out the characteristics of an authority at each stage and then set out key actions and examples of evidence of performance against each action.

The five areas of performance are:

- Knowing your communities and equality mapping
- Place shaping, leadership, partnership and organisational commitment
- Community engagement and satisfaction
- Responsive services and customer care
- A modern and diverse workforce.

As of December 2009, we are in between Developing and Achieving and can evidence the majority of the Achieving criteria.

Implementing the Scheme: Delivering on Equality

Putting Policy into Practice

We believe that people deserve services that meet their different needs, so we will look for ways to increase the flexibility of the services we provide so that they are more responsive and inclusive.

Our Comprehensive Equality Scheme is a public commitment that we will:

- Make sure that all policies and service plans reflect the principles of equal opportunities;
- Monitor activity in relation to equal opportunities, and publish the results;
- Identify policies that impact on equality, and ensure that they comply with the law and good practice;
- Raise awareness of our equality policies and the law for all staff and councillors;
- Insist that our partners, suppliers and contractors are committed to equal opportunities.

By adopting the Scheme we have promised to review and challenge our ways of working.

- We will consult local people about their needs and adapt services based upon a needs assessment. This means talking and listening to everyone in the community, not only those who regularly use our services or actively offer their views;
- Review the way we publicise our services, to reach people not already using them;
- Provide information on request in other formats or languages;
- Understand the diversity of our workforce and the diversity of the wider District's population;

Embedding

The Council will develop an effective and appropriate approach. We will ensure our approach to equality and diversity issues are incorporated into service planning and delivery activities and so become part of the norm.

Learning and development opportunities will be provided for employees and elected members to enable them to fulfil the organisation's commitment to equality.

Scope

Our Equality Scheme applies to:

- Users of our services and visitors to our sites
- Councillors
- Employees
- Volunteers
- Contractors, sub-contractors and partners

Our individual and collective responsibilities

The Chief Executive is responsible for making sure our equality schemes are applied consistently throughout the Council.

The Executive Committee makes decisions in line with the Council's policies and budget. These decisions must always be informed with an assessment of impacts on equality and diversity and by a commitment to promoting equality and diversity through comprehensive Equality Impact Assessments (EIA).

To be effective, our equality and diversity schemes must be translated into actions with specific outcomes (see Appendix 2). Senior management are responsible for making sure that departmental procedures, practices and service plans deliver the required outcomes. All departmental procedures, practices and service plans should reflect the principals of equality of opportunity, and should include equality objectives. These objectives will have a clear timetable and specify who is responsible for action.

We expect all staff to show commitment to ensuring that the Comprehensive Equality Scheme is implemented at departmental and service delivery levels, and to abide by the principles of equal opportunity and dignity and respect policy in the performance of their duties.

Equality and Diversity Action Plan

The aims of this scheme will be progressed through the Equality and Diversity Action Plan. The Action Plan will encompass service delivery and employment issues, contain specific, measurable and achievable targets, and will identify the resources required to deliver the objectives.

The Equality and Diversity Action Plan will focus on three levels of activity:

- **Implementing equal opportunities monitoring of mainstream activity:** Developing a basket of indicators, success measures and targets (to be identified), and an information system that supplies the Corporate Equality Group with regular monitoring information, in order to be able to review the success of equal opportunities scheme initiatives that have been implemented.
- **Working towards embedding equality and diversity by establishing departmental and service area groups:** embedding in the Council is acknowledged as a long-term goal. Given this, it will be necessary in some situations to provide more than a monitoring function to specific departments or service areas in order to achieve change and reduce discrimination. The Corporate Equality Group will provide co-ordination, support and direction.
- **Commissioning work on crosscutting issues:** There will be some priorities that do not sit appropriately in any one part of the organisation. When this is identified the Corporate Equality Group will commission individual time-limited projects to address those issues.

Targets and Monitoring

We recognise that working towards equality and diversity involves setting specific measurable and realistic targets. We will use Local and National Performance Indicators and locally agreed targets to help assess our progress. These targets will be set by us each year and reviewed regularly.

The Corporate Equality Group will be responsible for monitoring the Action Plans and general compliance with statutory duties. Progress will be reported to Senior Management Team, the Executive Committee and the Overview and Scrutiny Committees through an annual report.

Publication of the results of assessments and monitoring

We will publish reports on our progress in improving equality and diversity practice through the Comprehensive Equality Scheme. Reports will be published on the Council's public website and for staff on our internal Intranet site.

The targets and the results of monitoring and any subsequent actions will also be published and will be made available to the public. Future results of the EIAs (see Appendix 2) and of the results of monitoring will be reflected in future updates to the Comprehensive Equality Scheme. This report will provide a six monthly update on the Scheme for Senior Management Team, the Executive and the Overview and Scrutiny Panel.

Consultation and Community Engagement

To successfully tackle inequality, the Council recognises that it needs to gain the trust and confidence of those it is seeking to work with and serve, both now and in the future.

The Council is committed to listening to people's views and to working with communities as an essential part of informed decision-making, and we use a variety of methods to gather the views of local people. We recognise that a targeted approach may be required to engage successfully with some members of local communities, to ensure that their views are properly taken into account. Our policies for ensuring that consultation reaches the broadest possible range of people are identified in our Consultation Policy, which is available by emailing policy@carlisle.gov.uk or in hard copy on request.

The low proportion of people from black and minority ethnic backgrounds living within the District means that we must take particular care in using the most appropriate means for seeking their views. We will engage with representative and liaison groups. We will continue to engage with groups representing disabled people, people from ethnic minorities, lesbians, gay, bisexual and transgender people; and we will encourage these groups to work with us to improve our services.

Equality Impact Assessments

The Race Relations (Amendment) Act 2000, the Disability Discrimination Act 2005 and the Employment Equality Regulations 2003 place statutory duties on all public authorities to assess the impact of their work on race equality, equality for people with disabilities and gender equality respectively.

To reflect the Council's commitment to continual improvement of its equality and diversity practise, we have adopted a broadly based approach to the assessment of our functions, policies and procedures in order to fulfil these duties. We will consider the impact and potential impact of our work on the promotion of equal opportunities for everyone, regardless of race, gender, age, disability, sexual orientation or religious belief. These EIAs will include appropriate consideration of the impact on race equality and equality for people with disabilities, thereby meeting our statutory duties for impact assessment.

The Council will prioritise for assessment those key decisions and activities that have the greatest potential impact on equality of opportunities. Functions will be subject to a rigorous impact assessment in order to identify any areas of adverse impact and any areas of potential for a positive impact, following a schedule based on the level of priority identified. This schedule forms part of the Equalities and Diversity Action Plan, and monitoring the implementation of EIAs is therefore the responsibility of both the Corporate Equality Group and the Community Overview and Scrutiny Panel.

In addition to existing policies and functions, the Council will perform an EIA of any new policy, service or function before it is introduced or adopted. Any significant change to an existing policy, service or function must also be subject to an EIA before its introduction, even where the existing policy, service or function has already been subject to an assessment.

Where an adverse impact is identified, or where potential for positive impact is not being considered, the service provider will identify specific corrective actions. This impact assessment exercise will lead to the production of actions to take forward the most important activities for the promotion of equal opportunities.

Positive Images and Language

We will ensure that our communications and publications use images and language that help to promote equality of opportunity and good community relations.

Employment

Our workforce should reflect the diversity of the population of the District. We will achieve this by positively encouraging applications from those sections of the community that are currently under-represented in our workforce. As a major employer, we will aim to be a positive example of good practice to other employers in the District and Cumbria.

A workforce profile is in the process of being produced and will be updated annually in the future. It will show the trends in employment within the Council and highlight any issues around diversity.

A number of annual local performance indicators relating to workforce diversity form part of the annual performance report which is a public document and can be found on the Council's Website in the section on performance.

Recruitment and Selection

We will ensure that practices and procedures reflect current best practice and that person specifications contain only criteria that are necessary to perform the duties of the post. Where a particular group is under-represented in an area of work and there is evidence of discrimination positive action may be taken.

The Council's Recruitment and Selection Policies contain further information. Job application diversity statistics and charts are produced annually and published on the Council's Website:

http://www.carlisle.gov.uk/council_and_democracy/equality_and_diversity.aspx

Learning, Development and Information Resources

We recognise the need to develop and/or implement awareness programmes on all aspects of Equality, from raising basic awareness, to a more detailed knowledge of equal opportunities policy and practice. Appropriate training is required at all levels of the organisation. This requirement will be incorporated into member and officer learning and development plans

We will ensure that all employees and councillors have the competence necessary to ensure that this Scheme is translated into positive action.

We will provide basic awareness for all employees and councillors on equality and diversity issues and in the requirements of equalities legislation described in Appendix 1.

We will regularly undertake a needs analysis to establish the ongoing requirements for and feasibility of:

- Training councillors and managers on good practice in recruitment, selection, induction, performance review and employee welfare
- Training councillors and employees on preventing and challenging discrimination, harassment and prejudice.

We will provide appropriate learning and/or information resources to ensure that all employees and councillors understand and fulfil the organisation's commitment to equality.

Service Delivery

We are committed to providing services that are responsive and accessible to all. People who use our services are entitled to do so free from discrimination and harassment.

Managing service delivery is about providing appropriate services, according to need, for everyone in the District. We believe that a modern service will recognise the

diversity of its customers and act to ensure that individual needs are met proportionally through reasonable adjustments to services.

We will continue to develop our services and ensure that they are accessible to customers with disabilities, customers who use other languages and those who might otherwise find it difficult to access them. This means that we are committed to making information about our services accessible by:

- using “Plain English” (language that an English speaking audience can understand and act upon from a single reading)
- providing appropriate translation and interpretation for non-English speakers on request
- providing appropriate options for people with disabilities

Employees and any other people providing Council services to the public are entitled to be treated fairly and with respect. Where they face discrimination or harassment from service users, the Council will take appropriate action to prevent this happening again. This action may ultimately include the withdrawal of the service.

Service users do not have the right to unreasonably refuse service from particular employees or service providers on the grounds of gender and do not have the right under any circumstances to refuse service from particular employees or service providers on the grounds of disability, race, colour, ethnic origin, religion, belief, culture, nationality, national origin, age or sexual orientation.

Through our participation in the Local Strategic Partnership, the Council will seek to ensure that tackling discrimination is included in any plans to improve services in local neighbourhoods.

Procurement, Commissioning and Partnerships

We will take account of equality and diversity when selecting contractors, evaluating their ability to deliver services and monitoring their performance.

Our partners and sub-contractors will be expected to meet their duties under the equality legislative framework (Appendix 1). Our partners and sub-contractors will be supported within the principles of our Comprehensive Equality Scheme in all joint ventures and agreements.

The Procurement Strategy is available to view on the City Council website: http://www.carlisle.gov.uk/business/corporate_procurement/how_is_procurement_delivered.aspx

Publications and information

Our Comprehensive Equality Scheme is publicly available on our Internet website and in hardcopy on request. We will meet any reasonable requests to provide copies in other languages or alternative formats.

We are committed to making information about the Council and our services accessible by:

- using “Plain English” (language that an English speaking audience can understand and act upon from a single reading)
- providing appropriate translation and interpretation for non-English speakers
- providing appropriate options for people with disabilities

The results of monitoring, assessments and consultations will be published at least annually on the website and will be available in hardcopy on request.

Sanctions

Members, managers, and employees need to make sure that the commitments within this scheme are translated into action.

All staff are expected to abide by the dignity and respect policy in the performance of their work and not doing so may lead to disciplinary action. The following actions by employees of the Council may be disciplinary offences:

- Discriminating against fellow employees, job applicants or service users on grounds that cannot be justified
- Persuading, or trying to persuade, other people to discriminate unfairly
- Harassment or bullying of any kind
- Victimising someone who has made an allegation of discrimination or who has given information about discrimination

These matters will be addressed through the relevant disciplinary procedure. Similarly, our employees and any other people providing Council services to the public are entitled to be treated fairly and with respect. Where they face discrimination or harassment from service users, the Council will take action to stop this happening again. In some circumstances this may include the withdrawal or refusal of the service.

Feedback, complaints and compliments

Questions and Feedback

Equality and diversity issues affect everyone, so it's important that we all understand the issues and are able to have our say. That's why we welcome feedback on our Equality Scheme; if you have any comments or questions about the policies and how they affect you, please email us at policy@carlisle.gov.uk or, if you prefer, send them to:

Policy
Carlisle City Council
Civic Centre
Rickergate
Carlisle CA3 8QG

We welcome constructive comments on our Comprehensive Equality Scheme and encourage any feedback, either positive or negative, that will help in our efforts to tackle all forms of unfair discrimination, inequality and injustice.

Complaints

Should you wish to complain about the way the Council operates or is meeting its duties with regard to any aspect of equal opportunities, then there is a formal complaints procedure to help you to do so.

Complaints can be made to the Council using a Complaint Form available from Civic Centre reception. A copy of the full complaints procedure will be issued with each Complaint Form.

The Complaint Form is also available to download from the Council's Internet website or you may submit your complaint online at:

http://www.carlisle.gov.uk/council_and_democracy/corporate_complaints.aspx

Alternatively you may telephone 01228 817000.

We will try to provide both the form and procedures in alternative formats or languages on request, and we will offer assistance to anyone who has difficulty using the existing form or procedures.

You may also wish to raise your complaint with one of your local Councillors.

We will investigate your complaint in a fair and equitable way to achieve a satisfactory solution to the problem. However, if this is not possible or if you are unhappy with the Council's procedure, you have the right to refer your complaint to the Local Government Ombudsman who may undertake an independent investigation on your behalf.

The Local Government Ombudsman is an independent person who investigates allegations of maladministration causing injustice to the person who has complained. The Ombudsman investigates complaints about most council matters including housing, planning, education, social services and council tax. The Ombudsman who deals with this Council is at:

Local Government Ombudsman
P O Box 4771
Coventry
CV04 0EH

Tel: 0300 061 0614
Fax: 024 7682 0001

Web site: www.lgo.org.uk

If you have an enquiry about the Local Government Ombudsman's service you can telephone their Advice line on 0845 602 1983.

Where to find out more

For information on the Equality Framework for Local Government visit the Improvement and Development Agency's website at www.idea.gov.uk

The Equality and Human Rights Commission is an excellent source of information and advice on equalities issues. Visit their website at:

www.equalityhumanrights.com

Or, if you are in England, you can telephone their helpline on 0845 604 6610 (or textphone 0845 604 6620).

Cumbria County Section also has an equality section on their website:

<http://www.cumbria.gov.uk/equalities/>

Cumbria Volunteer Service provides relevant useful information relating to third sector organisations:

<http://www.thirdsectorcumbria.org.uk/>

Carlisle City Council's own website also includes a useful library of online equality and diversity resources at:

http://www.carlisle.gov.uk/council_and_democracy/equality_and_diversity.aspx

Or, you can telephone the Policy and Performance Manager on 01228 817258 or email policy@carlisle.gov.uk

Our Scheme on Equality for People with Disabilities (Disability Equality Scheme)

Carlisle City Council is committed to eliminating discrimination against disabled people, attempting to remove the barriers which disabled people face in accessing services and encouraging disabled people's right to an independent life.

The Council's Scheme on Equality for People with Disabilities forms our **Disability Equality Scheme**, and has been adopted to help pursue these commitments, as well as to acknowledge and ensure compliance with our statutory duties as described in Appendix 1.

This document, to be read as an integral part of the Council's broader Comprehensive Equality Scheme, sets out how the Council intends to promote and deliver equality for disabled people in all its functions.

In carrying out all of its duties the Council will seek to ensure that people with disabilities are free from prejudice and discrimination in their everyday lives. To achieve this objective the Council will:

- review, on an ongoing basis, all policies, procedures and practices to ensure they comply with current and emerging legislation
- consider and take into account the specific needs of people with disabilities and their carers in planning and delivering services
- design, plan and provide services to enable people with disabilities to maximise the control over their own lives and to encourage their social and economic inclusion
- improve access to services and the built environment, utilising the experience, views, creativity and expertise of people with disabilities
- tackle barriers in the provision of joint services through effective partnership working
- where possible, make information available, on request, through a range of media and in a range of formats [including, where appropriate, the provision of materials in symbols, large print, Braille, British Sign Language video or audio description] and offer alternatives to verbal communication so that people with disabilities enjoy equal access to information and services
- handle sensitively allegations of discrimination and harassment providing appropriate support to the alleged victim(s) in accordance with organisational policy and procedure
- improve access to independent advocacy, self advocacy, legal and advice services to help people with disabilities take control over their own lives
- ensure that recruitment and selection is carried out in line not only with UK legislation, but also with the wording and spirit of this Scheme and national best practice;. Reasonable adjustments will be made so that applicants with disabilities and existing employees who are or become disabled are treated fairly and with proper consideration of their abilities
- make all reasonable efforts to help employees who are or become disabled remain in the Council's employment
- manage employees fairly and appropriately, ensuring there is no discrimination in terms of attitude, work allocations, promotion, development opportunities, conditions of employment or the work environment

- work, in consultation with disabled people, to find solutions to disability issues to meet needs and deliver best value for taxpayers and users of Council services
- ensure that all consultants, contractors, suppliers and partners are made aware of this Scheme and the expectation that their own policies will include as a minimum:
 - a commitment to equal opportunities
 - the name or position of the person responsible for the effective implementation of the Scheme.

Definition of Disability and the Social Model

One of the Council's goals is to challenge the view that the inequality faced by disabled people is down to their medical 'problems'. This medical model of disability has reinforced negative stereotypes sometimes held by non-disabled people, and thus supported discrimination against people with disabilities, by focussing only on what a person cannot do.

By contrast the social model of disability suggests that institutional barriers, negative attitudes and exclusion by society (deliberate or accidental) are what really defines who is disabled and who is not. It recognizes that while some people have physical, sensory, intellectual, or psychological variations, which may sometimes cause individual limitations or impairments, but these do not have to lead to disability unless society fails to take account of and include people regardless of these differences.

The social model of disability does not deny that some individual differences lead to individual limitations or impairments, but rather that these are not the cause of individuals being excluded. An example of some questions that illustrate the difference between the medical and social models of disability might be "Does your disability make it hard for you to use public transport?" compared to "Does inaccessible transport make it difficult for you to use public transport?" Or "Does your disability affect your ability to work?" compared to "Do you have problems at work due to the working environment, or the attitudes of others?"

The Disability Discrimination Act defines disability using the medical model - disabled people are defined as people with certain conditions, or certain limitations on their ability to carry out 'normal day-to-day activities, but the requirement for public bodies to produce a Disability Equality Scheme and make "reasonable adjustments" to our policies, practice and buildings, follows the social model.

The Disability Discrimination Act (DDA) states that a person has a disability "if he/she has a physical or mental impairment which has a substantial and long term adverse effect on his/her normal day to day activities".

Physical impairment includes sensory impairment but does not include:

- addiction to or dependency on alcohol, nicotine or any other substance (other than as a result of the substance being medically prescribed or diseases resulting from addictions);
- seasonal allergic rhinitis (e.g. hay fever), except where it aggravates the effect of another condition;
- tendency to set fires;
- tendency to steal;
- tendency to physical or sexual abuse of other persons;
- exhibitionism;

- voyeurism.

Disfigurements which consist of a tattoo (which has not been removed), non-medical body piercing, or something attached through such piercing, are to be treated as not having a substantial adverse effect on the person's ability to carry out normal day to day activities.

Mental Impairment is intended to cover a wide range of impairments relating to mental functioning, including what are often known as learning disabilities. However, the Act states that it does not include any impairment resulting from or consisting of a mental illness, unless that illness is a clinically well-recognised illness. A clinically well-recognised illness is one that is recognised by a respected body of medical opinion.

"Substantial" means that they are not minor or trivial, they must last or be expected to last longer than 12 months. They must affect day to day activities.

"Normal day-to-day activities" are activities that are carried out by most people on a fairly regular and frequent basis. The test of whether or not an impairment affects normal day-to-day activities is whether or not it affects one of the following broad categories of capacity:

- Mobility
- Manual dexterity
- Physical co-ordination
- Continence
- Ability to lift, carry or otherwise move everyday objects
- Speech, hearing or eyesight
- Memory or ability to concentrate, learn or understand
- Perception of the risk of physical danger

The Law specifically extends protection to cover people who have HIV infection, cancer and multiple sclerosis from the moment they are diagnosed.

Our Scheme on Race Equality (Race Equality Scheme)

Engaging with people from Black and Minority Ethnic (BME) groups presents particular challenges in the District, which has a relatively low proportion of BME residents; however the Council is committed to developing and implementing policies that will ensure equal and universal access to both services and employment.

This document, to be read as an integral part of the Council's broader Comprehensive Equality Scheme, sets out how the Council intends to promote and deliver race equality in all its functions.

Carlisle City Council is committed to eliminating discrimination against people on the grounds of race, colour, nationality, ethnic origin, and cultural background. It is also committed to the principles of individuality and diversity. The Council's Racial Equality Scheme forms our **Race Equality Scheme**, and has been adopted to help pursue these commitments, as well as to ensure compliance with the range of legislation detailed in Appendix 1.

The Council will afford equal access to employment and services and will not discriminate on the grounds of race, colour, nationality, ethnic origin, and cultural background. In order to achieve this objective, the Council will:

- Ensure that BME communities are involved in planning services, and that their specific needs are considered in consultation processes;
- give consideration to advertising and promoting services in the BME media and in areas with higher concentrations of BME people;
- make service users clearly aware that they do not have the right to refuse service from particular Council employees on racial grounds;
- monitor use of services by ethnicity to ensure equality of access, and use the data to develop services which are appropriate to the needs of the whole community;
- ensure that recruitment is carried out in line with not only with legislation, but also with the text and spirit of this Scheme, and national best practice;
- ensure that employees are given appropriate training in anti-racist practices and are made aware of their responsibility for the implementation of this Scheme;
- ensure that service users, employees, consultants, contractors, suppliers, and partners [including those in the voluntary and community sectors] are able to go about their daily business free from racial harassment and discrimination;
- handle allegations of racial discrimination and harassment with sensitivity, giving appropriate support to the alleged victim[s], in accordance with organisational policy and procedures
- manage employees fairly and appropriately, ensuring there is no discrimination on racial grounds in terms of work allocations, consultation and communication, development and training opportunities, employees appraisals, granting of leave, or grievance and disciplinary matters;
- ensure that all consultants, contractors, suppliers and partners are made aware of this Scheme and the expectation that their own policies will include as a minimum:
 - a commitment to equal opportunities
 - the name or position of the person responsible for the effective implementation of the Scheme.

Gypsy and Travellers in Carlisle

Despite being a small minority of the District's, and the UK's, Black and Minority Ethnic Population, Gypsy and Travellers experience a number of persistent equality gaps that are likely to take a generation or longer to resolve:

- Educational attainment: Nationally in 2007 16% of Irish Travellers achieved 5+ A*-C GCSE's or NVQ's and 14% Gypsy and Roma compared to the overall average of 59%. So the national evidence is that their educational attainment is the worst of any ethnic group.
- Health: A report carried out by University of Sheffield (2004) showed that Gypsy, Roma and Travellers were the most at risk group in relation to infant mortality and adults with long term health conditions.
- Fire risk: Gypsy, Roma and Traveller people are 16 times more likely to be a casualty in a fire than other any other group.
- Prejudice: The Cumbria Attitudes Survey in 2004 and 2007 showed that 39% of people surveyed admitted that they felt less positive towards Gypsy, Roma and Traveller groups than any other group. This was significantly greater than negative feelings to any other group.

These issues have led to local authorities developing specialist and targeted services. Often this leads to on-site provision of a range of services that can lead to a number of long-term drawbacks:

- Financial unsustainability given the small numbers against the cost of provision.
- Provision of a level of service that is not available to other sections of the community. This can lead to community cohesion problems.

To address these drawbacks Carlisle City Council and partners need to develop a long term approach that:

- Demonstrates a balance between the needs of Gypsy Travellers and value for money.
- Establishes a link between targeted activity and improved outcomes.
- Ensures that targeted activities are not creating a cycle of dependence on specialist services.
- Promotes equality and reduce any inequalities or perceived inequalities in service provision.
- Ensures the Council's statutory duties are observed.

Our Scheme on Gender Equality

Carlisle City Council is committed to eliminating sex discrimination and enabling women, men and transgender people to participate on an equal basis in social, cultural, political and economic life. It is also committed to the principles of individuality and diversity. In pursuing these commitments the Council acknowledges its statutory duties under a range of legislation detailed in Appendix 1.

The Council will ensure that in carrying out its duties, women, men and transgender people are protected from unlawful discrimination and treated equally. To help achieve this objective the Council will:

- encourage women, men and transgender people to participate equally in the decisions which affect their lives
- work in partnership to create safer environments for women, men and transgender people
- value life skills developed in the home and the community
- support employees in making personal choices about their parenting, caring and work roles
- where operationally viable, support and enable flexible working to help employees who wish to do so balance their lives inside and outside work
- ensure that female, male and Transgender workers have the same development and progression opportunities
- ensure that development and progression opportunities for part-time workers are the same as those for full-time workers
- ensure that women, men and transgender employees are paid the same for doing equal work and that the same service conditions apply
- ensure that employees are able to work in an environment that values them as individuals and is free from sexual harassment
- confront unlawful discrimination and promote sex equality through learning and development
- handle sensitively allegations of sexual discrimination and harassment providing appropriate support to the alleged victim(s) in accordance with organisational policy and procedures
- ensure that recruitment and selection is carried out in accordance with corporate standards and best practice.
- manage employees fairly and appropriately, ensuring there is no discrimination in terms of attitude, work allocations, promotion or other conditions of employment
- provide appropriate development opportunities to assist with the implementation of this Scheme and ensure that employees and elected members are aware of their individual responsibilities and the organisation's commitment
- ensure that all consultants, contractors, suppliers and partners are made aware of this Scheme and the expectation that their own policies will include as a minimum:
 - a commitment to equal opportunities
 - the name or position of the person responsible for the effective implementation of the Scheme.

Domestic Violence

Most of the information below is based on Cumbria county figures but to put it into perspective, the total annual cost of domestic violence in Carlisle is £78 million (based on the number of Carlisle cases going to the Multi Agency Risk Assessment Conference (MARAC) as a fraction of the total number of cases going to MARAC in Cumbria). This is over a third of the total cost for Cumbria.

In Cumbria as a whole the domestic violence is estimated to cost £59 million and the human and emotional costs of £170 million.

This is the equivalent to £469 per head per year. Domestic violence in Cumbria costs the Criminal Justice System £14 million of which the Police 4.9 million, Health Care £14 million, Social Services 2.28 million, Housing 1.58million and Civil and Legal £3.72 million. (Walby, 2004).

Incidence and prevalence of domestic violence/abuse

- There have been four domestic homicides in Cumbria in 2009 and one attempted murder. (none of these cases were known to the Independent Domestic Violence Advocacy Services or the Multi-Agency Domestic Violence processes).
- 45% of women and 26% of men had experienced at least one incident of domestic violence in their lifetime (Walby and Allen, 2004). This means that over 100,000 women in Cumbria will be a victim of this crime. However when there were more than 4 incidents (i.e. ongoing domestic violence or sexual abuse) 89% of victims were women.
- 70 % of domestic violence cases result in physical injury and this crime has the highest rate of repeat victimization.
- In Cumbria almost 40% of calls to the police related to domestic violence are repeat victims and domestic violence accounts for 14% of all violent crime.
- In 2009 in Cumbria there were almost 5000 incidents of Domestic Violence reported to the police.
- The Forced Marriage Unit received 5000 inquiries and handled approximately 400 cases in 2007, 167 of which involved repatriation to the UK.

The impact on the Children

- Over 1600 Children in Cumbria were identified by the police as having been present at domestic violence incidents last year.
- In 2008 462 Children were identified by the Multi-Agency Referral process as being in need of support.
- Recent surveys of young people have shown that 42% know girls who have been hit by their boyfriends and that 50% of young men and 33% of young women said it was OK to hit a woman or force her to have sex in some circumstances.
- 52% of child protection case conferences involve domestic violence. In a recent snap shop of 15 case conferences in Cumbria, 13 involved domestic abuse.

For these reasons tackling domestic violence is seen as a priority under the Council's duty to promote gender equality.

Our Scheme on Equality for Lesbian, Gay, Bisexual People

Carlisle City Council is committed to eliminating homophobic prejudice and discrimination, and to the principles of individuality and diversity. In pursuing these commitments the Council acknowledges its statutory duties under a range of legislation detailed in Appendix 1.

The Council will ensure that in carrying out its duties lesbian, gay and bisexual people are given equal and unprejudiced treatment. To achieve this objective the Council will:

- ensure that policies, procedures and practices are not based on the assumption that everyone is, or should be, heterosexual
- acknowledge same sex relationships and ensure that, wherever possible, partners have equal access to the services and benefits available to heterosexual couples
- encourage the participation of lesbian, gay and bisexual people in the decisions that affect their lives
- work with others to make communities safer and enable lesbian, gay, and bisexual people to live without prejudice or fear
- encourage a culture of openness about sexual orientation and ensure that lesbian, and bisexual employees have a safe and supportive environment in which to work
- ensure service users are aware that they do not have the right to refuse service from lesbian, gay, and bisexual employees
- ensure that recruitment and selection is carried out in accordance with Corporate standards and best practice
- provide appropriate development opportunities to assist with the implementation of this Scheme and ensure that employees and elected members are aware of their individual responsibilities and the organisation's commitment
- handle sensitively allegations of discrimination and harassment providing appropriate support to the alleged victim(s) in accordance with organisational policy and procedure
- manage employees fairly and appropriately, ensuring there is no discrimination in terms of attitude, work allocations, promotion or other conditions of employment
- provide information and guidance to managers and employees on gender reassignment as well as on general appropriate language and behaviour issues that may affect people who are lesbian, gay, bisexual or transgender
- ensure that all consultants, contractors, suppliers and partners are made aware of this Scheme and the expectation that their own policies will include as a minimum:
 - a commitment to equal opportunities
 - the name or position of the person responsible for the effective implementation of the Scheme.

Our Scheme on Equality for People of all Religions and Beliefs

Carlisle City Council is committed to eliminating discrimination against people because of their religion or belief. In pursuing these commitments the Council acknowledges its statutory duties under a range of legislation detailed in Appendix 1.

Carlisle City Council will afford equal access to employment and services and will not discriminate on the grounds of religion or belief. In order to achieve this objective, the Council will:

- ensure that Faith communities are involved in planning services and their specific needs considered in any consultation processes
- give consideration to advertising and promoting services in the Faith media
- ensure that recruitment and selection is carried out in accordance with Corporate standards and best practice
- ensure that service users, employees, consultants, contractors, suppliers, and partners [including those in the voluntary and community sectors] are able to go about their daily business free from harassment and religious discrimination;
- handle allegations of religious discrimination and harassment with sensitivity, giving appropriate support to the alleged victim[s], within the context of the normal Council policy and procedure;
- manage employees fairly and appropriately, ensuring there is no discrimination on religious grounds in terms of work allocations, consultation and communication, development and training opportunities, employees appraisals, granting of leave, or grievance and disciplinary matters;
- acknowledge and publicly recognise cultural and religious festivals and holidays across the Council so that leave is not unreasonably withheld from employees who may wish to celebrate them;
- ensure that all consultants, contractors, suppliers and partners are made aware of this Scheme and the expectation that their own policies will include as a minimum:
 - a commitment to equal opportunities
 - the name or position of the person responsible for the effective implementation of the Scheme.

Our Scheme on Equality for People of All Ages

Carlisle City Council is committed to eliminating age discrimination. We will do all we can to promote greater social inclusion for people of all ages and we will develop the right conditions for our employees of all ages to develop and contribute. In pursuing these commitments the Council acknowledges its statutory duties under a range of legislation detailed in Appendix 1. In order to achieve this objective, the Council will:

- include younger and older people in drawing up plans and making decisions.
- support younger people's and older people's interest groups and make special efforts to include hard to reach groups.
- provide services on the basis of need, regardless of age. Age will not be used as a criterion to restrict access to services.
- work with partners in other organisations to improve our effectiveness in promoting equality and valuing diversity.
- ensure that consultants, contractors, suppliers and partners are made aware of this Scheme and the expectation that their own policies will include as a minimum:
 - a commitment to equal opportunities
 - the name or position of the person responsible for the effective implementation of the Scheme.

The Council acknowledges that older and younger workers may face stereotyping with regard to their capabilities and prospects and we believe that age stereotypes diminish choice for individuals and lead to ineffective use of people in the organisation.

We acknowledge that age does not equate to physical or mental ability and is a poor predictor of performance, and consequently we reject the use of age as a deciding factor in employment decision making.

The Council will apply these principles to all employment policies, practices and decisions applied to the employees of the Council. This includes recruitment, election, training, promotion, reward, retirement, redundancy, transfer and career development.

Socio-Economic Duty and Rurality

On 8 January 2010 the Government published details about how the socio-economic duty, a key part of the Equality Bill, will transform the way public bodies work to narrow the gaps between rich and poor and make society fairer.

The socio-economic duty - clause one of the Equality Bill - sets out a new legal duty on key public bodies, including central government and local authorities, to ensure they consider the impact that their strategic decisions will have on narrowing socio-economic inequalities.

With the average life expectancy in the poorest areas of the country up to 13 years shorter than in the most affluent areas, the new socio-economic duty will require public bodies to consider how they will reduce the barriers that hold people back, block aspirations and prevent people fulfilling their potential.

Many central and local Government policies are already designed to tackle the corrosive effect of socio-economic disadvantage and to narrow the gaps between rich and poor. Policies such as the national minimum wage, Sure Start, tax credits, increased pensions, rising investment in education and the focus on health inequalities are just some measures that have made a real difference.

Socio-economic inequality is the central issue examined by the National Equality Panel, chaired by Professor John Hills. The Panel has examined how factors like who you are, your family background and where you live, shape outcomes such as how much money you earn and how long you live.

Formal guidance on the socio-economic duty will be published by the Government Equalities Office (GEO) this summer and this scheme will be updated accordingly.

Parts of the Carlisle District form some of most rural areas of the County and include many of the most sparsely populated locations in England. Carlisle City Council is committed to considering how the impact of all its decisions might affect rural areas. This process is often referred to as rural proofing. Carlisle City Council have identified Cumbria County Council's rural proofing as good practice. Further information can be found on the Cumbria County Council Website:
<http://www.cumbria.gov.uk/ruralmatters/ruralproofing.asp>

Appendix 1: Summary of Equality Legislation

Equality Strand	Legislation	Main duties on Local Authority	Scope
Gender	Equal Pay Act 1970 (Amended)	Gives individual employees a right to the same contractual pay and benefits as a person of the opposite sex in the same employment, where the man and woman are doing: like work; work rated as equivalent under a job evaluation study; or work that is of equal value.	Employment
	Sex Discrimination Act 1975	To prevent unlawful discrimination on the grounds of sex. Applies to sex discrimination in employment, education, and advertising or in the provision of goods, services or facilities.	Employment, provision of goods, services and facilities
	Employment Equality (Sex Discrimination) Regulations 2005	Introduces new definitions of indirect discrimination and harassment, explicitly prohibits discrimination on the grounds of pregnancy or maternity leave, sets out the extent to which it is discriminatory to pay a woman less than she would otherwise have been paid due to pregnancy or maternity.	Employment
	Sex Discrimination 1975 (Amendment) Regulations 2008	Introduces a new definition of sex related harassment applying to individuals who are affected by unwanted conduct, as well as those subject to the conduct themselves. Introduces new concept of third party harassment, where employer knowingly fails to protect an employee from repeated harassment by a third party.	Employment
	Gender Recognition Act 2004	To provide transsexual people with legal recognition in their acquired gender.	Employment, provision of goods, services and facilities
	Equality Act 2006	Introduces a positive duty on public sector bodies to promote the equality of opportunity between women and men and a positive duty to eliminate sex discrimination and discrimination on the grounds of gender reassignment.	Employment, provision of goods, services and facilities
	Sex Discrimination (Gender Reassignment) Regulations 1999	To prevent sex discrimination relating to gender reassignment. Applies to transsexuals in relation to equal pay and treatment in employment and training.	Employment

Carlisle City Council
Comprehensive Equality Scheme

Equality Strand	Legislation	Main duties on Local Authority	Scope
Ethnicity	Race Relations Act 1976	Prohibits discrimination on racial grounds in the areas of employment, education, the provision of goods, facilities, services and premises.	Employment, provision of goods, services and facilities
	Race Relations (Amendment) Act 2000	Statutory duty on all public bodies to promote equal opportunity, eliminate racial discrimination and promote good relations between different racial groups.	Employment, education, provision of goods, services and facilities.
	Race Relations Act 1976 (Amendment) Regulations 2003	New definitions of indirect discrimination and harassment, new burden of proof requirements, continuing protection after employment ceases, introduces new exemption for certain job requirements.	Employment, education, provision of goods, services and facilities.
	Racial and Religious Hatred Act 2006	An act to make provision for offences involving stirring up hatred against persons on racial or religious grounds	Employment, education, provision of goods, services and facilities.
Disability	Disability Discrimination Act 1995	Outlaws discrimination and disability related harassment against disabled people in employment, the provision of goods, facilities and services or the administration or management of premises.	Employment, provision of goods, services and facilities.
	Disability Discrimination (Amendment) Act 2005	Introduces a positive duty on public bodies to promote equality of opportunity between disabled people and others; to eliminate unlawful disability discrimination and disability related harassment; to promote positive attitudes to disabled people and encourage participation by disabled people in public life and take steps to meet disabled people's needs including more favourable treatment.	Employment, provision of goods, services and facilities.
Sexual Orientation	Employment Equality (Sexual Orientation) Regulations 2003	Protects against discrimination on the grounds of sexual orientation in employment, vocational training, promotion and working conditions.	Employment
	Civil Partnerships Act 2004	Provides legal recognition and parity of treatment for same-sex couples and married couples, including employment benefits and pension rights.	Employment, provision of goods, services and facilities.

Carlisle City Council
Comprehensive Equality Scheme

Equality Strand	Legislation	Main duties on Local Authority	Scope
Religion or Belief	Employment Equality (Religion or belief) Regulations 2003	Protects against discrimination on the grounds of religion and belief in employment, training, promotion and working conditions.	Employment
	Equality Act 2006	Protects access discrimination on the grounds of religion or belief in terms of access to goods, facilities and services	Provision of goods, facilities and services
	Racial and Religious Hatred Act 2006	An act to make provision for offences involving stirring up hatred against persons on racial or religious grounds	Employment, education, provision of goods, services and facilities.
Age	Employment Equality (Age) Regulations 2006	Protects against discrimination on the grounds of age in employment and vocational training. Prohibits direct and indirect discrimination, victimisation, harassment and instructions to discriminate	Employment

Appendix 2: Actions from mock EFLG assessment December 2009

The County Council “Achieving Equality” team carried out the assessment. The purpose of this assessment was to provide an honest evaluation of the current performance of Carlisle City Council, against the Equality Framework for Local Government, and was a 'mock' for the real assessment. It is designed to identify how near/far Carlisle City Council is from the December 2010 deadline to be classified as the “Achieving” level of EFLG.

These are the actions:

Theme	Area for improvement (Reference)	Action	Responsibility
1. Cannot justify level and or no evidence provided/available			
None	None	No actions	None
2. Needs further evidence			
Responsive services and customer care	We need to clarify how human right issues are considered and addressed when delivering services to customers and clients. (2.22 / 2.4.22)	Add Human Rights to the impact assessment form as part of the changes for 2010. The Commission launched a strategy in November 2009 which will provide a useful challenge in the impact assessment workshops for 2010.	Policy and Performance Team
Modern and diverse workforce	We need to review the Workforce Strategy and ensure that employment objectives have been set based on internal monitoring, staff consultation and the assessment of the local labour market and barriers. (2.25 / 2.5.25)	Review the Workforce Strategy and ensure that employment objectives have been set based on internal monitoring, staff consultation and the assessment of the local labour market and barriers. Evidence should be drawn from the closure report on the Pay & Workforce Strategy.	Personnel & Development Team, Learning City Manager
	The authority has a prioritised programme for carrying out EqIAs on major and new employment policies. These are made public. Greater clarity on the need to formally publish is required and improved evidence is required. (2.26 /2.5.26)	Clarify need to publish EIAs and strengthen the evidence around prioritisation and programme for EIAs. Review Health & Safety Policy and implementation with reference to equality strands	Policy and Performance Team Personnel & Development Team
3. Nearly there and on target to get to ‘Achieving’ by December 2010			

Carlisle City Council
Comprehensive Equality Scheme

Knowing your communities and equality mapping	Clarify evidence of 'Final report.doc' how information and data are disaggregated and analysed corporately and at service/unit level to monitor and assess and set equality objectives (2.2 / 2.1.2)	New version of Final Report to be added as evidence. Additional evidence of analysis of information to set, monitor and evaluate equality objectives.	Policy & Performance Team
	Clarify how relevant and appropriate information and data (including data relating to the National Indicator Set) is mapped, disaggregated and used with partners, to assess and set equality objectives (2.3 / 2.1.3)	Sharing of information with key partners. We will promote the evidence base for the new priorities and disaggregate information to identify new equality objectives. This approach will be mirrored with the development of a new Community Plan.	Policy & Performance Team
Place shaping, leadership, partnership an organisational commitment	Equality and cohesion priorities are monitored regularly by partners, the authority's political and senior managerial leadership, and appropriate resources are being allocated. (2.5 / 2.2.5)	Clarify evidence for capital Project Board Programme in Covalent report also work with new SMT	Policy & Performance Team / Finance Team
	Ensure that contractors, commissioned services and grant receivers regularly review their services and access to them to ensure they continue to be appropriate and accessible (2.10 / 2.2.10)	Evidence that commissioned services meet the same exacting standards as our own services when it comes to regularly review their services and access to them.	Finance Team
	Working in partnership (2.12 / 2.2.12)	Review evidence in Covalent	Policy & Performance Team
Responsive services and customer care	Waste recycling contract Would like to see examples of contracts as part of the shared improvement work with other Cumbria District Councils. Does this cover all council contracts? (2.19 / 2.4.19)	Additional evidence drawn from new shared service contract (ICT Connect).	ICT Connect Service

Carlisle City Council
Comprehensive Equality Scheme

	Introduction of Govmetric – purchase and implementation of the Equalities Module. An example of best practice to share with other councils (2.23 / 2.4.23)	Introduction of Govmetric – purchase and implementation of the Equalities Module. An example of best practice to share with other councils (2.23 / 2.4.23)	Customer Contact Team
Modern and diverse workforce	Question for managers in thinking about Equality & Diversity in their job role in the year ahead. ‘The process of appraisal is under review and a new approach is expected for 2010 onwards.’ (2.31 / 2.5.31)	Extend to more systematic Equality objectives in management and individual appraisals.	Strategic Management Team