

Equality and diversity action plan

Priority 1 - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Ensure that Emergency Response Plans consider the needs of disability groups	Ongoing	Ongoing / In progress	Exercises to include disabled people	Cindy Jones	Rest Centre Plan Portsafes Plan	All	Portsafes exercise due in October 2013.
Implement Priority D of the Children's Trust Plan 2011-2014 with a purpose of targeting support to most vulnerable children, young people and families of 9-19 year olds who do not traditionally access universal services.	Ongoing	Ongoing / In progress	Still to be confirmed, but will include measures around NEET, teen parents, offending, domestic abuse, and reducing the number of children looked after.	Mark Rodwell	Children's Trust Plan 2011-2014	A, SE	The new ITYSS was launched in autumn 2012. E-safety officer has been appointed to work with more vulnerable people and targeting campaigns at them. A Specialist worker for domestic abuse has also been appointed.
Consider the needs of vulnerable pupils including those with Special Educational Needs and Looked After Children	Ongoing	Ongoing / In progress	Close attainment gaps for vulnerable pupils using pupil premium; Raise aspirations for key groups including girls, boys and BME pupils.	Karen O'Connor, Linda Jacobs	Education and Strategic Commissioning Business Plan	ALL	Recent data analyses have focused on these groups.
Further improve the progress of all pre-birth to 5's in communication, language, literary, personal, social and emotional development	June 2012 for ECAT, ongoing for the other two measures	Ongoing / In progress	a)Implement Every Child a Talker (ECAT) programme; b)Increase the number of 2 yr olds accessing funding by 100% (from 120 in Jan 2012 to 240 by Sept. 2013); c)Improve settings rated Good or Outstanding by Ofsted)	Catherine Kickham, Marc Harder, Anthony Harper	Education and Strategic Commissioning Business Plan	A, D	Provisional EYFSP results suggest Portsmouth ahead of national.

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Monitor complaints, harassment and discrimination by all equality strands	Ongoing	Ongoing / In progress	Reduced number of complaints received and increase in satisfaction levels	Jo Duckenfield	Corporate complaints strategy	All	New complaints database is still in development to enable monitoring by protected characteristics as defined in the Equality Act 2010. As at June 2013 number of complaints has gone down from 554 stage 1 complaints in 2011/2012 to 502 in 2012/13.
Actively encourage reporting of harassment & discrimination & monitor satisfaction with outcomes	Ongoing	Ongoing / In progress	Increase of incidents reported	Bruce Marr	Safer Portsmouth Partnership Strategic Assessment	ALL	Hate crime service is now embedded for people to report homophobic, transphobic, race, and disability hate crime. •76% (n.13) felt service was very good; 6% (n.1) felt service was good and 18% (n.3) did not give a response to the question.
Ensure Equality impact assessments are carried out and their action are integrated into service plans	Ongoing	Ongoing / In progress	Increased take up of services	All heads of services	N/A	ALL	There has been a significant improvement in the EIA process compliance - 98% of 3 yearling rolling EIAs were completed as at September 2013.
Reducing homelessness and the use of temporary accommodation	2013/14	Ongoing / In progress	Number of homeless acceptances. of homeless preventions. Use of temporary accommodation	Owen Buckwell	Implement the council's homelessness strategy, which incorporates a range of initiatives to prevent homelessness and deal with its consequences	ALL	This target is on-going. Information reported to central government as required. Main on-going objective is to ensure that only emergency cases are put into temporary accommodation.

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Narrow the gap between the most vulnerable children and young people and their peers at key stages	2015	Ongoing / In progress	Increase in levels of attainment in English & Maths at key stages	Linda Jacobs	Education and Strategic Commissioning Business Plan	ALL	Progress will be known on 2013 figures in the autumn once figures published.
Alleviate poverty and break the cycle of deprivation	Ongoing	Ongoing / In progress	Increased take-up of services that alleviate poverty and services better focused on breaking the cycle of deprivation	Kate Kennard	Tackling Poverty Strategy	A, D, E, SE	After the needs assessment and strategy were approved in 2011, much work has been completed, e.g. improvements to money advice services, co-ordinated website information, co-ordinated work on fuel poverty, work on raising educational attainment.
Provide support to those (mainly female) experiencing domestic abuse	MARAC established	Ongoing / In progress	The measure is currently being reviewed by the Safer Portsmouth Partnership	Bruce Marr	Community Safety & Violence against Women & Children strategy	ALL	CAADA self assessment completed. Action plan in response drafted. Full domestic abuse commissioning review completed and recommendations being implemented.
Increase the range of education provision for children and young people with special educational needs to better meet their needs	2013-14	Ongoing / In progress	Enhanced resourced provision for pupils with autism, sensory impairment and enhanced provision for learners with Learning Disabilities and Difficulties at post 16.	Eric Bell	Education and Strategic Commissioning Business Plan	A, D	Enhanced resourced provision has been secured for Sensory Impairment at St Edmunds Secondary and for Autism at City of Portsmouth Boys school.

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Priority 2 - Leaderships and partnerships

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Autism strategy	2013/14	Ongoing / In progress	Our strategy will be developed from the national strategy	Jackie Charlesworth	National Autism strategy	D	The strategy has been developed and is now being delivered. The autism service was recently subject to a tender process and the new contract is currently being awarded.
Housing Management to develop new equalities policy/ guidance for resident associations and consortium link group	August 2012	Ongoing / In progress	Less issues to resolve with RAs and groups.	Sue Edgerley/ Bill Moody	Housing Management Business Plan	ALL	Draft guidance out for consultation with residents in July 2012.
Joint working with voluntary and statutory organisations e.g. Police, Fire, Portsmouth University	2013/14	Ongoing / In progress	Awareness raised of equality issues across these services that can be addressed in one cohesive unit rather than working in silo's.	All	N/A	ALL	Various events have been arranged in partnership with Portsmouth University, Police, Fire and PCC services
Working with different protected characteristic groups across the city to ensure access to our services is achieved / engagement of groups to tackle any inequalities.	2013/14	Ongoing / In progress	More awareness of our services to the residents and visitors to the city. An increase of take up of services.	ALL	N/A	ALL	A continuing engagement with the voluntary and community sector. PCC officers attending various events/meetings to ensure we hear of any equality issues raised which can be fed back to the relevant officer.

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Priority 3 - Employment and training

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Monitor staff perceptions of equality via staff surveys & values work	Ongoing	Ongoing / In progress	Employee survey	Jon Bell	N/A	All	Employee opinion survey completed in 2012. Regular Pulse surveys are undertaken.
Ensure our mandatory E&D training reflects new legislation & government guidelines	Ongoing	Ongoing / In progress	Evaluations and number of courses available	Jon Bell	N/A	All	As part of transformation review in this area data will be collected to reflect this.
Equal pay audit	2013/14	Ongoing / In progress	Measures introduced to address any issues identified from the audit	Jon Bell	Central government legislation	All	An Equal Pay audit was carried out in 2012. It analysed the basic pay and total gross pay of men and women in each pay band. Regular Equal Pay Audits will be undertaken.
Provide supportive, sustainable employment for people with disabilities through Portsmouth Craft & Manufacturing Industries(PCMI)	Ongoing	Ongoing / In progress	Further develop PCMI to provide positive outcomes for people assisted towards sustainable employment.	Derek Christie	Regeneration Strategy	D	13 people with disabilities are employed by PCMI. One has just moved into sustainable employment elsewhere having gained skills and confidence at work. Another person has been recruited.

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Work with the Department of Work and Pensions (DWP) prime contractors and other local providers to ensure the national Work Programme meets local needs.	2013/14	Ongoing / In progress	"Success of the work programme in engaging people from disadvantaged communities. People assisted towards work through PCMIs involvement in the Work Programme."	Derek Christie	N/A	ALL	Delivery of the programme began on 18 July 2011. Achieved the profiled numbers of starts and job outcomes have greatly improved for year 2, with customer sustained rates higher than the national average for Work Programme providers.

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Priority 4 - Service delivery and access

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Complete remodelling of mental health supported living services.	February 2014	Ongoing / In progress	More effective models of support and service delivery aimed at better meeting the individual support needs of service users, and improved outcomes around prevention of homelessness and deterioration in health.	Dominic Dew	Adult Social Care	D	About to undergo consultation with service users and stakeholders. Tender documents due to be issued Jul 13.
Increase participation via digital channels	Ongoing	Ongoing / In progress	Re-develop museums' websites, develop a digital "front end" for the archive and local history catalogue entries to improve access to the records by the public.	All Cultural Services Managers	N/A	ALL	This is a new action.
Increase participation via digital channels	Ongoing	Ongoing / In progress	<ul style="list-style-type: none"> •Develop a web solution to provide searchable archive service for public access to Conan Doyle collection •Explore the implementation of an on-line music streaming service for library members •Develop an e book lending service in libraries 	All Cultural Services Managers	N/A	ALL	This is a new action.

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Increase participation via digital channels	Ongoing	Ongoing / In progress	<ul style="list-style-type: none"> •Develop and deliver support on Universal Credit Application and management •Role out Books on prescription •Ensure all plasma information screens are operational in all community centres by December 2013 	All Cultural Services Managers	N/A	ALL	This is a new action.
Commissioned DisabledGo to produce a 1000 venue access guide for disabled people.	2013/14	Ongoing / In progress	Provide disabled people with the information regarding access to venues to enable the disabled person to make informed choices. Increased usage of the venues by disabled people.	Gina perryman	N/A	D	The guide was launched in 2012 and PCC officers worked with disability groups across the city to identify 100 more venues to be added to the guide for 2013.
Review and, where possible, implement changes recommended in our recent Access Audit Report of the Portsmouth Registry. In particular we will address the seven key issues outlined in the report summary.	November 2013	Ongoing / In progress	Review the recommendations set out in the Access Audit Report. Investigate how we can bring in changes which meet the compliances required by Approved Document M (2004) of the Building Regulations.	Lorraine Porter	Discuss feasibility of the required changes with Asset Management Services.	ALL	Three of the seven key issues have already been addressed and actioned. Further investigation is required for the other four.

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Complete a review of disabled access to polling station venues in the city.	November 2014	Ongoing / In progress	Audit of all 77 polling station venues with a view to improving access.	Ian Fitchett	N/A	D	Audit is planned to start in summer 2013. However, the completion time has now changed from November 2013 to November 2014. Priority for 2013 review of polling districts and polling places will be those that have not been reviewed for a long time.
Introduce bus improvements through the Better Bus Fund	April 2014	Ongoing / In progress	<ul style="list-style-type: none"> •On bus WI-Fi •Next stop Audio & visual announcements •Bus refurbishment •Introduction of internal and external LED lighting. 	Hayley Chivers	Local Authority Business Plan	ALL	Wi-Fi has been installed on most buses for participating operators in the TfSH area. Internal and external LED lighting has been installed on most buses for participating operators in the TfSH area. Next stop and visual announcements are ongoing.
Prevention of unnecessary hospital admission. Timely discharges in conjunction with partners using a whole system approach.	2013/14	Ongoing / In progress	Reduced number of admissions of 'known' clients. Coordinated approach to facilitate discharge, reduced duplication and development of trusted assessment.	Glenys Jones	Adult Social Care Service Business Plan	A, D	Community team staff working with partner agencies to prevent admission and maintain people in community based services. Central virtual ward MDT model now rolled out across city.

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Development of Prepaid cards	2012/13	Ongoing / In progress	Improved options for people to manage individual budgets, reducing bureaucracy and increasing numbers of people directing their own support	Angela Dryer	Adult Social Care Service Business Plan	A, D	Prepaid cards piloted with carers have been very successful but information governance concerns with cared provider has meant the pilot is on hold until a new provider has been commissioned.
Expansion of Shared Lives through promotion of recruitment of Shared Lives carers.	2013/14	Ongoing / In progress	People move to more independent less institutionalised models of support. Improved outcomes for residents	Sara James	Adult Social Care Service Business Plan	A, D	The service currently supports 39 people to live independently with Shared Lives families. Between January 2011 and March 2013, 18 households were recruited to offer a range of support services, total number of households is currently 42.
Embed personalisation in all care practices in provider services.	2013/14	Ongoing / In progress	People move to more independent less institutionalised models of support based on individual choice. Improved outcomes for residents.	Sara James	Adult Social Care Service Business Plan	A, D	All PCC residential homes endeavour to support the service users using a person centred approach. People are encouraged to remain independent in the activities of daily living.
Monitor Black Minority Ethnic usage of housing options to ensure equality of service.	March 2013	Ongoing / In progress	Analyse statistics from housing options regarding levels of satisfaction.	Elaine Bastable/ Kate English	Equality & Diversity Strategy	E	New action to be progressed.

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Improve bus customer service in the city as part of the Dft Better Bus Fund	February 2014	Ongoing / In progress	Bus operators to sign up to a single 'Customer Charter', including standardised lateness threshold at which a free travel voucher will be handed out to passengers. This will be implemented through the Better Bus Fund.	Danny Johnson, Bus companies & TfSH	Local Authority Business Plan	ALL	First bus in Portsmouth has introduced a Customer Charter and Customer Panel. No progress from Stagecoach at this point in time (July 2013).
Improve bus customer service in the city as part of the Dft Better Bus Fund	April 2013	Ongoing / In progress	All bus operators will publish details of their customer service training programmes on TfSH website. This will be implemented through the Better Bus Fund.	Danny Johnson, Bus companies & TfSH	Local Authority Business Plan	ALL	No progress at this time (July 2013)
Raise awareness of specific trading standards issues, (including doorstep callers), especially for vulnerable groups within the community, and support individuals to obtain redress where appropriate.	Ongoing	Ongoing / In progress	Success of campaigns and achievement of good outcomes for people supported	Peter Emmett, Dave Taylor	Local Authority Business Plan.	A, D	A number of activities have been undertaken with a purpose to inform the public about consumer rights, illegal money lending, scams, cold-calling, distance selling, online shopping and safety. Sessions have been held with disability groups and students.
Increase the number of PCC buildings to be physically accessible	2013/14	Ongoing / In progress	Increased % of buildings that are accessible for disabled people	Jim Bean	N/A	D	PCC buildings continue with the programme of improvements including disability access improvements, such as, ground floor Cumberland House.

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Contribute to the Council's tackling poverty strategy & the prevention of homelessness.	2013/14	Ongoing / In progress	Income and benefits maximisation to reduce homelessness and threat of eviction. Develop Benefit take up, BACS payment and Direct Debit take up and a range of methods to maximise residents' take up of Council Tax discounts and exemptions.	Ed Woodhouse and Alan Knight	Tackling poverty strategy	ALL	In 2012/13 we helped 68 customers. £60,482.68 housing benefit/DHP and £14,008.77 council tax benefit. This is equivalent to an annualised £135,000. For current year a fund of £200,000 is available for council tax support hardship applications.
Use the commissioning role to ensure that Supporting People services are sustainable and meet local priorities.	2013/14	Ongoing / In progress	60% of Supporting People clients achieving independent living (NI141). 98% of clients supported to maintain independent living. (NI142).	Dominic Dew	Supporting People Programme	ALL	In the period 2012/13, 79% (increase by 3% since 2011/12) clients have achieved greater independence in short term services and 93% (increase by 9% since 2011/12), have maintained their independent living in long term accommodation.
Deliver adaptations under Disabled Facilities Grants (DFG) and a range of discretionary assistance packages	Ongoing	Ongoing / In progress	Home adaptations delivered to meet the people's needs. Uptake of the Homecheck service.	Bruce Lomax	Housing Strategy & Ageing Population Strategy	A, D	147 disabled adaptations delivered and 1382 Homecheck visits made in 2012/13.
Develop the Telecare service to enable more people to benefit from assistive technology.	Ongoing	Ongoing / In progress	Year on year increase in the number of people benefitting from Telecare and development of the service to meet the emerging needs for assistive technology	Nigel Baldwin	Housing Strategy	A, D	308 new customers were provided with the Telecare service in 2012.

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Improve methods of consultation to understand customer and their needs and give feedback	Review every six months	Ongoing / In progress	Feedback from stakeholders	James Sandy/Dave Adams	Ensure that new community engagement framework includes specific plans to improve council approach to consultation	ALL	Consultation Leads meets on six weekly basis. A review of consultations has been undertaken. New consultation approval process agreed in March 2013. Community engagement guidance refreshed March 2013. Copnor and Hilsea Neighbourhood Forum set up.
Develop measures to support better understanding of customer needs and expectations	Much will be picked up through transformation workstreams and overall service review.	Ongoing / In progress	All sections have better understanding of customer needs and expectations, with measures in place to assess.	All Managers	Use of satisfaction surveys, customer segmentation and analysis tools and all other appropriate feedback mechanisms	ALL	
Improve disabled facilities in principal public conveniences	2013-14	Ongoing / In progress	Number of toilets with disabled facilities-25. Closures of 12 facilities by end October 2013 reducing available toilets with disabled facilities to 13.	T. Neale	N/A	D	Improvements made to Tangier road/Baffins public toilet to include a disabled persons toilet. A list of mainly minor improvements is in the process of being collated with the intention of creating a works programme - subject to available funding.
Tackling and prosecuting Blue Badge fraud and abuse.	Ongoing	Ongoing / In progress	Management assesment, feedback from Portsmouth Disability Forum. Feedback from courts/Disability Motoring UK.	Michael Robinson	N/A	D	Considered by the industry as a leader in the field. Have been nominated for an award by Disability Motoring UK for enforcement.

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Increase the number of fully accessible bus stops from a baseline of 70 in March 2008 in liaison with bus operators and Colas	150 by March 2009, 230 by March 2010, 310 by March 2011, 390 by March 2012, 470 by March 2013, 550 by March 2014, 630 by January 2016	Ongoing / In progress	To implement a further 70 fully accessible bus stops by March 2013. To work with bus operators and Colas through the Punctuality Improvement Partnership and Transport Liason Group.	John Houghton	LTP3	A, D	From April 2012 until end of March 2013 an additional 111 bus stops have been completed making a total of 472 stops. On target.
Increase the number of fully accessible buses (Super Low Floors - SLF) operating in Portsmouth from a baseline of 65% of buses in March 2008 in liaison with bus operators.	75% March 2010 80% March 2011 85% March 2012 90% March 2013, 95% March 2014, 100% Jan 2016 (for single deck buses) and Jan 2017 (for double deck buses)	Ongoing / In progress	Increase the number of SLF buses operating at peak periods by 25.4%. Dependent on capital investment by First Hampshire & Dorset. All Stagecoach bus services in Portsmouth are fully accessible. Improved accessibility to bus services	Bus company's / Danny Johnson	N/A	A, D	The average number of peak SLF buses operating in Portsmouth is now (July 2013) 85% On target
Improve passenger Information, publicity and promotion for more informed passenger choice.	Ongoing	Ongoing / In progress	Comprehensive timetable book, Public Transport Map and Hospital Buses leaflet available. Web links to bus operators, National Rail Enquiries, rail and ferry operator websites. Link on PCC website to Traveline. Develop Quick Response for bus services.	Danny Johnson / John Houghton	Local Authority Business Plan	ALL	The "Portsmouth Choice" (Public Transport Guide) booklet updated quarterly. The Public Transport Map and Hospital Buses leaflet available and regularly updated. My Journey website and information available. QR codes on and in public transport books and maps

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Introduce the text 4 times' service mobile phone texting (SMS) service, which allows people to get bus timetable information anytime, anywhere by sending a text message.	Complete and available at all bus stops. 156 bus stops have been physically marked up as of March 2012. Target for completion January 2016	Ongoing / In progress	More informed passengers. For every bus stop in Portsmouth to display a code to enable the Text 4 times' service	Traveline / John Houghton	National initiative	ALL	All bus stops in Portsmouth have this facility now all are currently being marked with a sign, which includes a bus stop code.
Portsmouth Dial a Ride	Ongoing	Ongoing / In progress	Door to door transport service for people who find it difficult or impossible to use public transport.	Danny Johnson	N/A	A, D	This service is a contracted service with an end date of 2014 extendable by a further 2 years. This continues to provide the contracted service (July 2013)
English National Concessionary Travel Pass and scheme.	Ongoing	Ongoing / In progress	On Eligible Services; Between places in England; Between 0930 hours and 2300 hours on normal weekdays and at any time at weekends or on public holidays.	Danny Johnson / Wayne Layton	Statutory requirement	A, D	This service is a statutory requirement placed on the council but the Companion pass is a Portsmouth City Council initiative.
Portsmouth Interaction – using sport to positively impact on the health and social inclusion of those recovering from mental illness.	2013/14	Ongoing / In progress	Refocus on core aim of sport and exercise provision and removal from the programme of unsuitable activities.	Chris Richards	Sport and physical activity strategy. National framework for sport & vision for 2020	D	PCC continues to support this service. New staffing structure is successfully delivering improved programme of events & activities. Alternative methods of delivery being explored in the face of potential budget reduction / loss.

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Investigate Libraries On-Line to increase access to the housebound and those that currently cannot access libraries	Ongoing	Ongoing / In progress	Participation	Lindy Elliott	Library development plan & Library engagement strategy	D	As part of the 5 year development plan is an E Strategy which includes a download service and service aim is to increase virtual visits and access at home.
Continue to develop the 60+ Festival to provide taster sessions to learn new skills.	March 13	Ongoing / In progress	Participation & breadth of courses	David Evans	"Tackling Poverty in Portsmouth – A strategy for the city", Aging population strategy	A	Cultural services are continuing with this work and developing this programme further. The number of events continues to increase each year and increased participation reflects this.
Young people aged 11-19 with a learning disability (so any young person who is statement) on a Monday at Hillsea youth club	Ongoing	Ongoing / In progress	Number of young people participating	Sarah Read	N/A	D	Around 30 young people attend regularly. Funding has been extended to March 2014 including the holiday programme.
Young people aged 13-25 with a learning or physical disability on a Wednesday night at Hillsea youth club	Ongoing	Ongoing / In progress	Number of young people participating	Marilyn Lawrence	N/A	D	Around 30 young people attend regularly.
The 4U project for gay, lesbian, bisexual , transgender or sexually unsure young people aged 12-21	Ongoing	Ongoing / In progress	Number of young people participating	Sarah Read	N/A	SO	On average 12-20 young people attend. We offer 1-2-1 sessions to young people who do not want to attend the group. We also conduct workshops in schools on homophobia and homophobic bullying.

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Priority 5 - Promoting community engagement

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Anticipate a need for consultation on relevant council projects and ensure that we fulfill our duty to effectively and meaningfully consult with the relevant stakeholders and identify any disproportionate impact on equality groups.	Ongoing	Ongoing / In progress	Exchange of information with Consultation Leads on major projects requiring consultation, monitoring of the Future Work Programme.	James Sandy	N/A	ALL	As part of the review work undertaken by the communications & transformation team a forward plan of consultations will be initiated from June 2013 and closely aligned to the communications forward plan.
Involvement of the local community in the commissioning, provision and scrutiny of health and social care services under the Health and Social Care Act 2012.	Ongoing	Ongoing / In progress	Working with the Local Healthwatch.	James Sandy	N/A	ALL	Work is ongoing to align the local engagement plans and activities of the CCG, PHT and Solent NHS Trusts, Healthwatch Portsmouth and PCC.
Ensure that involvement & consultation informs equality priorities & that there is an effective feedback process in place	Plan to conduct a review of activities from an equalities perspective from Sept 2011 to assess relevance and accessibility.	Ongoing / In progress	Factors will be developed in the Community engagement framework - Community Engagement Statement Objective (August 2011)	James Sandy	N/A	ALL	A new consultations approval process has been agreed (March 2013) which demands a robust business case for consultation work and sets clear deadlines for the reporting and monitoring of data. It also clearly supports the EIA process.

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Develop opportunities for awareness of funding streams (Internal and external) for community groups and endorse them conditionally on groups evidencing their commitment to equalities.	Ongoing	Ongoing / In progress	Research into wider funding opportunities for community groups. Requirement that all community groups have an equal opportunities policy that is in line with the requirements of the Equality Act 2010.	Mandy Lindley	N/A	ALL	All PCC funding to the Voluntary Sector, whether through grant or contract is dependent upon the organisation evidencing that it complies with equalities legislation.

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