

**Appendix two - Equality consultation – findings and response**

<b>Finding/comment</b>	<b>Source</b>	<b>Response</b>
Few women are represented in senior posts	Staff survey	We are currently developing our workforce Plan. The Plan will be used to identify any key organisational issues and an Action Plan will be developed and monitored. Monitoring reports will be sent to the Equality Steering Group every quarter
There are limited opportunities for people in part-time posts	Staff survey	We have a policy of offering flexible work patterns where possible, including job-sharing, and have a Head of Service post which operates as a job-share. We will continue to promote these opportunities.
Some services are dominated by one gender or another – there isn't equal representation	Staff survey	We are currently developing our workforce Plan. The Plan will be used to identify any organisational issues and an Action Plan will be then developed and monitored
Older employees do not get the same opportunities as younger employees for training and career development	Staff survey	Monitoring processes are currently being developed. Quarterly reports will be sent to the Equality Steering Group and Action Plans developed.
Not all managers are aware of the requirement to make reasonable adjustments for disabled employees	Staff survey	There is a commitment in the Corporate Equality Scheme to a Learning and Development programme for 2008/11. Quarterly reports will be sent to the Equality Steering Group and Action Plans developed.

<b>Finding/comment</b>	<b>Source</b>	<b>Response</b>
Some employees are treated more favourably on the grounds of their ethnicity, gender, religion or disability	Staff survey	We are currently developing our Workforce Plan. The Plan will be used to identify any organisational issues and an Action Plan will be developed and monitored. Monitoring reports will be sent to the Equality Steering Group every quarter
There seemed to be a lower rate of attendance at the equality training courses for employees from City Services	Staff survey	The staff induction programme is being reviewed so that it can be more accessible to people in front-line jobs. This should raise the level of attendance and will be monitored on an ongoing basis
A large number of survey respondents were not aware of the equality training courses and had not attended them	Staff survey	It is recognised that attendance on the equality induction courses is not high enough and this will be addressed. A new training programme has been developed for the next three years which will cover all staff.
Staff members who have been at the Council a long time have not had the opportunity to attend equality training, or haven't had top-up training	Staff survey	A new training programme has been developed for the next three years which will cover all staff.
Equality training dates have not been attended because they do not fit the working patterns of some employees (part-time, short contracts)	Staff survey	A flexible Equality programme and induction programme is being developed to meet the needs of our flexible workforce
A quarter of survey respondents said they would like more training on equalities – both general and specific training courses	Staff survey	A new training programme will be developed for the next three years which will cover all staff. This includes general awareness and specific skills
A significant minority of survey respondents said they would like more information to be provided about the needs of different groups of people	Staff survey	Policy, Performance and Communications will develop a guide to different demographic groups in Oxford

Finding/comment	Source	Response
A quarter of survey respondents having a religious belief or practice said it couldn't or sometimes couldn't be accommodated at work. Some were not aware of what provision was available. Others would like provision – leave provision for religious festivals and space for prayer – that is not currently available.	Staff survey	The Corporate Objectives for Religion and Belief will be developed by March 2009. An education and training plan will also be developed by March 2009
Some employees feel that there is a lack of career development opportunities in general. Some younger employees feel that priority is given to those who have the longest service	Staff survey	We are currently developing our Workforce Plan. The Plan will be used to identify any organisational issues and an Action Plan will be then developed and monitored. Monitoring reports will be sent to the Equality Steering Group every quarter
'As a manual worker, further training and development of structured re-training programmes are not publicised or talked about during meetings or one-to-one meetings'	Staff survey	A communications Plan for Learning and Development will be developed by March 2009
Some staff reported having suffered harassment or discrimination at work due to their age, disability, faith/religion, race, gender or sexuality	Staff survey	Our Corporate Equality Scheme we have adopted reflect this finding
17% of female survey respondents reported suffering harassment or discrimination due to their gender. Particular issues were raised about women working in male-dominated manual environments	Staff survey	Our Gender Equality Scheme that we have adopted reflect this finding
Some staff feel that their working environment can cause indirect harassment – for example through jokes about sexual orientation or religion	Staff survey	Our Corporate Equality Scheme we have adopted reflect this finding

<b>Finding/comment</b>	<b>Source</b>	<b>Response</b>
Two-thirds of staff who reported having experienced discrimination or harassment said they had not reported it. One half of these said they thought no action would be taken if they did	Staff survey	Our Corporate Equality Scheme we have adopted reflect this finding
Three-quarters of staff survey respondents favoured training sessions as the most effective way to promote equality and diversity. The second most popular was diversity events	Staff survey	A new training programme has been developed for the next three years which will cover all staff. We are also considering holding an annual equality conference.
Equality and diversity needs to be encouraged throughout management practices and should focus on practical and cultural changes – not just the policies	Staff survey	We are currently undertaking a feasibility study into implementing a Management Competency Framework
Some service users have commented on difficulties they had encountered with physical accessibility to council buildings	Talkback survey Internet survey Union feedback	This is one of our key objectives and will be monitored and reported to the Equality Steering Group
Some respondents were critical of the need to translate material and felt that provision for this group should concentrate on encouraging the use of English	Talkback survey Member survey Internet survey	There is a corporate commitment to using plain English and is an integral part in the Corporate Learning and Development Programme
There were particular comments such as poor public toilet provision – issues raised included restricted opening hours, cleanliness and physical accessibility	Talkback survey Internet survey	City works are going to use the feedback to identify areas of improvement.
A minority of Talkback members had experienced problems with communication, the majority of which related to problems over the telephone – phone calls not answered, messages not returned	Talkback survey Race equality events	We will ensure that our employees respond to calls and will monitor accordingly

<b>Finding/comment</b>	<b>Source</b>	<b>Response</b>
Leaflets and information should always be written in Plain English. Council acronyms and abbreviations should be avoided	Talkback survey Internet survey Feedback from corporate Equalities scheme Pensioners Forum	We are committed to using Plain English in our communications as far as possible. We will continue to train our staff in the use of Plain English.
Cultural events which celebrate diversity should continue to be funded	Talkback survey Feedback from corporate Equalities scheme	We continue to coordinate and support the Oxford Mela.
There is a concern that over-focusing on diverse groups risks creating divisions in communities. There should be a focus on common values rather than differences	Feedback from corporate Equalities scheme	We will ensure that our 'values' are incorporated into our services.
'Asian Muslims feel they are treated in an off-hand unhelpful way, amounting to racial discrimination, when they take their vehicles for technical checks'	Member survey	The undertaking of the Equality Impact assessment will identify any adverse impacts.
'Monitor the council's own recruitment practices closely, and re-train managers to eliminate any trace of discrimination'	Member survey Feedback from corporate Equalities scheme	We are currently developing our workforce Plan. The Plan will be used to identify any organisational issues and an Action Plan will be then developed and monitored. Monitoring reports will be sent to the Equality Steering Group every quarter

<b>Finding/comment</b>	<b>Source</b>	<b>Response</b>
Consultation should be regularly and consistently carried out in order to meet the needs of diverse population groups	Internet survey Feedback from corporate Equalities scheme	We are committed to carrying out ongoing consultation with individuals and community groups. We will do this through our equality impact assessment process over the next three years.
Although many people at the race equality events felt that Oxfordshire is a safe and tolerant place to live, some were unsure that they would be heard when voicing a view or concern about race or culture-related issues	Race equality events	We have developed 'Community Champions' from BME communities to ensure that local concerns are addressed.
An African-Caribbean centre should be provided	Race equality events	The Equalities Officer is currently looking into this issue.
Free sessions at leisure centres should be provided for young people	Race equality events	We provide free swimming in general sessions at our pools for under-17s
There should be more black and minority ethnic people into the council, especially at higher levels	Race equality events	We are currently developing our workforce Plan. The Plan will be used to identify any organisational issues and an Action Plan will be then developed and monitored. Monitoring reports will be sent to the Equality Steering Group every quarter
Images that the council used for the race equality event showed ethnic minority people only engaged in cultural activity, rather than, for example, in work environments	Race equality events	The Communications Team will review the images it uses to ensure that they are representative of different population groups and show people in a range of environments including work, leisure and home
Not all older people communicate electronically – disseminating literature via email is not the only option available	Pensioners Forum	The communications team are developing a corporate Communications strategy