

Summary of directorate activities to deliver the Corporate Equality Objectives 2020-21

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
<p>1. Ensure all those who form part of the Council take into consideration equalities and inclusion in every aspect of our work and how we behave towards others.</p>	<ul style="list-style-type: none"> • Suffolk Archives staff and volunteer training programme continues with courses on: Managing and working with 18-24 year olds, Pride in Suffolk’s past project and engaging with LGBTQ+ communities, and Managing and working with volunteers. These were all delivered virtually during lockdown to staff members and volunteers. • We have taken our new Highway Enforcement Policy (Draft) through the Equality Impact Assessment process to ensure we have not disadvantaged any protected groups. 	<p>Growth, Highways, and Infrastructure</p>
	<ul style="list-style-type: none"> • Clear messaging from the DCS about expectations for all staff in meeting the council’s corporate objectives with specific reference for the need to tackle racism in all its forms. • Two virtual events for school governors <i>‘How to recruit and appoint Black governors in schools’</i> by the chair of the national Black Governors Association. • Training events planned for the Education and Learning Team led by chair of the national Black Governors Association. • DMT Planning workshop on CYP equality priorities for 2021- 2022 with follow up activity for all managers. • Training workshop for all CYP managers to reflect upon SCC Equality statements 2021 and develop a set of CYP specific equality priorities. • CYP specific equality priorities in development following the DMG workshop, going to DMT April 2021 for sign off. • CYP workforce Development training programme developed in partnership with the Race Equality Group, roll out Spring 2021. • Service wide development programme in Education, Skills and Learning –‘Talking about Race in the workplace’ – led by Sharon Warmington 	<p>Children & Young People’s Services</p>

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>international speaker and trainer- Service report from the engagement session will be used to inform service planning and ongoing development around Race equality.</p>	
	<ul style="list-style-type: none"> • We will share the work on protecting staff from discrimination with care providers to support them to adopt these policies and to apply them consistently and well. • Discussion at ACS DMT has focussed on how to support the corporate draft race equality action plan. DMT are committed to reverse mentoring as soon as structures are in place for this. • Following the Unconscious Bias work, a task and finish group was established to follow up this work and look at customer behaviour and protecting staff from discrimination. This work was put on hold due to Covid-19 planning. The Task Group has been re-established and is working on a training framework, aligning this with the WE ASPIRE values and which will include mandatory training for all staff as well as focused discussions within teams. • An ACS staff webinar in July focussed on issues of race and equality with a focus on experiences of staff and support from the Black and Asian staff network. Following this, some teams have started team initiatives such as sharing books and literature. This has helped to increase levels of understanding. Two team members have joined the Black and Asian network and have a fortnightly agenda item to feedback to the wider team. • A policy focusing on protecting staff from discriminatory behaviour by customers is now in place, having been through the EIA process. • A follow up webinar has now taken place to launch the policy protecting staff from discrimination to look at the work across the county on health 	<p>Adult and Community Services</p>

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>inequalities and to further promote the work of the BAN and other staff networks.</p> <ul style="list-style-type: none"> • ACS DMT has decided to establish an equalities group for staff. This has been delayed due to the service moving into business continuity as a result of the pressure from Covid. 	
	<ul style="list-style-type: none"> • Management staff in Customer Service completed a 3-hour Disability Awareness Training session. This was centred around mental health and autism. • The Digital team continue working towards web accessibility compliance, which includes: <ul style="list-style-type: none"> ○ suffolk.gov.uk accessibility improvements ○ online services testing and fixing ○ advice and support for SCC website and document owners to create accessible content and fix inaccessible documents published online ○ updating and maintaining best practice guides • The Digital team also completed EIA training and have started work on an EIA for the Infolink re-procurement project. • Assets & Investment have asked two staff members to lead on Equality & Inclusion matters across the service. Ensuring new initiatives, ideas and projects have E & I considerations from the outset. • As part of the office remobilisation work, corporate Property made contact with the Staff disABILITY Network to see if there were any particular areas of concern that their members had regarding the remobilisation of our buildings and the impacts on their members from any changes made. They fed back some points which were circulated to the group and to HR. 	Corporate Services

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • HR have led the exercise to engage with staff and networks to refresh the ASPIRE values. The outcomes have been shared and the changes include a clear recognition of the need for equalities to be recognised and defines for SCC – we are therefore moving to WE ASPIRE with the E representing Equalities. This will be supported by follow up work to launch the new values. • BLM was included as an agenda item at the Staff Partnership Board in June and to be followed up in September 2020. This discussion identified some proposed actions that are being fed into a corporate action plan including introducing an Equality Pay Gap report and extending equalities training i.e. unconscious bias training to councillors and staff. • Governance, Legal & Assurance are working to ensure that the public can continue to access remote public meetings by providing guidance and support. • All Customer Service Advisors in the contact centre have now completed unconscious bias training. • Improvements have been made to the council’s website (suffolk.gov.uk) to ensure compliance with the Web Content Accessibility Guidelines (WCAG) before the web accessibility regulations deadline of 23 September. There's also lots of great work happening around the council to ensure our online documents are more accessible, and usable for people with disabilities and impairments. The Digital team is working with Comms and HR on developing and promoting an e-learning module for all staff to learn how to create inclusive documents and content. 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Assets & Investment Team have Equality leads in the service to help ensure impacts of projects ideas are considered from an equalities point of view at every opportunity. • Corporate Property respond to queries – acknowledges issues and works with colleagues to find the best solution. • Covid-19 response: has tested flexible and home working particularly for those with caring responsibilities with positive support and will inform future work in this area. • Staff survey has strengthened and made EDI questions more consistent, and there is an intention to analyse the results by strand to see if there are differential negative impacts for different groups. New options in the demographic categories include non-binary, vegan and Pagan. • Initiating Carer Confident benchmarking. This is more relevant than ever as Carers UK say caring responsibilities increased exponentially under Covid19 and 1 in 4 people are now carers. • We Aspire has been launched, with its new emphasis on wellbeing and equality, and with new resources, guidance and case studies to support it. • Guidance on MySCC for commissioners requesting Procurement support to put in place a new contract has been updated to flag the need to complete an Equality Impact Assessment for service specifications. • Corporate Property ensured that the Annual Property Report met with the with the Web Content Accessibility Guidelines. • The Contact Centre and Blue Badge teams have completed Customer Service training which included how we can make reasonable adjustments for customers when required (this includes how we support those whose first language isn't English through the use of interpreters, how we provide service information and content in 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>alternative languages and formats and how we can assist those with disabilities and literacy difficulties to complete forms and applications).</p> <ul style="list-style-type: none"> • Having a working group for the Customer Commitment, which includes a commitment to: “Treat you [customers] fairly, inclusively and with respect, understanding one size doesn’t fit all”. Producing associated guidance, to help teams and services consider what this means for them and embed it in their work. • Holding a series of workshops around producing a behavioural framework for the WE ASPIRE values, which includes the new corporate emphasis on equalities and wellbeing. • A commitment and initial work to undertake Carer Confident benchmarking as an organisation, to support our staff who are carers. • Early work on ethnicity pay gap data. • CS H&S team are well represented within the Working Well for Suffolk (WWfS) agenda and continue to attend both WWfS meetings and quarterly events in support of other colleagues. Ongoing advice and support relating to all areas of H&S compliance in both the workplace and homeworking, mental health wellbeing and signposting as part of COVID-19 arrangements remain in place. • Current IT management redesign/restructure consultation, where new senior manager JPPs were developed and evaluated. As part of the evaluation, these JPPs were assessed for any gender bias and are pleased to report that the assessment tool did not find any inherent indicators of gender bias in the new JPPs. • Establishment of, and appointment to, new HR Equalities Lead post and supporting recruitment for the Race Equality Officer post, which has been successful in appointing a candidate, due to start in May. 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Ongoing work for Disability Leader status. • Ongoing work for Carer Confident status. • Update to Guidance for Supporting Trans, Non-Binary and Gender Diverse Staff, to reflect new caselaw and for general improvements, informed by feedback from LGBT+ staff network. • Behavioural framework for the We-Aspire values is being finalised and is about to be published, which includes the new corporate emphasis on equalities and well-being. • Supporting a series of equality sessions for SLC events, starting on 17 March, alongside Sue Cook and the Black and Asian network chairs. • Task and finish group reviewing and improving equalities e-learning. • Task and finish group – production of internally-faced equality objectives for SCC as a whole. • HR guidance around positive action drafted. • Rolling out staff survey team level results, including much more info than ever before about equalities and the results for different groups. Actions being identified to address differential impacts, informed by feedback from staff networks, and staff in specific teams and services. • Comms and CLT supported campaigns to celebrate Race Equality Week, LGBT+ History Month, & International Women’s Day, including for the latter on SCC’s social media platforms. • Work on disability and travel issue, trying to reduce the number of jobs advertised that require “wide and rural” travel as default, following feedback that reasonable adjustments around this aren’t being offered by some recruiting managers, limiting the talent pool and preventing progression for some disabled staff. 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Customer commitment guidance written – pilots to commence shortly in Legal and IT, to gain feedback on usability etc. 	
	<ul style="list-style-type: none"> • Due to the COVID-19 pandemic, the State of Children in Suffolk report was paused, although information about children can be found here: https://www.healthysuffolk.org.uk/jsna/children-in-suffolk • The L&P team held an afternoon training session on supporting staff (and others) who are hard of hearing. • Staff from K&I and Health Protection have been producing a regular RADAR (research and action digest) on COVID-19 which flags up the impact on vulnerable groups with suggested local actions. • We are providing support to the care market cell and worked with care providers to ensure care home residents are protected from Covid-19 infection. We have also encouraged providers to undertake staff risk assessments to protect vulnerable staff. • Developed a slide deck on “A Public Health Approach to Addressing Inequalities” to stimulate a system wide response to the increase in vulnerability and inequalities arising as a result of COVID-19. Slide deck has been presented to Mental health Cell, some Integrated Neighbourhood teams and other Forums. Health Inequalities is included in the ICS strategic recovery plan. • Covid-19 data and intelligence response continues to evolve and develop including: <ul style="list-style-type: none"> ○ Provision of Suffolk CoronaWatch online resource including daily updated data dashboard: https://www.healthysuffolk.org.uk/jsna/coronawatch ○ Development of an individual level vulnerability dataset to identify which individuals and households in Suffolk may be particularly vulnerable to the impact of the Coronavirus. 	Public Health

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> ○ Detailed data work to ensure that all those who are clinically extremely vulnerable are proactively contacted and can access appropriate support with food and medication supplies and personal support during the National Lockdown which began on 6th January 2021. ● Continued working with Health Protection Board, Local Outbreak Engagement Board, to support Local Outbreak Engagement Plan and ensure we provide data to effectively support complex communities, cohorts and settings. ● Children in Suffolk: Suffolk data stories (2020) published to raise awareness of some of the opportunities and challenges young people experience growing up in Suffolk, but through data. ● All iCaSH staff (Sexual health commissioned service) have undertaken a risk assessment to identify characteristics or factors which place them at higher risk of Covid-19. Safeguards were then put in place for groups with higher risk such as those of a Black or Asian ethnicity or those with existing health conditions. ● Provision of Free School Meal vouchers and food parcels to children who are eligible for FSM during Christmas holidays. ● The Annual Public Health Report for 2020 which considers issues related to health inequalities and how the Covid-19 pandemic has impacted on them has now been published on the Healthy Suffolk website. ● Additional reporting on particular inequalities aspects of COVID-19 is now being produce weekly, focusing on issues such as access to testing, case rates and access to vaccines. Substantial information on the scale and scope of ‘seldom heard’ groups in Suffolk has been provided to the S&NEE ICS to inform provision of accessible and equitable access to vaccines going forwards. 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • The Engaged Communities is one route in which Public Health are working with trusted partners in the community to ensure covid related messages resonate with smaller community groups in their own format and which also aim to meet their information needs. • In our alcohol licensing work, we ensure that those living in deprived communities are not further subject to harms of alcohol by presenting appropriate evidence and data to minimise the risk. • Developed a toolkit to support organisations and communities across Suffolk to drive forward action around Health Inequalities. This has been cascaded across the Directorate and with system partners. • Developed a prompt sheet for SCC ACS front line staff to use when working with individuals to help identify equality and diversity needs. This aims to support staff in capturing important ethnicity data to inform our work around equality moving forwards. • Updated our content on web pages to ensure compliance with accessibility standards. • Training provided by Healthwatch in relation to co-production attended by members of Health Improvement Team. • Provision of 'Fairer Health and Wellbeing Fund' with twice as much funding available to VCSE organisations compared to previous years, to support the reduction of health inequalities across Suffolk. 	
	<ul style="list-style-type: none"> • An external review of leadership development has been carried out and the report now published, a significant element of this was related to equality and inclusion. • Inclusive leadership training is taking place with all FRS staff in 2020, although this has been delayed due to Covid-19. 	Fire and Public Safety

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Supported by the Asian Fire Service Association, Suffolk FRS hosted a national event to mark Black History Month. • A number of sessions are due to take place in the coming weeks to develop our understanding of positive action. This will be led by Equality Works Group and Capsticks. 	
<p>2. Ensure the needs of people with protected characteristics are considered when making changes to policies or services.</p>	<ul style="list-style-type: none"> • Suffolk Archives set up a Dementia Friends Group comprising staff and volunteers to identify how they could provide a better experience for people living with dementia, who engage with the service, visitor experience, exhibitions and events. This subsequently expanded in the establishment of Suffolk Archives Inclusivity Group, with plans to develop an activity programme to support the equality duty. • Suffolk Archives at The Hold, Fixed Interpretation and Temporary Exhibitions has made the following inclusions: <ul style="list-style-type: none"> ○ Fixed interpretations have been translated into the most common languages spoken in Suffolk, ○ Research and dissemination of trigger warnings to alert vulnerable groups and avoid offense, ○ Advice has been received from SCC Disability Network. • Captions for videos and transcriptions for audio completed. • We have established the cataloguing language group which is examining some of our older catalogues for words and vocabulary reproduced from original archives in the descriptions of them that is inappropriate/ requires further explanation. • People with walking difficulties, wheelchair users, pushchairs and mobility scooters are often disproportionately affected by even relatively minor ponding/flooding of paths, carriageways, gardens and driveways. Able bodied people may step off at a full height kerb or jump over puddles, these groups don't have those choices. The additional 	<p>Growth, Highways, and Infrastructure</p>

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>investment in drainage in 21/22, in particular the significant increase in reactive and follow up cleansing and jetting will have a positive effect at sites that may not be top priority for planned work.</p>	
	<ul style="list-style-type: none"> • DMT set expectations about the undertaking of EIAs. Additional CYP staff have joined the EIA review group. • EIA update session delivered for the Directorate Management Group, which included all CYP managers. • Close working with Suffolk Parent Carer Network on all aspects of policy and provision development. 	<p>Children & Young People's Services</p>
	<ul style="list-style-type: none"> • Using consultation when making changes to policies or services; ensuring that the consultation is inclusive to people with protected characteristics. • The Learning Disability and Autism team are using new approaches with customers to ensure that the voice of customers is heard effectively. • ACS is part of the "What are we Missing" sessions designed to address health inequalities and change communication with different communities and groups to improve access to health and care. 	<p>Adult and Community Services</p>
	<ul style="list-style-type: none"> • EIAs recently completed on the revised Grievance Policy and Toolkit. Strengthened protection for trans people, by explicitly including misgendering and deadnaming as types of harassment under harassment and bullying. We have also changed and clarified the wording and examples around sexual harassment, in response to #MeToo and also a 2019 TUC report highlighting that LGBT+ people in particular are at much higher risk of suffering sexual harassment at work, but that people don't always know or recognise which behaviours short of actual rape and sexual assault constitute sexual harassment. • EIA undertaken on new Ill Health Retirement/ Ill Health Capability Dismissal Policy – formalises existing practices around ending someone's 	<p>Corporate Services</p>

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>employment because they are unable to do their job, after all other options have been explored.</p> <ul style="list-style-type: none"> • Ongoing work to try to address issues where non binary people are misgendered by systems which require male or female categorisation. • The Registrars Service has prepared an EIA to increase its statutory ceremony provision to ensure there is equal availability for both Marriage and Civil partnership ceremonies/formation. The Civil Partnerships, Marriages and Deaths (Registration Etc.) Act 2019 included provision for civil partnership to be available for both opposite and same sex couples, so we have reflected this within the EIA. • Governance, Legal and Assurance have updated the accessibility of MySCC and the SCC Website. • Governance, Legal & Assurance have updated the Committee report templates to ensure Committee reports are accessible. • A range of our online services have been tested to assess their compliance with the web accessibility regulations. Where necessary the Digital team have been supporting services to liaise with their software suppliers to determine their level of accessibility compliance in readiness for 23 September. • EDI section in Code of Conduct strengthened. • Actions from gender pay gap audit progressed and direction of travel positive. • A number of actions around the Council's Modern Slavery and Human Trafficking statement, including revisions to the Code of Conduct and Whistleblowing, and work to ensure an e-learning module is launched and promoted to staff. • IT access whilst on long-term leave guidance launched. This addresses historical issues whereby people on long-term leave, such as long-term 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>sickness (often linked to disability), maternity, career breaks etc would have their access to software and systems removed automatically, making it harder for them to stay engaged and keep in touch, if they want to.</p> <ul style="list-style-type: none"> • Equality Impact Assessment screenings undertaken for registrar relocation projects to ensure minimal impact on others from the move of the office. • Planned relocation of Ipswich Registrars to Endeavour House means that the service will provide a registration office which is fully accessible and addresses the current DDA issues faced at St Peter House. • The council's Digital Content Team have developed the new SCULPT guidance to support staff with creating accessible documents (an area where improvement is required that was recently flagged following an internal audit). The aim of SCULPT is to ensure we are providing information to the public via our online documents that's accessible for people who have impairments and disabilities. The new guidance content offers simple, memorable techniques to improve document accessibility, plus signposting to further resources such as online training and guides. • The Council is implementing a new digital services platform called Goss, this will help ensure our customer facing online services are not only easy to use, but also meet the required accessibility standards. • Grievance Policy has been redrafted and is out for consultation with unions and staff networks. The changes give much clearer guidance and process for third party harassment, in response to reports of racism towards staff by customers in ACS and CYP. As part of this work, a 'no excuse for abuse' poster has been produced to go up in all our customer-facing spaces and helped with practitioner guidance for 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>ACS/CYP. Working with Procurement to ensure there is a standard clause in contracts around appropriate treatment of our staff. Intention to go to DMTs to help them embed this. Also incorporating this into the work on the Customer Commitment.</p> <ul style="list-style-type: none"> • New Donors' Leave Policy, with new and enhanced entitlements to paid leave for staff who choose to become donors – this will benefit the wider society, including those with long-term health conditions, which are likely to meet the criteria for disability. • Contributed to development of the revised Domestic Violence Policy, which impacts certain protected characteristics in society more. • Production of a draft Recruitment Policy, which has a section and emphasis on inclusive practice. • HR representative to be on 'Gold Group', which will lead on the implementation of the Council's Race Equality Action Plan. • Work to ensure new caselaw on non-binary people being protected under the Equality Act is reflected in corporate policies and templates. • Oracle Fusion H&S Incident Reporting procedures has been reviewed and protected characteristics have been added in terms of the requirement for sufficient data capture and reporting of incidents. The H&S Team are also represented as part of the SCC Race Equality Board and as such take forward any observations identified as part of reviewing Policy / Risk Assessments which is aligned to the observations / comments by the board. • 3rd party harassment – implementation phase. Roll out of new policy, process and supporting tools and resources. Shortened version of the policy produced for care providers and other suppliers to adopt. Also a virtual banner for emails and webpages. Still working on additional guidance for social media, to help staff protect their privacy and 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>accounts. Lots of positive feedback from staff and managers around this work.</p> <ul style="list-style-type: none"> • Publication of Workforce Equalities Report 2020. • Publication of Race Equality Action Plan, whose focus is on staff. Provision of update on HR actions at Race Equality Oversight Group on 1 Feb. • Production of Ethnicity Pay Gap report with draft action plan, to be discussed at next Race Equality Oversight Group on 30 March, and Staff Partnership Board on 31 March. • Production of Gender Pay Gap Report 2021-22 – the mean pay gap has decreased by 5.2% in the last year. Includes actions around better supporting pregnancy and maternity strand – new action to produce Page Tiger document, bringing together support and resources for parents returning to work after a long absence for parental leave. Also, career development courses for parental returners – will mostly benefit women. • New Recruitment Policy and new guidance around both Induction and On-Boarding have been produced and consulted on with staff networks, shortly to be updated/published. Both have emphases on equality. • Production of data around recruitment from 2019 by equalities strands, to see who is a) more likely or less likely to apply for jobs; b) who gets shortlisted; and c) who is appointed. This information will help to feed into remedial actions and targeted advertising for recruitment. 	
	<ul style="list-style-type: none"> • At the start of the COVID-19 pandemic, all PH staff were encouraged to complete safe-guarding training for children and adults. • The K&I Team has produced and commissioned a number of interactive and accessible publications to ensure that all Suffolk residents have 	Public Health

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>equality of access to key information (e.g. the refresh of the Joint Health and Wellbeing Strategy).</p> <ul style="list-style-type: none"> • The K&I team have produced reports and summaries on the possible implications of COVID-19 on people with protected characteristics during lockdown, and also the wider impacts of lockdown and the pandemic on Suffolk’s populations (for example, possible impact of a recession) for use by SCC and partners. • Commissioned providers have provided PH with the characteristics they report against. We are working with them to encourage collection of any that are not currently being collected and will be introducing quarterly analysis of service uptake by the different groups to inform service development needs. • As part of the COVID-19 response, the Healthcare and Protection team has answered various questions related to the risk and impact of COVID-19 in BAME communities. We have also drawn attention to the various national reports highlighting the impact of COVID-19 on specific communities. • Domestic Abuse services across Suffolk are universally available to any victim of Domestic Abuse regardless of personal characteristics. With particular reference to the Domestic Abuse Outreach Service, we have made the helpline available 24 / 7 so that people can access the support when it is safe for them to do so. • Involvement in the Covid-19 response and ensuring that vulnerable population and those with specific characteristics are prioritised and their concerns are addressed. • Over 15 representatives from organisations across Suffolk have come together to look at access to specialist domestic abuse services by hidden groups. The groups are looking to remove barriers to disclosures which may make access to services difficult. A wide-ranging action plan 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>is being drawn up by the group. The work is being coordinated by the Domestic Abuse Champions Network with an allocation of £20,000 from Suffolk County Council to support emerging work. Groups identified who may find it harder to access support include but is not limited to the following:</p> <ul style="list-style-type: none"> ○ BAME ○ Non-English speaking ○ Refugees ○ Aged 50+ ○ LGBTQ+ ○ Physical disability ○ Learning disabilities/Autism ○ Sensory loss ○ Mental health difficulties ○ Rural communities ○ Travellers ○ Young People ○ Drug/Alcohol users ○ Military ○ Religious groups ○ Homeless ○ Male victims <ul style="list-style-type: none"> ● Local charity Alumah are developing a Freedom Programme with LGBTQ+ Victims / Survivors of domestic abuse, currently researching what is required with questionnaires circulated to gather “need” data. ● Lighthouse Women’s Aid – New Community Officer – focussing on 60+ victim/survivors – leaflet and poster campaign developed – post COVID-19 will be visiting community groups to raise awareness and promote 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>services (Ipswich focussed initially but with a view to go across the county).</p> <ul style="list-style-type: none"> • Worked with GYROS – social media to clients with links to translated versions of coercive control video along with the details of the 24/7 DA Helpline. • SCC are supporting the University of Suffolk to deliver a conference series bringing together academics and practitioners to share best practice around Domestic Abuse specialist support. One of the sessions will be highlighting the barriers to accessing support for BAME victims / survivors and will be offering solutions for future work. • Equality Impact Assessment undertaken for the development of the Suffolk and North East Essex Suicide Bereavement Service. • Lobbying for our more vulnerable groups and services working with vulnerable groups for vaccination. • Equality Impact Assessment undertaken for the COVID-19 Community Asymptomatic Testing Programme. • Service user consultation session taking place in relation to the recommissioning of detox and rehab service for substance misusers. Service user feedback will directly influence development of specification. Service users will be invited to assist with evaluating the new contract throughout its duration. • Development of a mechanism to collate and share details of complexities faced to those who were provided with emergency temporary accommodation under the Everyone In directive. • The Drug and Alcohol Training Service, which has shifted to virtual delivery, utilises functions on Microsoft Teams to enable delegates with hearing impairment to effectively participate. 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • FRS recruitment process has been changed to include a strong focus on EDI and has involved a more representative group of staff in the decision making. This now includes engagement with a company called Arctic Shores to improve the equality of the application phase of recruitment. The work has also included agreement of the proposal to recruit to a Community Engagement role that will support recruitment to on-call and full-time firefighter roles. The role is due to be advertised in the coming days and will focus on community engagement, positive action, taster days for underrepresented groups, and external promotion of the Service. • A grievance review led by our EDI steering group has resulted feedback and learning to improve our process and approach in the future. Grievance training led by HR will be made available to all managers in the coming weeks. • Review of the SFRS appointment and promotion processes as a follow-up to the Learning and Development review. One outcome of the SFRS appointment and promotion processes review has been to align green and grey book roles throughout the organisation. This provides opportunity for development and progression. There is now a new guidance document for development, and progression. The EIA for this document has been signed off. 	Fire and Public Safety
<p>3. Ensure that within a locality working approach the voice of all communities is heard when decisions are being made.</p>	<ul style="list-style-type: none"> • Community consultation of exhibitions and events including SCC Staff networks, LGBTQ+ community groups such as Suffolk Pride and Outreach Youth, Suffolk Black History Collective and the Suffolk Windrush Select Committee amongst others. • Update to SCC Development Planning decision making processes in light of the recent appeal court case (Gathercole vs SCC judgement 9/9/20). 	Growth, Highways, and Infrastructure

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Pride in Suffolk's Past Exhibition at The Hold due to be launched as soon as we can open the building again. This has an associated book which is now available to purchase. Local groups contributed to the book, saw the draft of it and commented on and suggested changes to the text. 	
	<ul style="list-style-type: none"> • Effective engagement and involvement of Suffolk Parent Carer Network in the commissioning and interview process for three new special schools. • Engagement Hub activity with children and young people throughout the pandemic to identify areas for development and support. • Support to Healthwatch Suffolk to gain greater reach in engaging with Young People through schools and colleges. 	Children & Young People's Services
	<ul style="list-style-type: none"> • Using research to support equality, such as recent research undertaken by the University of Suffolk. Social Work Teaching Partnership has established a working group focusing on equality and diversity. 	Adult and Community Services
	<ul style="list-style-type: none"> • Consulted with the Black & Asian and disability networks about the staff screening questionnaire with regards to covid-19. • Involving and communicating with the Black & Asian network about race equality work. • Changes to the Grievance Policy and Toolkit done as a result of feedback and work with the LGBT+ network. • Women's network and SWIFT have fed into gender pay gap action plan. • Disability network consulted on 'disability passport' before introduction. • Continuing work to achieve 'Disability Leader' status, alongside the disability network. • Promotion of mental health network and mental health first aiders, which has become particularly important during the pandemic. • Customer Services and Digital Team have engaged with the ACS workforce, care provider market and partners to brief and train them 	Corporate Services

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>directly around the provision of video carephones to ensure that they understand this offer and we can reach as many people as possible through the right support networks.</p> <ul style="list-style-type: none"> • Customer Services and Digital Team have supported vulnerable residents and those on the shielded list by providing resource and capacity for the Home But Not Alone helpline. • H&S legislation, policy and guidance tends not be subject to any equalities and inclusion parameters other than the obvious considerations in line with the Equality Act 2010, Public Sector Equality Duty (Section 149) of that Act. As such any changes to H&S guidance are not subject to the normal EIA protocols. • Public consultations went live for Mildenhall and Lowestoft developments and specific example below of significant consultation being made with community groups and spokespeople to ensure collaborative decisions are made. • Further work to ensure compliance in documents published and websites with website accessibility guidelines for disability inclusion – also the SCULPT guidelines published by IT. 	
	<ul style="list-style-type: none"> • The K&I Team have presented the key findings of the Place Based Needs Assessments to Patient Participation Groups. • The K&I Team support the wider system with survey design and analysis, including to ensure that the voices of people with protected characteristics are heard. • COVID 19 Mental Health Cell work for all ages is working with co-production partners to ensure that we are getting soft intelligence as to the needs of communities in Suffolk across themes such as carers, those with dementia, ethnic minorities and also using local and national surveys of public experience. This has informed a number of 	Public Health

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>communications, such as easy read version of physical activity guidance on what is allowed during COVID 19 lock down.</p> <ul style="list-style-type: none"> • Working in partnership with all of the sexual abuse support services in Suffolk, Suffolk PCC and Suffolk Police we have recently submitted a bid for Home Office funding which if successful will see us develop a child sexual abuse change champion role(s) within Suffolk to raise awareness off and support for children and their families. • Worked with members of the Hate Crime Network to: <ul style="list-style-type: none"> ○ review the impact of Covid-19 and offered support and guidance to help people know how to stay safe and how to access services during lockdown. ○ plan a response to National Hate Crime Awareness Week which focused on awareness raising of all 5 protected characteristics. The week also fell within Black History Month. • Set up a new Engaged Communities task and finish group (CCB) to work with communities to: help reduce the spread of Covid-19, and deliver key universal Covid-19 messages and some targeted messaging. • Public Health are coproducing their poverty reduction strategy to take into account the views and experiences of people who have had and are currently experiencing poverty, including organisations on the front line. Through Public Health’s cultural development work the team have been working with the cultural sector to promote and monitor the creative case for diversity which ensures diversity throughout an organisation at every level. • In our contribution to alcohol licensing panel, we support the community voice through their representatives. 	
	<ul style="list-style-type: none"> • A newly formed EDI Senior Leaders group has been established across our middle manager cadre. Whilst this does not include all managers at 	Fire and Public Safety

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>this level currently, we have prioritised those in key roles which either have a public facing aspect, a diverse team or in areas in the county with the most diverse population. The aim of this group is to work with our EDI steering group, our Senior Leadership Team and our EDI allies to ensure EDI runs through our service and at all levels there is an opportunity to discuss and engage with issues / opportunities. We have tasked our EDI working group to identify 'Inclusion Allies', once this is complete the allies will receive relevant development and then be available as a first port of call for EDI issues and promote EDI internally and externally.</p>	
<p>4. Empower more people with protected characteristics to live safe, healthy and independent lives.</p>	<ul style="list-style-type: none"> • Current Suffolk Archives/The Hold Activity Plan projects encourage a more diverse audience to engage with our heritage, engendering community empowerment, improved wellbeing, the development of new skills enhancing job opportunities etc. • We continue to work with Volunteering Matters in Ipswich to provide volunteering opportunities for those new to this country where English is spoken as a second language. • Restructured the secondary schools work experience programme at all branches to offer greater opportunities for young people to experience working in an archive. • The Archives Towards Recovery project from Suffolk Archives (with funding from Suffolk Community Foundation) is offering an opportunity for 24 young people in supported housing in Newmarket and Haverhill to work with an artist to reflect on their experiences during Covid-19 in a safe and productive way, using inspiration from the archive collections. • Pride in Suffolk's Past: as they were unable to deliver the range of activities as a result of Covid-19, they created an online survey so members of the LGBTQ+ community could share their experiences online. They also created an online exhibition for Pride month in June to 	<p>Growth, Highways, and Infrastructure</p>

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>share some of the LGBTQ+ stories discovered in the archives. Future plans include an exhibition at The Hold (Feb-Apr 2021), publication and a range of wrap around activities to promote equality and inclusion.</p> <ul style="list-style-type: none"> • Developed a Dementia ‘relaxed’ walk of the Ipswich Waterfront in conjunction with Ipswich Action Dementia Alliance. Due to Covid-19 the launch of the walk has been delayed until Spring 2021. • Worked in collaboration with Volunteering Matters and Ipswich Museum to provide children’s activity packs during lockdown to Ipswich low income families and those without access to the internet. • Developed new introduction guides to the searchroom to make the experience more accessible including large print, easy read and audio versions. • Developed a relationship with local black community groups to support a funding application to deliver a range of community events and activities in conjunction with Ipswich Museum’s Unmasked, the power of storytelling exhibition with the Marvel Blank Panther Costumes starting spring 2021. • 427 students with SEND and 22 Adult Care customers successfully travel trained to now use bus independently (since 2017 – November 2020) • We are carrying out changes to the Suffolk Archives website to make it more accessible. • The Hold is very accessible – great improvement on Gatacre Road. 	
	<ul style="list-style-type: none"> • On-going work with SPCN around travel options for children and young people with additional needs. 	Children & Young People’s Services

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Application of Care Act 2014 and Human Rights Act 1998 to support eligibility assessment; applying Supporting Lives, Connecting Communities to support people with protected characteristics to live safe, healthy and independent lives. • We are developing more support and guidance to residential and nursing homes on dealing with end of life in a culturally and religiously sensitively way. 	Adult and Community Services
	<ul style="list-style-type: none"> • Communications Team have produced ‘easy read’ versions of some of the guidance around Covid-19 on the SCC website to help people with learning difficulties or those who don’t read English very well to keep themselves (and others) safe during the pandemic. • Alternative Text has been added to images used on the corporate Twitter account to enable people using browser readers to be able to access the messages contained within images – or hear what images have been used. • Communications have also used subtitles on videos and animations to improve accessibility of those elements. • HR ensured that race, disability, age, and pregnancy are factored into the Covid-19 risk assessments via a direct conversation with managers who must record the information on behalf of their staff. This information ensured decisions about how to protect the health of staff with additional vulnerabilities are accurately informed. • We continue to support those citizens without internet connectivity / skills to access council services including the new Household Waste and Recycling Centre booking system and telephone-assisted Blue Badge applications. 	Corporate Services

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • The Digital team reviewed and updated our online form design standards to ensure these are in line with GDS standards (covering equalities and inclusion). • Corporate property working with HR to secure SCC disability confident status. This includes changes made to the building to help improve accessibility or ease of movement around the building. • Working to consider best options to serve local communities when bringing open space back into public use – Castle Hill, Haverhill Project ongoing. • The Contact Centre has provided a telephone service for those without internet access to apply for the Covid Winter Grant Scheme. The team also continue to provide an appointment booking service over the phone for the Household Waste & Recycling Centres for the digitally excluded. • As part of our continued Digital Care response to the Covid-19 pandemic, we have been deploying video carephones to vulnerable residents as well as to their care and support providers (both formal and informal) to ensure that they stay safe and well during this difficult time. To date, we have deployed nearly 950 carephones which have seen over 100,000 minutes of video contact from residents to over 1,000 friends, family, carers and other support. This is a vital support mechanism for those vulnerable people who would otherwise be at risk of becoming socially isolated. • Continued work on Disability Confident work, and specific issues and barriers affecting disabled people in employment. • All the ‘moral’ component activities of a good H&S management system are delivered well as part of the various health and wellbeing initiatives and agendas. These are available to all employees, as such those 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<p>defined by the protected characteristics are also incorporated as part of these initiatives.</p>	
	<ul style="list-style-type: none"> • The K&I Team are working with colleagues across public health, SODA and the wider system (e.g. NHS, CCGs, District Councils, Police, etc) to identify, track and mitigate the impact of COVID-19 on groups that may be at a higher risk. This includes working with national and local organisations to identify and support vulnerable people during the period of ‘lockdown’. For example, specific pieces of work: <ul style="list-style-type: none"> ○ to address the needs of those that are homeless, ○ to monitor and respond to outbreaks of COVID-19 in specific care homes or other care locations, ○ to analyse and report on mental health contact by protected characteristics to inform service planning and responses. • Evident from prevalence and impact that BAME communities are proportionately more affected by COVID 19 than the general population. This is being reported to system partners to prompt consideration and implementation of proactive measures to mitigate against this impact. • Health messaging to promote safe sex / use of contraception targeted at young people and young adults through communication networks and social media. • Responded to the needs of vulnerable residents during the Covid-19 response, including via the Home, But Not Alone service and help for food banks to support people to remain safe and healthy. • Promoting key prevention messages to BAME and minority communities, working with #whatarewemissing collaboration including community films on prevention topics, tackling myths and misconceptions and support to routine/manual workers. 	<p>Public Health</p>

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Joint working by multi-agency support organisations to continue to support those with drug/alcohol issues with complex needs (homelessness, rough sleeping, mental health issues etc). • Continue to work with internal and external members of the Black and Asian communities to review the impact of Covid-19 and offer support and guidance to help people know how to stay safe. • A social media campaign was delivered throughout June and July targeting young people (who are one of the groups at highest risk of poor sexual health) and aimed to raise awareness of services available during lockdown and how to access them. The campaign included an Instagram live session which engaged 25 young people in a conversation about sexual health, led to a significant increase in online condoms orders, and reached over 16,000 young people in the target group throughout the duration of the campaign. • Library service provided wellbeing checks to vulnerable customers where they were unable to access face to face library services. • Continue to collaborate with statutory and VCS partners to provide translated information to minority communities during the Covid-19 response via Message Cascaders. • Developed sexual health packs (advice / information / resources) for rough sleepers which were then delivered by the Marginalised Vulnerable Adults service to rough sleepers and those temporarily housed in accommodation c/o COVID. • Worked in partnership with ACE Anglia to develop a series of easy read resources around sexual health and relationships for individuals with learning disabilities, including delivering virtual workshop sessions to understand need and respond accordingly. 	

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Expanded our mechanisms for getting messages out to young people during the Covid-19 pandemic by delivering a targeted social media campaign and Instagram live sessions to facilitate live Q&A with healthcare professionals. • Activity pack produced to support vulnerable and isolated older people remain active during the coronavirus pandemic. Subsequently translated into 4 languages and an easy read version produced. • All of our information, advice and guidance relating to COVID -19 takes account of equality and diversity needs, including translation and easy read versions. • Harm reduction packs developed by Turning Point and circulated to substance misusers in relation to alcohol and drug use during the pandemic. • Specific targeting of Harm Reduction messages delivered by the Drug and Alcohol Recovery Outreach Service (DAROS) to those who were housed under the Everyone In directive from Central Government. • ‘Safer Sleeping’ leaflet to reduce child deaths produced in easy read document and translated into 4 languages. 	
	<ul style="list-style-type: none"> • The Service has structures established at local, SCC, regional and national levels (NFCC) to ensure our teams and individuals are engaged, developed and involved at all levels relating to EDI. Internally these include a service lead (DCFO), a senior managers group, an EDI steering group and an EDI working group. • We are currently delivering Positive Action / Unconscious Bias / EDI training for managers and those involved with attraction, recruitment, progression, development and assessments to support future positive action drives for recruitment and progression. 	Fire and Public Safety

Corporate Equality Objectives	Directorate activities 2020-21	Directorate
	<ul style="list-style-type: none"> • Our L&D team have all completed an EDI ILM 4 course to enhance their understanding of EDI to aid development of our staff. • Our EDI working group and working to design a SFRS bespoke EDI ILM 4 course for 10 SFRS Inclusion Allies across our service. • Two or our EDI working group will be attending an AFSA development event. • We have recently appointed a ‘Community Liaison Officer’ this role will be actively involved in building relationship with underrepresented groups to support PA and attraction, recruitment, Prevention and Protection. • Our Assessments are built on the NFCC Leadership Framework with a focus on Inclusion and EDI. • As well as the Suffolk Women In Fire Together (SWIFT) support group we also now have regularly BAME meetings and also interact with SCC staff support networks. 	

Acronym Glossary:

AFSA – Asian Fire Service Association
 BAME – Black, Asian or Minority Ethnic
 BAN – Black & Asian staff network
 CCB – Collaborative Communities Board
 CLT – Corporate Leadership Team
 DCS – Director of Children Services
 DDA – Disability Discrimination Act
 DMT/G – Directorate Management Team/Group
 EDI – Equality, Diversity, and Inclusion
 EIA – Equality Impact Assessment

FRS – Fire and Rescue Service

FSM – Free School Meals

GDS – Government Digital Service

H&S – Health and Safety

JPP – Job and Person Profile

LGBTQ+ – Lesbian, Gay, Bisexual, Transgender, Queer, plus

L&D – Learning and Development

MySCC – the Council's intranet

SCULPT – this is a method used for making documents accessible. Structure your headings, Colour contrast, Use of images, Links, Plain English, Table structure.

SEND – Special Educational Needs and Disabilities

SFRS – Suffolk Fire and Rescue Service

SLC – Senior Leadership Committee

SPCN – Suffolk Parent Carer Network

S&NEE ICS – Suffolk and North East Essex Integrated Care System

VCS – Voluntary and Community Sector

Key to directorates:

ACS Adult and Community Services

CS Corporate Services

CYP Children and Young People's Services

FPS Fire and Public Safety

GHI Growth, Highways, and Infrastructure

PH Public Health