

## **Highways & Transportation Equality Review for 2013-14**

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1. What evidence do we have of working with key partners to jointly address areas of inequality?

We work closely with our main Highway contractor Amey to run an apprenticeship scheme which encourages greater numbers of young people into our organisations. We work with Kent Police to ensure that our Driver Diversion Courses are available to everyone regardless of any disabilities or specific needs.

2. How have we improved the collecting of /used the 'About You' service information?

We collect postcodes from all customers reporting highway faults so that we can run Mosaic reports to understand our customer demographics.

Our Vehicle Crossover team collect information about any customer's disabilities and this information is used to see if any additional requirements need to be considered in the design.

As part of our annual highway tracker survey which gathers the views of 1,000 Kent residents, County and District Members, we collect and report some demographic characteristics to ensure a representative sample of the community.

3. Information and data on access to services and/or participation rates for people with different protected characteristics

We use enquiry information and mosaic reports to understand access to service information at a district level and this is reported twice per year to help us understand under or over represented districts and groups.

H&T have their own online fault reporting tool and we have worked extensively with the Digital Services, Communications and Equalities Teams to ensure that it is fit for purpose and accessible by all Kent Residents by offering improved mapping, customer friendly typeface and alternatives (such as no map based location searches) for the visually impaired.

We have fed in to the changes to the KCC website to ensure that the site is accessible to all but also that we offer non digital access to our services as well (e.g. Phone, Face to Face via the gateways and service information being made available to customers through a range of formats such as braille and in alternative languages.

4. Performance information (by any relevant protected characteristics) for functions which are relevant to the aims of the general equality duty, especially around service outcomes (e.g. education attainment, recovery rates, apprentices)

The Amey contracts have a 3% requirement for apprenticeships and this is reported on a monthly basis and has a commercial risk associated with it.

5. Any gaps in the above information required for 2, 3, & 4 and what we are doing about it?

None that we are aware of.

6. Complaints from service users about discrimination and other prohibited conduct

We started recording complaints about potential discrimination in our quarterly monitoring reports from 2013.

7. Details and feedback of engagement with service users including a breakdown of consultees by any relevant protected characteristics

All formal consultation and satisfaction surveys are commissioned through the appropriate corporate team. Reporting of these surveys takes place at cabinet committee with documents published on the KCC website e.g. highway tracker survey. Most of our consultations and surveys are Kent wide and go to a wide range of residents (such as the Safe and Sensible Streetlighting Project) however some surveys have a targeted audience based on user profile (So 11-16 year olds for the Freedom Pass changes).

8. Any quantitative and qualitative research with service users including a breakdown by any relevant protected characteristics

Only the highway tracker survey.

9. Evidence of equality information being used in contracting, commissioning or procurement where relevant

We included standard equality and diversity stipulations in our contracts with Amey and the company was required to provide evidence of their work in this area, before they were considered during the tender process.

10. Records of how KCC have had 'due regard' to the aims of the duty in decision-making with regard to service provision, including how many assessments of impact on equality, any evidence used and actions we have put in place to mitigate any disadvantage?

All major projects that require a key decision or DivMT agreement have to have an EqIA carried out or else they will not be considered. These are captured on the H&T Project Register.

11. % of decisions with an EqIA before decision was made?

100%

12. Details of policies and programmes that have been put into place to address equality concerns raised by service users

All new highway improvement schemes are subject to a stage one EqIA assessment and where necessary further advice is sought from the Equality Team if any impacts are highlighted. We are working with the Corporate Equality Team to review this process in early 2014.

All new guidance and policy documentation is also subject to an EqIA assessment.

In our new H, T & W Strategic Priorities Statement, all projects involving significant customer involvement or impacts are highlighted and further equality work will be part of the project implementation plan.

## **Waste Management Equality Review for 2013-14**

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1. What evidence do we have of working with key partners to jointly address areas of inequality?

We work with the Waste Collection Authorities to provide a variety of options for householders to dispose of their waste - including specialist collections ('assisted collections' for elderly residents or those with a physical disability) and disposal services (e.g. clinical waste collections).

The Household Waste Recycling Centre (HWRC) service places a requirement upon the contractor to deliver a 'meet and greet' service, with assistance available to customers for the lifting and carrying of waste e.g. pregnant women, mobility impairments. Contractors running the HWRCs are also required to comply with the access scheme for customers requiring access in a vehicle adapted for a disability which would otherwise have been excluded from the HWRCs. *Please also refer to point 9 regarding equality information/ requirements included as part of Waste Management procurements.*

2. How have we improved the collecting of / used the 'About You' service information?

During the HWRC public consultation 2011/12 respondents completing questionnaires online were asked a series of 'about you' questions concerning Protected Characteristics. The evaluation highlighted the need to review the 'about you' questions with greater insight into the need and use of particular data sets. For example, data about customer's sexuality has no use or impact upon the HWRC service provision. The Waste Management team has gained a much greater understanding of appropriate data to inform policies and procedures during this piece of work.

In 2012/13, face to face customer satisfaction surveys were carried out at each HWRC by KCC staff. Waste Management will shortly be procuring a surveying company to undertake satisfaction surveys on behalf of the Council in late summer/ Autumn 2014 and on a yearly basis thereafter. The following Protected Characteristic information will be gathered from customers who wish to disclose:

- Age
- Gender
- Ethnicity
- Disability

We will not ask about the following, as they are not considered pertinent to the provision of HWRC services.

- Gender Identity
- Religion or belief
- Pregnancy and Maternity

- Sexual orientation

The customer satisfaction survey will also collect respondents' postcodes. This data is not externally published. Customers are told that they cannot be identified and will not be contacted based on this information. Postcode data is used to gain a better understanding of our customers through Mosaic software analysis to support intelligent audience segmentation.

3. Information and data on access to services and/ or participation rates for people with Protected Characteristics.

KCC Waste Management delivers one main public facing service through the statutory obligation to provide a Household Waste Recycling Centre (HWRC). This service is open to all householders in Kent albeit access to a vehicle is required to use this particular waste disposal route. The district councils as the statutory Waste Collection Authority provide kerbside collection services including 'bulk' waste collections.

KCC recognises customers visiting HWRCs have differing needs and some may require physical assistance to lift and carry waste safely for disposal, which is a requirement of the KCC contractors (*please also refer to response in point one*). In addition, service information is made accessible to customers through a range of formats e.g. Easyread, Braille, alternative languages.

4. Performance information (by any relevant protected characteristics) for functions which are relevant to the aims of the general equality duty, especially around service outcomes (e.g. education attainment, recovery rates, apprentices).

In line with KCC's aim to promote and support apprenticeship take up within the County, as part of recent procurement for the operation of a number of KCC's HWRCs, providers were asked to provide a strategy detailing any activities they undertake to support apprenticeships and trainees. They were also asked to propose what mechanisms they have to develop and implement this strategy at the HWRCs. Providers will be required to report performance for the authority to monitor.

5. Any gaps in the above information required for 2, 3, & 4 and what we are doing about it?

Experiential learning through customer engagement such as public consultation and satisfaction analysis has provided valuable insight into the value of particular data sets. To this end, Waste Management took a decision to exclude particular 'about you' questions (e.g. sexuality) which were deemed irrelevant to service delivery and unnecessary for people to disclose.

6. Complaints from service users about discrimination and other prohibited conduct

During an implementation period (1<sup>st</sup> September 2012 to 31<sup>st</sup> March 2013) for new HWRC operating polices, 26 customers perceived to be discriminated against in relation to the vehicle they owned. These complaints were not upheld. It is recognised that some customers require particular types of vehicles due to a

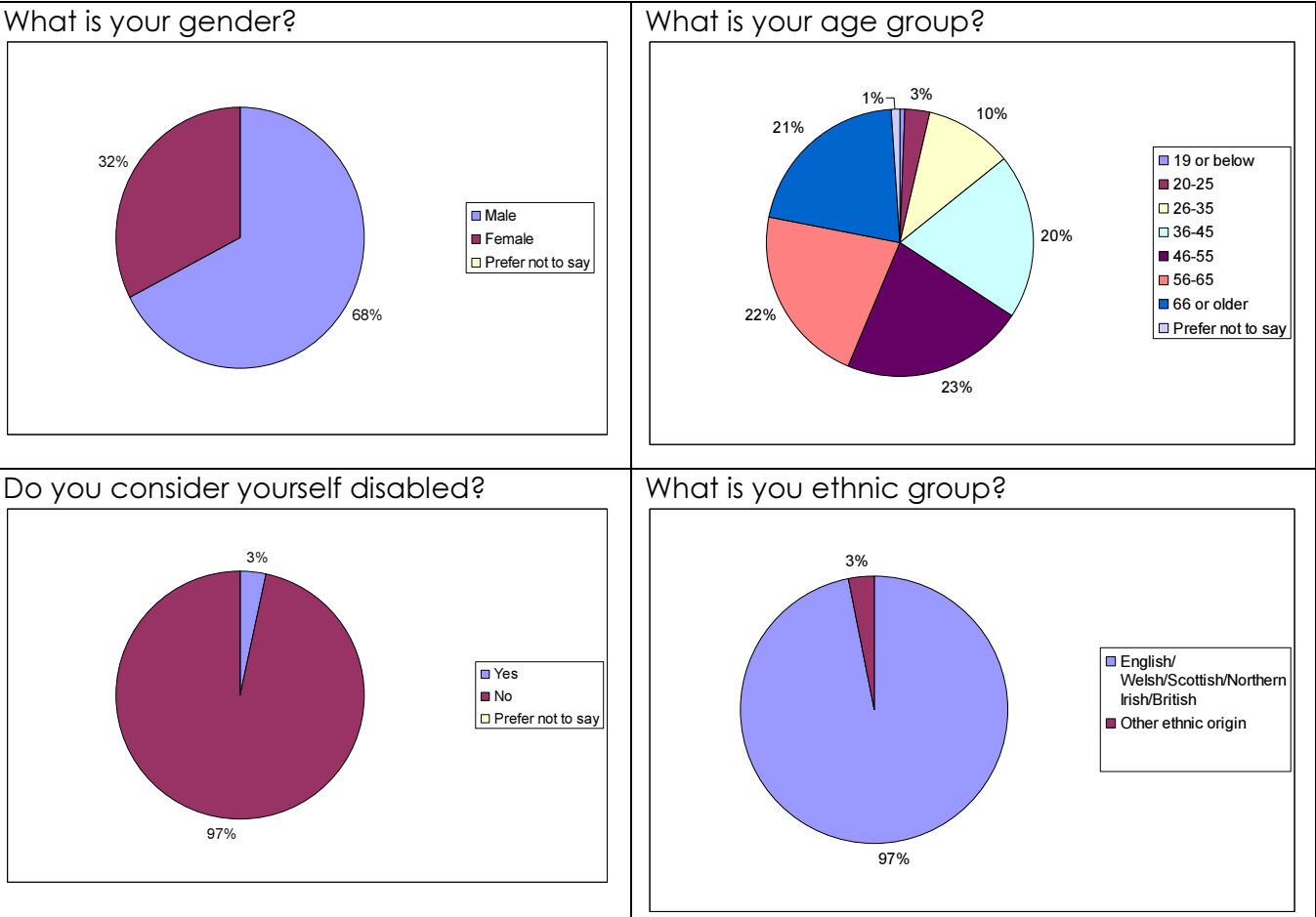
disability and an access scheme is in place to meet their needs – please refer to information in point 11 for further details.

All claims of discrimination are investigated with formal advice from the Council's legal team taken if required. Procedures and policies are reviewed as part of each investigation and amended accordingly.

7. Details and feedback of engagement with service users including a breakdown of consultees by any relevant protected characteristics

**Customer satisfaction data**

HWRC Customer Satisfaction data November 2012 – March 2013 provides us with the following information which is used to inform future customer engagement (audience segmentation) methods and channels. This is the most up to date data currently held by Waste Management, however, as explained in point two, we will be undertaking more satisfaction surveys later this year (2014).



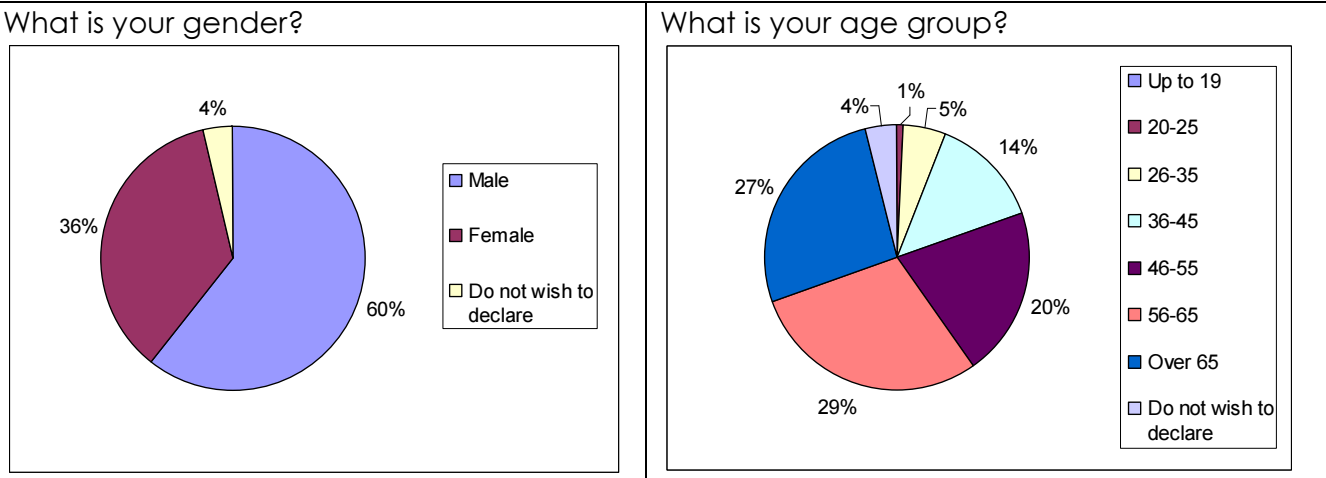
97% of respondents stated that they were English/Welsh/Scottish/Northern Irish/British. Of the remaining 3%, respondents stated that their ethnic group was as follows:

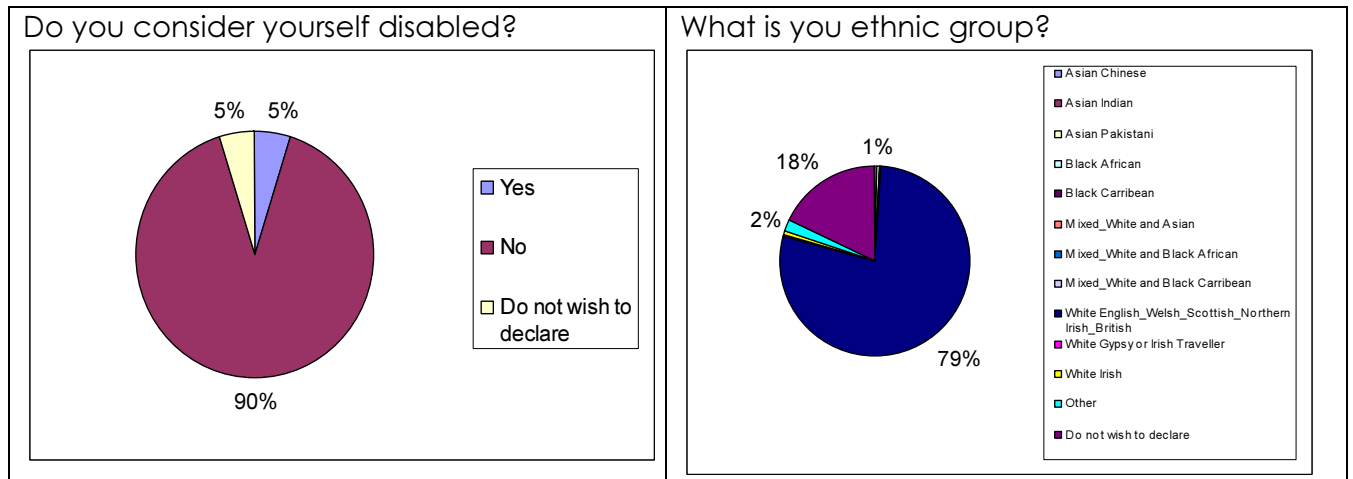
Ethnic group	Number of respondents
<b>Any other white background</b>	<b>14</b>
<b>Irish</b>	<b>10</b>
<b>Mixed white and Asian</b>	<b>8</b>
<b>Do not wish to declare</b>	<b>7</b>
<b>Any other Asian or Asian-British background</b>	<b>5</b>
<b>Black African</b>	<b>4</b>
<b>Black Caribbean</b>	<b>3</b>
<b>Bangladeshi/ Chinese</b>	<b>2</b>
<b>Any other ethnic group</b>	<b>2</b>
<b>Any other mixed/ multiple ethnic group</b>	<b>2</b>
<b>Indian</b>	<b>1</b>
<b>Any other Black/African/ Caribbean/ Black-British ethnic group</b>	<b>1</b>

**Public consultation data**

As part of the HWRC public consultation, KCC Waste Management sent a letter and/ or email to over 150 equalities groups across the county to give them the opportunity to engage and respond to the public consultation. These groups included age groups, BME groups, disability groups and gender groups. Furthermore, consultation questionnaires were provided to influential members of the Gypsy and Irish Traveller communities to disseminate amongst their communities. The KCC staff groups were also sent information with the consultation information.

The relevant ‘about you’ questions asked as part of the HWRC public consultation provides us with the following information which is used to inform future customer engagement (audience segmentation) methods and channels.





### Focus Groups

In late 2013, Waste Management commissioned some focus groups with customers of our HWRCs in order to gather feedback with regards to their experiences at site, their customer service expectations and service improvements. As part of these focus groups, letters were also sent from KCC to disability access card holders, which resulted in the completion of a 30 minute telephone call with 3 customers with access cards. The telephone feedback aimed to understand whether the access scheme, from application process through to using the card at the HWRC, was effective and appropriate. Customers welcomed the service improvements which have alleviated previous service shortcomings and has supported equitable access.

### 8. Any quantitative and qualitative research with service users including breakdown by any relevant protected characteristics

In addition to the response to question 7, Waste Management has sought to engage directly with a number of organisations in Kent representing residents with Protected Characteristics. An example of this is HiKent (Kent’s hearing impairment charity) who has provided valuable insight into the considerations and needs of their clients to support future HWRC service provision. This approach is being replicated with other organisations to widen the knowledge and understanding of Protected Characteristics of our customers.

During the next year, Waste Management intend to engage with customers and equality and diversity groups in Kent to help inform future HWRC site design and service delivery to explore needs and requirements of customers.

### 9. Evidence of equality information being used in contracting, commissioning or procurement where relevant.

Waste Management has undertaken/ is in the process of undertaking, a number of procurements in the last 12months. EqlAs were undertaken prior to all procurements to help inform the process. The majority (with the exception of procurement for the management of a number of KCC’s HWRCs) were not public facing services and therefore no negative or positive impact was identified for any protected characteristic.

In line with Corporate procurement procedure, a diversity section was included in all tender documents to ensure that KCC contractors are compliant with all statutory

requirements but also that they demonstrate an ongoing commitment that ensures fairness of treatment is being applied and improved by the contractor through the life of the contract. For example, tenderers are asked about their Equal Opportunities policies and the promotion of equalities/ fairness in employment and training.

Furthermore, as part of the tender documents for the operation of the management of the HWRCs, a number of mandatory requirements were included relating to equality including:

- Ensuring that each facility has a staff member designated to be a 'Champion' for customer care. A key feature of this role is to take the lead on all equality issues, ensuring that Staff are trained to deal with all types of customer.
- Ensuring that site signage is clear and appropriate for those for whom written English is not 'accessible'.
- Ensuring that all HWRCs are managed and operated in line with Waste Management's operating policies to include the Disability Access Scheme, ensuring all Customers have equal access to the HWRCs.

The Tender document also required potential providers to answer a number of scored 'qualities of service' questions. This included a requirement for providers to detail their approach to offering assistance to customers in a consistent and equitable way. Here they were asked to highlight any specific approaches to supporting customers with disabilities.

10. Records of how KCC have had 'due regard' to the aims of the duty in decision-making with regard to service provision, including how many assessments of impact on equality, any evidence used and actions we have put in place to mitigate any disadvantage? Percentage of decisions with an EqlA before decision was made?

Waste Management has an EqlA log to identify all relevant policy, procedures and service areas requiring assessment to inform the decision making process. All decisions taken have been informed by an EqlA approved by the Corporate Director. The log allocates a discreet reference number for the EqlA with 8 assessments made during 2013 – May 2014. Associated action plans have been implemented to mitigate disadvantages e.g. information regarding the closure of Hawkinge HWRC being available in a range of formats.

11. Details of policies and programmes that have been put into place to address equality concerns raised by service users

An HWRC access scheme for customers was implemented in February 2013 to ensure that all individuals with a disability are given equal or better access to HWRCs. Previously customers were required to contact KCC to gain access or site staff felt compelled to allow entry if customers mentioned a disability issue or were in possession of a Blue Badge. In part this was due to lack of insight into disabilities and the subject viewed as taboo. This was identified as an area for improvement requiring a cultural change to support open and frank discussions. This led to greater appreciation and understanding of the needs of customers with disabilities. The EqlA for the HWRC procurement reflects this with robust contract specification to provide equitable service for customers with disabilities.



Waste Management redeveloped Ashford HWRC with the new site opening in July 2013. The site was designed to ensure that the HWRC was easily accessible e.g. waste disposed of over a retaining wall rather than steps up to containers. A buzzer was also fitted at the entrance to the site to alert site staff to any customers with a disability access card where their vehicle could not fit under the height barrier and who required assistance to gain entry.

<b>WASTE MANAGEMENT EQUALITY OBJECTIVES 2013</b>		
<b>Objective</b>	<b>Protected Characteristic</b>	<b>Achievements</b>
<p>1. To ensure differing customer needs are catered for at the Household Waste Recycling Centres (HWRCs) e.g. some customers may require physical assistance to lift and carry waste safely for disposal.</p>	<p>Disability Age</p>	<ul style="list-style-type: none"> <li>• The Household Waste Recycling Centre (HWRC) service places a requirement upon the contractor to deliver a 'meet and greet' service, with assistance available to customers for the lifting and carrying of waste e.g. pregnant women, mobility impairments. Contractors running the HWRCs are also required to comply with the access scheme for customers requiring access in a vehicle adapted for a disability which would otherwise have been excluded from the HWRCs.</li> <li>• As part of the tender documents (published in March 2014) for the operation of the management of the HWRCs, a number of mandatory requirements were included relating to equality including: <ul style="list-style-type: none"> <li>○ Ensuring that each facility has a staff member designated to be a 'Champion' for customer care. A key feature of this role is to take the lead on all equality issues, ensuring that Staff are trained to deal with all types of customer.</li> <li>○ Ensuring that site signage is clear and appropriate for those for whom written English is not 'accessible'.</li> <li>○ Ensuring that all HWRCs are managed and operated in line with Waste Management's operating policies to include the Disability Access Scheme, ensuring all Customers have equal access to the HWRCs.</li> </ul> </li> <li>• The Tender document also required potential providers to answer a number of scored 'qualities of service' questions. This included a requirement for providers to detail their approach to offering assistance</li> </ul>

		to customers in a consistent and equitable way. Here they were asked to highlight any specific approaches to supporting customers with disabilities.
2. Use Household Waste Recycling Centre customer data combined with audience segmentation information held by Kent County Council to understand the customer profiles for each HWRC to help address potential equality issues and to improve services.	Age Disability Gender Race	This has been achieved and is applied to all customer engagement interventions and will be used to inform future decisions relating to service delivery.
3. To ensure that service information is made accessible to customers through a range of formats e.g. EasyRead, Braille, alternative languages on demand.	Disability Age Race	Yes.
4. A review of existing sites is being undertaken to ensure ease of access for people with disabilities. To ensure that all future designs of HWRCs is accessible to customers with disabilities, within the boundaries of the service.	Disability Age	Review completed to establish current accessibility status of each facility. Action plan currently being implemented.

## LR&A Equalities Report 2013-2014

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### 1) What evidence do we have of working with key partners to jointly address areas of inequality?

Kent Libraries Registration and Archives are committed to making their services accessible, appropriate and welcoming to all members of Kent's diverse communities. By using the expertise and advice of key partners both at a national, county and local level throughout all that we do enables us to work towards addressing areas of inequality. Examples of partnership working include:

- Gypsy Roma Traveller History Month June 2013. Romany Roots Traveller collections are now held in 10 libraries. Titles were chosen in consultation

with the traveller community and Kent Minority Communities Achievement Service (MCAS). Locations of collections were identified by the proximity to traveller sites or housed traveller communities. Libraries took the opportunity during June to showcase the stock. The % increase of the issues of Romany Roots collections compared to the same time the previous year = 126.7% increase.

- Working in Partnership with MCAS (Minority Communities Achievement Service) Family Liaison Officers, Traveller Awareness Displays were placed in libraries across the county.
- Advisory Teacher Gypsy Roma Traveller Achievement delivered an awareness training session at Eden Centre for LR&A staff. Aims of training were to develop a greater awareness and understanding of Gypsy, Roma and Traveller history and culture, develop strategies for engagement and inclusion of Gypsy, Roma and Irish Traveller communities and to develop a greater understanding of the Equality duty.
- Feedback very positive, attendees scored the session good - excellent. Comments included:

*"The sweep of history-including the recent shocking episodes from Czech & Slovak history –helps to build my awareness"*

*"Need to find ways of including Gypsy Roma Traveller families in regular library activities like Rhyme times, Summer reading challenges....."*

#### Black History Month October 2013.

- Throughout October, working with local community groups libraries across the county took the opportunity to display Black History Month collections highlighting achievements and culture of Black and Minority Ethnic Communities in Kent.
  - Maidstone Alliance for People of African Heritage (MAPAH) created an exhibition at the Kent History & Library Centre celebrating their African culture with displays of fabric, artwork and musical instruments. MAPAH invited local schools to KHLC for Poetry workshops.
  - Still Rising, a community Group in Gravesend who promote black history and culture in Kent, held an exhibition in Gravesend Library consisting of musical instruments, paintings, sculptures and artefacts, some up to 400 years old. The exhibits were placed around the library so that library users could wander round and see, feel and touch the pieces displayed. Vice Chairman of Still Rising pointed out the importance of the exhibition in relation to the growth of the African and Caribbean population in Gravesend...*"it's important to know the history of that community. If we don't start developing understanding we won't create an atmosphere that is trusting in the future"*.
- In total over 100 people attended activities across the county but this does not include visitors to the exhibition in Gravesend. As the exhibits were placed around the library they were in full view of all visitors. Footfall for Gravesend during October so potential audience was 17,731
- LGBT History Month February 2014
- Rainbow Reads Collections of books which are written by the LGBT community, and of interest to everyone were made available in the main town centre libraries across the county. Titles were recommended by LGBT specialist book suppliers and members of the KCC Rainbow Forum.

2013-2014 shows a 44% increase in Rainbow Reads issues compared to the previous year. Issues 01/01/2014 – 24/03/2014 =392 (272 previous year.)

- Highlights of LGBT History Month 2014 include:
- University of Creative Arts in partnership with Kent History & Library Centre held *Cross-Dressing Through the Ages* exhibition highlighting the archives of Tessa Boffin, a lesbian photographer and lecturer at UCA before her death.
- Programme of events at Folkestone Library included partnership working with youth services and local artist Kamilla Szyber to deliver the *Proud of Who You Are* art workshop at Shepway Youth Hub Five to a group of Young People which was then exhibited in the Sassoon Gallery at Folkestone Library. “A good exhibition showing what people can do when allowed to express themselves as they are”.

#### Partnership working with health practitioners

- Reading Well Books on Prescription - a key element of the library national health offer in England. The initiative provides self-help reading for adults based on cognitive behavioural therapy for a range of common mental health conditions including anxiety, depression, phobias and eating disorders. The scheme supports people to self-manage by signposting to expert-endorsed book-based therapy available for free from public libraries, either as a stand-alone treatment or alongside other approaches such as talking therapies or medication. In Kent there are 45 collections of 30 books available across the county – issue figures 4,982 1/04/2013 - 30/04/2014
- In partnership with the Alzheimer’s Society, Dementia UK Age Concern LR&A offer Read Aloud and Pictures to Share sessions across Kent which involves using books and pictures, stories and poetry to stimulate memories, enjoyment and build connections between the people living with dementia and their carers or family members.

## 2) How have we improved the collecting of/used the ‘About You’ service information?

We have implemented a new library database where we capture information on our customers attending events organised/supported by library and archives staff.

- Gender
- Adult child
- Learning disabilities
- Mental Health

#### Data collected when customer joins Libraries and Archives

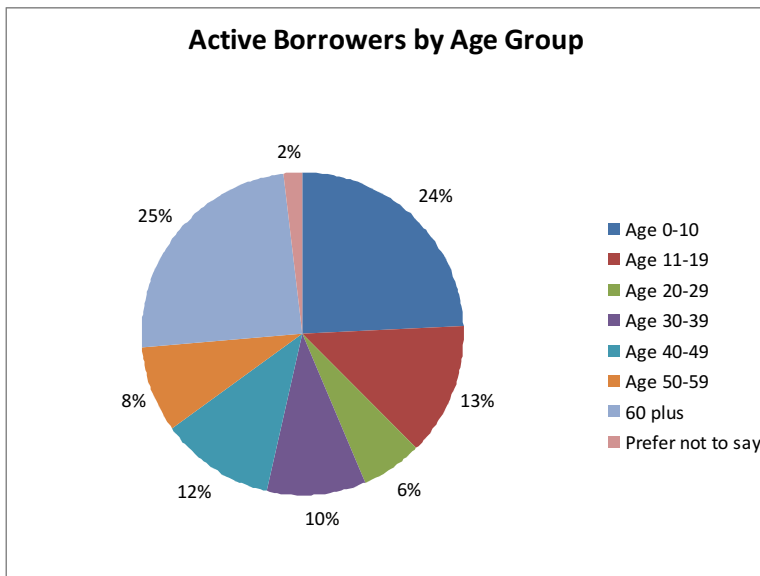
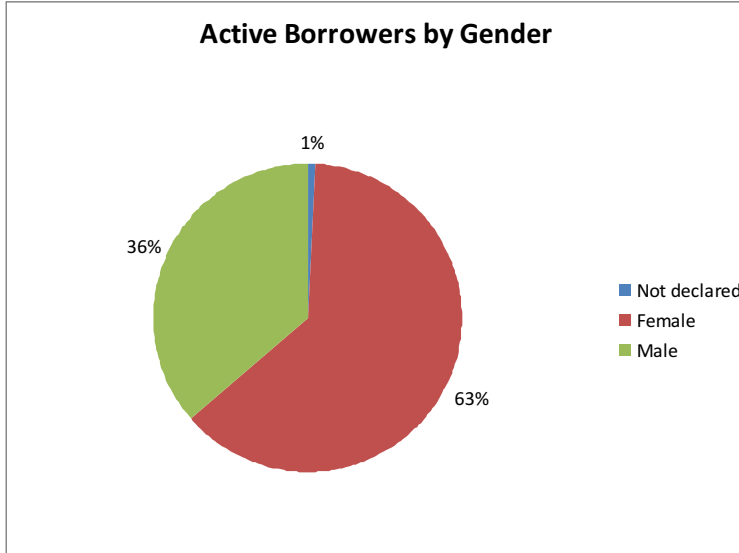
- DOB
- Gender
- Ethnicity
- Disability
- Language Spoke
- Data collected when

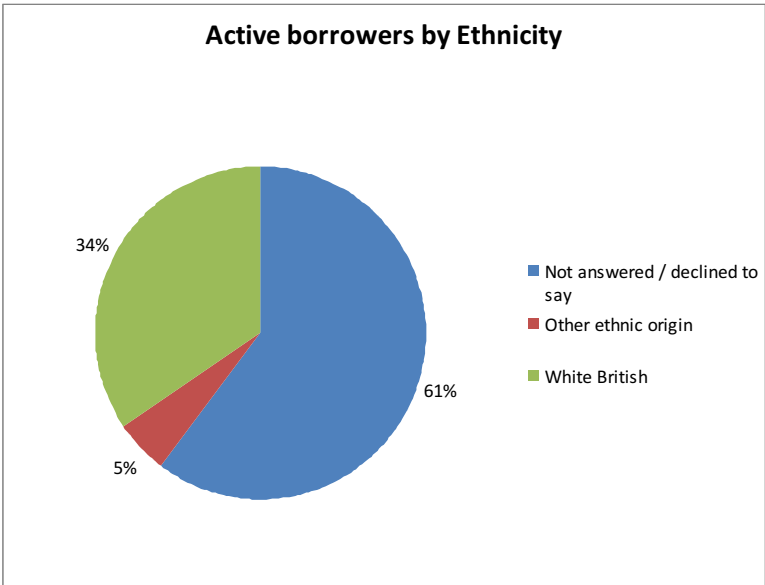
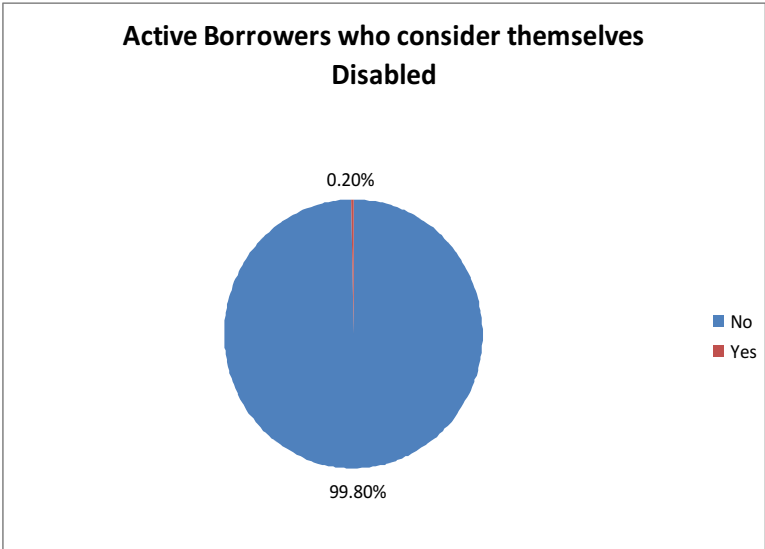
#### Data collected about our Time2Give Volunteers

- Gender

- Age
- Disability
- Ethnicity

3) Information and data on access to services and/or participation rates for people with different protected characteristics





- Adults attending events in libraries 2013-14**
- 94,447 adults without or not declared disability
  - 1,529 adults declared learning disability
  - 136 adults declared mental health problems
  - 274 adults declared mobility problems
  - 584 adults with sensory problems

**Data about our Time2Give Volunteers 2013-2014**

Gender:	<b>27%</b>	<b>Male</b>
	<b>65%</b>	<b>Female</b>
	<b>8%</b>	<b>Not declared</b>
Age:	<b>5%</b>	<b>Under16</b>
	<b>14%</b>	<b>16-24</b>
	<b>3%</b>	<b>25-30</b>
	<b>5%</b>	<b>31-40</b>
	<b>10%</b>	<b>41-50</b>
	<b>13%</b>	<b>51-60</b>
	<b>41%</b>	<b>Over 60</b>
	<b>8%</b>	<b>Not declared</b>

Disability:	8%	Yes
	73%	No
	20%	Not declared
Ethnicity:	77%	White British
	3%	Other White
	8%	BME
	12%	Not declared

4) Performance information (by any relevant protected characteristics) for functions which are relevant to the aims of the general equality duty, especially around service outcomes (e.g. education attainment, recovery rates, apprentices)

#### Making services accessible to people with a physical disability

- Home Library Service serves 1,979 customers (2012-13 1,880). They include people who are homebound by ill health, disability or caring responsibilities. 133,085 loans were made in 2013-2014 (130,377 in 2012-2013).
- Tunbridge Wells access improvement works completed in 2013. This involved the fitting of a lift to the Library, Museum and Art Gallery building as well as disabled toilets and a baby-change facility. This was in direct response to customer comments and advocacy from the local access group. Until the lift was fitted customers unable to walk upstairs were unable to access the information and local studies library at all. Now the whole building is accessible to all users.

#### Services for people who are blind or partially sighted;

- Kent Libraries Registration and Archives are committed to the national Six Steps pledge to ensure that services are accessible to the blind and partially sighted.
- Postal loan service. Our *Talking Book* service has 1,242 blind and partially sighted customers in Kent and Medway (2012-13 1,190) and made 48,999 loans (2012-13 48,920).
- Over the year 2013-2014 there have been 584 (2012-2013 492) visits by blind and partially people to events held in libraries across the county.
- 8 audio book groups for blind and visually impaired people across the county, supported by 3 subscriptions from Calibre, attend the library on a monthly basis.
- LRA Celebrated Make a Noise in Libraries fortnight, an annual campaign to bring public libraries and blind and partially sighted people together to improve access to books and information. During this time contact was made with local blind and partially sighted groups and Kent Association for the Blind Centres. Our Best Practice and Offers for Services to Blind and Partially Sighted were promoted. In Kent over 160 members of the public attended 10 MANIL events organised by LRA across the county. 90 of the people attending were blind and partially sighted (2012-2013 91).

#### Services for people who are deaf or hard of hearing;

- Offer and Best Practice for services to people who are deaf or hard of hearing developed.
- To ensure that our services are appropriate and welcoming for people who are deaf or hearing impaired Action for Hearing Loss carried out a Benchmarking exercise on the new Kent History & Library Centre and our

services for the Deaf or Hard of Hearing in general. Kent History & Library Centre has now been accredited with the Louder than Words Charter.

- In partnership with Kent Hi Centre 11 libraries hold regular Hearing Clinics.

Services for Adults with learning disabilities;

- During the past year adults with learning disabilities have made 1,529 visits to Libraries to attend activities (2012-2013 1,530). One of our aims is to ensure that adults with learning disabilities feel comfortable and secure in attending regular library activities. For example adults with learning disabilities attend Talk Times, author events, Knit and Natter sessions, Time2Give volunteering, IT session and the Six Book Challenge -over 80 adults with learning disabilities received a certificate after completing the challenge (50 adults in 2012-2013.)
- We also provided tailor made activities for adults with learning disabilities to help them gain confidence when visiting their local library and also to help them make the most of all our services including:
- Beyond Words Book Groups, enabling over 60 adults with learning disabilities with little or no literacy skills to become involved in a book group. Book groups are now held in 9 libraries. *"Many thought that libraries were not for them because of their lack of reading and writing skills. However they became very involved with the books and loved the ideas of cliff hangers.....and felt very sad when they had finished Falling in love a great favourite. Were keen to discuss what happened next"*
- Bag Book story sharing activities. Regular story sharing activities using Bag Books held in Hythe for 11 adults with profound and multiple disabilities. Bag Book activities were also held in Birchington Library and Ashford Gateway.

### **Protected Characteristics- not already covered elsewhere**

#### Age

- LR&A provide age appropriate stock and services at all service points. Activities include Baby Rhyme Times, Storytimes, Summer Reading Challenges and Homework Clubs for children and Talk Times, Knit and Knatter and Reading Groups for older members of the community. Highlights for 2013-2014 include:
- Talk Times aimed at any age group but much appreciated by older communities in Kent 19,796 visits to 2,817 sessions April 2013 - Feb 2014. (2012-2013 over 5,000 visits to 1,165 sessions).

#### Ethnicity

- LR&A provide collections of stock in community languages across the county. Main languages are available in town centre libraries and all libraries are able to request stock in languages to satisfy local community needs. Stock is also available to support students learning English, including online learning software for IELTS students. Highlights include
- Russian Baby Rhyme Times in Folkestone Library-special Rhyme Times where songs are sung in Russian and led by a Time2Give volunteer who is a member of the local Russian community. Polish Rhyme Time in Dover recently launched



- Meet and Practice English Conversation groups held in 7 libraries where English is not their first language. People meet up once a week to practise English in an informal and relaxed setting.

#### Sexuality

- Same sex weddings introduced and the marriage script has been rewritten to make it totally inclusive for all couples.

#### Religion or Belief

- We recognise that in the Jewish and Muslim faiths, burial has to take place within 24 hours of death or 'before the sun sets a second time' in the case of Orthodox Jews. We ensure that a duty registrar is available 24 hours a day to register the death and issue appropriate paperwork for a funeral to take place.

5) *Any gaps in the above information required for 2, 3, & 4 and what we are doing about it?*

6) Complaints from service users about discrimination and other prohibited conduct

LR&A welcome and encourage feedback from their customers through Customer Comments Cards, letters, email and phone.

- We were awarded the Customer Service Excellence Award (CSE) in 2013. This year is the first time that it included the whole service with Registration being assessed for the first time. Not only did we achieve the award again, but we gained an additional Compliance Plus standard for the criterion: *"We learn from any mistakes we make by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action taken."*
- All complaints addressing discrimination from service users 2013-2014 were acted upon and satisfied.
- 16 complaints identified. The largest proportion of problems concerning physical access to our buildings and services. Examples included

Complaint	Resolved
The Manager of a Gravesend day centre for adults with learning disabilities would like to know what the ongoing issues are with the lift. People who need to use the lifts would like to enjoy the full access to the library	Chased engineers who are replacing a part-told they will on site the next day to complete the job.
As a disabled person I find it difficult, due to mobility problems to get up the sloped entrance. Due to the nature of them one has to walk further than the steps. Suggest chair or seating could be provided after first automatic doors for those in need of recovery.	Now placed a table and chairs just after the second automatic doors for customers to relax at before using services
The low height of the change slot (on	Issue with height of coin dispenser raised as

the self service) machine is very difficult for me to get to with my back problem and must also be very difficult for the elderly. Must be possible to design one that is user friendly	part of self service evaluation process and passed to machine manufacturer. Staff can assist customer
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- **Other complaints because customers and sometimes staff not fully aware of our services**

Registered birth of first child, but nowhere to breastfeed, only area offered was the toilet-not sanitary. Suggest an area is screened off in quiet part of the library.	Customer was telephoned and received an apology. Staff reminded that women can breastfeed anywhere in the building, and there are seats the other side of the registration pod that are more secluded if they wish for quiet area.
Abilitynet software for people with dyslexia, what does it offer, no one seems to know and could not get it to work. 10/8/13 used Abilitynet but as an aid is virtually useless due to deepfreeze clean at the end of each session-suggests breaches Equality Act	Provided list of all applications loaded on public PCs including facilities available as part of their ASuite. Added document to Taktix and reminder in Staff Briefing

7) Details and feedback of engagement with service users including a breakdown of consultees by any relevant protected characteristics

- We have consulted with adults with learning disabilities and ensure that we involve them in the planning and development our services by:
- Involving them in user groups to ensure that our libraries are relevant and welcoming. 2013-2014 6 adults with learning disabilities have been trained as Mystery Shoppers to Mystery Shop in all the libraries in the Maidstone District. We are waiting for their feedback
- Swanley Library refurbishment. Consulted with community groups across Swanley including the Dementia Friendly Communities Group and West Kent Housing (vulnerable and older people.) Feedback from these groups concerned access and signage.

8) Any quantitative and qualitative research with service users including a breakdown by any relevant protected characteristics

Launched an online survey methodology for Ceremonies, and for Birth & Death Registrations 2013. We ask customers for their email addresses and permission to contact them for feedback at the time of the registration. Surveys are not sent out till a few week after the event.

Registration Breakdown of Diversity data to March 2014

Ceremonies 197 replies	%
Overall satisfaction – all replies	<b>98</b>

Of these	
Ethnic Minorities* (20)	100
Disability (7)	100
Religion – all those that declared a religion (48)	98
Sexuality – all those that declared their sexuality as other than heterosexual (7)	100
Gender	
Male	98
Female	99
Births and Deaths 245 replies	%
Overall satisfaction – all replies	95
Of these	
Ethnic minorities* (16)	100
Disability (8)	100
Religion – all those that declared a religion (79)	94
Sexuality – all those that declared their sexuality as other than heterosexual (7)	89
Gender	
Male	94
Female	93

***\*Those who declared their ethnicity as other than White British or White English***

- We need to obtain a larger number of responses for ceremonies and birth & death registration to obtain a 'statistically significant sample size'
- Launched Library and Archive Service customer satisfaction online survey March 2014 using the email addresses customers give us when they become members.
- Sent out 10,000 email asking customers to complete a survey. We will be sending out a further 55,000 in the near future.
- To date we have received 1,577 replies. This has given us a lot of diversity data which has not been analysed yet and we should have a lot more when we send out the next tranche of emails.

9) Evidence of equality information being used in contracting, commissioning or procurement where relevant.

- We strive to make all our buildings accessible, welcoming and safe for all sections of the community. Any new builds or upgrades comply with Document M - which includes layout of changing places and public toilets, colour contrasts followed through with furniture layout guiding etc.
- When we are considering engaging with new partners on a project, one of the questions asked in the Partnership proposal pro forma ***“Does your organisation have an Equalities Policy? If so please give weblink”***.

10) Records of how KCC have had 'due regard' to the aims of the duty in decision-making with regard to service provision, including how many assessments of impact

on equality, any evidence used and actions we have put in place to mitigate any disadvantage?

- Completing an EqlA as part of the LR&A business planning process. This year we have completed or in the process of completing 10 EqlAs. A log is kept of all of these.
- Touch a New World - project to ensure that our Home Library Service users are in no way excluded from our commitment to support members of the community to develop their IT skills. Touch a New World resulted from an EqlA carried out on Race Online which identified sections of the community being excluded from IT access - including residents who received our Home Library Service. Through Touch a New World Home Library Service users are offered the opportunity to borrow an iPad, together with training and support from one of our IT Buddies in their own home. In 2013-2014 Time2Give volunteers have enabled 18 Home Library Service users to take up this offer. *Mr B who completed the training said I entered the pilot with fear and trepidation ... before I was useless ... I am more confident than I was before. My sons can't believe it! And Mrs H stated I am no longer spending so much time looking – I am now doing!*

11) Details of policies and programmes that have been put into place to address equality concerns raised by service users

Surprised to find that there is no baby changing facilities for public use, although a changing mat is provided on request. Suggest a fold down baby changing unit in the existing toilet	In response to request we have ordered a wall mounted baby changing station
Mystery shopping carried out by Adults with learning disabilities at Tunbridge Wells 2012 highlighted lack of lift and accessible public toilets	Tunbridge Wells upgrade includes fire evacuation lift and accessible toilets
2 KCC Members and member of public raised concern re lack of hearing loops and staff awareness in public libraries	<p>Audit of hearing loops across county and 60 new portable loops purchased.</p> <p>FAQs on induction loops placed on Taktix and deaf awareness training offered.</p> <p>Action for Hearing Loss awarded Kent History Library Centre Louder than Words Charter Mark</p>

**Economic Development**

1. What evidence do we have of working with key partners to jointly address areas of inequality?

Economic Development can demonstrate evidence of working with partners to address inequality on three levels.

- a) At **strategic** level, we identify and evidence spatial inequalities across the county to inform the distribution of economic development activities. Examples of this in 2013/14 include the preparation of the **Kent and Medway Economic Review**, which provided the basis for Kent's contribution to the **Strategic Economic Plan**, and collaboration with Medway and the Kent Districts in the preparation of evidence for the **North Kent Growth Plan**, the **East Kent Growth Plan** and **West Kent Priorities**, all of which were published in 2013.

This evidence has helped us to identify areas where investment is required to overcome economic disparities at sub-county level, and to ensure that we enable growth in locations where the market will not deliver alone. In practical terms, this means a particular focus on East Kent and North Kent.

In addition, the Strategic Economic Plan and the European Structural and Investment Funds Strategy (both prepared in 2013/14 by the South East Local Enterprise Partnership, of which KCC is a member) both set out commitments to enable the Partnership to meet the **2010 Equality Act**.

- b) At **project** level, we work directly with partners to ensure that specific inequalities are tackled, and we have reflected this in our approach to securing external funding. For example, the **No Use Empty** programme to bring empty homes back into use has disproportionate positive impacts in communities with distressed housing markets in coastal East Kent. Business support programmes such as **Expansion East Kent** and Thames Gateway Innovation, Growth and Enterprise (**TIGER**) also aim to maximise the social value of direct assistance to companies by actively promoting the take-up of apprenticeships and through joint work with Jobcentre Plus. We also work with **Arts Organisations** in Kent to engage wider audience/addressing specific needs. This includes working alongside organisations such as Turner Contemporary and the Quarterhouse. The **BDUK** (*Broadband Delivery UK*) project is about to submit an application for government funding to target support for female entrepreneurs working in the digital economy. If successful the project will work alongside Business Support Kent. **Kent Foundation** has worked with The Enterprise Foundation to target the High Street Ward in Maidstone with an initiative to encourage unemployed people to self-employment.
- c) Within our role in securing **developer contributions** for KCC infrastructure to support new developments, we aim to work with District colleagues and service directorates to minimise the social risk associated with unequal or insufficient community infrastructure, and we aim to link new provision with the needs of existing communities.

Internally, we have worked with:

- a) *Human Resources (HR)* to develop a corporate policy for volunteer management which includes the equality duty. This was adopted by *Corporate Management Team (CMT)*. It will be for individual teams using volunteers to monitor this. When we last undertook a "health check" of in-house volunteering units (some years ago now) the findings were that most volunteering within KCC was a) successful in recruiting a range of volunteers from all backgrounds and b) that, in customer-facing services, this was enabling services to reach a wider customer base.

- b) KCC Public Health on a commissioning project which will address engagement and participation in Arts in order to improve the health of, and connections with, disadvantaged groups

KCC also makes a small annual grant to the Kent Equality Cohesion Council (formerly the Race Equality Council) from within the Economic Development budget. This organisation can help any KCC team undertaking consultations with access to ethnic minority communities.

2. How have we improved the collecting of /used the 'About You' service information?

We stopped collecting About You customer information for complaints (around a year ago) as directed by our Corporate Team though the Arts team has recently redesigned its Application and Evaluation Forms to enable easier collection and monitoring of data from funded organisations which will include details of target groups.

3. Information and data on access to services and/or participation rates for people with different protected characteristics

We do not systematically collect this data but the Arts team has just started to provide translations for all of its Interreg communications. These include reports, web platform communications, emails, interpreting and marketing information.

4. Performance information (by any relevant protected characteristics) for functions which are relevant to the aims of the general equality duty, especially around service outcomes (e.g. education attainment, recovery rates, apprentices)

We do not collect this data although where Arts funded organisations' projects include achievement outcomes this is monitored as part of the evaluation process.

As part of the *Regional Growth Fund* (RGF) Programme we encourage the take-up of apprentices but do not collect it as a performance information statistic.

5. Any gaps in the above information required for 2, 3, & 4 and what we are doing about it?

We do not have a systematic approach to data collection. This is an area we could review as equalities will impact on the prioritisation of work activity and funding of projects from Local Growth Fund programme. We could also discuss with KCC volunteer managers the data they collect/do not collect on access to volunteering.

6. Complaints from service users about discrimination and other prohibited conduct

None received.

7. Details and feedback of engagement with service users including a breakdown of consultees by any relevant protected characteristics

As part of the RGF contract meetings, feedback is requested from the companies on ways to improve the application process. The main feedback has been on the use of alternative formats, for hard copy rather than electronic application process. The Programme also offers an alternative option for submitting applications to those unable to complete the on-line application process due to a disability such as sight impairment. We have also used Big Society Fund to match-fund against RGF money to set up business advice hubs through the Fredericks Foundation. This is designed to help individuals furthest from the labour market.

Arts workshops evaluations request comments on specific strengths and weaknesses.

8. Any quantitative and qualitative research with service users including a breakdown by any relevant protected characteristics

None by the team though the SILK (*Social Innovation Lab Kent County Council*) Team will undertake research as part of service design but this would be reported via the commissioning team.

9. Evidence of equality information being used in contracting, commissioning or procurement where relevant

We include standard equality and diversity in our contracts including visitor economy, inward investment and business support. The commissioning of the Loan Appraisal tender included standard stipulations. The specification for Volunteer Centres will include equalities data.

10. Records of how KCC have had 'due regard' to the aims of the duty in decision-making with regard to service provision, including how many assessments of impact on equality, any evidence used and actions we have put in place to mitigate any disadvantage?

A full EqIA was undertaken when Big Society Fund was set up. No mitigations were required.

11. % of decisions with an EqIA before decision was made?

None

12. Details of policies and programmes that have been put into place to address equality concerns raised by service users

Kent Foundation's policy document contains a section on Equality and Diversity and Complaints. The SILK Team is currently working with colleagues in Social Care, Health and Well-Being on access to services for people with dementia and their carers

## **Environment Planning and Enforcement**

1. What evidence do we have of working with key partners to jointly address areas of inequality?

Given the diversity of our services, we work with many partners on a variety of projects and seek as part of those projects, any opportunities to jointly address areas of inequality. Some partnerships this year included:

- In Coastal Communities 2150 (CC2150), we worked closely with Thanet District Council and their “Footprints in the Sand” Project. This project focused on getting disadvantaged children to use and understand the beach and supported the CC2150 project in obtaining views across a range of residents. In addition, the project from the outset reviewed socio-demographics as key criteria for the project development and targeting which communities were engaged through the project.
- The Warm Homes project is run through the Kent and Medway Sustainable Energy Partnership, delivering retrofitting measures to reduce fuel poverty and energy costs to residents, improve health and save carbon. This project has focussed in particular on elderly residents to ensure that they are able to access free measures wherever possible. There have been multiple engagement routes including face to face (working with HIAs for example), phone, media and internet.
- We continued working with Tonbridge and Malling Borough Council and contractors to enlarge and improve the Coldharbour Caravan Site. This has produced a site that is already being welcomed by residents and others in the Gypsy and Traveller communities. A key aspect of the project was the applications and allocations process. Working with TMBC a process was agreed to assess applications and address areas of inequality. This has produced a mixed Gypsy and Traveller residency for the site. The site was also developed to ensure it was as fully accessible as possible, including utility blocks that are DDA compliant.
- Supported Kent Football Association (FA) with Equality Roadshows – LGBT, Women and Girls & Race Equality.
- Worked in partnership with Street Games to deliver two ‘Engaging Women and Girls in Sport & Physical Activity’ workshops for professionals and volunteers. (Linked to International Women’s Day).
- Supported Kent FA at a Female Coaches evening. Event was open to coaches in all sports not just football.

2. How have we improved the collecting of and/or used the ‘About You’ service information?

- In the Sports unit, information has been shared via email on ‘About You’, the on-line Self Service arrangements and Disability Passport developed by Level Playing Field.
- We incorporated a subset into a form for CC2150 (paper and digital). However, it was difficult to ask people to complete this information in the forums in which we were working (e.g., community events) and we received very few back. Age information is requested through the Warm Homes programme to identify eligibility for free measures.

3. How have we improved the information and data on access to services and/or participation rates for people with different protected characteristics?

For our engagement work we look to ensure that residents have multiple routes of access e.g., for Warm Homes and CC2150, we have face to face contact, web,



media and phone contacts to connect across routes (as well as options for translation, large print etc.).

4. What performance information (by any relevant protected characteristics) do we collect for functions which are relevant to the aims of the general equality duty, especially around service outcomes (e.g. education attainment, recovery rates, apprentices)

Within the Sports and Physical Activity team:

- Currently collecting data regarding: Kent School Games and Sainsbury's School Games participants and Sportivate funded projects.
- Free Access for National Sports Performers – We collect equality data from members (gender, age, ethnicity, disability)
- We collect monitoring information regarding individuals and organisations who have been awarded P&O Ferries funding (and the breakdown of participants who have been benefitted from the projects)

5. Are there any gaps in the above information required for 2, 3, & 4 and what action are we taking to improve this?

No gaps have been highlighted but we are continuing to review across projects as to relevance and requirements.

6. How many complaints have we received from service users about discrimination and other prohibited conduct

No complaints were received from service users about discrimination or prohibited conduct.

7. Details and feedback of engagement with service users including a breakdown of consultees by any relevant protected characteristics

We continue to work with the corporate communications and engagement staff to ensure that any surveys and feedback mechanisms are properly constructed and can breakdown this information into relevant protected characteristics.

8. Any quantitative and qualitative research with service users including a breakdown by any relevant protected characteristics

This is completed on a project by project basis as required.

9. Evidence of equality information being used in contracting, commissioning or procurement where relevant

We work with the corporate procurement team to ensure that we use the standard commissioning and contracting documents which state KCC's commitment to equalities and diversity.

10. How has your service had 'due regard' to the aims of the duty in decision-making, including how many Equality impact assessments have we done, any evidence used and actions we have put in place to mitigate any disadvantage?

All high and medium risk projects are required to consider whether it is appropriate or relevant for an EqlA to be carried out. These were captured on the divisional and directorate project registers. Some projects which have completed an EqlA this year include the Overnight Lorry Parking project, Thanet Parkway railway station and the *Growth without Gridlock in Kent and Medway* strategy document. The following actions were taken following the EqlAs:

- For the Growth without Gridlock document, the EqlA Action Plan included making the document available in alternative formats to ensure that it is accessible to all. This includes ensuring that the document is available as a hard copy, in Easy Read format or in an alternative language if required.
- For the Thanet Parkway Railway Station Project EqlA, the Action Plan included making any material relating to the public consultation and engagement to be available in suitable formats and through appropriate media to ensure that it is accessible to all.
- The EqlA assessments for Overnight Lorry Parking project have not yet been reviewed by the Equality and Diversity team, but are likely to include mitigation measures to ensure that information is available during the public consultation and engagement.

Working with the Equalities Team on the EqlA for the Minerals and Waste Local Plan helped the service team to improve the format of this document prior to it being put out for public consultation. The information about the document being available in other languages and the telephone number to ring if help was required were repositioned to the very front of the document - the inside of the front cover – to make it much more prominent.

An EqlA was undertaken for the Strategic Framework for Sport and Physical Activity in Kent and for the Kent Downs AONB Management Plan. In the early stages of the EqlA for the Kent Downs AONB the team identified that young people were less likely to be able to engage in the consultation process so a member of the team set up a mini project which engaged directly with young people's groups (and to a lesser extent old people's groups). They got some interesting and useful results which the team is turning into a HLF bid and project.

11. % of decisions with an EqlA before decision was made?

Not known.

12. Details of policies and programmes that have been put into place to address equality concerns raised by service users

Projects and actions which have been put into place have not necessarily been identified specifically by service users but are addressing areas which are potentially at a disadvantage. These include:

- Increased focus on delivery of equality workshops as part of the Connect:ed programme including Coaching deaf people in sport and Equity in your Coaching courses.
- Reviewed Kent Sport Equality Action Plan 2011-13 and produced final report.
- Produced a new Equality Action plan 2014 – 2016. Consultation on draft plan took place and included internal and external partners.
- Delivery of new Equality Action Plan commenced.

- Developed a Women's and Girls' webpage for Sport and Physical Activity. A profile of Millie Knight has been added to the Role Models section on the webpages.
- Kent Sports Group, Running Project, Project 500 and Sportivate: priority is given to projects targeting young people aged 17 and over, females and disabled young people. There was a specific themed round of Sportivate funding available for projects targeting women and girls linked to International Women's Day.
- The Planning Applications Group offer to make information about applications available in other languages, publish all information on the web so that it can be enlarged and put site notices at a height that is viewable from a wheel chair.
- The Country Parks service maintains easy access paths and provides trampers at several of its parks for less able visitors and undertakes engagement activities with special schools.

## Growth, Environment and Transport Directorate Equality Related Objectives

The GET Directorate did not exist in 2013-14 but the following has been extracted from the former E&E Directorate's objectives.

### Directorate Objectives

Please indicate any actions carried out which has assisted the Directorate in meeting its objectives:

Objective	Activity	Protected Characteristics to which this relates	Ownership	Actions
<b>Equality Impact Assessments (EqIAs) on changes to policy, procedures, procurement and projects and part of the decision making process.</b>	Carry out and ensure the EqIA is maintained and updated.  Findings of EqIAs included within decision reports	All	DMT	On Directorate Project Register there is a column to mark whether EqIAs have been completed and these are chased if not. EqIAs produced for key projects and strategies including Thanet Parkway project, Overnight Lorry Parking, Growth without Gridlock Strategy, Minerals and Waste Local Plan, the Strategic Framework for Sport and Physical Activity, and the Kent Downs AONB Management Plan.
<b>Collect relevant equality information and use it to inform service priorities</b>	'About You' Information collected and used to inform service priorities  Consultation and satisfaction reported by relevant protected characteristic	All	DMT	In New Ways of Working moves, Equality leads in the Division (D Kapaj & M Bishop) have actively contributed to the planning and roll out of the programme. As part of the Invicta House moves, staff disability and equality issues have been fully documented and individuals have been consulted on the proposals.

## Divisional Objectives

### Environment, Planning and Enterprise 2013-14

The Environment, Planning and Enterprise division did not exist during 2013-14 and so this shows some of what the constituent parts (the former Planning and Environment division and parts of the former Customer and Communities Directorate) delivered during 2013-14.

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
Improving life-chances and living standards for Gypsies and Travellers	Helping to tackle disadvantage amongst the Gypsy and Traveller communities, continuing our planning of new sites and looking at how the changes in the benefit system might affect them.	Race (Gypsies and Travellers)	Gypsy & Traveller Unit	Site improvements and enhancements continued and the changes in the benefits system have not yet shown any additional adverse effect on the Gypsy and Traveller community
Moving Kent Residents out of Fuel Poverty	Engaging with residents to offer them energy efficiency advice and equipment to reduce their energy consumption and costs.	Age Disability	Sustainability and Climate Change	<p>968 properties have had measures installed through the Warm Homes project (to date).</p> <p>We have also worked with Public Health to deliver Winter Warmth programme.</p> <p>To qualify for the Winter warmth programme residents must be over 65 in a Cold home and with one of the following underlying medical conditions</p> <ul style="list-style-type: none"> <li>• Cardiovascular,</li> <li>• Circulatory</li> <li>• Respiratory</li> <li>• Mobility or disabled</li> </ul>

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
Protecting vulnerable communities from the extremes of weather and climate change	<ul style="list-style-type: none"> <li>Supporting priority communities in adaptation activities through the Coastal Communities 2150 and Sustainable Sheppey programmes, targeting coastal communities, (often the most deprived and containing many vulnerable groups of people) most at risk from coastal flooding and rising sea levels, equipping them to assess their own risks and set their own priorities for action.</li> <li>As strategic lead authority on managing flood risk we are targeting our work on flood risk management in disadvantaged areas</li> </ul>	Age Disability	Sustainability and Climate Change  Flood Risk and Natural Environment	<p>Action plans developed across the three communities.</p> <p>Residents were engaged through a variety of mechanisms (see questions)</p> <p>Around 2,500 residents were engaged through the project, however these are not broken down by protected characteristics.</p> <p>Equalities monitoring for Sustainable Sheppey is undertaken by Swale Borough Council (project lead).</p>
To promote all appropriate protected characteristics to reduce discrimination, tackle disadvantage and promote	Ensure Legacy from London 2012 Olympic and Paralympic Games	All	KCC Olympic and Paralympic Legacy Plan steering Group	<p>Significant growth in delivery of disability sport coaching</p> <p>Considerable funding secured from the national Places People Play legacy sport programme for Kent sport (including £1million for Cyclopark, just under £2 million for our community grassroots sports facilities, over 600 trained sports volunteers delivering in</p>

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
equality of opportunity across all work strands of the Group				<p>excess of 6000 hours of sport volunteering, and £800, 000 to support Kent residents to undertake 6 – 8 weeks of coaching training in a sport of their choice.) Working with Public Health on a number of pilots whilst developing a core relationship tackling Health Inequality.</p>
	Production of a Strategic Framework for Sport and Physical Activity in Kent	All	Kent and Medway Sports Board	<p>Strategic Framework for Sport and Physical Activity overseen by Kent &amp; Medway Sports Board. Equality Impact Screening undertaken during the development of the Framework and wide consultation undertaken in two stages.</p> <p>Monitoring information to include 'physically inactive adults' to aim to influence this group of people and support closing health inequalities gap.</p>
	Development of Equality and Access Manager role	All	Kent Sport & Physical Activity Group	Equality and Access Manager in post to lead on all issues and objectives related to Equalities across the Group
	Promote funding opportunities and support to under-represented community projects	Race / Ethnicity	Kent Sport & Physical Activity Group	Funding support from Arts Development Fund for Maidstone Mela 2013

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
	Secure additional funding to Kent to address Equality under-representation	Age	County Sports Partnership	External funding brought into Kent esp re. County Sports Partnership funding and programmes (e.g. Sportivate – targeting 14-25 year olds)
	Support elements of Sainsbury's UK School Games as run in Kent in 2013 and plan for Kent School Games 2014	Age Disability Gender	Kent Local Organising Committee	East & West Kent area School Games successfully held in 2013, with range of sports aimed at different age groups from 5-15 years old. Several events held for disabled young people
	Support Public Health Service Equality objectives	All	Kent Sport & Physical Activity Group and Kent Public Health service	<p>Case studies provided on disabled Paralympic athletes</p> <p>Launch of Healthy Club website (linked with Active Kent site) providing information on activities and other opportunities for Kent residents. Promoted widely, including to health trainers, local authorities and health professionals to use as an information resource.</p> <p>Smoking Cessation pilot project developed using physical activity incentive.</p> <p>Outdoor Gyms project being developed using mapping on obesity levels and</p>



Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
				<p>participation levels (adults) to target work into local communities.</p> <p>Bids with Public Health for Activate programme funding to provide activities for older people in order increase activity levels and to reduce falls in later life and work Workplace Health funding to support physical activity work through workplaces.</p>
	Secure and advance the Equality Standard for Sport award level	All	Kent and Medway Sports Board	<p>Achieved Preliminary and Foundation level of Equality Standard for Sport. Equality Action Plan in place and being refreshed – Plan being used as an example of good practice nationally.</p> <p>Project 500 and Running Project are examples of projects which either specifically target women (Project 500) or are attracting women (Running project).</p>
	Promote coaching opportunities and carer development among women and girls	Gender	Kent Sport and Physical Activity Service	Details provided to Project 500 co-ordinator
	Secure major national and international disability sports events in Kent	Disability	Kent Sport and Physical	<ul style="list-style-type: none"> <li>Ran Kent International Sitting Volleyball Tournament</li> </ul>

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
	Being inclusive, involving volunteers, stakeholders and local people (Objective 6 of Strategy)	All	Activity Service  Kent Country Parks service	<ul style="list-style-type: none"> <li>• Ran Wheelchair Tennis Development Series Tournament</li> <li>• Promoted Wheelchair Rugby League World Cup</li> <li>• New engagement with community groups to promote the “offer” at all Kent Country Parks</li> <li>• Continuing partnership with K College and Brockhill for special needs students and long term volunteering opportunity for several people with learning difficulties</li> </ul>
	Achieve additional Green Flag awards	Disability	Kent Country Parks service	Green Flag award achieved for Lullingstone – this award includes requirements that there should be equal access for all members of the community and evidence of involvement with the local community.
Widely promote the health benefits of using Public Rights of Way	Work closely with health care professionals	<ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender</li> <li>• Race</li> </ul>	Public Rights of Way	Explore Kent has begun the development of a new website and is working in partnership with Public Health to understand customer needs and develop an offer and a website that will be accessible and attractive to all customers, in particular those that suffer health inequality.
Improve walking	Implement targets within the statutory	<ul style="list-style-type: none"> <li>• Age</li> </ul>	Public Rights	Continued to implement an ongoing

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
and cycling provision in Kent, removing obstructions/barriers and addressing areas of inequality in provision.	Countryside and Coastal Access Improvement Plan	<ul style="list-style-type: none"> <li>• Race</li> </ul>	of Way	<p>programme of improvements to the PROW network for all users following extensive consultation. During 2013-14, a further 213 stiles have been removed from the PROW network making it more accessible to the elderly, ambulant disabled and those with young families.</p> <p>Countryside Access design standards are applied for improvements to the network ensuring that new and replacement infrastructure provides high quality access. For instance 99 sleeper bridges were replaced during the year, the new more accessible bridges being wider and having hand rails.</p>
Support school travel plans, and the Healthy Schools initiative.	Develop/improve traffic-free walking and cycling routes for journeys to school,	<ul style="list-style-type: none"> <li>• Age</li> <li>• Race</li> </ul>	Public Rights of Way	Continued to develop and deliver routes providing greater opportunities for cyclists and safer routes to school. In the last year these included the delivery of an off-road cycle route between Wye and Chilham and the creation of a safer route to school at Pound Lane Ashford.
Work with	Operate and expand the inclusive volunteer	<ul style="list-style-type: none"> <li>• Age</li> </ul>	Public Rights	Volunteer training and health and

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
volunteers to help maintain Kent's public rights of way and greenspace network	wardens' scheme across all districts, promoting the health benefits to the participants.	<ul style="list-style-type: none"> <li>• Gender</li> <li>• Race</li> </ul>	of Way	safety videos have been produced and put online for volunteers. The online training videos will encourage a more diverse group of volunteers because they can be accessed at time to suit the individual, no travel is required, and potential volunteers who may be intimidated by groups of people will feel more inclined to sign up if they don't have to attend a formal training session with other volunteers.
Promote opportunities for all people to access the countryside and coast through high quality relevant information	<p>Continue to produce targeted <a href="#">Explore Kent</a> products and services, both online and in print.</p> <p>Encourage country park/greenspace partners to develop sites as gateways to explore the wider countryside</p>	<ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender</li> <li>• Race</li> </ul>	Regulatory Services	<p>The Explore Kent website has been improved to provide information about outdoors activities for all in a more accessible format. Wherever possible information (website, newsletters, social media, printed guides) is provided about the accessibility of routes and facilities available so people of all ages, abilities and race can make informed decisions.</p> <p>Explore Kent has produced and distributed town walking and cycling maps that have been distributed in the local areas to promote low cost, safe and healthy travel and free leisure</p>

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
				<p>opportunities.</p> <p>A walk / cycle guide to Kent has also been produced and distributed by partners across the county and the South East to promote walking and cycling for leisure. This guide is free and includes information about sustainable transport and accessibility of the routes.</p> <p>Explore Kent successfully secured EU funding to develop a parks app to allow customers to find and explore parks and greenspaces in Kent more easily. The app will also allow park providers to pro-actively promote their parks, services and events to a captive target audience for free.</p>
<p>Ensure that an effective 'Fair Trader' scheme operates in Kent to protect vulnerable consumers from employing rogue</p>	<p>Continue to review the effectiveness of the <a href="#">Buy With Confidence</a> scheme and move to alternative providers if better outcomes can be achieved.</p>	<ul style="list-style-type: none"> <li>• Age (older people)</li> <li>• Race (especially people with little or no English)</li> </ul>	<p>Trading Standards</p>	<p>An in depth review of Buy With Confidence (KCC's fair trader scheme) was carried out. This involved countywide research with traders and consumers and a consultation with stakeholders to ensure the best possible protection of Kent's consumers. Following this review a</p>

Objective	Activity	Protected Characteristics to which this relates	Ownership	Update
traders,				new partnership has been formed with Checktrade to protect consumers, particularly the vulnerable and stop rogue traders.
Protect vulnerable victims from Scams (phone and postal)	Sign up to Scams Hub and deliver an effective education / support campaign to reduce the number of scam victims and the amount Kent consumers lose to scams	<ul style="list-style-type: none"> <li>• Age</li> <li>• Race</li> <li>• Disability</li> </ul>	Trading Standards	We signed up to Scams hub, analysed the data and carried out extensive customer insight work to produce effective education materials and a targeted campaign in partnership with Community Wardens and PCSO's. Over 100 visits to known victims in Canterbury and Thanet have been made and data and intelligence is being collected to help us better educate and protect future potential victims. The most chronic and vulnerable victims are also provided with ongoing support to combat their addiction to scams and prevent further losses. This campaign will be rolled out to the rest of Kent over the coming year.

**Further objectives and actions for 2014-15**

In the next section is a selection of actions from our team action plans for the coming year. Not all team plans have been finalised and therefore this is only a snapshot of the potential actions for the coming year.

Objective	Activity (from plan)	Protected Characteristics to which this relates	Ownership	
To increase the levels of participation in sport and physical activity amongst the population in Kent, with a focus on attracting new participants and encouraging the least active to become active	<ul style="list-style-type: none"> <li>Lead the sport and physical activity elements of the KCC Olympic and Paralympic Legacy Plan and co-ordinate Sport England Legacy programmes in the County, to ensure that Kent derives maximum benefit and long-term legacy from the London 2012 Olympic and Paralympic Games.</li> <li>Support and increase participation by adults and young people in sport and physical activity, in conjunction with Health and other partners.</li> <li>Manage the Kent School Games and the Sainsbury's School Games, this year to include possible event(s) for Change4Life Club participants at schools in order to widen access to the Kent School Games for less 'sporty' young people.</li> </ul>	<p>All</p> <p>Age Disability Gender</p> <p>Age Disability Gender</p>	Kent Sport and Physical Activity Service	
	Implement actions within Equality Action Plan and support Kent FA with Equality Roadshows in 2014	All		
	Adopt Kent Equalities and Accessibility Strategic Framework and work towards Intermediate standard of the Equality Standard for Sport	All		
	Promote funding opportunities to under-represented groups in Kent	All		Kent Sport and Physical Activity Service
	Develop Disability Sports pathways across a number of sports	Disability		
	Manage, co-ordinate and implement Year 4 of the Sportivate programme for 11-25 year olds	Age		

Objective	Activity (from plan)	Protected Characteristics to which this relates	Ownership
	Develop coaching and coach development opportunities in the county, including Project 500 aimed at involving more women in coaching and creating opportunities to support disability sport	Gender	
Ensure high quality facilities are provided, maintained and improved, and that where possible quality standards are independently verified	Apply for new Green Flag award at Pegwell Bay and retain existing Green Flags at annual inspection for Trosley, Brockhill, Lullingstone, Shorne and Manor Country Parks	All	Country Parks service
To provide a range of opportunities for countryside recreation and leisure visits, serving local and county-wide needs and extending the visitor base	Increase the range of 'access for all' facilities to a level appropriate to the physical conditions and the visitor profile of each site – this year, develop Brewers Wood in accordance with grant funding to widen access for all.	Disability	Country Parks service
Improving life-chances and living standards for Gypsies and Travellers	Helping to tackle disadvantage amongst the Gypsy and Traveller communities, continuing our planning of new sites and management of existing sites.	Race	Gypsy and Traveller Unit
Moving Kent Residents out of Fuel Poverty	Engaging with residents to offer them energy efficiency advice and equipment to reduce their energy consumption and costs.	ALL	Sustainability and Climate Change
Protecting vulnerable communities from the extremes of weather and climate change	Supporting priority communities in adaptation activities through the Coastal Communities 2150 and Sustainable Sheppey programmes, targeting coastal communities, (often the most deprived and containing many vulnerable groups of people) most at risk from coastal flooding and rising sea levels, equipping them to assess their own risks and set their own priorities for action.	ALL	Sustainability and Climate Change
	As strategic lead authority on managing flood risk we will continue to target flood risk management in disadvantaged	ALL	Flood Risk and Natural



Objective	Activity (from plan)	Protected Characteristics to which this relates	Ownership
	areas		Environment
Widely promote the health benefits of using Public Rights of Way	Work closely with health care professionals	<ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender</li> <li>• Race</li> </ul>	Public Rights of Way
Improve walking and cycling provision in Kent, removing obstructions/barriers and addressing areas of inequality in provision.	Implement targets within the statutory Countryside and Coastal Access Improvement Plan	<ul style="list-style-type: none"> <li>• Age</li> <li>• Race</li> </ul>	Public Rights of Way
Support school travel plans, and the Healthy Schools initiative.	Develop/improve traffic-free walking and cycling routes for journeys to school,	<ul style="list-style-type: none"> <li>• Age</li> <li>• Race</li> </ul>	Public Rights of Way
Work with volunteers to help maintain Kent's public rights of way and greenspace network	Operate and expand the inclusive volunteer wardens' scheme across all districts, promoting the health benefits to the participants.	<ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Race</li> </ul>	Public Rights of Way
Promote opportunities for all people to access the countryside and coast through high quality relevant information	<p>Continue to produce targeted <a href="#">Explore Kent</a> products and services, both online and in print.</p> <p>Encourage country park/greenspace partners to develop sites as gateways to explore the wider countryside</p>	<ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender</li> <li>• Race</li> </ul>	Regulatory Services
Ensure that an effective 'Fair Trader' scheme operates in Kent to protect vulnerable consumers from employing rogue traders,	Continue to review the effectiveness of the <a href="#">Buy With Confidence</a> scheme	<ul style="list-style-type: none"> <li>• Age (older people)</li> <li>• Race (especially people with little</li> </ul>	Trading Standards

Objective	Activity (from plan)	Protected Characteristics to which this relates	Ownership
		or no English)	
Protect vulnerable victims from Scams (phone and postal)	The education / support campaign to reduce the number of scam victims and the amount Kent consumers lose to scams will be rolled out across Kent	<ul style="list-style-type: none"> <li>• Age</li> <li>• Race</li> <li>• Disability</li> </ul>	Trading Standards