

**Responses received from engagement/consultation on draft Equality, Diversity and Human Rights Strategy 2010-2013**

<b>Objective(s)</b>	<b>Suggested Action(s)</b>
<b>Improving the way we provide information and the way we communicate with service users</b>	Information screens in access points which have subtitles
	Promotion of more easy read /jargon friendly documents
	Greater use of positive images in Council documents
	More promotion and information about Access to Work and Breaking the Barriers
	Getting information to people who do not use or have access to computers
	The CIS generally is not easy to navigate – information needs to be easier to find
	Customer services – provision of information for carers/contact point for carers
	Ensure website complies with the new British Standard accessibility guidance
<b>Access to services</b>	Access to services in rural areas for the disabled
	Improve services for ex Army disabled servicemen
	Gypsy Traveller Champion at the Council
	Better understand the health needs of asylum seekers
	Ergonomic assessment of equipment before equipment is ordered
	Safe transport options for women
	Benefits advice to women
<b>Improving outcomes</b>	Better understand the effects of differential life experiences and what these mean in relation to equality of access and outcome
<b>Learning disability-related</b>	Safeguarding and harassment
	More employment services
	Respite
	Children's services
	Consistency in approach in service provision across City/County
	Transport (more about the escorting duties needing to tie in with needs of users)
<b>Education</b>	We know the national evidence – but what is happening locally – do we monitor? Is the experience of exclusion of different racial groups replicated locally?
	There are a number of pupils who live in the County and are educated in the city - how is this monitored?
	'Transgender' is missing throughout the document and needs to be included as the Trans community

	experience significant disadvantage and discrimination. There are more Transgendered people than one would think - especially young ones who still suffer in education because its just not being addressed
<b>Tackling myths and misinformation</b>	Training around looked after children and the assumptions made
<b>Employment</b>	Monitor the implementation of reasonable adjustments and the time taken to implement these
	Ensure E&D is embedded within the management competency framework
	Consider the provision of dedicated interview rooms, with required equipment, for disabled people
	Monitor pre-course brief that managers provide particularly to disabled employees where access may be an issue
	Ensure that EIA's are undertaken on organisational change and restructuring
	Positive action initiatives for women seeking to get into senior management positions
	Ensure that signpost ad's are placed so that they reach under-represented groups
	Look into producing Easy Read Contracts for employees with learning disabilities
	Revisit 'Striking the Balance' policy re time off – e.g. weddings / funerals abroad
	Breast Feeding facilities to be identified
<b>How can the Strategy be improved?</b>	Focus on the practical things that we are going to do to improve practice and outcomes for our citizens and employees
	Achievable action plan is the most important thing
	Say what are we (the Council is) doing well
	Concentrate on electronic formats
	Statistics need reviewing and updating
	Include hate crime esp. against disabled people and how we intend to deal with it
	Cover domestic violence and what we do to prevent it
	Keep the new Strategy clear and concise
	Ensure spelling, formatting and grammar is right
	Include summary of Action Plan in Strategy
	Include a reference to the Council's standing in the 2010 Stonewall Workplace Equality Index
	The single most important target involving lesbian, gay and bisexual employees should be that they feel comfortable to be 'out' in the workplace. There is more emphasis put on reporting hate crimes and filling in declaration forms than this (which are

	negative, rather than positive targets).
	'Transgender' is missing from the list of equality groups throughout the document.