



Elmbridge
Borough Council
... bridging the communities ...

**Elmbridge Borough Council
Equalities Plan
April 2017-2022**

“Challenging discrimination, promoting equality of opportunity, improving access to services, championing mutual respect and increasing participation and engagement in local decisions”

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Our Pledge

Our five year Council vision (2013-18) is for a:

“Confident and cohesive Community with a striving local economy and cherished environment, served by quality services delivered cost effectively”.

In order to achieve our vision we recognise the importance of having an equalities aim and robust equality objectives. Our equality objective is to:

“Challenge discrimination, provide strong leadership to promote equality of opportunity, improve access to services and foster positive relations’

Our top priorities for 2016/2017 agreed in our Council plan is for:

- A safe, caring and healthy Elmbridge
- A vibrant and thriving Elmbridge
- A unique green and attractive Elmbridge

Equality is embedded in our priorities, ensuring that Elmbridge is a welcoming, caring and healthy Borough for our residents, service users, carers, local groups, employees, businesses and visitors, with a friendly feel that embraces tolerance and diversity.

As a Council we:

- Acknowledge and value the diverse and multi-cultural nature of our community.
- Take pride in living and working with residents from different countries with different languages, religions and lifestyles.
- Encourage all our communities to respect and learn from each other.
- Recognise we have a responsibility to make sure that our services are appropriate and accessible to all.

We need to support all groups identified under the protected characteristic groups who may feel excluded and therefore may experience a higher risk of social isolation and be more vulnerable to discrimination. We are responsible for challenging every-day unlawful discrimination that can often be overlooked but which may be endured by many.

We particularly wish to support and encourage individuals to report discrimination to the police. On 30 July 2016 the Council meeting passed the following motion:

“We are proud to live in a diverse and tolerant society. Racism, xenophobia and hate crime have no place in our country. We, Elmbridge Borough Council, condemn racism, xenophobia and hate crime. We will not allow hate crime to become acceptable”.

We seek to ensure all people living in Elmbridge are valued members of our community and we will work to ensure that local bodies and work programmes are granted the resources needed to fight and prevent racism and xenophobia.

As part of our public equalities duty our plan will cover the nine strands outlined in the Equalities Act 2000 – race, sex, sexual orientation, disability, religion or belief, being transsexual (called gender reassignment in law), pregnancy, age and marriage/civil partnerships (recognising that this applies only at work or if someone is being trained for work). Our Council vision and our equality and diversity aims will only be realised if we truly engage with our community.

Following discussions at our Equality and Diversity Forum in January '17 the Councils Community Development Portfolio Holder who has the lead for equalities captured for the meeting a statement which reflected how we would define our equalities vision.

“Elmbridge is striving to deliver an inclusive Borough, promoting equality, diversity and tolerance, challenging discrimination and tacking social isolation.”

Our objectives seek to implement equality in practice, in our services and in employment opportunities. We hope that you find our equality plan informative and we welcome your constant suggestions, in particular how we can challenge discrimination in our communities.

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Rob Moran Chief Executive Elmbridge Borough Council	Councillor Mary Marshall Community Development Portfolio Holder, Equality and Diversity Lead	Councillor Stuart Selleck Leader of the Council

Equalities Plan Introduction

This is a 5 year plan looking to link in with our council vision but there will be an annual report of activity which can be found on our Equality pages on our website. This plan ensures the council is driving forward best practice with the equalities agenda.

1. Legal responsibility

1.1 The Equalities Act 2010

“The Act” brought together and replaced the various anti-discrimination laws with one single Act. The majority of the Act came into force on the 1st October 2010.

1.2 The General Duty

The aim of the General Duty is to ensure that public authorities and those carrying out public functions consider how they can positively contribute to a fair society through advancing equality and good relations in their day to day activities. The duty ensures that equality considerations are built into the design of policies and the delivery of services, and that they are kept under review. This will achieve better outcomes for all. The Act includes a **Public Sector Equality Duty** (the general duty) replacing the separate duties on race, disability and gender equality. This came into force on the 5th April 2011.

Public bodies are required to have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Foster good relations between people who share a protected characteristic and those that do not

The guidance returns to these 3 elements as the 3 “aims” of the General Duty and so as we consider our activities and objectives within this context.

The General Duty covers the following protected characteristics:

- **Race** – this refers to a group of people defined by their race, colour and nationality (including citizenship), ethnic or national origin
- **Disability** – A person has a disability if he/she has a physical or mental impairment and the impairment has a substantial long term adverse effect on the ability to carry out normal day to day activities
- **Sex** – Commitment to combat sex discrimination and sexism in promoting equality of women and men, ensuring access to services and

- eliminating unlawful discrimination and harassment, employment processes and actively promoting gender equality in the workforce
- **Age** – Equality means ensuring equal participation in society of people of every age, securing a balance between equal citizenship, equality opportunity, equality of outcome and respect for difference
 - **Gender reassignment** – refers to the process of transitioning from one gender to another.
 - **Religion and belief** – Religion means any religion, including reference to lack of religion, belief means any religion on philosophical belief and includes lack of a belief.
 - **Sexual Orientation** - Sexual Orientation means a person’s sexual attraction towards a person of the same sex, persons of the opposite sex, or persons of either sex.
 - **Marriage and civil partnership** – Marriage is defined as a union between two people. The Marriage (Same Sex Couples) Act 2013 allows same sex couples to marry in accordance to legal requirements in England and Wales.
 - **Pregnancy and maternity** - the period during pregnancy and shortly after childbirth including breastfeeding.

2 Elmbridge’s Vision

Our Equalities aim is to:

“Challenge discrimination, promote equality of opportunity, improve access to services, champion mutual respect and increase participation in local decisions”

The Equality and Diversity Forum was developed in 2006 to support the equalities agenda and the forum has both a mission statement and governance principles detailed later in this report and the Forum also provides the opportunity to challenge the Council where appropriate.

In achieving our Council Vision we want to enhance the quality of life and wider participation of all in the economic, educational, cultural, social and community life for the Borough. Our aim is for a skilled, diverse workforce which reflects the range of talents and experience within our community.

The diversity agenda presents enormous challenges and opportunities to evolve and work with service users to enhance and improve the quality and effectiveness of our services.

We believe that everyone has a right to equal opportunity in accessing services and employment. We will ensure that equitable access exists in all services regardless of the person’s disability, sex, age, gender assignment, religion and belief, sexual orientation, marital status, level of income, family responsibility, family definition or educational attainment. Every service should consider whether it feels there are any barriers to people accessing the

services and then consider that mechanisms might be put in place in terms of concessions and other issues, recognising that the Council is working within agreed budgets.

Whilst we recognise the challenge of bringing our vision into reality, in determining our objectives they are guided by the following principles:

- All service users, service providers, employees, members and partners in the community have responsibility to promote equalities and challenge unlawful discrimination and stereotyping
- All service users are able to participate fully in the life of the Community and duly appreciate its diversity.
- All service users have equal access to high quality services that meet their needs. We recognise there are some people who may need support in receiving this entitlement.
- All service users and employees are entitled to a safe environment free from unlawful discrimination and harassment.
- All employees are entitled to appropriate training and development and fair opportunities to promotion
- All service users, employees and their partners in the community are encouraged to make their own contribution to improve our services.

3. Our Residents

Only by understanding who lives and works in Elmbridge will we be able to provide appropriate and good quality services that meet the needs of our Borough's different communities. The information we hold about our communities is regularly updated and used to plan services. Appendix 1 is a profile of Elmbridge and the objectives detailed in this report seek to ensure that we evaluate and fully understand the needs of our Community.

4. Delivering Equalities at Elmbridge

The Council takes responsibility to ensure that equality is integrated into service delivery and this plan demonstrates our commitment to embedding equality and diversity practices in everything we do.

Our Equalities Plan expresses the Council's commitment and responsibilities in relation to equality and diversity. The plan intends to:

- Inform Councillors, staff and the local community
- Provide direction, policy and initiatives
- Co-ordinate activity across the Council and ensure it monitored and evaluated

The Council complies with the legal framework as set out by the Equality Act 2010. In order for the Council to deliver on its top priorities, our equality objectives seek to ensure there are appropriate processes and structures in place, as follows:

- Performance management systems are in place

- The Council's formal decision making process has a number of layers including full Council, Cabinet and Overview and Scrutiny. Ensuring equality issues cut across the remit of all these groups and are championed by the Corporate and Community Development Portfolio holder who is the equality and diversity champion.
- At an Officer level the Council's Management Board (CMB) has overall responsibilities for overseeing equalities activity
- Heads of Service, through their Service Delivery Plan has the day to day responsibility of ensuring improvements identified by service planning/impact assessments are carried out.
- Seek to ensure there is a robust equality and diversity forum which has the ability to challenge the Council and work with the Council on its refreshed 2016 plan and objectives.

We aim to ensure that high quality service standards and equality are always maintained. In order to improve access to all, every service user has the right to:

- Receive accessible services and facilities and to be free from discrimination, harassment and victimisation
- Be treated with respect and be provided with accurate and up to date information about Council services
- Feel able to access Council services and not feel excluded due to their gender, race, ethnicity, disability, sexual orientation, religion and belief, age, marital status, level of income, family responsibility and educational attainment.
- Be consulted, directly or through appropriate representatives or groups on the way the Council Plan delivers its services.
- Assurance that contracts with providers and services will be incorporated appropriately with equality principles and that performance against these will be monitored.
- Expect us to procure goods from companies that have in place arrangements to comply with the Council's equality and diversity commitments
- Give feedback and raise complaints about services through clear and easy to use complaints/compliments procedure
- Contribute to the Council's decision making process through consultation and other means. This includes all user representative groups, community groups and those who historically have been under represented.

5. Equality objectives 2016 - 2019

We have reviewed all identified activities and actions and have decided that we should use the [Local Government Equality Framework](#) themes for our objectives.

The 5 themes are as follows:

- Knowing your Community/equality mapping

- Place shaping leadership/partnership and organisational commitment
- Community engagement and satisfaction
- Responsive services and customer care
- Modern and diverse workforce

Our objectives are as follows:

Objective 1

“To develop and improve levels of understanding of our communities and the need to research, information gather and undertake equalities mapping”.

Objective 2

“To provide strong leadership and strong partnership working recognising that this is key to delivering on our equality and diversity agenda. “

Objective 3

“To improve Community engagement and develop delivery of our services in order to meet our aspiration of a safe, caring and healthy Elmbridge”

Objective 4

“To ensure that Elmbridge’s employee and employment policies and practices do not discriminate and comply with equalities legislation as a minimum standard”

6. Delivering our objectives

6.1 Elmbridge’s Equality Champions Group

In 2016 Elmbridge refreshed its Equality Champions Group seeking to ensure this group could provide the challenge on equalities. The purpose of the group is to promote an understanding of equality and to provide a point of reference for signposting to information and sources of guidance and advice. The Champion Group also ensures that the Councils Equality Plan is actioned within respective teams.

Equality and Diversity Forum

For the last ten years the Forum has brought together representative from voluntary community organisations in order to share knowledge, consider and comment on policies and hold events where appropriate.

The equality and diversity forum mission statement is as follows:

“Delivering and striving for an inclusive Borough, promoting equality, challenging discrimination and tackling social inclusion”

The Forum will be consulted and we will encourage their feedback in shaping this draft equalities plan. The Forum meets twice a year and considers a wide range of topics and themes to ensure it continues to progress to meet its vision. The membership has evolved over the years reflecting new organisations

delivering and supporting the equalities agenda.

The Elmbridge equality and diversity forum has the following objectives:

- Recognise equality and diversity both as a concept and practical issue within the Council and community
- Understand the concept of proportional treatment as opposed to equal treatment
- Understand institutional discrimination as a dynamic and changing concept, both formal and informal
- Ensure staff behave within current legislation and guidance
- Understand how personal values and beliefs can affect behaviour and decision making.
- Recognise the importance of supporting policies including Dignity At Work and the Corporate Equalities Plan
- Understand the importance of target setting, monitoring and performance management
- Understand the importance of the Council's equality plan in supporting the Equality Act 2010 requirements

6.2 Equality Impact Assessment (EIA)

Equality Impact Assessments help us assess the accessibility of the services and functions we provide, or the policies we produce. They ensure our decisions impact in a fair way, help us make decisions based on evidence, make decision making more transparent and provide a platform for partnership working. All Service Delivery Plans (and other major policies and service changes) require an EIA. All EIAs, and their evidence base, will be published routinely.

6.3 Surrey Diversity and Equality and Network (SUDEN)

The Council has chaired SUDEN for the last 10 years. The network has representation from Surrey County Council, Boroughs and District Councils, Clinical Commissioning Groups, Surrey and Borders Partnership Trust, Surrey Fire and Rescue, Police, Prison Service, Surrey Coalition of Disabled People and voluntary sector organisations such as the Rape and Sexual Abuse Counselling Service.

Together it provides an important vehicle to support organisations fulfilling their equality and diversity duty, shares best practice and training opportunities.

6.4 Training

We are always looking to drive learning and development at Elmbridge and through our Talent Development Programme staff have access to a wide range of training, providing a gateway to a variety of courses. Equalities training can be accessed through this programme and an equalities e-learning course is due to launch in 2016.

6.5 Consultation

The Council is committed to providing quality local public services so it is fundamental to the success and development of these services that we seek and listen to the views of those who live in , work in and visit Elmbridge.

As an organisation we are committed to a consultation programme through our Let's Talk Elmbridge Programme and from 2017 our My Elmbridge Programme.

We aim to invest time in the community and our partners to ensure we provide the services to which people need or want and to the standard they expect.

6.6 Developing our Equality Objectives

Appendix 1 is the profile of Elmbridge
Appendix 2 is our action plan for 16/17.

Our equalities objectives for 16/17 have been reviewed taking into account what has been achieved over the period of the previous plan. Within the equality pages on our website we are including an overview of our success and activities over the last three years.

Appendix 1

Profile of Elmbridge

Detailed here is what we know in terms of age, gender, ethnicity, religion or belief, disability, religion or believe, disability, sexual orientation, trans-gender and gender re-assignment, either in terms of national or local data available. This data is based on the 2011 census key statistics

The population of Elmbridge is 130,875, with 52,922 households. The average household size is 2.45

Age

Elmbridge's age structure:

Age	Elmbridge	England
0-17 years	23.8%	21.4
18-64 years	59.8%	62.3%
65+	16.4%	16.3%

In Elmbridge the number of very elderly (85+) has increased from 2977 in 2001 to 3662 in 2011.

Available evidence suggests that older people are more likely to be socially isolated than other age groups. National research says:

- over half (51%) of people aged over 75 live alone
- 17% of people have contact with families, friends and neighbours less than once a week
- 11% are in contact less than once a month.
- 40% of older people say that television is their main company

Gender

According to the ONS mid-year population estimate for June 2014, 48.3% of Elmbridge's population is male and 51.7% is female, This is consistent with Great Britain as a whole.

According to the ONS annual population survey for 2015/16 the economically active in employment rates are lower for women (67.7%) in Elmbridge than for men (81.3%). The national rates were as follows; women 68.8% and men 78.7. The gross weekly pay for female full-time workers in Elmbridge is £561.7 compared to male full-time workers is £665.6.

Ethnicity

The 2011 census showed that Elmbridge continues to be one of the most ethnically diverse boroughs in the County aside from Woking, with an increased percentage of ethnic groups that are not white.

- In 2011 the census showed 90.3% people in Elmbridge identified themselves as white, compared to 94% in the 2001 census
- In 2011 79.9% people of Elmbridge's population identified themselves as white British
- The 2011 census also identified languages spoken in households. This revealed that 93.4% of people living in Elmbridge speak English. The other top languages spoken are Polish (0.7%), Korean (0.5%), Spanish (0.4%) and French (0.4%).

Religion or belief

The 2011 census shows us that:

- 64.2% of the population of Elmbridge identify as Christian
- 1.8% as Muslim
- 1.2% as Hindu
- 1.9% as having another religion
- 23.4% as having no religion

Disability

A new policy institute report- 'Disability and Poverty', finds poverty amongst disabled people is consistently under-estimated and concludes that there are at least a million people in poverty. A detailed report commissioned by the Joseph Rowntree foundation finds that almost half of people living within poverty in the UK are disabled or living in a household with a disabled person. New research highlights that disabled people are disadvantaged in all the following areas:

- **Employment** – 46% of working age disabled people are in employment compared to 80% of non-disabled people
- **Skills** – There is a considerable skills gap between disabled people and non-disabled people (for example 15% of disabled people have a degree compared to 30% of non-disabled)
- **Pay** – Low pay rates for disabled people are higher than those of non disabled people at 34% compared with 27%
- **Cost** – Disabled people face higher costs than non-disabled people, (such as the cost of equipment) to manage their condition, meaning that the same level of income secures a lower standard of living than it would for a non-disabled person
- **Social security system** – There is evidence that 'extra cost' benefits such as the DLA and PIP do not cover the extra costs sufficiently; in the bottom fifth of income distribution, disabled people are more likely to be materially deprived, whether they receive extra cost benefits or

not.

- Disabled people are more than twice as likely to fall out of work in a given year compared to people who are not disabled. A new Citizens Advice Bureau study highlighted that working with a health condition or disability/ also finds they are also three times less likely to move into employment and that of the 3.5 million people who are disabled, who are out of work, 1.4 million want a job.

Sexual orientation

There is no statistically reliable data on the proportion of Elmbridge residents who declare themselves as LGB (lesbian, gay and bi-sexual). However Stonewall, the national charity working for lesbian, gay and bi-sexual people, states that a reasonable estimate for the UK population of LGB people would be between 5-7%. This would equate to approximately 5000-7000 people in Elmbridge who were aged 18 and over at the time of the 2011 census.

Transgender and Gender re-assignment

With regards to the transgender community, in 2011 the Gender Identity Research and Educational Society estimated that organisations should assume that 1% of their employees and service users may have experienced some degree of gender variance at some stage, about 0.2% may undergo transition. The number who has so far sought medical care is likely to be around 0.025% and about 0.015% are likely to have undergone transition.

Based on the 2011 census, data would estimate that this would be equivalent to 1300 residents in Elmbridge that may have experienced some degree of gender variation and that between 18 and 34 residents are likely to have undergone transition. However, estimates the number of transgender people, and particularly those looking to or those who are actively engaged in, seeking medical transition, is something that it more likely to be under estimated.

Appendix 2 Equality objectives action plan for 2018/19

This is a working document that will be continuously updated.

Our objective is:	To achieve this over the next 3 years we will	In the first year of the plan (2017-18) we will	The service/services/named individuals that will lead on this
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Objective 1 – To develop and improve levels of understanding of our communities and the need to research, information gather and undertake equalities mapping

<p>1.1 To further increase the understanding of the needs of Elmbridge’s diverse communities so that we can target our services affectively drawing of existing mechanisms</p>	<p>Develop our equalities evidence base to inform the planning and delivery of Council services, drawing on various community consultations and drawing on performance monitoring data to best inform service delivery.</p>	<p>Explore opportunities to adopt a more participatory approach in the development of the Council’s service delivery plan</p>	<p>Organisational Development Community Support Services (Voluntary Sector team) Housing Services</p>
	<p>To consider how we can best use housing needs information</p>	<p>Use evidence gathered as part of the annual grant monitoring process to provide additional profile information with respect to needs and services in Elmbridge</p>	
	<p>To work with the Citizens Advice Bureau to see how best their monitoring data could support our equalities agenda</p>	<p>Ensure we adopt plain English principles and that language does not act as a barrier for residents to access services and understand their responsibilities</p>	
	<p>Organisational Development to review how Gov Metric can best support our equalities agenda</p>	<p>Ensure staff are aware of Language Line and the staffing listing of staff who speak other language and refresh listing accordingly</p>	

1.2 To work with Gay Surrey/Outline to further understand the needs of the LGBT population.	To conclude review	Ensure LGBT representatives are once again fully engaged in the forum	Community Support Services/ Equality and Diversity Forum.
1.3 To consider whether other needs assessments should be taking place, gather and equality map.	To conclude any reviews that may take place		Organisational Development Community Support Services

Objective 2 – To provide strong leadership and strong partnership working recognising that this is key to delivering on our equality and diversity agenda.

2.1 Ensure our equalities plan is actioned with divisional wide ownership	Using the equality and diversity champions group to drive forward our equalities actions with sign off from the council management board as appropriate	Ensure any year one actions are met within agreed timescales	Organisational Development Community Support Services
2.2 Once the Equality and Diversity plan has been fully adopted, consider whether there are further actions to be developed in this section.	Ensure that any outcomes from the LGA audit undertaken by Organisational Development to support our work.	Organisational Development leading on concluding the audit and will action accordingly	Organisational Development

Objective 3 – To improve Community engagement and develop delivery of our services in order to meet our aspiration of a safe, caring and healthy Elmbridge

<p>3.1 To use an equalities action plan to enhance and improve our community engagement to best support our equalities agenda.</p>	<p>Deliver on our equalities objectives</p>	<p>Ensuring that Officers across the Council drive forward improvements.</p>	<p>All</p>
<p>3.2 Look to roll-out our new website and test this website to ensure, with people from the protected characteristic to ensure it is accessible for the whole community driving forward the use of SMS text messages</p>	<p>Fully embed the new website, considering ensuring the use of text messaging and SMS messaging as appropriate.</p>	<p>Consider options for access page and accessibility on all pages for the whole community.</p>	<p>Organisational Development Community Support Services ICT</p>
<p>3.3 Recognising that Volunteering has an important objective in enhancing community engagement and drawing on our wider communities skills to best support and deliver our services and secondly to seek to ensure we support the Voluntary Community and Faith Sector towards sustainability</p>	<p>Seek to ensure new volunteers reflect the diversity of our community.</p> <p>Use various forms of communication to provide information and advice on sustainability and where possible provide funding for the sector</p> <p>To continue to roll-out the core funded, annual funding and partnership funding scheme to support voluntary sector organisations and community groups with a specific focus on sustainability</p>	<p>Target socially isolated older people, through wellbeing prescribing project to volunteer for the council.</p> <p>Use the partnership fund which as been developed with Walton Charity for the purpose of funding projects that enable organisations to become more sustainable.</p>	<p>Community Support Services (Voluntary Sector Team) Leisure and Cultural Services</p>

<p>3.4 To look to develop a carers actions plan to support the national carers strategy to seek to ensure carers can become engaged in the community and not isolated by their caring role</p>	<p>Deliver on the National Carers Strategy objectives including technology, digital support for carers, welfare advice and support for working carers.</p>	<p>Ensure our carers strategy action plan is actioned in accordance with agreed timescales.</p>	<p>Community Support Services Leisure and Cultural Services Organisational Development</p>
<p>3.5 To ensure the Elmbridge Health Officers Group enhances Community engagement and delivery of services working across teams to ensure our vision of a healthy Elmbridge is realised.</p>	<p>To continue to action a mental health awareness programme during mental health week for Elmbridge staff</p>	<p>Ensure an annual program is implemented</p>	<p>Leisure and Cultural Services Community Support Services</p>
	<p>To continue to have a comprehensive health and wellbeing programme including healthy walks, exercise on prescription, cycle programme supporting all ages particularly focusing on those are socially isolated.</p>	<p>On the basis on whether we are successful on our sports England bid, considering immediate action there after. Maintaining all existing activity.</p>	
<p>3.6 Support residents to access digital services provided by Elmbridge and other organisations and businesses by enabling residents to access the internet and develop their digital skills.</p>	<p>To review the opportunity of increasing internet access points in community buildings, look at the option for further developments across Centres for the Community</p>	<p>Look to develop an effective campaign for Get Online week in October, production of flyer and associated programme specifically supporting older people/people with disabilities through Community Centre opportunities.</p>	<p>Community Support Services Organisational Development</p>
<p>3.7 To seek to ensure that our services are fully accessible in terms of the building/public activity and spaces in Elmbridge</p>	<p>To tackle barriers of access with respect to Elmbridge buildings/car parks and to work with Surrey County Council with respect to pavement and associated access</p>	<p>To conclude strategic objectives as defined in this section of our corporate plan</p>	<p>Community Support Services Leisure and Cultural Services Facilities Management</p>

We will continue to support Community Transport, Dial A Ride, Community Cab and Taxi Voucher Scheme team which specifically focuses on giving disabled people the opportunity to access transport services.

3.8 To Continue to support Rent-Start with reducing homelessness for single people

Housing Services
Community Support Services

3.9 To continue to roll-out a range of Community Support Service projects that focuses on reducing social isolation

Continuing with the Men in Sheds project, Community Choirs, Parkinson's and Dementia Day Care groups, Carers Cafés, supporting Parkinsons Groups and work with CHEER to develop a men's support programme.

Community Support Services
(Voluntary Sector Team)

To continue to provide Community Alarm and Telecare Services launching new technology solutions to support people's independence.

Community Support Services

To continue to operate Handy Persons, Care and Repair Services and a physical activity programme with a specific focus on the 65 plus

Housing

Objective 4– To ensure that Elmbridge’s employee and employment policies and practices do not discriminate and comply with equalities legislation as a minimum standard

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|---|----------------------------|
| 4.1 To continue with a corporate review of employment policies , ensuring that any review is mindful of equality and diversity issues | Organisational Development |
| 4.2 To continue to monitor the profile of the Councils workforce recruitment and training attendance by the Council to the equalities training programme. | Organisational Development |
| 4.3 Continue with the Job Centre Plus Positivity About Diversity Scheme and continue with the two ticks symbol initiative as a means of defining the councils commitment | Organisational Development |