

## South Cambridgeshire District Council

### Equality and Diversity – Journey to “Achieving” on the Equality Framework for Local Government

#### 1. **Knowing Your Community and equality mapping**

Most authorities are struggling with this – especially in “two tier” authorities.

They need to:

- have processes in place for sharing data internally - there is a lot of data collected but very much in "departmental silos" again a very common occurrence.
- have data sharing protocols with their LSP partners and community groups including 3rd sector
- coordinate who knows what about the communities and use that intelligence and data to prioritise and make a difference

#### 2. **Place Shaping - Corporate Commitment and Leadership**

- be aware of the important role they have in place shaping South Cambs - their sustainable community strategy needs to be the umbrella under which this takes place and work with their partners to achieve the aims of the LSP & LAA
- the CEO's and Directors' commitment needs to be re-affirmed and strengthened - the staff need to see tangible evidence of this commitment.
- continue to develop Member understanding of how E&D fits into service delivery and the role Members have in promoting that agenda - the portfolio holder with responsibility for E&D is very enthusiastic and focussed and their scrutiny function is strong
- develop a more tangible and visible 'golden thread' linking all the policies so that delivery of the priorities is seamless - there is a perception that there are a lot of policies but not really joined up.
- having Paul in the "corporate core" is a strength.

#### 3. **Community Engagement and Satisfaction**

- this links with knowing your communities: the more you know about them the easier it is to engage - develop the current community engagement work
- Develop ways of getting feedback from the communities - engage with stakeholders; there are over 100 parishes within the district - use them; use Members and staff

#### 4. **Service Delivery**

- this links with knowing your customers - the more you know about them the easier it is to engage with them and deliver services of excellence ---this will be enhanced as they develop their Customer Excellence programme
  - carry out service user surveys
  - be aware of emerging customers and their needs

#### 5. **Diverse work force**

There are a lot of strength in this area - Stonewall; liP; Equal Pay Audit; Commitment to JE

- look at ways to make the staff more representative of the community and staff profile - very good E&D practices during recruitment but maybe not going out to attract under representative groups.
- Managers' competencies being developed - positive move - needs evaluation
- update the workforce plan with E&D targets - look at succession management

- celebrate success
- positive liP report - feedback to management team happening soon - action plan to fit in with E&D action plan.

I was impressed by a willingness of those I saw to take this agenda forward and Paul is very committed. There may be a capacity issue but that will need to be evaluated over time.