

Equality, Diversity and Gender Equality Workbook

Partner Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Completed By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Completed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date(s) reviewed and updated: \_\_\_\_\_\_\_\_

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AIM ONE: To understand the different needs and challenges of the people who will benefit from the project

1) Please complete the following statements relation to your West of England Works Equality, Diversity and Gender Equality Policy and Action Plan

a) Date the West of England Works Equality, Diversity and Gender Equality Policy was drafted

b) Date the West of England Works Equality, Diversity and Gender Equality Policy was approved by the West of England Works Operations Team

c) Date the West of England Works Equality, Diversity and Gender Equality Policy was adopted by your team

d) Date(s) that the West of England Works Equality, Diversity and Gender Equality Policy has been reviewed

e) Date the West of England Works Equality, Diversity and Gender Equality Action Plan was drafted

f) Date the West of England Works Equality, Diversity and Gender Equality Action Plan was approved by the West of England Works Operations Team

g) Date the West of England Works Equality, Diversity and Gender Equality Action Plan was adopted by your team

h) Date(s) that the West of England Works Equality, Diversity and Gender Equality Action Plan has been reviewed and progress updated

2) In the space below please describe how you have used evaluative data from previous projects your organisation has delivered to inform your understanding of the equality, diversity and gender equality issues potentially affecting West of England Works participants.

3) Please attach a copy of any previous evaluations you have carried out which contain an analysis of equality, diversity and gender equality data. If your organisation has never carried out this form of evaluation or analysis please explain why in the space below.

4) Please provide a copy of or a link to any evidence that you have gathered through your own research in to the equality, diversity and gender equality needs and challenges faced by potential West of England Works participants

5) Please attach the most recent set of diversity demographic data relating to your catchment area and its population (e.g. data from JSNA, DWP, local authorities, NOMIS, IMD etc.)

6) In the space below please summarise any research from other organisations that you have consulted in the preparation of your Equality, Diversity and Gender Equality Action Plan.

7) Please provide copies of the minutes from the meetings held by your participant forum, highlighting where they have discussed issues surrounding equality, diversity and gender equality.

In the space below state how you have responded to participant feedback in the development and delivery of your project with a particular focus on equality, diversity and gender equality.

8) In the space below please describe how you collect monitoring and evaluation data from your participants on a one-to-one and small group basis.

9) In the space below please explain how you use this information to understand the changing needs and challenges of equality, diversity and gender equality in relation to the delivery of the project.

10) Please respond to the following questions relating to your Cross Cutting Themes Champion for Equality, Diversity and Gender Equality

a) What is the name of your Cross Cutting Themes Champion for Equality, Diversity and Gender Equality?

b) Has the effectiveness of your Cross Cutting Themes Champion for Equality, Diversity and Gender Equality in implementing and recording improvements in Equality, Diversity and Gender Equality been reviewed regularly? YES / NO

If YES, please give the dates of these reviews and summarise the outcomes

If NO, please state the date of the first/next planned review

c) Please provide examples of the staff training carried out by the Cross Cutting Themes Champion for Equality, Diversity and Gender Equality (e.g. a register of attendance)

d) Please provide evidence detailing how the Cross Cutting Themes Champion for Equality, Diversity and Gender Equality monitors the targets set out in the Equality, Diversity and Gender Equality Action Plan

11) Please summarise any trends that you have identified for any specific protected groups and state how you have used this trend data to inform continuous improvement of the design and delivery of your services.

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| Linked Action Plan Activities for Equality, Diversity and Gender Equality Aim One |
| Evidence gathered from previous projects the partners have delivered. Make use of evaluations from previous projects.  Evidence gathered through our own research and consultation with potential beneficiaries and other local projects. Research into the needs and challenges faced by people who will benefit from the project across the West of England.  Statistics about our catchment area and its population (JSNA, DWP data and data sets from local authorities and partners)  Research from other organisations and web based research. |
| Formation and utilisation of Participant’s Forum to shape the development of the project.  Collection of monitoring and evaluation evidence on a one to one basis and in small groups to understand needs and challenges and how those may change over time.  Reviewing data from monitoring and evaluation activities to understand trends for particular protected groups, drawing conclusions from this and informing the continuous improvement in the design and delivery of services. |

AIM TWO: To address any difficulties people may have finding out about the project

12) Please provide a copy of your marketing plan and any marketing materials that you have produced then, in the space below explain how your marketing activities:

a) avoid stereotypes; b) are fully inclusive; c) target specific groups

13) In the space below list any organisations with which you have linked in order to promote the project and summarise how you have used both new and existing networks to reach all intended participants including where you have left or placed leaflets promoting the project.

14) Please provide a link to each of the following:

a) Your website - home page

b) Your website - West of England Works page

c) Any Facebook pages or groups used by the West of England Works team or participants as part of the project

d) Any Twitter accounts used by the West of England Works team or participants as part of the project

e) Any YouTube channels used by the West of England Works team or participants as part of the project

15) In the space below please summarise how you ensure that your media, web and social media presence is fully inclusive of, and accessible by all potential participants

16) Please confirm the direct email address and telephone number you use for participant referrals and enquiries.

17) Please explain how you monitor participant referrals and enquiries to your direct email and telephone lines and state what actions you have taken where you have identified that referrals and enquiries do not match the full range of expected potential participants for your catchment area.

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| Linked Action Plan Activities for Equality, Diversity and Gender Equality Aim Two |
| Create a clear accessible brand and marketing plan aimed at al target groups – avoiding stereotypes.  Employ extensive existing networks and partnerships to spread the word.  Utilise various methods and locations for communication, including: Website; media; social media; word of mouth; YouTube and Twitter  Engage learning providers, volunteer centres, Citizen’s Advice and social landlords to promote the project.  Publicity in venues such as: Job Centres, GP surgeries, children’s centres, libraries, village halls, churches, health centres and anywhere where there are people.  Single point of contact – email and phone direct number |
| Design and use appropriate marketing materials i.e. variety of images/messages/languages/plain English that an individual regardless of their characteristic can relate to and feel included in. |

AIM THREE: To ensure that the project is accessible by those hardest to reach

18 a) In the space below please describe the initial needs assessment procedure that you carry out with each participant

b) Please attach at least three anonymised copies of initial needs assessments which show how equality, diversity and gender equality and other protected characteristics are taken in to account and how they inform action planning with individual participants.

19) From your completed needs assessments please provide a comprehensive list of the equality, diversity and gender equality issues which could prevent people from participating in the project.

NB: Please revisit this question as often as necessary throughout the project in order to keep this list up to date.

20 a) Please provide at least three anonymised copies of individual plans made with participants identifying the specific equality and diversity support they require to be able to participate, e.g. access to childcare.

b) In the space below please provide a comprehensive list of all specific support that has been identified as being required by participants in order to for them participate and describe the support that has been provided

NB: Please revisit this question as often as necessary throughout the project in order to keep this list up to date.

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| Participant Number | Support Need Identified | Support Provided |
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Please extend this form as necessary.

21) Are all of your delivery locations fully accessible to all potential participants?

YES / NO

If Yes, please provide evidence showing the accessibility of your buildings etc. This may be photographic or written statement evidence or could be the results of a workplace accessibility assessment.

If No, please describe the ways in which your delivery location(s) are difficult to access for some participants and state how you are able to support participants with accessibility issues in these locations.

22) Are all of your delivery locations accessible by public transport?

YES / NO

If Yes, please provide a copy of local bus and or train timetables showing the accessibility of your delivery location(s).

If No, please explain why you deliver in locations which are not accessible by public transport and explain how you overcome any difficulties that participants may have in accessing your provision.

23 a) In the space below please describe, with examples how you ensure that our provision is flexible and takes in to account external factors such as school start and finish times, religious holidays, care responsibilities etc.

b) In the space below please describe, with examples how you ensure that your provision is culturally aware.

c) In the space below please describe, with examples how you have provided reasonable adjustments and support for participants where needed, e.g. a signer for a deaf participant, overlays for a dyslexic participant etc.

d) Please complete the following table:

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| --- | --- | --- | --- |
|  | 2017 | 2018 | 2019 |
| Total spent on participant travel |  |  |  |
| Total spent of participant subsistence |  |  |  |
| Total spent on participant childcare |  |  |  |
| Total spent on participant equipment |  |  |  |

NB: You will need to revisit this question at least three times over the course of the project.

e) In the space below please describe, with examples how the ability to pay for participant travel costs, food, childcare and equipment has enabled you to support people who would otherwise have been unable to access the project.

f) In the space below please describe, with examples how you have enabled participants to access the project by delivering your service in non-traditional locations.

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| Linked Action Plan Activities for Equality, Diversity and Gender Equality Aim Three |
| Identify any specific needs that could prevent people participating in the project. |
| Work with participant to draw up an individualised plan identifying the specific support they require to enable them to participate e.g. access to childcare.  Access to specialised support for participants e.g. those with low qualifications. ESOL where necessary. |
| Accessible buildings  Location of services – to be within the local community and ensuring accessibility by public transport.  Flexibility of provision to accommodate timings to fit around school, religious holidays, caring responsibilities etc.  Culturally aware provision: e.g. appropriate key workers for BAME women, signer for deaf; food and drink and facilities (e.g. prayer room, washing facilities, breast feeding friendly etc.)  Meeting costs of participation for travel, food, childcare, equipment etc.  Provision of support in non-traditional settings – informal teaching |

AIM FOUR: To ensure people are not disadvantaged in accessing the project

AIM FIVE: To ensure that equalities are integrated in how the project is managed and run

24) Please submit a copy of your Equality, Diversity and Gender Equality Policy and Action Plan, then in the space below please describe how you ensure that all of your participants are aware of your Equality, Diversity and Gender Equality policy as part of their induction. Please provide any evidence that you have to support this, e.g. sample signed statements by participants showing that they acknowledge reading the policy, list of queries raised by participants relating to equality, diversity and gender equality and your responses to them, etc.

25 a) In the space below please state what measures you take to ensure that all of those involved with the project (staff, volunteers, participants etc.) practice respect for others attending or working on the project. Include any examples of times where attitudes or behaviours which demonstrate a lack of respect have been challenged.

b) Please provide any evidence you have to support these statements, e.g. copies of negotiated group rules, anonymised copies of any complaints or disciplinary procedures including their outcomes, etc.

26 a) In the spaces below, with reference to both internal activities such as progress reviews and external activities such as Specialist Provision, please describe how key workers support participants to develop:

i) a strong work ethic

ii) good communication skills

iii) the ability to work in a group or with others

b) Please give examples of times when you have referred a participant to a different project partner where their service was such that the participant was better able to access the project. Please support this with any evidence of this process, e.g. an email chain showing the referral conversation.

27) In the space below please give examples of how you use progress reviews to reflect participant progression in future actions. Please provide at least three copies of anonymised progress reviews which show where this has taken place.

28 a) In the space below please describe how you collect participant feedback and state how often this takes place. In your response please account for both individual feedback and feedback from your participant forum.

b) Please provide a copy of any tools you use to gather participant feedback, e.g. participant surveys, agendas from participant forums etc.

c) Please provide at least three examples of each of these tools being used, anonymised as appropriate.

d) In the space below please describe how you work with a) your participants and b) any other groups or individuals to co-design your delivery model and how you have used feedback from these collaborations to shape and develop your project.

e) Please attach a copy of the minutes or any other records from your participant forum and then in the space below please explain how the participant forum feeds into any reports being sent to a) the project strategic board and b) the Big Lottery Fund / European Social Fund.

29 a) Please provide a copy of your grievance and/or complaints policy and procedure.

b) Please provide a copy of the contact card / details you provide to participants during their induction which show who they should contact should they have a grievance.

c) In the space below please describe how you ensure that all of your participants are aware of your grievance and/or complaints policy and procedure as part of their induction. Please provide any evidence that you have to support this, e.g. sample signed statements by participants showing that they acknowledge reading the policy, examples of queries, grievances or complaints raised by participants and your responses to them, etc.

d) In the space on the following page please provide a list of all grievances raised by participants, the dates received, dates responded and actions taken.

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| Participant Number | Summary of Grievance or Complain received | Date received | Date response made | Summary of actions taken |
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Please extend this form as necessary.

NB: Please revisit this question as often as necessary throughout the project in order to keep this list up to date.

30) In the space below please describe how you ensure that your recruitment practices follow best practice with regards to equality, diversity and gender equality.

31 a) In the table below please summarise the continual professional development completed by project staff at your organisation which related to equality, diversity and gender equality.

NB: Please revisit this question as often as necessary throughout the project in order to keep this list up to date.

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| Name of CPD attended | Name of organisation providing the CPD | Date(s) CPD attended | Number of staff who have completed this CPD |
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Please extend this form as necessary.

b) Please provide any evidence of attendance at / completion of these CPD activities, e.g. copies of certificates of completion, attendance logs/registers, etc.

32 a) In the space below please describe your process for conducting an assessment and evaluation of the impact of your Equality, Diversity and Gender Equality Policy and Action Plan.

b) Please provide the most recent assessments and evaluations relating to the impact of the implementation of your Equality, Diversity and Gender Equality Action Plan on your services and provision.

33) In the space below please describe, with examples how you have provided reasonable adjustments and support to your staff where needed.

34) In the space below please describe the processes that you undertake to ensure that the diversity of your participants is reflected in your staff team.

Please include details of

i) how often you review the diversity of your staff team, giving the dates of the reviews

ii) any alterations you have made to staff team in order to better reflect your participants

iii) any plans that you have for making alterations to your staff team in the future

iv) any of the protected characteristics which are reflected in your participants but not in staff team giving reasons why and details of any actions taken to mitigate this

35) In the space below please describe how you share and disseminate your good practice in equality, diversity and gender equality

a) within your organisation b) across the partnership c) in the wider community

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| Linked Action Plan Activities for Equality, Diversity and Gender Equality Aim Four |
| Participant induction as part of initial assessment to advise of equalities policy etc. |
| Progression acknowledged and journey developed to take account of progression |
| Feedback – regular surveys throughout programme (Warwick Edinburgh score method) – about the individual (how they are feeling). Feedback from participants’ forum and from the anchor partners.  Co-design of individual’s programmes, feedback from participant group into project delivery group. Work with a specific cohort to develop bespoke programme. |
| Grievances/complaints policy in place.  Participants given contact card with key worker details and who they should contact if a grievance.  All grievances to receive an initial response within 24 hours and then escalated if required. |

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| Linked Action Plan Activities for Equality, Diversity and Gender Equality Aim Five |
| Develop Equality policy and Action Plan  All staff to be taken through policy at induction and ll participants to be taken through policy at initial assessment  Review partner recruitment and equal ops policies to ensure they follow good practice |
| Partners to undertake equality impact assessments on services and training provided to develop their own organisational ED&GE action plans  Regular review of monitoring data. Participant involvement in project through volunteering/ buddying/peer support, etc.  Six monthly participant group feedback to project and steering group  Provision of reasonable adjustments and support to staff as necessary – equipment / accessibility  Good practice disseminated through 1:1s / shadowing / observations. |