Cornwall Council
Equality and Diversity Framework
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Foreword from the Council’s Equality Champions and the Chief Executive of Cornwall Council

We are proud to introduce Cornwall Council’s Equality and Diversity Framework. This Framework will help us deliver our challenging and ambitious improvement programme.

We take great pride in Cornwall, as it is a place of outstanding natural environment and strong communities. We have strong relationships with our partners which will stand us in good stead to develop, support and deliver good public services.

Cornwall has a unique and special culture and heritage. An increasing number of people identify themselves as Cornish and it is important in all our equality and diversity work that we actively recognise the Cornish as a minority group and continue to support the Cornish Language and the Cornish indigenous culture.

Cornwall is changing and the diversity, needs and requirements of its communities are shifting.

It is crucial that the Council reflects this diversity but also ensures that all of our citizens have equal access to and equal outcomes from our services and equality of opportunity in gaining jobs within the council and in their subsequent career development.

We are committed to equality of opportunity and this Framework sets out how we will promote this through our political leadership and management structures. We also know that policies are only as good as the actions which come out of them. We will measure the impact and effectiveness of the Equality and Diversity Framework and its associated policies so that you can be sure we keep our promises.

We will also make sure that our employees and members take responsibility for putting the Framework into practice in the short and long term.

This framework is an evolving document. We will continue to consult on its ambitions and its implementation and will regularly review and update its content. We will tell you about our progress.

We would like to thank the people who have supported us in developing this Framework. We look forward to your help in making equality and diversity a reality for one and all in Cornwall.

Cllr Julian German
Deputy Leader
Cornwall Council
Member Equality Champion

Jessie Hamshar
Service Director
Strategy and Engagement Officer Equality Champion

Kate Kennally
Chief Executive
Cornwall Council
1. Introduction

The Purpose of this Framework

Cornwall Council has made a commitment to tackling discrimination and social exclusion, promoting equality of opportunity and fostering good relations between all people.

This Framework is the Council’s statement and approach to equality and diversity and informs our everyday service delivery to our customers and the relationships we have with each other and with our partners. We will make sure that equality and diversity runs through everything we do.

Everybody who uses the Council’s services, facilities and information will be treated in line with this framework. This includes service users and customers, members of the public, partners and stakeholders, contactors, employees or elected members.

This framework is also applicable to those who provide services on behalf of the Council or to the Council.

The main audience for this Framework is the internal organisation. We will communicate this so that we all realise the importance of understanding and serving in a fair and equal way the communities of Cornwall.

Our vision

“Our vision is to make Cornwall a welcoming place, where equality, freedom, fairness and opportunity is open to all. We want everyone to feel valued, to celebrate diversity and to understand people’s different needs and aspirations whether they are living, visiting or working here.”

Equality and diversity are key issues for Cornwall Council. These issues must drive how we treat each other as members, customers, partners, stakeholders and employees of the Council. Cornwall has a unique and special culture and heritage as recognised by the inclusion of Cornish within the Framework Convention for Protection of National Minorities. We must also ensure that in all that we do we take account of the Cornish Language, the indigenous culture of Cornwall and the growing number of people in our community that identify themselves as Cornish.

Cornwall’s commitment to this is led from the very top and is embedded within a 20 year Community and Business Strategy called ‘Future Cornwall’. One of our five top priorities for Cornwall is improving the resilience and self-sufficiency of communities.

To deliver effective services to all of Cornwall our policies, practices, procedures, services and functions must be fair. We must provide equality of opportunity to all employees and an appropriate and effective service to all parts of our community.

Cornwall Council’s strategy to create a sustainable Cornwall sets out a vision of a prosperous Cornwall that is resilient and resourceful. A place where communities are strong and where the most vulnerable are protected.

At the heart of the Strategy is a set of core values and principles.

Our values inform our behaviours

- Being proud of and ambitious for Cornwall.
- Inclusive, engaging and empowering leadership providing clear direction.
- Behaving with honesty, respect and having trust in each other.
- Open minded to exploring ideas.

Our principles inform our decision-making

- Working closely with partners and communities.
- Clear priorities based on understanding and evidence.
- Listening and acting decisively and promptly.
- Effective two-way communication.
- Providing choices and opportunities in every aspect of people’s lives.
- Supporting equality and social inclusion.
- Being flexible and responsive in the delivery of services.
- Above all, acting in Cornwall’s best interest.
2. Framework Statement – our commitment to equality and diversity

As a public authority, Cornwall Council has a legal duty to:

- Eliminate unlawful discrimination, harassment and victimisation;
- Advance equality of opportunity and;
- Promote good relations between different groups of people

These provisions are found in the Equality Act 2010.

This Equality and Diversity Framework sets out how we intend to meet our duties under the Equality Act by making sure that all people who come into contact with the Council are treated fairly and can access our services on an equal basis.

We are committed to promoting equality of opportunity and will eliminate discrimination in service provision and employment for the following groups of people as it is described in legislation. These are:-

- People of all ages;
- Women and men;
- Women who are pregnant, or who have given birth and/or are breastfeeding;
- People who have undergone, are undergoing or are proposing to undergo a process to reassign their sex (gender reassignment);
- Those who are married or in a civil partnership (protected in employment only)
- People from ethnic minority groups;
- Lesbian, gay, bisexual and heterosexual people;
- People with a religious faith and those who have none
- People with a physical and/or learning disability
- People with mental ill health

Discrimination can be often unwitting – this means that the person who is discriminating against another person(s) may not realise they are doing it. This can occur when people develop policy and practice based upon their own needs, preferences and values, and they do not take into account the needs and differences of other people. People often make assumptions, display intolerance or use negative stereotyping which can lead to people not being given the same opportunities and chances as others or not being treated with the appropriate dignity and respect.

It is also essential that we deliver against these commitments taking into account the context within which the Council operates. In Cornwall this means it is essential that we deliver within the context of our unique geography, heritage and culture and that we take full account of those people in our communities that identify themselves as Cornish and who consider themselves, a minority group.

We will make sure that we collect data about Cornish ethnicity and encourage our partners to also do so. This will include analysing the results of the 2011 Census, which while not having a tick box for Cornish, does allow people to write Cornish under national identify and ethnic group. We will make this information available so that we are telling the whole story about Cornwall and its communities.

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1 Protection from discrimination under the Equality Act for mothers and for mothers breastfeeding within 26 weeks of giving birth
3. The five principles of the Framework

We expect our staff and elected members to put in place our commitment and organisational values by

1. Ensuring we work in a non-discriminatory environment and model best practice.
2. Ensuring all our decisions are based on evidence through the Comprehensive Impact Assessment process.
3. Responding to and learning from complaints and incidents in a positive and pro-active way.
4. Providing access to services, facilities and information.
5. Recruiting and employing people fairly.

**Principle 1: Ensuring we work in a non-discriminatory environment and model best practice**

We must remember that members of the public have the right not to be refused a service from staff or elected members on the grounds of age, disability, gender, gender reassignment, race, religion/belief, sexual orientation, or any other factor that is not reasonable. This can only happen where there is a genuine occupational and objective need for example, female carers being required for female clients who require help with washing and dressing.

**Treat everyone with dignity and respect**

- Treat people fairly and according to their needs. Do not make assumptions.
- Be patient and helpful particularly if someone has difficulties communicating, understanding or has restricted mobility.
- Communicate clearly, honestly and openly.
- Be courteous and polite by respecting property and culture particularly when visiting people in their own spaces. Remember to respect the right to privacy and family life.

See the Employee Code of Conduct for further information

**Think about how your actions will affect others**

- Be aware of the effect of your own behaviour and body language can have on others. Remember to recognise and guard your own prejudices when dealing with others.
- Do not act in a way that would humiliate, offend, degrade, intimidate, frighten, threaten, undermine or abuse someone. Do not promote or allow others to act in this way. Report it if you witness or suspect this behaviour.
- Do not use language or images which could be regarded as racist, sexist, homophobic or insulting about disability, age, religion/belief or sexual orientation. Do not promote or allow this – challenge when heard or seen.

**Help people change for the better**

- Where possible, try to tell people if their behaviour has been unacceptable and if appropriate, advise on alternatives so they are given the opportunity to consider change.
- Tackle things if possible, however small, at an early stage so they do not get worse.
- If you are concerned about the safety of any child, young person or vulnerable adult, remember you have a duty to report this under our Safeguarding Policies and Procedures.
Being knowledgeable

It is every employee’s responsibility to ensure that they are trained in equality and diversity:

- Face to face delivery of equality and diversity training is a mandatory requirement for all employees at all levels and should be monitored by managers through the Council’s ERP system and through individual PDS.
- It is expected that all staff will be required to refresh their general equality awareness training every 3 years.
- Staff who are required to complete Comprehensive Impact Assessment should first complete the training and refresh every three years.
- Complementary e-learning on equality and diversity is available (e-essentials) but should not be seen as a substitute for face to face training.

Further training provision will be developed in line with organisational needs.

For further training information please contact Learning and Development

**Principle 2: Ensuring all our decisions are based on evidence through the Comprehensive Impact Assessment process**


The Council has also developed and introduced a Comprehensive Impact Assessment (CIA) template, resources and training.

CIAs examine how a policy, procedure or service may have an unequal impact on different groups of people. It will enable service managers to improve proposed or existing provision.

A CIA is a way of deciding whether a policy or a service has a “positive, negative or neutral impact” on the community. It can also be used to test future policies and services.

- CIAs will be carried out whenever any policy is developed or amended and for all projects and programmes of work.
- We will use up to date and robust data to inform the CIA process.
- We will consult and involve relevant groups (staff and public) for whom there may be a negative impact as a result of a new/amended policy or project/programme of work.
- All Committee and Council Leadership Team (CLT) papers will be rejected if there is no accompanying CIA and the outcomes have not been included within the paper (it is not acceptable to put ‘n/a’ under the Comprehensive Impact Assessment Implication section of any report going to Committee or CLT).
- We will make CIAs publically available on the internet.
- The voluntary and community sectors have opportunities to be involved in the quality assurance and challenge process of CIAs to promote public transparency and develop learning for the Council.

**Principle 3: Responding to and learning from complaints, grievances and incidents in a positive and proactive way**

Everyone will be able to raise concerns without feeling awkward, threatened or isolated. Everyone has the right to complain about discrimination in good faith, without being victimised at any time. Discrimination includes harassment or not being able to access a service.

If this happens:

**Handle complaints and grievances properly**

- Complaints will be handled sensitively and the “Listening and Learning: Compliments, comments and complaints” procedure will be used for customers. All concerns must be listened to with care.
- If a complaint relates to staff, contacting your line manager is preferable, but if this is not possible contact the HR Helpdesk for advice.
- Those receiving the complaint about discrimination must accept that the incident is discriminatory (for example racist or sexist) as perceived by the victim. Unless and until such time, following an investigation, it is reasonably proven otherwise.
- All people involved, including the alleged victim(s) will be provided with appropriate support.
- The grievance procedure is available for employees who have a concern relating to their employment. If the concern is outside the scope of the grievance procedure (for example Whistleblowing or matters relating to the behaviour of Elected Members), employees will be directed to the relevant procedure.
Resolve matters positively
- Matters will be resolved quickly. Where possible matters should be resolved informally and at the source, before they escalate.
- Options to resolve issues should be explored and provided. For example mediation, advocacy, and contacting appropriate personnel or agencies to advise on the best course of action.
- Where mistakes have happened the organisation will admit them and learn from them.

Respond to incidents of prejudice/hate crime
- A hate crime is motivated by prejudice and is defined as “any crime or incident, where the perpetrator’s prejudice against an identifiable group of people is a factor in determining who is victimised”.
- Incidents can involve violence, threats, property damage, verbal abuse, offensive messages or other harassment.
- In Cornwall, hate crime is currently recorded against race (including Cornish), disability, sexual orientation, religion and belief and transphobic but this doesn’t mean that hate crime cannot take place and be reported against any of the other protected characteristics.
- It is not acceptable for Council employees who are victims of hate crimes or incidents to receive an inferior service to that which they have a duty to provide to members of the public. Victims of internal hate crime or incidents will receive exactly the same level of service as that which is provided to members of the public.
- The incident must be reported to the Human Resources Helpdesk (01872 323500) immediately, who will be able to signpost for relevant help and support.
- Any staff experiencing hate crime within the Council should report the incident(s) to the Police and to the HR Helpdesk who will refer the issue to the Employee relations team.

Principle 4: Providing Access to Services, Facilities and Information
We are committed to providing a welcoming and friendly environment which is easily accessible to all. We will take steps to improve access to services, facilities and information and be honest about what we can and cannot do.

Involve people
- All members of the community should have the opportunity to be involved in the design, delivery and prioritisation of services so that their needs can be met in the best way.
- Involvement should be meaningful and effective, in line with Council strategy and policy on Public Participation and Consultation.
- Identify who uses/accesses our services and who doesn’t and why not through engaging with people to improve service take-up and access.

Monitor and review services (including policy and practice)
- In line with Council guidance, Service Directors will carry out service monitoring by collecting customer diversity data, analysing the data and identifying if there is over- or under-representation according to gender, race or heritage, disability or other relevant categories compared to local or national profiles and using the information to take action and address any imbalance.
- We will make sure that we collect data about Cornish ethnicity and encourage our partners to do so. This will include analysing the results of the 2011 Census, which while not having a tick box for Cornish, does allow people to write Cornish under national identify and ethnic group. We will make this information available so that we are telling the whole story about Cornwall and its communities.
- Staff should be informed of the reasons for monitoring and if sensitivities occur how to address them and why the monitoring is being carried out.
- A Comprehensive Impact Assessment must be carried out (in line with guidance) to check any positive or negative impacts a service or policy may have on different people and communities.

Make sure information is accessible
- Use plain English (see guidance in Appendix 1).
- Follow accessibility standards (see guidance in Appendix 1).
- All documents should be readily available for reproduction in large plain text, and in other electronic formats.
- All documents must provide an ‘alternative format statement’ in a prominent place and wherever possible in font size 14 which RNIB recommends as ‘clear print’.

Appendix 1: UK Government’s guidance on providing plain English (www.ico.org.uk/advice-and-guidance/plain-english)
Alternative formats – This is the wording that should be used

We want to ensure that your needs are met. If you would like this information on audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY
Telephone: 0300 1234 100
Email: enquiries@cornwall.gov.uk

Provide alternative formats, translations and interpreters when needed

- Information will be provided in a different format if requested (including symbols, large print, easy read, Braille, British Sign Language, audio, and in other languages).
- Translations will be provided in line with the Translation and Interpretation Policy.
- Interpreting (British Sign Language, Braille or other languages) will be arranged for those who need it and in line with the Translation and Interpretation Policy.
- Content on intranet and internet sites will follow web-accessibility standards.

Note: When providing information to the public try to reach out to all communities, publishing information widely and in line with plain English standards, accessibility standards and in line with the Translation and Interpretation Policy.

Make sure buildings are accessible and welcoming to people with disabilities

We will use buildings which are accessible for people with a range of impairments wherever possible for public meetings.

We will build up our knowledge of accessible venues so that we can promote this information amongst all our staff.

- Buildings and facilities run by the Council must be audited to ensure they are accessible for people with a range of impairments (e.g. mobility, sensory loss) and changes are made where reasonable.
- People with physical disabilities should be able to access buildings and environments through the same routes as other people. Main entrances and routes should be fully accessible so that people can get around the building independently and easily.
- Consideration must be given to colour contrast between different surface areas (e.g. flooring and skirtings, doors and walls) for those with sensory loss.
- Provide clear and simple signage and maps which use symbols to aid communication of information.
Entry systems, reception points, waiting and public meeting rooms and security barriers must be adjusted so that people with communication or physical mobility difficulty can get through and communicate as easily as people without.

Automatic doors must allow enough time to get through.

Loop systems will be installed and staff will be trained how to use them.

Reception desks must have an unobstructed lower section if this is possible.

Buttons to open doors/access lifts must be lowered for wheelchair users and kept free from obstruction to allow wheelchair users to access them.

All Council main buildings must have accessible toilets if it is possible to make the adjustments.

Note: More information about adjustments to buildings is available from Property Services or Facilities.

Make sure meetings and events are easy to access

Staff must ask if people have any special requirements such as diet, access or communication support.

Meetings with people who need communication support (such as an interpreter, lip-speaker, speech-to-text typist or advocate) will be arranged in good time so that necessary support can be put in place.

Staff will ask the person/people what their most suitable form of support is first, and arrange the support if necessary.

When food and drink is provided, special diets must be identified and catered for, and different food separated and labelled clearly.

Events, meetings, facilities and services must take account of people’s ability to get to them such as public transport links, disabled parking bays, gradients or steps around the building. Try to consider commitments such as caring responsibilities and religious holidays or Sabbaths, including the implications of fasting, when setting a date or time.

Disability Cornwall have produced a guide to running an inclusive and accessible event which is available on the intranet to provide further support and information on planning events.

See appendix 2 for an example of a booking form that can be used.

Note: Staff organising events or meetings should be aware of festivals and religious observations which will help avoid embarrassment; if in doubt, ask or check guidance and calendars.

Principle 5: Resourcing and employing people fairly

Cornwall Council will make sure that we provide equality of opportunity to all in employment. We will treat all job applicants and employees fairly and will not discriminate against them because of any of their protected characteristics. To achieve this, we will:

- Provide equality of opportunity in all aspects of recruitment, work conditions and the working environment.
- All staff will be treated fairly and their diversity valued, recognising the different experiences, skills and knowledge people have and the different contributions they make.
- Staff will be provided with a work environment where they are free from harassment or other barriers to performing their role.

We will advertise jobs openly

- Jobs will be advertised so that they draw the attention of the widest range of applicants to the job, in line with the recruitment and selection processes. (In special circumstances such as redundancy and redeployment, recruitment restrictions will apply and priority will be given to internal candidates).

We will use non-discriminatory job criteria

- Role profile will not include criteria that could directly or indirectly discriminate against someone. Job/role requirements will be based upon behavioural and functional competencies as outlined in the Guidance on Role Profile on the intranet.
- Genuine Occupational Qualifications/Requirements may apply to some jobs. For example, where a female customer seeks a female worker to carry out intimate care. Adverts will state the relevant legal clause where this applies.
We will take positive action to ensure a diverse workforce

- Identify any specific qualifications, training or minimum entry requirements that are necessary for successful performance. If previous experience is an essential requirement it will be noted however, do not indicate a number of years as this could potentially be in contravention of age discrimination regulations. Instead, use terms such as: “experience of ….”, “considerable experience of ….” or “extensive experience of……”.
- Indicating that it is a requirement of a role to have a driving licence may be in contravention of the Equality Act (discrimination against disabled people) unless the jobholder is actually required to drive vehicles as part of the role (e.g. delivery driver, refuse vehicle driver) in which case outline the requirement e.g. a licence appropriate to the vehicle being driven. Further Guidance on Role Profiles is available on the intranet.
- Applications from people seeking to work part time/job share will be positively considered in line with policy.
- Lawful positive action can be taken to achieve a workforce that reflects our wider community at all levels. Where beneficial, specialist media/events will be used to target under-represented communities or training/development/workplace opportunities targeted at certain people.

We will apply fair selection procedures

- Adverts and interview procedures will reflect role profile (which is non-discriminatory), follow equality standards and will promote our commitment to equality. If appropriate, psychometric tests will be used to check suitability objectively.
- Any selection tests will be relevant and validated to ensure that they are free from cultural, racial, gender or any other form of bias so that they do not indirectly discriminate.
- At interview, candidates must not be asked questions – formally or informally which are not directly relevant to the job for example, questions about family life or hobbies.
- We will only ask candidates for information relating to their health or disability during the recruitment process (before a job offer is made) as allowed under the Equality Act 2010, ie if this information is necessary to ascertain someone’s suitability for a job or whether reasonable adjustments need to be made for a disabled person to participate fully in the recruitment process. Information gained about reasonable adjustments will be kept separately from the decision making process about whether to offer a job or not.

We will monitor and review employment practice

- All employment policies will undergo Comprehensive Impact Assessments to ensure they are not discriminating and are promoting equality of opportunity, in line with guidance and current legislation.
- Monitoring (the collection and analysis of diversity data) will be carried out. Service Directors/Strategic Directors will review the data provided and identify if there is over or underrepresentation of men/women, ethnic groups, people with or without disabilities and other relevant categories and use the information to take action to address any imbalance.

We will make reasonable adjustments

- Reasonable adjustments will be made to overcome barriers for employees with disabilities.
- The Health, Safety and Wellbeing team must be contacted if staff need adjustments; financial help may be available.
- Low cost adjustments for staff must be put in place immediately and met from the service budget without the need of an independent review.
- We are a Disability Confident Employer, this means that:
  - All applicants with a disability who meet the competency requirements will be interviewed.
  - We will support employees to manage their disabilities or health conditions.
- If a member of staff becomes disabled, every effort will be made to keep them in employment.
- Action will be taken to ensure that all staff develop an awareness of disability.
- Every year these commitments will be reviewed by the Corporate Equality and Diversity Steering Group. We will review what has been achieved, plan ways to improve, and let staff know about progress and future plans.
Where an employee becomes disabled or develops a health condition, or where a pre-existing disability or health condition changes; the Council will make arrangements to identify and put in place reasonable adjustments to retain the talent, skills and experience of the employee and to promote their future prospects. Identifying reasonable adjustments to enable the employee to remain within their current role can be a creative process and may involve simple adaptations or more complex solutions. In very occasional circumstances there may be no viable options and, in such circumstances, it may be appropriate to consider transferring the employee into another role, as outlined in the Redeployment Policy.

We will support staff through networks

Employee Support Forums will be set up where there is an expressed need (such as a lesbian, gay, bisexual and transgender forum, BAME forum and disability forum etc) and will be supported where there is a clear need and benefit to both the Council and those staff who wish to participate. Separate terms of reference will be developed and explain provisions for attendance.

For a full range of the employee, recruitment polices and guidance please see the Employee Handbook on the Intranet or contact the Human Resources helpdesk for further information.
4. Programme of work, structures and processes to support our Framework

Monitoring our progress

We will use the Equality Framework for Local Government (EFLG) to assess how we are delivering against our General and Specific Duties under the Equality Act 2010 and the ambitions set out in this framework.

The principles of the EFLG are:

- Understanding the community Cornwall Council serves – so that we understand the needs of all our communities and the barriers that might affect our different communities.
- Organisational commitment to providing excellent services for all of our community.
- Active community leadership, place shaping, and partnership working - so that Cornwall continues to be a strong cohesive and inclusive place that respects Cornwall’s culture and heritage, supports equality and values diversity.
- Community engagement and satisfaction – listening and responding to the views and experiences of all of our communities.
- Responsive services and active customer care.
- A modern and diverse workforce that represents the communities Cornwall serves.

The EFLG has three levels of attainment. These are “developing”, “achieving” and “excellent”. Cornwall Council reached “achieving” in April 2013.

Equality and Diversity Agenda

Our equality and diversity work agenda is regularly reviewed to ensure we are working toward meeting our vision for Cornwall and are flexible in our approach to meeting new challenges.

- We will continue to work with our partners and the wider community to ensure that Cornwall continues to be a cohesive and inclusive community with improved service outcomes for all.
- We have co-ordinated development of a set of Cornwall-wide Equality Objectives which will be endorsed by the Cornwall Executive Group.

Cornwall Council contributes to these objectives and we will continue to work with partners to monitor progress against achievement.

- Cornwall Council is a member of the Cornwall Equality and Diversity Network working with other public, private and voluntary sector organisations on various work programmes to improve equality, diversity and inclusion in Cornwall and the Isles of Scilly.
- We use employee survey outcomes to help plan improvements for employee engagement and to inform workforce strategies.
- We facilitate Employee Support Forums for staff groups meeting both individual and organisation needs.
- Resident Survey results provide us with an understanding of the changing needs of the community we serve and help inform Council strategies and programmes of work.
- We promote the We Say NO to Hate campaign in Cornwall raising awareness of hate crime and its impact on members of our community with both individuals and organisations.

Member and Officer Champion

It is important that there is senior political and officer leadership for Equality and Diversity. The Deputy Leader of Council Councillor Julian German is the Member Champion and has the responsibility for Equality and Diversity. Jessie Hamshar, Service Director for Strategy and Engagement is the Officer Champion for Equality and Diversity.

Corporate and Directorate Equality Groups

Cornwall Council has established a Corporate Equality and Diversity Steering Group. This group which includes the Member Champion Julian German and is chaired by the Officer Champion, Jessie Hamshar, has responsibility for taking an overview of the Council’s equality and diversity work and for ensuring that the ambitions set out in this framework and in the equality and diversity improvement plan are delivered.

The group also includes the Chairs of each of the Directorate Equality Action Groups, the Corporate Equality and Diversity Team, Service Director for Human Resources, union representatives and a representative from Corserv.
5. Breaches of Policy

The risk of not meeting equality legislation is that the Council can be challenged in Court. Cornwall Council’s Equality and Diversity agenda and the conducting of robust CIAs mitigates the risk as it shows how the Council is planning to deliver equality and diversity across all functions.

Staff and members who behave contrary to the principles set out in this framework will be subject to disciplinary action or reported to the Council Monitoring officer who deals with Member code of conduct.

6. Impact Assessment

This framework has been impact assessed in line with Cornwall Council policy.

Consultation

This is the 5th version of the Equality and Diversity Framework. It was updated in December 2017 to reflect internal changes at the Council and changes to Council strategy.

During its original development and revision the Council Equality and Diversity Steering Group were consulted and made a number of suggestions and amendments.

We have consulted with other public sector partners and the Diversity Network for Cornwall, Inclusion Cornwall, Equality and Human Rights Partnership.

Sustainability implications

The Framework supports the Council’s Sustainable Development Plan in promoting personal well-being and equality of opportunity for all regardless of race, gender, age, disability, sexual orientation, religion/faith and economic circumstances.

Rural and urban impacts

Living in a rural county such as Cornwall creates an extra dimension to achieving equality. Distances between services can add an extra disadvantage to groups who are less likely to have private transport, such as people on low wages, disabled people and older and younger people.

Distance from social contact can also have an added impact on groups who are less mobile, and victims of discrimination may lack the local support that is available in more built up areas.

Decisions made about how we provide services can make things worse for people who live far away from public transport, shops and basic public services.

We will make sure that all Comprehensive Impact Assessments capture the potential disadvantage that people have by living in rural settings.
Appendix 1

Plain English Standards

- Be brief and to the point. Be direct by using ‘I’, ‘we’ or ‘you’.
- Use everyday words – the shorter the better.
- Avoid acronyms and jargon, use a glossary or provide an explanation where appropriate.
- Use active verbs: ‘we will do it’ rather than the passive ‘it will be done by us’.
- Avoid meaningless and patronising phrases
- Be clear about who, what, when, why and how.
- Follow additional guidance on plain English and good report writing.

Accessibility Standards

- Minimum font size 11.
- Use a clear typeface such as Arial or Verdana.
- Avoid underlining, blocks of capital letters and italics.
- Align all text to the left (do not justify) and allow space between lines and paragraphs (spacing set to at least 15 points is good).
- Avoid long paragraphs and place a full stop after sentences in a list.
- Structure information and put the most important points first or in a summary.
- Use correct punctuation to avoid confusion.
- Use bullet points/numbers and sub-headings to break up long sentences.

- Avoid poor contrast and similar colours between the background and text. Black on cream or white paper is best. Avoid printing on bright coloured, thin or glossy paper.
- Avoid enlarging A4/5 documents onto A3 sized paper; ask what the person prefers first.
- When developing signs, use recognisable symbols as much as possible.

For more information, see the ‘See it Right’ sections of the RNIB website: http://www.rnib.org.uk/professionals/accessibleinformation/text/Pages/text.aspx
**Booking Form**

*<Name of event>*

If you need support completing this booking form, please call *<name of person>* on *<telephone number>* who will be happy to take your details over the phone

**Your Contact Details**

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<th>Name:</th>
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**In what format do you require information?**

Please place a cross (x) in any box which applies or write a comment if needed.

- [ ] Large print (please specify size required)
- [ ] Easy read format
- [ ] Braille
- [ ] Electronically in word format
- [ ] Other language (please state)
- [ ] Audio CD or tape (please state)
- [ ] Different colour paper (please state)
- [ ] Please send information to me prior to the event

**Access and assistance requirements:**

Please place a cross (x) in any box which applies or write a comment if needed.

- [ ] Accessible parking bay (e.g. blue badge holder)
- [ ] Assistance in the car park on arrival
- [ ] Wheelchair access
- [ ] A sighted guide
- [ ] An extra place for my personal assistant/carer/support worker
- [ ] Water bowl for my assistance dog
- [ ] Assistance with travel arrangements (we will contact you to discuss your requirements)
- [ ] Changing room facility

Continued over
Thank you for completing this form.

*Please return this form no later than <timescale> so that we can confirm your booking and any particular requirements*

Please return this form by email or post to <name of contact person>

Email: <email address>
Telephone: <telephone number>
Address: <address>

If you have requested an alternative format, we will send you all relevant information two weeks prior to the event
Appendix 3: The protected characteristics

The aim of the Equality Act 2010 was to harmonise discrimination law and to strengthen the law to support progress on equality. The Act extended the existing legal protections to cover the 7 previous strands or characteristics plus marriage and civil partnerships, pregnant women and new mothers. The categories below reflect the 'protected characteristics' as defined within the legal framework.

Age
Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).

Disability
A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities.

Gender reassignment
The process of transitioning from one gender to another.

Marriage and civil partnership
A person is legally married if the union is recognised as a marriage under UK law. Same-sex couples can have their relationships legally recognised as ‘civil partnerships’. Civil partners must be treated the same as married couples on a wide range of legal matters.

Pregnancy and maternity
Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Race
Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Religion and belief
Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex
A man or a woman.

Sexual orientation
Whether a person’s sexual attraction is towards their own sex, the opposite sex or to both sexes.

Additional characteristics important to Cornwall

Cornish identity
In Cornwall, Cornish ethnicity is recognised. Estimates of numbers vary. The Census 2001 forms enabled people to identify themselves as Cornish under the White: British Category, by writing in the word Cornish. Forms returned for those who identified as Cornish produced a figure of 33,900, equal to 6.8% of the Cornwall population. Percentages ranged from 5.6% in Caradon to 9.2% in Penwith. Other surveys have produced higher figures. The 2007 Cornwall Quality of Life survey produced a figure of 25.9%. Percentages varied across Cornwall with the highest in Penzance (39.5%), St. Austell (35.5%), and Camborne-Redruth (35.4%). Conversely, the lowest percentages were found in Saltash/Torpoint (19.1%), Launceston (20.4%), Helston/Lizard (20.6%), Bodmin (20.8%) and Liskeard (20.9%). PLASC data from Local Authority run schools also shows an increase of children registering as Cornish (24% in 2006 to 41% in 2011).

Socio-Economic
Cornwall as a whole is not deprived but there are areas where there are very high levels of deprivation. Income and other factors can have an impact on how someone may access services, their needs and their quality of life.

Rural Isolation
Cornwall is a very rural county and this can affect the way our users/the public can access services, particularly if combined with poor public transport/ lack of car ownership etc.
Appendix 4: Legal requirements

The implementation of the Council Equality and Diversity Framework will ensure that the Council is compliant with the following equality legislation. This list is not exhaustive:

**The Equality Act 2010**

The Act brings together for the first time all the legal requirements on equality that the private, public and voluntary sectors need to follow. It affects equality law at work and in delivering all sorts of services and running clubs. It replaces all the existing equality law including:

- The Equal Pay Act 1970
- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Disability Discrimination Act 1995

Most of the new law is based on current legislation which has been streamlined.

**Human Rights Act 1998** - The Human Rights Act gives rights and entitlements to an interpreter or translation of literature if needed.

**Children’s Act 2004** - The Council has a Statutory Duty under the Children’s Act 2004 to take all reasonable steps to promote and safeguard the well-being of children and young people which include ensuring that appropriate services – including translation and interpreting – are provided.

**Community Care Act 1990** - The Act states that it is a duty for local authorities to assess people for social care and support. This is to ensure that people who need community care services or other types of support get the services they are entitled to.
Appendix 5: Equality and diversity profile of Cornwall

Equality in Cornwall - summary
May 2011

Introduction
This paper aims to draw out messages from evidence sources about equality in Cornwall:

• Population
• Neighbourhood profiles
• Available Census information 2011

Key messages

• Cornwall has both similarities and differences with other parts of the UK. While we need to acknowledge the differences; there is also a lot we can learn from others.
• Cornwall has more (as a proportion of the population) than the English or UK average of:
  ➢ Older people;
  ➢ People with low levels of qualification (and less with very high levels);
  ➢ People whose health limits their day to day activities;
  ➢ People providing unpaid care; and
  ➢ Gypsy Traveller caravans on unauthorised sites.
• However, just because the proportion is smaller of some groups, they still exist and can be easy to miss because they do not show up in statistics.
• Average pay is lower in Cornwall, and women continue to earn less than men.
• There are lots of gaps in our information. We have poor data for disability (good data on benefits, however this is only part of the picture), mental health (especially affecting children and young people), learning disabilities, transgender and people who are lesbian, gay or bisexual.
• When talking about inequality, considering geography is essential to targeting services efficiently and increasing access to services. For Cornwall this is particularly important due to issues around rurality, the physical size of Cornwall, the issues with public transport, and the dispersed settlement pattern which all pose challenges for service delivery.

• There are geographical variations in the concentrations of people from protected groups. For example:
  ➢ There are higher percentages of BME groups (2011 census) in Truro, Falmouth and Newquay;
  ➢ Almost all of North Cornwall, large proportions of the south coast, central Cornwall, the Lizard and far west Penwith would have to travel more than 30 minutes to access their nearest hospital;
  ➢ Higher concentrations of people claiming ESA and incapacity benefits are seen in mainly town areas, with particular concentrations in Camborne, Pool and Redruth, Penzance, St Austell, and Falmouth;
  ➢ Areas with higher proportions of child poverty are mostly in town areas. Camborne, Pool and Redruth, Penzance, Newlyn, Falmouth, Penryn and Bodmin have areas where child poverty levels are twice the England average.

Further information
For further information on the demographic profile of Cornwall see population pages on www.cornwall.gov.uk/intelligence
# Glossary

Where **must** is used, this is absolute and not avoidable.

Where **should** is used this is preferable and if in doubt, should be based upon an approach that is reasonable and proportionate in terms of how much an action can achieve equality and whether there are suitable alternatives.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td><strong>Prejudice</strong></td>
<td>Making a negative judgement based upon little or no facts. Making assumptions. Pre-judging someone.</td>
</tr>
<tr>
<td><strong>Negative stereotyping</strong></td>
<td>Using common traits or caricatures to describe someone in a way which leads to prejudice and discrimination. Assuming that ‘all people are that way’ if they have that appearance, nationality or gender etc.</td>
</tr>
<tr>
<td><strong>Intolerance</strong></td>
<td>Not accepting or allowing people from minority communities, circumstances, beliefs or values as part of our whole society.</td>
</tr>
<tr>
<td><strong>Discrimination</strong></td>
<td>Can be - direct, indirect, positive, harassment, victimisation and institutional.</td>
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<tr>
<td><strong>Direct discrimination</strong></td>
<td>Treating someone less favourably.</td>
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<tr>
<td><strong>Indirect discrimination</strong></td>
<td>A provision, criteria or practice which puts someone at a disadvantage and cannot be reasonably justified.</td>
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<tr>
<td><strong>Positive discrimination</strong></td>
<td>Offering opportunities to someone because of their race, gender etc. Usually unlawful but can be allowed in limited circumstances (for example, a black actor).</td>
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<tr>
<td><strong>Harassment</strong></td>
<td>Unwanted conduct which has the purpose or effect of violating dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.</td>
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<tr>
<td><strong>Victimisation</strong></td>
<td>Treating someone less favourably because they have made a complaint or allegation of discrimination, or given evidence in good faith.</td>
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<tr>
<td><strong>Institutional discrimination</strong></td>
<td>The collective failure of an organisation to provide an appropriate and professional service to different people. It can be detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping which disadvantages people.</td>
</tr>
<tr>
<td><strong>Prejudice/hate crime</strong></td>
<td>Criminal acts which are motivated by, for example, someone’s hatred of another’s race, religion, sexual orientation or disability.</td>
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<tr>
<td><strong>Positive action</strong></td>
<td>Providing people opportunities to compete or contribute on an equal basis. Raising awareness. Making reasonable adjustments.</td>
</tr>
<tr>
<td><strong>Reasonable adjustments</strong></td>
<td>An adjustment that is needed to help overcome a barrier. For an adjustment to be considered ‘unreasonable’ and therefore not carried out, the cost or inconvenience would have to far outweigh the benefit.</td>
</tr>
<tr>
<td><strong>Equality</strong></td>
<td>Treating people fairly and according to their needs. Providing equality of opportunity by using an anti-discriminatory approach. Ensuring equality of access. It’s not about ‘treating everyone the same’.</td>
</tr>
<tr>
<td><strong>Diversity</strong></td>
<td>We are all different and this must be recognised when dealing with individuals</td>
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</tbody>
</table>
**Culture**

For example naming systems, social norms and courtesy (eye contact, handshaking, men mixing with women) food, dress, music, humour and language. In Deaf culture for example, communication is direct and physical. Stamping feet or tapping on the shoulder to get attention is quite acceptable.

**Lesbian, gay, bisexual, heterosexual**

Sexual orientation is ‘who you are attracted to’. Heterosexual people are attracted to people of the opposite sex. Homosexual people (lesbian women and gay men or women are preferred terms) are attracted to people of the same sex. Bisexual people are attracted to people of both sexes.

Your sex is your biological make-up which defines if you are physically male or female.

**Transsexual/ transgender**

Your gender is defined by which sex you ‘feel you are’ which is a result of how the brain is structured: people who are transgendered are born with the body of the opposite sex. People who are transsexual are transgendered people who may have undergone a sex change so that their sex and gender match. People who are transgendered or transsexual may be heterosexual, lesbian, gay or bisexual which is determined by their sexual orientation (not their gender or sex).

Transvestites dress in the normal style of the opposite gender. How someone dresses does not determine sexual orientation or gender. For example a male transvestite may still identify as a heterosexual man.

**Inclusive**

Making sure that all people can participate, whatever their background or circumstances.
Prepared by:
Jane Williams, Corporate Equality and Diversity Lead
Chief Executive’s Department
16 December 2011

Last Reviewed by:
Clare Hall-Davies, Equality and Diversity Adviser, Strategy and Engagement, Customer and Support Services Directorate
Dec 2017

We acknowledge the assistance of Devon County Council Equality team in the production of this framework.
Alternative formats

We want to ensure that your needs are met.

If you would like this information on audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: 0300 1234 100
Email: enquiries@cornwall.gov.uk
www.cornwall.gov.uk

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All information correct at the time of going to print.