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## Introduction



John Kent  
Leader of the Council



Graham Farrant  
Chief Executive

Our Single Equality Scheme demonstrates how we will ensure our services reflect fairness and equality. This scheme will replace our current schemes on Disability, Gender and Race and extend our work to cover all strands covered by the Equality Act 2010.

The Scheme's action plan focuses on key strategic themes which form the foundation of all our business and service areas. This plan has been driven by a comprehensive consultation with our key stakeholders, both internally and externally. The plan reflects not just our statutory duties, but also our corporate commitment to improving our services and work place practices.

To deliver this scheme we will need the support of all our partners and staff. We will monitor and review our performance annually, to ensure we achieve all the objectives set out in this scheme.

# 1 Background and Context

The aim of public sector equality duties is to ensure our services are available to all sections of society, regardless of race, sexual orientation, gender identity, disability, age and religion or belief. These public sector duties are set out in the Equality Act 2010.

This Single Equality Scheme has been developed in line with the requirement of the Equality Act 2010. The scheme sets out a practical approach to delivering achievable solutions to key issues raised from our consultation with stakeholders regarding both service and employment practices. The scheme aims to ensure that the council appropriately meets all the obligations placed by The Equality Act 2010 (Statutory Duties) regulation 2011.

Thurrock Council recognises the need to include all protected strands within the Single Equality Scheme, to ensure a full commitment to promoting equality and diversity. In setting out this scheme, we also recognise that inequalities are rarely experienced in isolation, but are often interdependent and interrelated.

## 2 Our Vision

### Our Vision for Thurrock Council

We want Thurrock to be the dynamic heart of the Thames Gateway, a place of ambition, enterprise and opportunity, where communities and businesses flourish.

Our aim is to become a confident, well managed and influential council regarded by residents, peers and partners as ambitious for the people of Thurrock and totally focused on meeting their current and future aspirations.

### Our Priorities:

1. Improve the education and skills of local people
2. Encourage and promote job creation and economic prosperity
3. Ensure a safe, clean and green environment
4. Provide and commission high quality and accessible services that meet, wherever possible, individual needs
5. Build pride, respect and responsibility in Thurrock's communities and its residents.

Through our Single Equality Scheme we will help build pride, respect and responsibility in Thurrock's communities and its residents and the scheme will help us to:

- Work in partnership with all communities in Thurrock to ensure they are fully involved in the democratic decision-making process;
- Oppose all forms of prejudicial discrimination on grounds of age, disability, ethnic origin, gender, gender reassignment, sexual orientation and religious or belief;
- Ensure equal access to jobs at all levels of the council so that our workforce reflects Thurrock's diversity;
- Ensure our employment policies and practices do not discriminate. This includes those dealing with recruitment, promotion, training, grievance, capability, discipline and retention, performance and reward;
- Promote diversity and tolerance through our work with all partners in the public, private and third sectors locally and regionally;
- Take positive actions to prevent harassment and victimisation of residents, service users and employees.

Our Single Equality Scheme also provides a basis for meeting our statutory equality obligations.



### 3 The Profile of Thurrock

Thurrock sits to the east of London on the north bank of one of the world's greatest rivers – our history was shaped by the Thames. Thurrock has witnessed pivotal moments in British – and world – history, ranging from Queen Elizabeth I's celebrated speech at Tilbury exhorting her country to victory against the Spanish in 1588 to the arrival of the Empire Windrush in 1948, carrying the first arrivals from the Caribbean into Britain.

Thurrock has a rich history with evidence of human occupation which goes back to prehistoric times. Thurrock's geological and geographical position, with its proximity to London and excellent river and rail links, has meant that it is a place which is attractive to employers with industries including flint, salt and farming, ammunition, cement, oil, bricks, transportation, margarine, soap and retail; each prominent at various times in our history.

Thurrock offers connectivity between areas of significant opportunity. Thurrock is integral to the discussions around transport infrastructure, river crossings and employment-led growth, as we always have been. Our riverside location and industrial traditions distinguish Thurrock from the rest of the east of England and our supply of labour and goods into London is critical.

Change in Thurrock has historically been employment-led. People from all over the world have come to work in Thurrock and contribute to the local community. For example, the Bata factory built in East Tilbury in the early 1930's brought a Czechoslovakian workforce to Thurrock. Similarly, when Van den Bergh (now part of Unilever) moved to Thurrock, Dutch staff migrated here to work for the company. These workers were welcomed into the local community and have become an integral part of our population.

Thurrock's economy has been driven by industry with transport, logistics, port functions and retail accounting for a substantial part of the current economic landscape. For decades Thurrock has been a gateway to the rest of the world and this still holds true today – the development of the new London Gateway port by DP World is testimony to this tradition. The DP World development will change the face of Thurrock for decades to come and will form an essential ingredient in the national import and export infrastructure.

## Thurrock today

The heart of the Thames Gateway, to the east of London, this thriving borough encompasses huge swathes of green belt and 18 miles (29km) of Thames frontage. The area's unique riverside location and vast natural resources are the key to its past and future development and success.

Thurrock has national significance in a key location at the heart of major infrastructure with significant port capacity for the import and export of goods and services for the UK. Our transport links into London and the South-east are excellent and there are tremendous opportunities for growth in housing and employment.

Sixty per cent of Thurrock is green belt with many historic villages. The pressure for development and the need to ensure good quality open space compete. Thurrock's network of busy towns and picturesque villages give us a thriving population. Alongside spaces of peace and beauty, Thurrock is home to one of the largest shopping complexes in Europe. All of this just 40 minutes by train from the heart of London. The Thames Gateway is Europe's largest regeneration programme with 50% being delivered in Thurrock). This brings many opportunities but also challenges including providing sustainable housing and infrastructure for the 26,000 new jobs that will be created by 2021.

To ensure that growth in employment and homes can be sustainable Thurrock will need to provide the facilities and infrastructure that make communities work. Currently the total housing stock in Thurrock is 63,855 of which approximately 50,000 are in the private sector. The council owned stock is 10, 322.

Thurrock is changing fast. Our population is projected to increase and age further over the next twenty five years. Our communities are also becoming more diverse. With the growth agenda, comes the challenge of providing new homes, new jobs and increasing demand for public services, facilities and supporting infrastructure.

## Demographic Profile

The population has grown by 23% since 1991 to 157,200 – a rate far in excess of regional and national growth. Population growth has been most evident in Chafford Hundred, Grays and Purfleet since 2001. Population projections show that the population will continue to grow at a pace outstripping national and regional growth – since 2009 has grown by 30% or 46,700 people to 203,000 by 2031<sup>1</sup>.

<sup>1</sup>State of Thurrock: 2010 Review page 9

## Deprivation Profile

Thurrock is ranked 122nd out of 354 Councils on overall deprivation (2007 Indices of Multiple Deprivation). Over half of SOAs in Thurrock (58%) are below the median level – more deprived than average

The five most deprived wards in Thurrock remain Tilbury St Chads, Tilbury Riverside and Thurrock Park, Belhus, Chadwell St Mary and West Thurrock and South Stifford.

The five least deprived wards in Thurrock are South Chafford, The Homesteads, Chafford and North Stifford, Little Thurrock Rectory and Orsett<sup>2</sup>.

1 Aveley and Uplands	8 Grays Thurrock	15 Stanford-le-Hope West
2 Belhus	9 Little Thurrock Blackshots	16 Stifford Clays
3 Chadwell St Mary	10 Little Thurrock Rectory	17 The Homesteads
4 Chafford and North Stifford	11 Ockendon	18 Tilbury Riverside and Thurrock Park
5 Corringham and Fobbing	12 Orsett	19 Tilbury St Chads
6 East Tilbury	13 South Chafford	20 West Thurrock and South Stifford
7 Grays Riverside	14 Stanford East and Corringham Town	

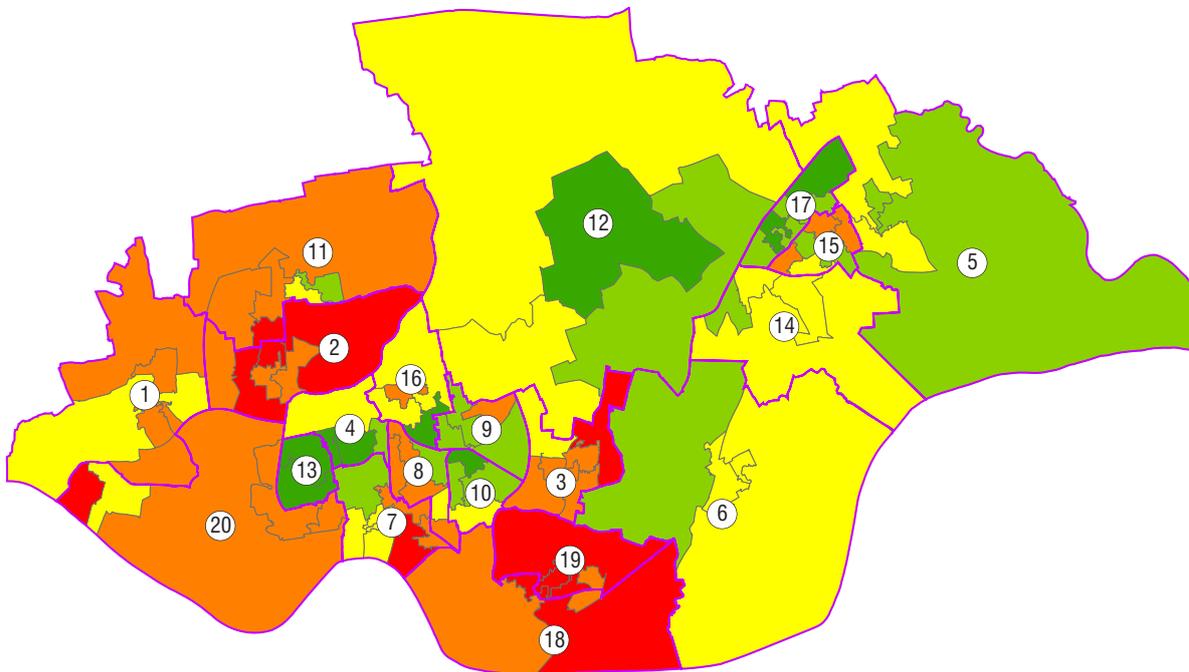


Figure 1: Indices of Multiple Deprivation 2007

Indices of Multiple Deprivation Rank of IMD Score

	0 - 6496 (Top 20% Most Deprived)
	6497 - 12993
	12994 - 19489
	19490 - 25986
	25987 - 32482 (Top 20% Least Deprived)

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<sup>2</sup>State of Thurrock: 2010 Review page 20

## Age Profile

Thurrock has a younger population than national picture and the borough's age profile is skewed towards the 0-14 and 25-44 age groups. In 2009, 1 in 5 people (19.8) were aged under 15 compared to 17.5% nationally; 29.7% of people were aged over 50 compared to 34.2% nationally; and 15.8% of people were aged over 65 compared to 19.4% nationally. The average age in Thurrock is 37 compared to 39.5 nationally<sup>3</sup>.

## Gender Profile

The 2001 Census recorded Thurrock's population as being 51% female and 49% male.

## Ethnicity Profile

The 2001 Census recorded that 4.7% of Thurrock's population are from ethnic minorities; a figure lower than the national average of 9% and the regional average of 5.4%. The largest BME group was recorded as being Asian/Asian British (3.7%). More comprehensive data will be available on publication of the 2011 Census. There is a significant traveller community in Thurrock but there is limited data on the full demographic profile of this group.

## Disability Profile

There are over 9,000 people over the age of 75 years in Thurrock. Whilst many of them do not become frail, a number do. This is especially the case for people over the age of 85, of whom there are about 1,800. A third of the latter are likely to need some form of help from the Council, as will one in ten over the age of 75.

There are 91,000 people aged between 18 and 65 in Thurrock of whom around 10% - over 9000 - have some physical impairment. Most live in the community, some with paid or unpaid (family) carers and many with none. A few receive residential or nursing care. There are around 500 people of all ages with a learning disability in Thurrock. The majority of people with a physical impairment do not use social care services. About 106 people are cared for in residential and nursing homes.

Around 1 in 6 people (16.8%) in Thurrock have a long term limiting illness. This proportion is higher than the regional (16.21%) but lower than the national (18.23%) average.

<sup>3</sup>State of Thurrock 2010 Review page 10

## Sexual Orientation Profile

There is limited statistical data on sexual orientation in Thurrock. In 2005, HM Treasury and the Department of Trade and Industry completed a survey to help the Government analyse the financial implications of the Civil Partnerships Act (such as pensions, inheritance and tax benefits). They concluded that there were 3.6 million gay people in the United Kingdom - around 6% of the total population or 1 in 16.66 people.

## Religion and Belief Profile

The 2001 Census identifies Christianity as the main religion in the United Kingdom, with 41 million people. Muslims were the largest non-Christian religious group – 1.6 million – and their profile shows a young, tightly clustered, but often disadvantaged, community. The 2001 Census also indicated about 8.6 million people in UK reported having no religious belief.

The 2001 Census records 75.1% of Thurrock's population as Christian; 15.5% as being of no religion; 1.1% as Muslim; 0.7% as Sikh; 0.6% as Hindu; 0.2% as Jewish; 0.2% as Buddhist; 0.2% as other; and 6.4% did not state any religion.

## Indicators of Population Change

Since 2001, Thurrock has become increasingly diverse as the population has grown. The non-white population in 2007 was estimated at 10% - an increase of over 5% from 4.7% in 2001. Analysis of the Schools' Census suggests an ethnic mix of higher proportion at 24.9% (Spring 2010) with Black / Black British forming the largest minority group. It should be recognised however that schools' data only refers to the school age population and therefore has limitations in capturing accurate information in relation to ethnicity in Thurrock. Concentrations of ethnic minority groups are particularly evident in parts of Grays, Tilbury, Purfleet and Chafford Hundred.

Thurrock's recent population growth has largely been driven by natural change (high birth rates and falling death rates) and internal migration. In particular, Thurrock has seen a significant net gain of people migrating from East London, driven by the availability of the housing stock. The arrival of economic migrant workers from the EU accession states particularly Poland) and parts of Africa has also contributed to population growth, and new and complex demands on local services<sup>4</sup>. During the period 2007 – 2009 almost 1500 non-UK nationals registered each year for a new NI number in Thurrock. The number fell to 1040 in 2009-10<sup>5</sup>.

<sup>4</sup>State of Thurrock 2010 Review page 17

<sup>5</sup>State of Thurrock 2010 Review page 14



## 4 Meeting the Equality Duty

### The general duty

The general duty (s149) is set out in Part 11 of the Equality Act 2010. In summary, public sector bodies must have due regard to the need to:

- a. Eliminate unlawful discrimination, harassment and victimisation;
- b. Advance equality of opportunity between different groups; and
- c. Foster good relations between different groups.

This general duty must inform the **work of all services** within a local authority and be a part of everyday service delivery within a public sector organisation. All service policies, procedures and activity should reflect this duty.

### The specific duties

The specific duties (s.153) are legal requirements designed to help public bodies meet the general duty. The specific duties reflect for example, the corporate support provided to service areas to enable them meet the requirements of the general duty and include a number of legal requirements:

- a. A requirement on all public sector organisations, to set equality outcome objectives, (The Single Equality Scheme) informed by the evidence and data for example from Equality Impact Assessments. These objectives **must** be specific, relevant and above all measurable.
- b. A requirement for all public bodies to publish information and data (**Annual Equality Report**) that will enable people to judge how effectively the public body is eliminating discrimination, advancing equality and fostering good relations through **all** the services they provide commission and procure.
- c. A requirement on all public bodies with 150 or more employees to publish data on equality in their workforces (**Part of our Annual Equality Report**). Government will expect this to include data on important inequalities such as the gender pay gap, the proportion of staff from ethnic minority communities and the distribution of disabled employees throughout an organisation's structure. Public bodies will be required to publish this data at least annually.

- d. As a minimum, all published data must enable people to compare present and past performance, and to track progress on specific equality issues. The data **must also be** broad enough to give the public a full picture of equality in the workplace and in public service provision. If a public body does not have the data which is needed to give the full picture then government expects them to take reasonable steps to fill that gap. This will involve publishing plans and timescales for filling the data gaps, on the basis of **best practice** rather than **minimum compliance**.
- e. A requirement to assess (insofar as is relevant and proportionate) the impact of policies and strategic decisions on equality (Equality Impact Assessments) supported by evidence and data to include reporting on the outcomes of such assessments (part of the Annual Equality Report).

## Procurement and commissioning

The new Equality Act 2010 places a statutory duty on the council and its contractors to promote equality. This includes all aspects of service provision, including procurement. The council through procurement aims to assist and encourage contractors and other partners working with Thurrock Council to achieve good practice in creating equality of opportunity.

The council will always be clear in defining its requirements within any procurement process, including our equality requirements in relation to any particular works, goods or services we want to purchase. This is often referred to as the 'subject matter of the contract'. These equality requirements are fundamental to our procurement processes. Where an external supplier carries out a function, the council remains responsible for meeting the statutory duty set out in equality legislation. Therefore contractors delivering services must adopt the council's Scheme's and standards or demonstrate that they have arrangements in place that are acceptable to the council.

The council is currently developing a supplier's guide that aims to support the Council's Equality Scheme and ensure that the council appropriately meets the obligations placed on it by equality legislation. The guide also ensures that there is a consistent approach across the authority to all areas of procurement. It is an important part of our obligations to ensure the council is encouraging and, where appropriate, requiring organisations which bid for council business to practice and promote equalities in employment and service delivery.

The promotion of equalities in the procurement process will help the council to:

- Obtain value for money for the Council and improve the quality of local authority services
- Ensure that public money is not spent on practices which lead to unfair discrimination
- Create a diverse and integrated workforce
- Deliver more responsive and flexible services in combating social exclusion and building strong and cohesive communities
- Encourage other organisations to practice the Council's public service ethos on equalities.
- Deliver services that meet the needs of residents of the Borough
- Improve employment conditions

When appointing contractors, the council has always considered a provider's approach to diversity. The council (through the Procurement Team) has developed a standard approach, relating to all procurement matters, to ensure that all contracts have equalities and diversity, within the delivery and monitoring arrangements, written into the contract(s). The council has since developed its Pre-Qualification Questionnaire (PPQ) in line with best practice to include questions for those bidding for council tenders on equality. The Procurement Team are currently developing a 'Suppliers Guide' for those looking to sell to the council.

## Implementation and enforcement

- a. Public bodies will be required to comply with the general duty which underpins the public sector equality duty immediately upon repeal of the existing race, gender and disability duties i.e. by April 2011. From April 2011 public bodies will be required to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations in relation to all relevant protected characteristics.
- b. However, government intends to allow public sector bodies additional time to implement the specific duties, which underpin the public sector equality duty, and put in place systems to implement them effectively because there are some resource implications.

**Example:** *public bodies will need time to ensure that they have good information on which to base their equality objectives. They will also need time to develop systems to capture the data required to report on equalities.*

- c. Therefore, while the specific duties relating to publishing equality-related data will come into force from the day the regulations are commenced (April 2011), public bodies will not be expected to publish their equality objectives and measures of success (**Revised Single Equality Scheme**) until a year after the duties have come into force (April 2012).
- d. Government intends that where public sector organisations are making slow progress on eliminating discrimination, advancing equality and fostering good relations, arming citizens, employees and civil society groups with information will allow them to indentify inequalities and exercise their statutory rights, which will drive a faster pace of change.
- e. The Equality and Human Rights Commission will also ensure strategic enforcement and the wider remit given to employment tribunals will establish a more robust enforcement framework. Now all equality stakeholders will be able to take action where a breach of the duty is indentified.
- f. National reporting on the progress made will also take place through the triennial statutory 'state-of-the-nation' report submitted by the Equality and Human Rights Commission, which may use data from each public sector organisation and will give an overview of the progress in tackling inequality nationally.

The council monitors effectiveness of its policies and equality of access, using a variety of data that allows the impact of policy on different groups to be assessed.

- Production of an annual report of performance against the Single Equality Scheme.
- Using BV2 (Corporate Equalities Standard) as a tool for managing overall performance on equality within the council.
- Programme management of Equality Impact Assessments, and monitoring of outcomes.
- Overseeing compliance with equality legislation in the annual business planning process.
- Development and application of a comprehensive system of monitoring the equality profile of staff and residents.

## Audit

The Equality Framework for Local Government (EFLG) will provide a mechanism for reviewing progress across the council. As part of this process, we will review and self-assess against our statutory responsibilities on equalities annually. At present the council has achieved Level 3 under the previous Equality Standard.

The Workplace Equality Index (WEI) will provide the mechanism for reviewing progress which specifically relates to workforce issues. We will also publish an annual equality report, which will summarise our progress overall

## Complaints

A robust Customer Relationships Management (CRM) process is already in place within the Council. This involves the registration of all complaints on the central CRM system, so that their progress can be reported, tracked and monitored against the defined Service Levels. Complaints about services and issues of discrimination should be made using the corporate complaints process.

However, there are some separate arrangements in some areas of the Council regarding the processing and management of complaints.

### Adult Social Care

Adult Social Care uses a statutory complaint process, which is separate to that used for all other Council services. Complaints are handled by the Community Well-being complaints department on 01375 652612.

### Children's Social Care

Children's Social Care has a different procedure because of the Children and Community Care Acts. Complaints are handled by the Children, Education and Families Complaints Coordinator on 01375 652242.

### Education

All schools have their own complaints procedures and these complaints are dealt with by the Headteacher. The Council's Education Department (telephone 01375 652242) deals with general advice, and complaints about education function managed by the Council.

## Complaints about Councillors

Complaints about the conduct of Councillors are dealt with by:  
The Monitoring Officer on 01375 652 765.

Any complaints which involve issues or comments about inequality or any other diversity issue will be referred to the Corporate Diversity Team for support and additional investigation. The team can be reached on (CDT) on 01375 652 472.

## Whistleblowing

The council has also adopted a separate procedure for staff to raise concerns in confidence about issues such as serious malpractice (e.g. the safety or proper care of clients, fraudulent or dishonest practice), or serious cases of discrimination that require a degree of confidentiality. The named officer for whistleblowing is the Head of Audit who can be contacted by telephone on 0800 854 572 or by email at [support4u@focuseap.co.uk](mailto:support4u@focuseap.co.uk)

## 5 Delivering the Duty

The Council has a clear framework which supports delivery of its equality duty. This section provides an overview of the structures that constitute our diversity framework for the Council.

### Corporate Equality Framework

The Corporate Equality Framework sets out in detail, our arrangements for diversity and the delivery mechanism that supports this scheme and associated action plan. This framework will be updated by April 2011. Making equality work within Thurrock Council means that equality and diversity considerations need to be at the heart of service delivery. As part of this process, the Directors Board (DB) and Heads of Service are strategically responsible for evaluating the progress of all Schemes and other diversity initiatives, ensuring that these are mainstreamed across services and functions. The Corporate Diversity Team supports both the DB and Heads of Service in exercising this duty.

The proper scrutiny of services in relation to diversity is the responsibility of the relevant council Overview and Scrutiny Committee, whose function is to:

- Challenge and hold accountable the decision making process in the council;
- Monitor the performance of services in relation to diversity;
- Ensure recommendations of Inspection/Audit reports and related improvement plans in relation to diversity are carried out.

### Our Action Plan

The Action Plan in the Single Equality Scheme outlines work identified through the consultation process and sets out specific objectives to move towards equality for staff and residents in Thurrock. All actions should be incorporated into the service Action Plan(s) for each directorate and progress monitored and reported to the Corporate Diversity Team on a quarterly basis. The annual updates towards the action plan will then be published in the Council's Annual Equality Report.

A relevant officer lead has been identified for each of the actions within the Scheme's action plan. It is their responsibility to drive the action forward and to report on the action to the Corporate Diversity Team on a quarterly basis. The council is taking a proactive approach to equality and diversity both as an employer and as a service provider.



## 6 Publication Policy

We will ensure that this Single Equality Scheme and any supporting documents are accessible, by publishing them electronically in appropriate formats including Braille, on tape or in large print. This document will also be available on request in community languages other than English. For more information on this service, contact Thurrock Council's Diversity Team. ([www.thurrock.gov.uk/diversity/](http://www.thurrock.gov.uk/diversity/)).



## 7 The Single Equality Scheme Action Plan

This Action Plan outlines work identified through the consultation process and sets out specific actions to move towards equality for staff and residents in Thurrock. All actions should be incorporated into the service Action Plan(s) for each directorate and progress monitored and reported to the Corporate Diversity Team on an annual basis. These annual updates will be published in the Council's Annual Equality Report.



Directorate: Corporate Actions									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
To achieve an 'Excellent' rating under the Equality Framework for Local Government	<ul style="list-style-type: none"> <li>• Cross authority commitment to equality and diversity</li> <li>• Suitable systems in place</li> <li>• Improve service delivery and employment protection</li> </ul>	All Heads of Service	March 2012	✓	✓	✓	✓	✓	✓
Conduct Equality Impact Analysis against all policies and strategies ranked 'high' for service delivery areas and report on outcomes annually	<ul style="list-style-type: none"> <li>• All service areas ranked 'high' have undergone Equality Impact Assessment</li> <li>• Improvement to service delivery through Equality Impact Assessments</li> <li>• Ensure strategic partners are carrying out EqIAs</li> </ul>	All Heads of Service	March 2014	✓	✓	✓	✓	✓	✓
Develop a comprehensive Management Information System (MIS) that clearly identifies who our customers are and enables, monitoring and reporting on inequalities annually	<ul style="list-style-type: none"> <li>• Develop a better understanding of our customer profile</li> <li>• Ensure access for all communities is guaranteed and any gaps in service provision addressed</li> <li>• Compliance with the Equality Act</li> </ul>	All Heads of Service	March 2014	✓	✓	✓	✓	✓	✓
Working with the Corporate Diversity Team to reach the top 100 of the Stonewall Work Place Equality Index	<ul style="list-style-type: none"> <li>• Ensure improved workplace culture</li> <li>• Better recruitment and employment practice</li> </ul>	All Heads of Service	March 2013	✓	✓	✓	✓	✓	✓

Directorate: Corporate Actions									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Through our procurement and monitoring of external providers, ensure that our contract standards and contract monitoring processes are able to obtain sufficient assurance that the diverse needs of different communities and our statutory responsibilities are being met	<ul style="list-style-type: none"> <li>External providers that are addressing the needs of the range of communities in Thurrock</li> </ul>	All Heads of Service	March 2014	✓	✓	✓	✓	✓	✓
Produce an Annual Equality Report and ensure monitoring of the Single Equality Scheme	<ul style="list-style-type: none"> <li>Compliance with the Equality Act</li> <li>Develop a better understanding of our customer profile</li> </ul>	Samson DeAllyn (Corporate Diversity Manager)	March 2013	✓	✓	✓	✓	✓	✓
Publish Single Equality Scheme every 3 years and 364 days	<ul style="list-style-type: none"> <li>Compliance with the Equality Act</li> <li>Improve service delivery and employment protection</li> </ul>	Samson DeAllyn (Corporate Diversity Manager)	March 2012	✓	✓	✓	✓	✓	✓
Establish and maintain list of policies and strategies relevant to the Equality Act 2010 and report annually on Equality Impact Analysis, conducted by directorates in compliance with The Equality Act 2010	<ul style="list-style-type: none"> <li>Compliance with the Equality Act</li> <li>Promote public scrutiny of policy decisions</li> </ul>	Samson DeAllyn (Corporate Diversity Manager)	March 2013	✓	✓	✓	✓	✓	✓

Directorate: Change and Improvement									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Formalise the council's commitment to equal pay by publishing an Equal Pay Policy review.	<ul style="list-style-type: none"> <li>To identify and eliminate any structural gender discrimination in pay systems</li> <li>Consistency in rewards for employees</li> <li>Will ensure that women and men are rewarded equally for work of equal value</li> </ul>	Lindsay Franklin (Business Development Manager)	March 2013	✓	✓	✓	✓	✓	✓
Take positive action to ensure that LGBT, disabled, women and BME people are better represented within the council	<ul style="list-style-type: none"> <li>Reduced percentage of disabled, women, LGBT and BME staff leaving the council</li> <li>Active participation of disabled, women and BME staff in career development programme</li> <li>Ensure we are meeting our representation targets across the council including the BVPI's, BV011a.02, BV011b.02, BV016a and BV017a</li> </ul>	Jacqui Cahalane (Interim HR Operations Manager) Samson DeAllyn (Corporate Diversity Manager)	March 2012 (ongoing)		✓	✓	✓	✓	
Provide specialist ICT hardware and software support where required to ensure equality of access to council systems and information for employees and service users <sup>10</sup>	<ul style="list-style-type: none"> <li>Improved access for disabled staff and those with particular religious beliefs and practices and carers</li> </ul>	Steve Abbott (Head of ICT, Vertex)	March 2012 (ongoing)	✓	✓				

Directorate: Change and Improvement									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Recognise and reward individuals and team performance by creating flexible, fair and transparent employment, reward and recognition packages	<ul style="list-style-type: none"> <li>• Employees feel valued and recognised</li> <li>• Better use of the internal communication processes to share success</li> </ul>	Lindsay Franklin (Business Development Manager)	March 2012 (ongoing)	✓	✓	✓	✓	✓	✓
Communicate the skills and behaviours employees are expected to demonstrate and the standards of behaviours that promote a culture of tolerance and respect	<ul style="list-style-type: none"> <li>• Clear corporate standards of behaviour</li> <li>• Culture of respect and excellence</li> </ul>	Lindsay Franklin (Business Development Manager)	March 2012	✓	✓	✓	✓	✓	✓
Continue to monitor customer complaints and compliments for equality elements and makeup of complainant pool	<ul style="list-style-type: none"> <li>• Information on nature of complaints and who is making them is available for use by council services</li> </ul>	Lee Henley (Information Manager)	March 2013	✓	✓	✓	✓	✓	✓
Review current and future recruitment and retention needs and ensure recruitment and retention strategies promote equality of opportunity for women, disabled, BME and LGBT staff	<ul style="list-style-type: none"> <li>• Increased representation of LGBT, women, BME and Disabled staff as top earners.</li> <li>• Staff retention and turnover improves</li> <li>• Workforce profiles reflect the local community</li> </ul>	Lindsay Franklin (Business Development Manager) Gill Wilcox (HR Performance Manager) Samson DeAllyn (Corporate Diversity Manager)	March 2013		✓	✓	✓	✓	

Directorate: Change and Improvement									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Identify existing examples of service engagement of residents in the design and delivery of services and use learning from these models to develop best practice	<ul style="list-style-type: none"> <li>Improved strategy for the involvement of all users BME groups in service design and monitoring</li> </ul>	Tracie Heiser (Head of Customer services and business administration, Vertex) Andy Brittain (Performance Manager, Vertex)	March 2013	✓	✓	✓	✓	✓	✓
Ensure the council provides high quality, challenging and participative diversity and equality training for all staff	<ul style="list-style-type: none"> <li>Diversity training programme available to all council managers</li> <li>Annual staff survey results will reflect year on year improvements in behavioural and cultural change</li> <li>Workforce is more reflective of the community through a shared understanding of the benefits of diversity</li> </ul>	Samson DeAllyn (Corporate Diversity Manager) Nigel Blatcher (Training Team Leader)	March 2012	✓	✓	✓	✓	✓	✓
Devise a programme of activities to encourage the registration of a greater percentage of staff declaring their disability	<ul style="list-style-type: none"> <li>Promoting disability awareness and a non inclusive workplace.</li> <li>Better understanding of the needs of disabled staff.</li> </ul>	Gill Wilcox (HR Performance Manager, Vertex) Samson DeAllyn (Corporate Diversity Manager) Jacqui Cahalane (Interim HR Operations Manager)	March 2012		✓				

Directorate: Change and Improvement									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/ Belief
Refresh the corporate website and ensure it is inclusive and accessible to different user groups	<ul style="list-style-type: none"> <li>• Accessible and up-to-date Council website</li> <li>• Improved access to Council services to residents</li> </ul>	Steve Rigden (Web Manager)	March 2012	✓	✓	✓	✓	✓	✓
Ensure that all employment policies, procedures and guidance are equality checked based on the requirements of the new Equality Act 2010	<ul style="list-style-type: none"> <li>• All policies, procedures and guidance equality impact assessed and actions are identified and monitored</li> </ul>	Jacqui Cahalane (Interim HR Operations Manager) Lindsay Franklin (Business Development Manager)	March 2012	✓	✓	✓	✓	✓	✓
Ensure that there is an understanding throughout the council of the communication needs of service users	<ul style="list-style-type: none"> <li>• The council will be able to meet the needs of its residents.</li> <li>• Effective communication</li> </ul>	Samson DeAlyn (Corporate Diversity Manager), Cindy Walker (Design Manager)	March 2013	✓	✓	✓	✓	✓	✓
Improve the access and layout of Civic building and other Council premises <sup>15</sup> to meet the requirements of Disability legislation	<ul style="list-style-type: none"> <li>• Access and layout of council premises are suitable for all</li> <li>• Report with recommendations</li> </ul>	Jan Hughes (Business Development Manager) Samson DeAlyn (Corporate Diversity Manager)	March 2013		✓				

Directorate: Children, Education and Families									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Evaluate young peoples' views about possible barriers and access to mainstream school services <sup>16</sup>	<ul style="list-style-type: none"> <li>Report linked to improvements and new developments</li> <li>Report on findings produced, which address the barriers inclusive education identified by children and young people</li> <li>Eliminate discriminatory practices</li> <li>Provide guidance to schools regarding discriminatory practices</li> </ul>	Carmel Littleton (Interin Head of Learning and Universal Outcomes)	March 2013			✓	✓		✓
Provide culturally appropriate leisure/youth activities for young women	<ul style="list-style-type: none"> <li>Increased engagement of young women from different ethnic groups in youth and voluntary activities</li> </ul>	Ann Farrell (Youth & Connexions Manager)	March 2014	✓	✓	✓	✓	✓	✓
Develop a local strategy and intervention plan to respond to gender based abuse and violence (including sexual bullying trafficking, domestic violence, forced marriage, FGM)	<ul style="list-style-type: none"> <li>Better support for those affected by gender based abuse and violence</li> <li>A local strategy and intervention plan with partners to develop best practice</li> </ul>	Barbara Foster (Head of Targeted Services and Social Care)	March 2015	✓		✓	✓		
Improve effectiveness of identification and tracking of under-performing equality groups in schools through better monitoring and disaggregation of data	<ul style="list-style-type: none"> <li>Be able to meet the needs of under-performing groups</li> <li>Schools improving within the borough</li> </ul>	Carmel Littleton (Interin Head of Learning and Universal Outcomes)	March 2015	✓	✓	✓	✓	✓	✓

## Directorate: Children, Education and Families

Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/ Belief
Ensure that the workforce and leadership/senior management in schools and across children's services is representative of the community	<ul style="list-style-type: none"> <li>Increased representation of LGBT, women, BME and Disabled staff as top earners.</li> <li>Staff retention and turnover improves</li> <li>Workforce profiles reflect the local community</li> </ul>	Colin Stewart (Head of Policy, Performance and Support)	March 2015		✓	✓	✓	✓	
Review the Teenage Pregnancy Strategy to focus on reducing rates among over 16's and to focus on areas of the borough where rates are still higher than the Thurrock averages	<ul style="list-style-type: none"> <li>Improved health outcomes for children and young people in key target areas of health provision</li> </ul>	Barbara Foster (Head of Targeted Services and Social Care)	March 2015	✓		✓			
Improve access to youth services for girls and target provision at those not in education, employment or training	<ul style="list-style-type: none"> <li>Greater range of activities on offer which are specifically targeted at girls</li> <li>Increased levels of participation among girls in employment, education and training</li> </ul>	Ann Farrell (Youth & Connexions Manager)	March 2015	✓		✓			

Directorate: Children, Education and Families									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Review of the assessment framework and training for foster carers to ensure that adoption and fostering services meet the needs of different groups of children from different ethnic and religious backgrounds and differing sexual orientation	<ul style="list-style-type: none"> <li>Better outcomes for children within the foster care system</li> <li>Equal opportunity for all family settings including same sex couples</li> </ul>	Roland Minto (Service Manager)	March 2015	✓	✓	✓	✓	✓	✓
Monitor and evaluate father/male carer take up of Children's Centres services and encourage the recruitment of males in the Children's Centres workforce	<ul style="list-style-type: none"> <li>Better balance of male/female split in workforce of carers and improved awareness on single sex parenting</li> </ul>	Laura Burroughs (Children Centres Strategy Manager)	March 2015	✓	✓	✓	✓	✓	✓
Increase engagement in education employment and training on leaving school for young people, with an emphasis on white working class boys	<ul style="list-style-type: none"> <li>Increased opportunities for young people to enter appropriate and good quality training, education or employment programmes on leaving school</li> <li>Reductions in numbers of young people not in education employment or training</li> </ul>	Linda Bostock (Strategic lead 14+ path ways)	September 2012 (ongoing)			✓			

Directorate: Children, Education and Families									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Increase education and training opportunities for disabled young people	<ul style="list-style-type: none"> <li>Better range of suitable training education and employment opportunities for young disabled people</li> </ul>	Linda Bostock (Strategic lead 14+ path ways)	September 2012		✓				
Develop specific approaches for preventing and intervening in sexual, homophobic, racist and gender based bullying in all settings, including schools, colleges and CEF services	<ul style="list-style-type: none"> <li>Be able to intervene and prevent bullying in all settings</li> <li>Provide a safer and more tolerant environment for schools, where those who have been bullied have the right level of support</li> </ul>	Carmel Littleton (Interin Head of Learning and Universal Outcomes) Samson DeAllyn (Corporate Diversity Manager)	March 2012 (ongoing)			✓	✓	✓	
Research the level and prevalence of violent extremist views influencing the beliefs and attitudes of young people, particularly in deprived sections of the community, in support of the PREVENT strategy	<ul style="list-style-type: none"> <li>Conduct a review of the current context and information on prevalence and patterns of influence of violent extremism among our young people</li> </ul>	Colin Stewart (Head of Policy, Performance and Support) Samson DeAllyn (Corporate Diversity Manager)	March 2015	✓	✓	✓	✓	✓	✓
Raise attainment of white working class pupils in receipt of free school meals, especially by end of KS2	<ul style="list-style-type: none"> <li>Gap narrowed between attainment of white pupils in receipt of free school meals and similar pupils nationally</li> <li>Gap narrowed between attainment of white pupils in receipt of free school meals and peers</li> </ul>	Carmel Littleton (Interin Head of Learning and Universal Outcomes)	September 2012 (ongoing)	✓		✓	✓		

Directorate: Community Well-being									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/ Belief
Ensure all departments and partner agencies have a comprehensive understanding of the definition of domestic violence and violence against women and girls through training and development supported by Women's Aid and SERICC	<ul style="list-style-type: none"> <li>• Effective and efficient process of tackling VAWG</li> <li>• Better outcomes for victims</li> <li>• Staff are trained about dealing with Domestic Violence</li> </ul>	Les Billingham (Interim Head of Transformation & Independence)	March 2012 (ongoing)	✓		✓			
Ensure the needs of Domestic Violence and sexual violence victims are met and provide VAW training <sup>18</sup>	<ul style="list-style-type: none"> <li>• Improve work</li> <li>• Reduce VAW locally</li> <li>• Working with community stakeholders to ensure that services are proportionate and reflect different needs</li> </ul>	Natalie Warren Community Development Manager	March 2012 (ongoing)	✓		✓	✓		
Work more effectively with SERICC, Women's Aid and the voluntary sector to develop integrated strategies for preventing violence against women and girls	<ul style="list-style-type: none"> <li>• Better outcomes for women who are victims of domestic violence</li> <li>• Integrated strategies for preventing violence against women and girls</li> </ul>	Les Billingham (Interim Head of Transformation & Independence)	March 2012 (ongoing)	✓		✓			

Directorate: Community Well-being									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Establish a Faith Forum and encourage community and faith groups to participate in democratic processes, service improvement and delivery	<ul style="list-style-type: none"> <li>Active participation of faith sector in the democratic process in Thurrock</li> <li>Residents and groups are more informed with regards to participating in service improvement</li> </ul>	Samson DeAllyn (Corporate Diversity Manager)	March 2012						✓
Increase the involvement of residents in council decision-making and improve the well being of their communities	<ul style="list-style-type: none"> <li>Increase in the percentage of people who feel they can influence decisions in their locality</li> </ul>	Natalie Warren (Community Development Manager)	March 2012	✓	✓	✓	✓	✓	✓
Review the extent to which Adult Social Care services at all tiers meet the different needs of our communities, including BME and LGBT, as well as and those most at risk <sup>19</sup>	<ul style="list-style-type: none"> <li>A local treatment service focused more closely on meeting the current and predicted needs of all our communities, with increased take up rates</li> </ul>	Les Billingham (Interim Head of Transformation & Independence)	March 2014	✓	✓	✓	✓	✓	✓
Ensure that equality and diversity training opportunities are made available to providers and that the council statutory duties are met	<ul style="list-style-type: none"> <li>A skilled third sector that could be in a position to support equality groups</li> <li>A Thriving Third Sector, that builds and promotes equality locally</li> </ul>	Wendy Allen (Service Manager Workforce Planning and Development) Samson DeAllyn (Corporate Diversity Manager)	March 2014	✓	✓	✓	✓	✓	✓

Directorate: Community Well-being									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Ensure the promotion of community cohesion in Thurrock and the building of 'sense of place', which promotes respect and tolerance amongst different groups	<ul style="list-style-type: none"> <li>Residents to become more confident and engaged with the whole community</li> <li>Those from different backgrounds have similar life opportunities, and strong and positive relationships are developed between people from different backgrounds in the workplace, in schools and within neighbourhoods</li> </ul>	Natalie Warren (Community Development Manager) Samson DeAllyn (Corporate Diversity Manager)	March 2015	✓	✓	✓	✓	✓	✓
Ensure Social Care support services are sensitive to the needs of BME, Disabled and LGBT people through effective training in cultural sensitivity	<ul style="list-style-type: none"> <li>Culturally sensitive staff</li> <li>Increased customer satisfaction levels</li> <li>Report on service review</li> </ul>	Heads of service. Wendy Allen (Service Manager Workforce Planning)	March 2015		✓	✓	✓	✓	
Promote the Thurrock Compact across services and with partner agencies and support the development of a 'Thriving Third Sector'	<ul style="list-style-type: none"> <li>Improved council and partner leadership of the importance attached to the voluntary and community faith sectors</li> </ul>	Natalie Warren (Community Development Manager)	March 2013	✓	✓	✓	✓	✓	✓

Directorate: Community Well-being									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/ Belief
Develop a range of corporate equality projects T-fest, Hate Crime, Faith Study, LGBT Study, to contribute to the Equality Act. Duty to promote good relations	<ul style="list-style-type: none"> <li>Better relations between groups</li> <li>Respect and tolerance for difference in the community</li> </ul>	Samson DeAllyn (Corporate Diversity Manager)	March 2012	✓	✓	✓	✓	✓	✓
Produce a Thurrock Disabled Access Guide and ensure that the guide is monitored and up to date	<ul style="list-style-type: none"> <li>Residents are given equal opportunity to access buildings.</li> <li>The council is able to monitor its compliance with the DDA and make any reasonable adjustments</li> </ul>	Samson DeAllyn (Corporate Diversity Team)	March 2012	✓	✓				

Directorate: Finance and Corporate Governance									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/ Belief
Increase the involvement of residents in council decision-making and budget setting initiatives	<ul style="list-style-type: none"> <li>Increase in the percentage of people who feel they can influence decisions in their locality</li> </ul>	Sean Clark (Head of Corporate Finance)	March 2015	✓	✓	✓	✓	✓	✓
Encourage residents, community and voluntary groups to participate in democratic processes	<ul style="list-style-type: none"> <li>Active participation of faith sector in the democratic process in Thurrock</li> <li>Residents and groups are more informed with regards to participating in service improvement</li> </ul>	Tasnim Shawcat (Head of Legal Services)	March 2015	✓	✓	✓	✓	✓	✓
Ensure effective equality monitoring information is gathered through the services delivered by strategic partnership	<ul style="list-style-type: none"> <li>Knowing our customers</li> <li>Meeting the needs of residents</li> </ul>	Tracie Heiser (Head of Customer services and business administration, Vertex) Andy Brittain (Performance Manager, Vertex)	March 2015	✓	✓	✓	✓	✓	✓

Directorate: Sustainable Communities									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Applying the Climate Change Toolkit appraisal to address health, economic, social and environmental policy impacts	<ul style="list-style-type: none"> <li>Safeguards vulnerable groups from the impacts of Climate Change</li> </ul>	Rebecca Price (Business Improvement Officer)	March 2014	✓	✓	✓	✓	✓	✓
Improve hate crime reporting in Thurrock and address race, homophobic and disability motivated hate crime <sup>21</sup>	<ul style="list-style-type: none"> <li>Eliminate unlawful discrimination</li> <li>Increased percentage of convicted cases of homophobic and other gender-related crimes</li> <li>Increased reporting of gender-related hate crimes</li> </ul>	Michelle Cunningham (Partnership Manager)	March 2015		✓		✓	✓	
Target activity that is consistent with PREVENT to tackle violent extremism in Thurrock and in deprived sections of the community.	<ul style="list-style-type: none"> <li>Focused training for front line staff to ensure they are able to support the PREVENT agenda.</li> </ul>	Lucy Magill (Head of Public Protection)	March 2013	✓	✓	✓	✓	✓	✓

Directorate: Sustainable Communities									
Objective	Benefits	Lead	Target Date	Age	Disability	Gender	Race	Sexual Orientation	Religion/Belief
Develop the strategy for recycling and waste management and ensure adequate consideration of equality issues	<ul style="list-style-type: none"> <li>Improved satisfaction levels of residents.</li> <li>Annual review and report of the three-bin system</li> </ul>	John Gilford (Waste & Recycling Manager)	March 2014	✓	✓	✓	✓	✓	✓
Delivering accessibility improvements in accordance with the Local Transport Plan and Accessibility Strategy to improve access to education, health and employment for those living in recognised low access areas	<ul style="list-style-type: none"> <li>Reduce the disadvantage experienced by the very old and very young when accessing services, specifically education and health</li> </ul>	David Freestone (Acting Transportation Manager)	March 2015	✓	✓	✓	✓	✓	✓
Review licensing practices to improve equality of opportunity and equality and diversity performance monitoring within Licensing Department	<ul style="list-style-type: none"> <li>Reduced risk of discrimination to those wishing to complain about the Licensing service</li> </ul>	Jim Nicolson (Joint Commissioning Manager),	March 2015	✓	✓	✓	✓	✓	✓



## Appendix 1 Public Sector Duties

On 8th April the Equality Bill received Royal Assent and became the Equality Act 2010. The Act brings disability, sex, race and other grounds of discrimination within one piece of legislation, and also makes changes to the law. Under the Equality Act the existing separate equality duties on public authorities covering race, disability and gender have been replaced by a single equality duty, which will also extend to gender reassignment, age, sexual orientation and religion or belief. Direct discrimination or harassment based on association or perceptions is now clearly unlawful. This applies to employment, but also to other areas such as services and education.

The Government wants there to be greater transparency, including an obligation on public authorities to report on their disability employment rate, and a strengthening of the requirement for public bodies to tackle private sector discrimination through public procurement policies. The main provisions of the Act came into force in October 2010, with the integrated 'public sector equality duty' and dual discrimination provisions being delayed until April 2011.

### Statutory Codes of Practice

Public authorities are also governed by statutory equality codes of practice. These codes of practice provide practical guidance on how to meet the legal requirements of their specific duties. They apply to all the functions of the council, with regards to service provision, employment matters, policy making, statutory discretion and decision making processes. The Statutory codes of practice are also applicable to our services and functions contracted out to other organisations. Codes of practice currently exist for disability, gender and race equality duties<sup>1</sup>.

### Human Rights Act

The Human Rights Act is one of the most significant pieces of constitutional legislation enacted in the United Kingdom. It is a key part of the Government's programme to encourage a modern civic society where the rights and responsibilities of our citizens are clearly recognised and properly balanced. The Human Rights Act means all public authorities must ensure that everything they do is compatible with Convention rights unless an Act of Parliament makes that impossible. One of the main aims of the Human Rights Act is that,

over time, a shared understanding of what is fundamentally right and wrong will lead to people having more confidence in key state bodies and that this will encourage more openness and participation in our democracy. Shared, basic values in the Human Rights Act will help to promote fairness in our society. This scheme gives regard to the Act and associated requirements.

The Human Rights Act means that:

- Convention rights and responsibilities form a common set of binding values for public authorities right across the UK
- Public authorities must have human rights principles in mind when they make decisions about people's rights
- Human rights must be part of all policy making.

## Appendix 2 Our Approach: Analysing Information and Developing the Scheme

The Single Equality Scheme builds on work already in progress across the council, which aims to tackle discrimination. We chose to develop a Single Equality Scheme that recognises that individuals have multiple identities. We acknowledge that individuals may experience discrimination on more than one basis, for example on their race and religion, or on their race, gender and sexual orientation.

A key element in the development of our Scheme was the involvement of all council services and our staff. As part of the process, we established a Single Equality Scheme Working Group. The group consisted of key officers and internal stakeholders. Members of the group were responsible for establishing guidelines for the development of the Scheme, agreeing its framework, structure and the necessary actions to take to gather evidence on equality issues locally.

We based the consultation on

**six objectives:**

- **Employment** – including the promotion of equality in recruitment and employment;
- **Service delivery** – improving people’s experience of and access to services and the possibility of making better use of technology;
- **Democratic participation** – encouraging and supporting residents to participate and be empowered in the democratic process;
- **Access to buildings and the built environment** – improving access to council premises and other facilities that Thurrock Council provides, such as parks;
- **Communications** – improving how we communicate with our customers and staff and the provision of information in accessible formats;
- **Training** – provide training and information for all staff and partners so that we are able to provide a better service and ensure our staff fully understand their responsibilities in relation to the Single Equality Scheme.

We viewed these themes as covering the range of council services, and also setting out a strategic focus for the council over the next three years. The results of the information gathered from stakeholders highlighted key priorities, which we set out in the Scheme and the Action Plan.

### As part of the development of the Scheme:

- We used local demographic data to profile the local area;
- We conducted a survey to explore the views of the local community on equality issues and gathered information on the six themes outlined above;
- We consulted with council staff and gathered views on the six themes and the actions needed to be taken to move towards better equality in Thurrock;
- We hosted a range of consultation events and worked with local organisations to focus on the requirements to tackle inequality; and
- We used the information from all the sources to formulate a draft of the Single Equality Scheme and Action Plan, which we propose undergoes further consultation.

### The Challenges of Developing a Single Equality Scheme:

- Setting objectives which meet the statutory requirements of each strand i.e. clear gender, race etc objectives and levelling up on the duties included in the Equalities Act i.e. age, gender reassignment, religion/belief and sexual orientation.
- Align the Scheme with new frameworks including the Equality Framework for Local Government
- Managing sector expectations that their strand has been lost or not prioritised;
- Creating an Action Plan that is robust and capable of being effectively monitored;

This Scheme is therefore a living document which will be reviewed on an annual basis as part of our Annual Equality Report, supporting legislation, conventions and frameworks.

## Appendix 3 Consultation and Involvement

As part of the development of the Single Equality Scheme, we developed our approach using the guidance set out in the council's consultation toolkit. We conducted extensive consultations to find out from our stakeholders what the most important issues were, in terms of improving equality. Our consultations with stakeholders explored the views of employees, residents, community groups and local businesses, based on the six key themes. Part of the consultation process was to develop the scheme in line with the Commission for Human Rights guidance on 'developing schemes'.

The aims of the consultation process were to:

- inform people about Thurrock Council's duties under the relevant equalities legislation;
- invite and receive comments about the council's proposal to merge its current Gender, Race and Disability Schemes into one document, which extends to age, sexual orientation and religion or belief;
- inform the council of BME health issues;
- inform the council on how services can be improved; and
- enable residents to comment generally on their experience of inequality in relation to the council as an employer and service provider.

### Stage 1 – Initial Consultation

The staff consultation involved consultations with each of the council directorates through the Single Equality Scheme Working Group. The community consultations involved engaging with stakeholders via a range of stakeholder events and canvassing views from members of the public throughout the borough. Consultation booths were set up in Corringham, Grays, Chafford Hundred, Stanford-le-Hope, South Ockendon and Tilbury. Community consultations were also carried out with strand specific community groups including Thurrock Disability Network and Thurrock African Group. Members of the Thurrock Community Empowerment Network with over 350 groups, where sent consultation questionnaires.

Around 1,200 individuals were consulted across Thurrock from the middle of January 2009 to the end of July 2009. By the end of this period we had collated around 800 completed consultation responses. In addition, we coordinated a consultation process with faith groups in Thurrock, in partnership with our LDF planning team, as part of their local infrastructure study (Colin Buchanan<sup>2</sup>). This project provided additional data and information relating to the faith sector.

<sup>2</sup> Colin Buchanan (2009), Thurrock Faith Groups Infrastructure Study

## Consultation Findings

The consultation process occurred over a six month period. Respondents were profiled according to age, gender, ethnicity and disability. Almost a third (31%) of respondents were aged 65 and over; 22% were 55-64; 17% were 35-44; 16% 45-54; 8% were 25-34; 4% were 18-24; and 2% did not state their age.

Over two thirds (67%) of respondents were female and 31% were male; 2 % did not state their gender. Nearly a third (32%) of respondents stated they were disabled, whilst 65% stated they were not and 3% did not respond. The majority of respondents (82%) identified as White British; 7% identified as Black African; 2% identified as White Irish; 1% identified as White Other; 1% identified as Indian; 1% identified as mixed race; 1% identified as Asian other; and 6% did not state their ethnicity.

Around 88 faith groups took part in the Buchanan faith study, which provided a 29.5 percent response rate. The majority of responses came from Black Churches, Baptist Churches and other Christian Churches.

## Summary of Consultation

Respondents generally welcomed the proposal of having a Single Equality Scheme and were very positive about a single document that included six of the equality strands. It was suggested that the Scheme should be written with less jargon, be easier to understand and include visual aids such as graphics. It was also suggested that we provide partners and contracted organisations with electronic copies of the Scheme to ensure that they were aware of our statutory obligations.

It was felt that the Council needed to publicise the full range of services provided by producing an A-Z of council services that informed staff about what services were available and how to access those services. Some respondents also felt a single contact number should also be advertised for those who want to contact the council.

However, a number of issues were raised over the course of the consultation event. Some of the consistent views aired will be discussed under the six key themes below.

### Theme: Employment

51 percent of respondents felt the Council could do more to promote equality in recruitment and employment. However 72 percent were aware of the council's work in promoting equality internally and within the local community. Many respondents felt that more opportunities should be created for disabled people within the council and local businesses should encourage more disabled people to work.

### Summary of key issues:

- Access barriers to jobs in the council;
- More advertisements of job opportunities to all communities;
- Recruitment skills of managers and promotion of diversity; and
- Lack of employment opportunities for some equality groups eg: disabled residents, BME groups and those aged over 65.

### Theme: Service delivery

30 percent of respondents were happy with the services provided by Thurrock Council. 9 percent of respondents felt access to our services and making better use of technology could be improved. Most respondents were happy with the council's use of technology, however concern was raised that not all residents have access to the internet and many are not computer literate. 2 percent of respondents suggested the collection of green waste and recycling methods needed improving.

### Summary of key issues:

- Improvement of the bus services within the borough in particular links to transport hubs such as Upminster, Lakeside and Romford;
- More information regarding services, and provision of information in accessible formats
- Better use of SMS and email services to communicate and convey council information; and
- Dynamics and accessibility of the Thurrock Council website
- Violence against women and girls as a cause and consequence of women's inequality

### Theme: Democratic participation

A considerable proportion (41 percent) of the respondents stated that Thurrock Council should involve local residents and community groups in decisions made by the council. 6 percent felt elected members should perform more canvassing and engage more with local residents.

### Summary of key issues:

- Better resident participation in democratic processes, especially young people;
- Stronger partnership with regards to working with faith groups and increased engagement with all groups in the community;
- Raise awareness of the role of council committees;
- Improve consultation feedback process; and
- Better and more accessible information regarding elections.

### Theme: Buildings access and the built environment

Although 10 percent of the residents consulted were happy with the current infrastructure, 5 percent felt the council could do more to improve access around the borough. A number of respondents also indicated that there was a culture of negative attitude amongst Thurrock Council staff in relation to disabled stakeholders. These included examples of negative responses to requests for adaptations and customers with wheel chairs requesting a meet and greet and support, which had been ignored. Although there were many positive comments about the back office telephone related services, the overall front office function of the council, in particular customer service staff, housing and benefits services were seen as unhelpful to disabled customers and those with English as a second language.

### Summary of key issues:

- Provision of public seating in open spaces around the borough;
- The need for an access officer(s) and an audit of facilities for visitors to council buildings;
- Production of a directory of all buildings available to community groups to lease or buy at low costs;
- Improved wheelchair access/lifts in council properties;
- The need for more dropped curbs; and
- Lack of availability of Parent –Toddler parking facilities.

### Theme: Communications

19 percent of respondents indicated that the council is fairly good at communicating with its staff and residents. It was suggested that a council magazine, which would have 100 percent coverage of the borough should be published to address imbalances in the media and communicate with residents.

### Summary of key issues:

- Difficulty in finding the right person to contact at the council;
- Other accessible mediums of communication of service users without access to the internet;
- Production of a council magazine; and Increased engagement with residents.
- Documents needing to be available in easy read formats and translated.

### Theme: Training

14 percent of respondents stated they were happy with the provision of training and support given to businesses. Most respondents however felt that council staff needed more equalities training. 10 percent of respondents felt that the council and its partners should devise apprenticeship Schemes, not just for younger people, to encourage them to get into work.

### Summary of key issues:

- Concerns around customer service within some council departments and limited equality considerations in services provided by council partners;
- Better awareness of specific needs of different community groups for training support;
- Address the needs for youth clubs in local communities; and training.

These key issues have been incorporated into the Action Plan set out in Section 11.

## Stage 2 - Targeted consultation

At the second stage, the Corporate Diversity Team conducted a gap analysis. This revealed that further input was required from community groups representing gender, disability and sexual orientation. As a result a series of targeted discussion groups were set up specifically designed to gather information on these strands. As a result of the further consultations with key stakeholders, changes have been made to the Single Equality Scheme as a result of comments made from the following specific stakeholders:

### Organisational Development (OD)

The OD Team identified a need to align the current version of the Organisations Development Strategy with the Single Equality Scheme. Both Schemes have now been developed to better secure and retain skilled and committed staff who will deliver high quality services to the Thurrock Community. The workforce themes now support and underpin the delivery of the Council's Corporate Plan by providing a framework to enable the council to effectively plan its workforce and monitor performance.

The Single Equality Scheme and the Organisations Development Strategy now share a clear vision and support the aspirations and priorities of the council as an employer and include actions that will develop the organisational culture, performance and capability within Thurrock Council to deliver an excellent customer experience.

### Housing

Though consultation with the Housing Directorate within the council. Comments were received about a number of actions that were included and are now in line with the Housing Vision. The vision expresses how Thurrock will look and feel, which is consistent with the council's broader place shaping ambitions.

*"Thurrock's housing ambition is to provide good quality housing. We will continue to care for our existing homes and offer well designed new homes which supports our ambition for our communities to flourish side by side. Thurrock will be a place to live learn and enjoy."*

The action plan will reflect the council's Housing Vision 2010-15, and will support its ambitions to deliver real outcomes for residents.

## Adult Social Care

Adult Social Care identified the need to re-evaluate the current format of the action plan. The initial action plan reflected the themes of the consultation questionnaire. It was identified that a more useful way for the council and residents to view the action plan was to arrange the actions under each directorate. The action plan now reflects this recommendation. A further recommendation was to reduce the number of actions, this has also been adopted.

## Community, Leisure and Cultural Services

Community, Leisure and Cultural identified that some of the actions were too specific and needed to be broadened. Actions relating to issues like the Compact, Community Cohesion, participation in cultural services and Equality Impact Assessments were identified as key actions for other council areas. Actions have now been included that reflect this broader approach.

Interviews with key individual stakeholders were also highlighted as necessary to the consultation. It was identified as essential to include a summary of feedback in the Scheme. This has now been included as part of the second phase of consultations and can be seen in this section of the Scheme.

## South Essex Rape and Incest Crisis Centre (SERICC)

SERICC highlighted that there was a need for the disaggregation of data around gender and for all other strands including race and age. This was specifically raised regarding the profile of the borough. As the Census was carried out in 2001, the council does not currently have up to date data that reflects the changes in the demography of the borough. However, this has been incorporated within the action plan and it is likely that the Census in 2011 will give us a more informed insight into the demography of the borough.

SERICC requested that a section be included in the Scheme that specifically refers to the UN Convention on the Elimination of All Forms of Discrimination Against Women. A section has now been included and also refers to the European Charter for Equality of Women and Men in Local Life that the council signed up to on 8th March 2010. It was felt that there was a need to shape training for council staff and the third sector around sexual bullying and sexism. The council plans to incorporate training around Equality Impact Assessments (EqIA's) and the new framework that includes joint EqIA's with key stakeholders.

One of the final comments from SERICC was to use specialist sector groups to monitor and evaluate the action plan in the form of a monitoring group to evaluate its progress. This is something that we will look into implementing after the Scheme has been launched.

### **Thurrock Disability Network (TDN)**

TDN raised a need for council documents to be available in easy read format and large print. This is something that the council does produce on request and will be included in the action plan. Concerns were raised about the draft format of the Scheme and that the layout of graphs, tables and indexes. Once the Scheme is designed these format issues will be largely resolved.

TDN requested that a section be included in the Scheme that specifically refers to the Social Model of Disability as the council formally adopted the model in 2002. This section has now been included. Other comments included joint EqlA training and providing disabled staff with the 'Access to Work' contacts. These comments have been taken on board and are now included in the action plan.

### **Thurrock Racial Unity Support Task group (TRUST)**

TRUST raised that there is a need for partners of the council, in particular the voluntary and community sector, to be given opportunities for diversity training. The Corporate Diversity Team has currently rolled out Diversity Challenge Training to all council staff. The aim is that in the new financial year, this training will be made available to the Third Sector and other partners.

TRUST raised some concerns about the viability or community support for a Multi-Faith forum as attempts to establish a forum have not proved successful. It was felt that if there was to be an attempt to establish a forum, the corporate diversity team should coordinate this work and it should be a group that is led by the faith community, not the voluntary or community sector. A Multi-Faith Forum is one that would foster good relationships between members of the various Faiths in Thurrock. Through the places of worship study, the various faith groups felt that as community leaders the Multi Faith Forum would be a key group to establish. This has been included in the action plan.

## Community Involvement Board (CIB)

CIB welcomed the rigorous consultation process, but identified the need for the Scheme to identify how it reflects the principles of community engagement. A section has now been included to show this.

Following the meeting with CIB, the Corporate Diversity team presented the Single Equality Scheme to the Community Engagement Network (CEG) for any feedback or comments. The initial consultation was explained, feedback was very positive about the process and highlighted that the road shows enabled face to face methods of consultation which was regarded as a positive method.

## Muslim Association Thurrock (MAT)

MAT identified the need to establish a Multi Faith Forum, where different religious groups would be given an opportunity to talk about their religion and culture so that the wider community are aware of the various faiths in Thurrock.

MAT also suggested a 'Get to know your neighbour campaign'. Which would include a casual event where all different people from different religions, culture and race have an opportunity to get together for tea, coffee or lunch. It was suggested that this should be an event where people interact and ask questions about peoples religion, culture etc. This should be open to all and be a very open and honest forum to create an open dialogue between communities.

## Thurrock Women's Aid

It was highlighted that some of the document referred to the internal management of the council which tends to be highly monitored and open to scrutiny by Trade Unions. It was suggested that a greater focus was needed regarding multiple discrimination, with an understanding about how services could be delivered to marginalised groups. This is something that the council is working on and has been included in the action plan.

It was also highlighted that Thurrock has the second highest rate of Domestic Violence in Essex. With one in four women experiencing Domestic Violence and 80% of child protection issues related to Domestic Violence. The need for an anti-bullying conference was identified as a method of raising awareness about sex based bullying and homophobia.

## Stonewall

Stonewall is a national organisation that has campaigned for equality for the 3.6 million lesbian, gay and bisexual (LGB) people across Britain since 1989. Thurrock Council took part in the Stonewall Workplace Equality Index (WEI) in 2010. The Index is produced annually to audit the policies, practice and employee experiences of workplaces around the country. The Workplace team uses the Index to help organisations develop more inclusive workplace environments for their lesbian, gay and bisexual staff and other equality groups generally.

The council scored well in a number of areas for example, full marks for audited policies and the work of the diversity team. The council also achieved high scores for its workplace policies. Areas that merited attention included targeted training and support for LGB staff, staff engagement and improved supplier policies. It was also noted that communication with members and staff needed to be improved. An action has now been included within the action plan to reach within the top 150 of the Workplace Index.

The council also received an official Stonewall consultation report. The report highlighted areas of best practice within the Scheme and areas for improvement. All comments have been incorporated into the final version of the Scheme.

## Commission for Equality and Human Rights

The Council also consulted with the commission and based the scheme on their guidance relating to the development of statutory schemes. This included the suggested format and key equality issues which might reasonably be expected within a statutory scheme.

## Appendix 4 Identification and Assessment of Key Functions Relevant to The Equality Duty

The council holds a list of policies, strategies and functions, which have been assessed with relevance to the equality duties. In order to ensure compliance with the general duty s71 (1) under the Race Relations Act 1976 (as amended), and the Disability Discrimination Act 2005, and Sex Discrimination Act 1975. This list will be revised shortly to comply with the Equality Act 2010.

### We will:

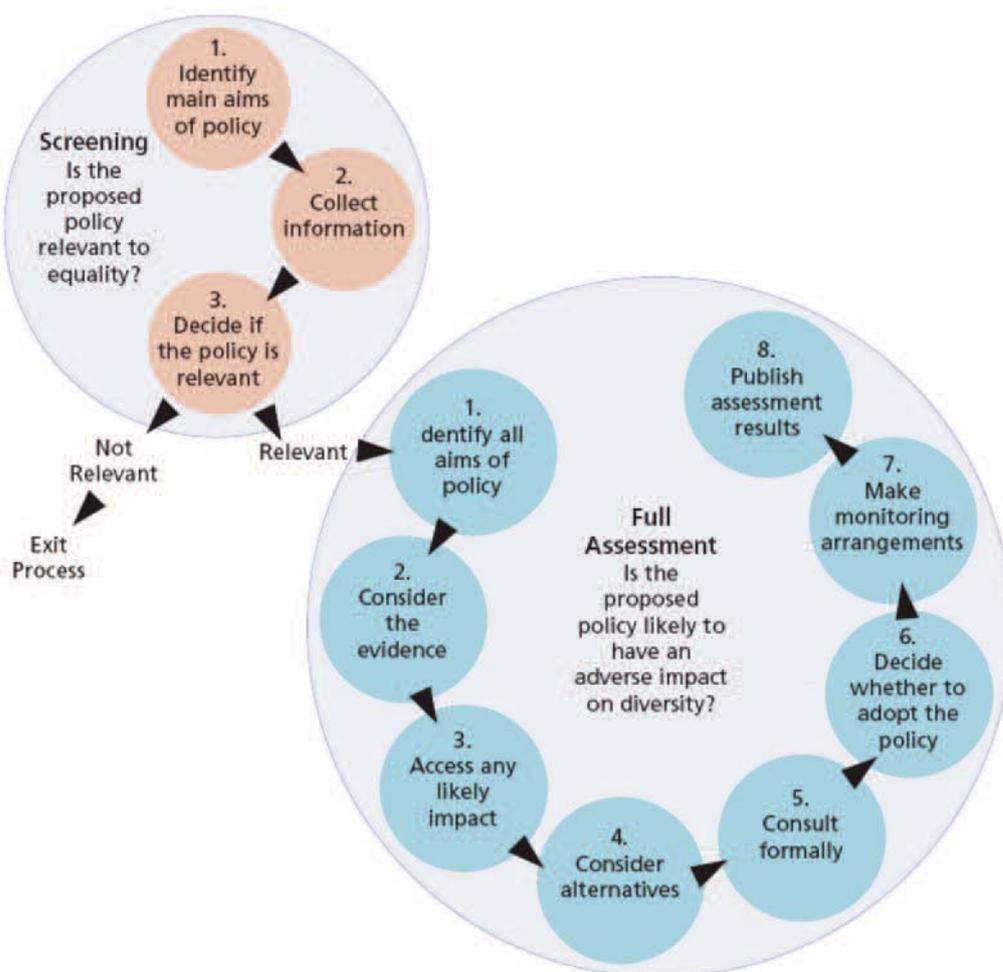
- Identify all functions and policies relevant to the equality duty;
- Put the functions and policies in order of priority for Analysis of Equality Effect;

The statutory duty placed on local authorities requires that all relevant policies, strategies and functions are assessed for any potential adverse impact on all protected equality groups and that those policies, strategies and functions are revised as needed to minimise any negative impact. Following best practice, the council's Equality Impact Analysis (EqIA) framework extends to include age, sexual orientation and faith, race, disability and gender.

The council's EqIA framework provides a way of assessing the effect that a council policy, strategy or function may have on any equality group. Each service must keep the corporate schedule of policies, strategies and functions (Schedule A) up to date. Every policy, strategy and function of the council must be subject to an EqIA and the results reported annually.

## The Impact Analysis Process (EqIA)

An equality impact analysis can be divided into two parts – Screening and Full Assessment. You will only need to carry out a full assessment if the screening process reveals the proposed policy is relevant to any of the equality strands.



The council’s EqIA Framework provides a way of assessing the effect that a council policy, strategy or function may have on an equality group. Each service must keep the corporate schedule of policies, strategies or functions updated. Every policy, strategy or function of the council must be subject to an EqIA and the results reported annually.

The EqIA framework applies to:

- Plans and strategies which must be agreed by Cabinet;
- Strategies, plans and items related to services;
- Policies and service items, which are agreed by a Cabinet Member or Chief Officers.

The requirement to EqIA all new policies and strategies is an action in this Scheme and is relevant to all departments of the council.

## Consultation List

The following specialist organisations were involved in the consultation process.

- South Essex Rape and Incest Crisis Centre (SERICC)
- Thurrock Community & Voluntary Services (CVS)
- Thurrock Disability Network (TDN)
- Thurrock Racial Unity Support Task group (TRUST)
- Thurrock Women's Aid
- Stonewall
- Community Involvement Board (CIB)
- Muslim Association Thurrock (MAT)
- Thurrock African Group (TAG)
- Equality and Human Rights Commission

### Council Departments

Sustainable Communities  
 Children Education and Families  
 Community Well-being  
 Finance & Corporate Governance  
 Change and Improvement  
 Vertex

### Wards

Aveley and Uplands  
 Belhus  
 Chadwell St Mary  
 Chafford and North Stifford  
 Corringham and Fobbing  
 East Tilbury  
 Grays Riverside  
 Grays Thurrock  
 Little Thurrock Blackshots  
 Little Thurrock Rectory  
 Ockendon  
 Orsett  
 South Chafford  
 Stanford East Corringham Town  
 Stanford-le-Hope West  
 The Homesteads  
 Tilbury Riverside and Thurrock Park  
 Tilbury St Chads  
 West Thurrock and South Stifford

## Glossary of terms used in this report

- **Access**  
Access refers to the mechanisms by which people with a range of needs (such as disabled people, people with children, people whose first language is not English) find out about and use services and information. For disabled people, access in Thurrock means the freedom to participate in the economy, in how Thurrock is planned, in the social and cultural life of Thurrock and in the life of the community.
- **Affordable housing**  
Subsidised housing at below market prices or rents for those households who cannot afford market housing. Usually managed by a registered social landlord, generally a housing association.
- **Best value**  
Government programme to seek continuous improvement in service quality in the way in which authorities exercise their functions.
- **Bisexual**  
A man or woman who is emotionally, physically and/or sexually attracted to both males and females.
- **BME**  
An inclusive term that refers to all ethnic groups who have a common experience that is different from the majority on the basis of their skin colour, culture or ethnicity.
- **Direct payments**  
Money provided by a local authority directly to a disabled person in lieu of services to pay for personal assistance.
- **Disability**  
The loss or limitation of opportunities, which prevent people who have physical or mental impairments from taking part in the life of the community on an equal level with others owing to physical and social barriers.
- **Disabled person (people)**  
The Disability Discrimination Act 2005 (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.
- **Diversity**  
The differences in the values, attitudes, cultural perspective, beliefs, ethnic background, sexual orientation, skills, knowledge and life experiences of each individual in any group of people. This term refers to differences between people and is used to highlight individual need. It can be used inappropriately as an alternative to equal opportunities. It avoids reference to discrimination and the equality impact that power imbalances have on different communities.

- **Equalities**  
Used as a short hand term to refer to all work addressing issues of discrimination and disadvantage, particularly as it relates to Single equality, disability, gender, sexual orientation, religion/belief and age.
- **Equality**  
The vision or aims of creating a society free from discrimination where equality of opportunity is available to individuals and groups enabling them to live their lives free from discrimination and oppression.
- **Equal opportunities**  
development of practices that promote the possibility of fair and equal chances for all to develop their full potential in all aspects of life and the removal of barriers of discrimination and oppression experienced by certain groups.
- **Ethnicity**  
An individual's identification with a group sharing any or all of the following: nationality, lifestyles, religion, customs and language.
- **Exemplary employer**  
An employer that is at the leading edge of good employment practice, that people want to work for and that offers favourable terms and conditions to its employees.
- **Gay man**  
A man who is emotionally, physically and/or sexually attracted to men.
- **Gender**  
A concept that refers to the social differences between women and men that have been learned, are changeable over time and have wide variations both within and between cultures.
- **Lesbian**  
A woman who is emotionally, physically and/or sexually attracted to women. Not all lesbians are comfortable with the term and choose to identify as either gay or a gay woman.
- **Mainstreaming**  
phrase is used to describe the integration of equalities into policy development, implementation, evaluation and review. Each part of the organisation accepts its own responsibility for promoting equality of opportunity and challenging discrimination.
- **Minority ethnic people**  
This term is widely used as a general term to refer to people who belong to an ethnic group numerically smaller than the predominant white group in the UK. This includes groups distinguished by their skin colour, as well as others such as Irish, Turkish, Cypriot, Jewish and travelling people.
- **Performance management**  
A process, by which an organisation declares its vision, sets objectives against this vision, assigns accountability for these objectives, regularly reviews progress towards these objectives and rewards successful delivery of these objectives.

- **Sexual Orientation**

Section 35 of the Equality Act 2006 defines sexual orientation as meaning an individual's sexual orientation towards persons of the same sex as him or her, persons of the opposite sex, or both. There is no distinction between sexual orientation and sexual practice.

- **Social inclusion**

The position from where someone can access and benefit from the full range of opportunities available to members of society. It aims to remove barriers for people or for areas that experience a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, poor health and family breakdown.

- **Violence against Women and Girls (VAWG)**

The term 'violence against women and girls' means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

## Table of abbreviations used in this report

BME	Black and Minority Ethnic
BS	British Standard
BSL	British Sign Language
CEESC	Community Engagement, Equality and Social Cohesion Board
CHECC	Corporate HR, Equality and Cultural Change Board
CS	Corporate Services
DDA	Disability Discrimination Act
DET	Disability Equality Training
DMT	Directorate Monitoring Team
DRC	Disability Rights Commission
EqIA	Equality Impact Assessment
NHS	National Health Service
NATWHAG	National Wheelchair Housing Association Group
ODPM	Office of the Deputy Prime Minister
PDF	Portable Document Format
RNIB	Royal National Institute for Blind People
RTF	Rich Text Format
SDAP	Service Diversity Action Plan
SMB	Strategic Management Board
SPG	Supplementary Planning Guidance
UDP	Unitary Development Plan
WEI	Workplace Equality Index

## List of Charts

Figure 1: Index of Deprivation 2007 – Thurrock

## Key documents supporting the Scheme

- Children and Young People Plan
- Corporate Plan 2010-2011
- Transport Strategy
- OD Strategy
- LDF
- Community Strategy
- Compact

**Monday to Friday**  
**10.00am – 5.00pm**



TH/111/LL

If you have any questions call

Telefononi nëse keni ndonjë pyetje (Albanian)

Skakel gerus met enige vrae (Afrikaans)

إذا كان لديك أية أسئلة اتصل بالرقم (Arabic)

আপনার যদি কোন প্রশ্ন থাকে তাহলে যেখানে যোগাযোগ করতে হবে তাহলো (Bengali)

倘若您有任何疑問，請撥打電話 (Cantonese)

اگر سوالی دارید لطفاً زنگ بزنید (Dari)

اگر سوالی دارید از طریق تلفن با ما تماس بگیرید. (Farsi)

यदि आपको कुछ पूछना हो तो कॉल करे (Hindi)

I nwee ajuju obula kpoo na igwe eji ekwuokwu (Igbo)

ئەگەر هەر پرسیاریکت هه‌بوو تکایه په‌یوه‌ندیمان پێوه بکه. (Kurdish)

که تاسی پوښتنی لری نو لطفاً زنگ ووهی. (Pashto)

Jeśli masz jakieś pytania zadzwoń (Polish)

ਜੇ ਤੁਹਾਡੇ ਕੋਈ ਸਵਾਲ ਹਨ ਤਾਂ ਕਾਲ ਕਰੋ (Punjabi)

Dacă mai aveți întrebări vă rugăm să contactați (Romanian)

Si tienen alguna duda, llámenos (Spanish)

ተኩሳ ለት ለት ደህ ለሌሎች ኮይኑ ምክብርታዎቻችን ብሔራዊ ደዋልኩም ተራክቡና። (Tigrinya)

اگر آپ کو کچھ پوچھنا ہو تو کال کریں (Urdu)

Nếu quý vị có bất kỳ câu hỏi nào, xin hãy gọi (Vietnamese)

'Bi o ba ni ibere kankan pe wa lori ero ibanisoro' (Yoruba).

**For Large Print or Braille phone**

**01375 652472**



Further information on the Equality Duty can be obtained by contacting Samson DeAlyn Corporate Diversity Team.

Please contact on: **01375 652 2472**, or email [diversity@thurrock.gov.uk](mailto:diversity@thurrock.gov.uk)

CO2 3rd Floor, Civic Offices, Grays, RM17 6SL

Further information, including a series of 'fact-sheets' on equalities issues can also be obtained from the following web address

[www.thurrock.gov.uk](http://www.thurrock.gov.uk)