

3. Equality Overview and Action Plan

Progress to date 2018/19

The Directorate supported the re-accreditation of the council as 'excellent' in the Equalities Framework for Local Government and has actively delivered against the corporate priorities. The Directorate has a good understanding of its communities and recognises that there are changing dynamics in the city as new communities emerge, and existing communities grow and change. The Manchester Active Card is a good example of how the directorate is finding new ways to gather information about customers who use Council facilities. This is also enhanced by the well-established cross service Widening Access and Participation Board that ensures opportunities to access and participate in leisure, libraries, galleries and culture and inclusive of all Manchester residents. The Libraries services has implemented Libraries Open Plus which allows residents increased access to library facilities through a self-serve offer, a full equality impact assessment (EIA) has been completed and ongoing usage will be monitored.

The existing ward coordination approach continues to provide some excellent examples of responding to the needs and opportunities identified by local communities and working together for early intervention, focusing on the solutions and supporting community cohesion. The Neighbourhood Investment Fund (NIF) is heavily promoted throughout the community and work will continue to focus on engaging as many new groups as possible. Bringing Services Together for People in Places will also test the boundaries of traditional working and will help services and organisations to share information and resources to provide a more neighbourhood / person centred approach to service delivery.

The new Leisure contract was successfully awarded in 2018 and the new operating model is now in place. A full EIA was completed and the service is implementing a review of its activity to ensure there is an accessible and representative offer for our communities. The project to increase recycling in apartment blocks was successfully rolled out and an EIA completed as planned. The project involved significant engagement with residents, management companies and building owners to ensure the needs of the residents were successfully met and has resulted in an increase in recycling. Last year's proposal to complete an EIA for the fine turf offer (bowling greens) was not completed however this was due to changes in proposed activity; following consultation with service users, planned service changes were not implemented and provision remained at a consistent level.

The Highways services fully recognises how its work can have a direct impact on the city's residents and ongoing consideration to these needs is embedded within the daily operations. Congestion relieving projects help improve air quality and improve health. Whereas public realm works, safer pavements in a better condition, improved resident parking and new LED street lighting all contribute to the safety of an area, support people with reduced mobility and encourage people to be social and active, improving

health and well-being and tackling isolation and loneliness. Highways are now starting to complete Equalities Impact Assessments for each project.

2019/20 Changes and Activities

Proposed budget reduction will be implemented through service efficiencies and will not have a material impact on service provision. However there are a number of service changes which are due to changes in national policy, changing context and / or expanding an existing service provision. These will be subject to relevancy assessments and, if appropriate, full EIAs will be completed:

Proposal	Proposed EIA Completion Date	Decision Date	Senior Management Lead	Comments on initial potential impacts
Manchester Volunteer Inspire Programme	April 19	June 19	Chief Operating Officer Neighbourhoods	Extending volunteering to enable more residents to volunteer where they live.
School Catering	Oct 2019	N/A - no service change	Head of Commissioning and Delivery	Assess existing provision meets the needs of increasingly diverse customer base
Changes to Channel and Dovetail	September 2019	March 2020 following implementation of pilot	Chief Operating Officer Neighbourhoods	Assess impact of revised model of delivery tested through pilot
Public Space Protection Orders	September 2019	December 2019	Chief Operating Officer Neighbourhoods	Assess impact of PSPOs on diverse communities (pending outcome of public consultation)
Refreshed Waste Strategy	December 2019	March 2020	Chief Operating Officer Neighbourhoods	In line with national changes, to ensure no resident is disadvantaged by the refreshed strategic approach

Passageway communal collection review	February 2020	March 2020	Chief Operating Officer Neighbourhoods	Improvements to existing communal sites and potential collection systems changes
New cycle and walking routes	tbc	tbc	Director of Highways Operations	New infrastructure projects meet the needs of diverse communities

Monitoring of the Delivery Plan

The Directorate's Equality Champion will update this delivery plan, Directorate Management Teams and the Corporate Equalities Champions Group each quarter. Progress on the delivery of this plan is also reported to the Communities & Equalities Scrutiny Committee. A directorate equalities working group which has been meeting for over 2 years with membership from each service area. The group manages the delivery plan, embeds equalities within ongoing service planning /delivery and also manages delivery against the corporate priorities. A new model has been developed which demonstrates the cyclical relationship between understanding our communities and customers, using this to inform our planning, implementing service delivery, and therefore engaging our diverse communities. An area on the intranet has been established to explain this model and provide a central place to share data, planning and guidance, and good practice case studies. These are all designed to deliver against the corporate priorities of:

Knowing Manchester Better: Take the time to listen and understand;

A central repository for demographic data has been established and shared via the city council intranet, providing easy access for all services.

Improving Life Chances: We own it and are not afraid to try new things;

Sharing best practice in service delivery through case studies and debating approaches to equalities planning and monitoring to inspire new practice across services.

Celebrating Diversity: Proud and Passionate about Manchester's communities

Work is beginning on a joint events and activities calendar to celebrate diversity and identify opportunities for better promotion, gaps in provision and/or areas of duplication.