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[Sefton@Work](#)

EQUALITY IMPACT ASSESSMENT

Assessed by Sefton@Work Equality, Diversity and Dignity Working Group

Sefton@Work will celebrate our successes by publishing relevant data, statistics and good news stories on our website, in our regular newsletter (for partner organisations) and through our partners' newsletters, websites and other relevant publications.

The action plan is an embedded agenda item at our monthly Equality, Diversity and Dignity Working Group and forms part of the Sefton@Work Delivery Plan.

Officer responsible for EIA: Karen Towle

Signature.....

Officer responsible for over seeing action plan: Fiona Jenkins

Signature.....

EIA Review Date: Annually in November

Sefton@Work offers a range of free and accessible job-related services to workless Sefton residents aged 16 years and over (eligibility conditions apply). We work from bases in Bootle, Netherton and Southport and also deliver in outreach bases across the community.

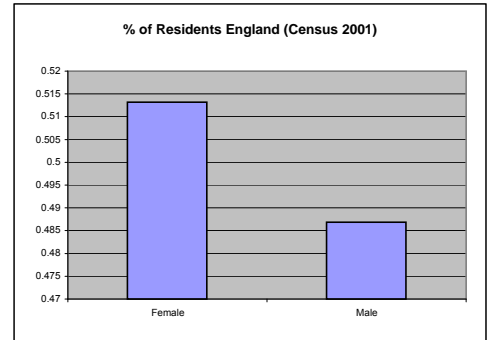
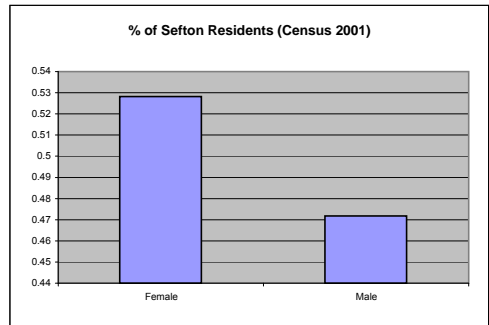
Sefton@Work's key role is to help local people who want to take advantage of the current regeneration activities in Sefton by linking their skills to the jobs that are being created locally. To do this, Sefton@Work also provides a free recruitment service for employers that helps them to "shop local" for their staff, reducing their recruitment costs and finding them the right person for the job.

We work in partnership with agencies including Jobcentre Plus, Connexions and A4e to ensure our service users can access all of the vacancies, services and funding available. We also work with colleges, universities and training providers to source a variety of training opportunities. We will refer individuals to specialist agencies for specific advice or signpost to our partners if we are unable to help.

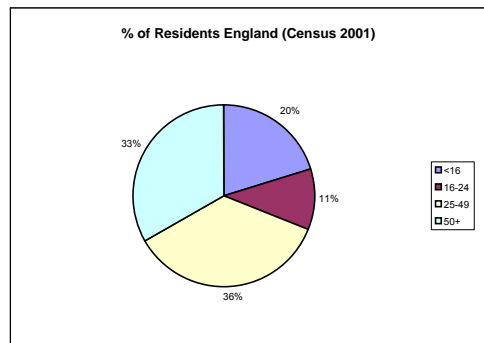
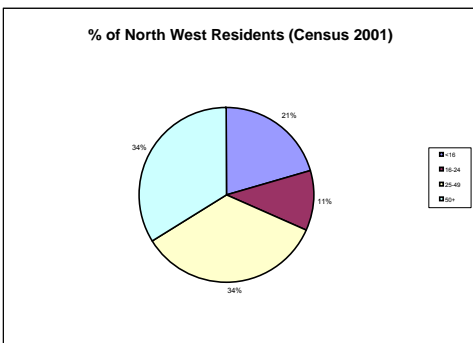
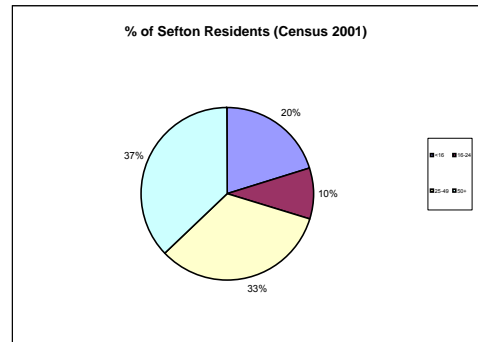
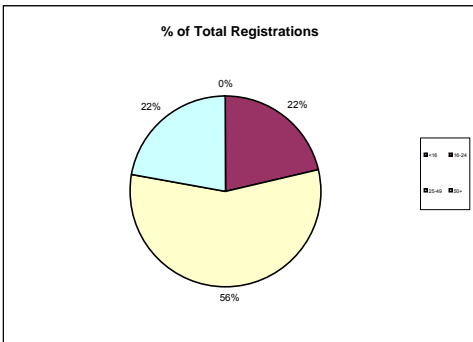
Our staff are highly qualified and experienced in providing information, advice and guidance services that uphold our commitment to equality of opportunity for all.

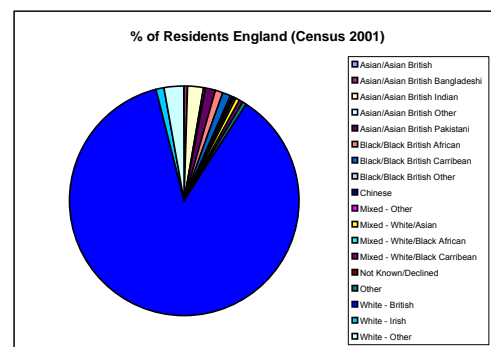
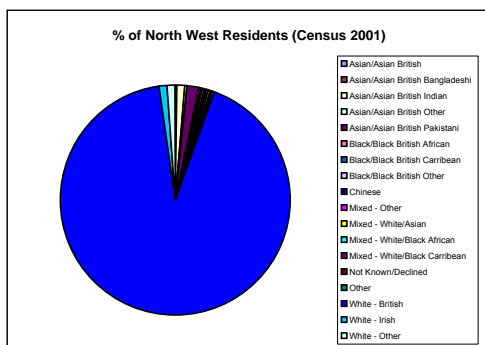
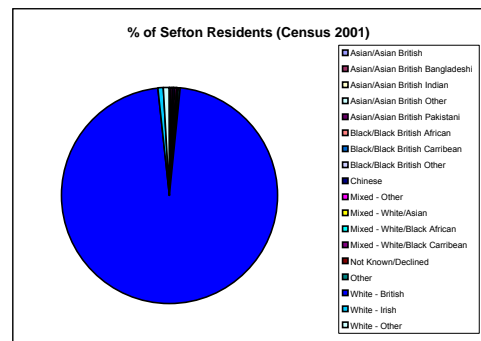
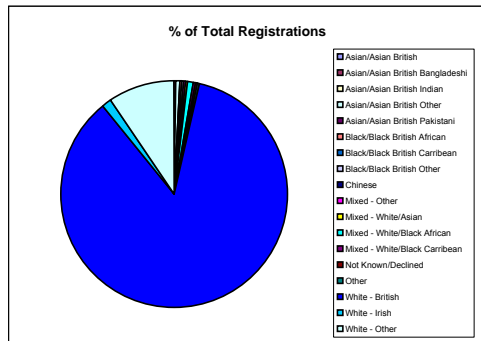
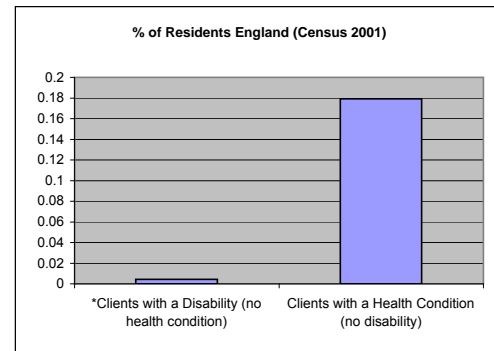
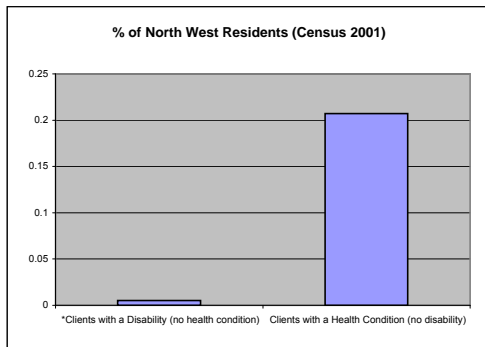
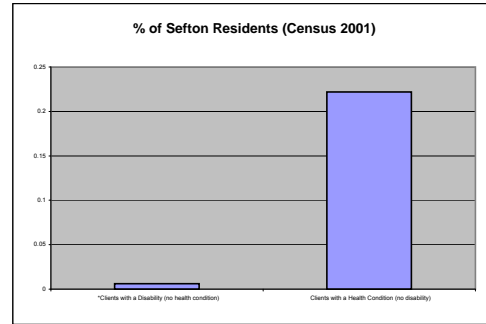
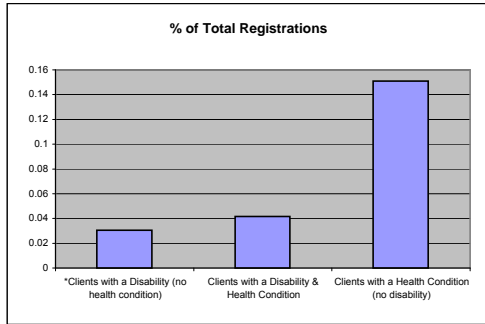
To monitor the impact of our services, Sefton@Work regularly reviews monitoring information received from clients accessing our services. This information is used to assess who is using the service and, by comparing to local demographics those who are not. The findings from these monitoring reviews are used to inform future delivery to ensure that the service is widely publicised, inclusive and accessible to everybody who is eligible.

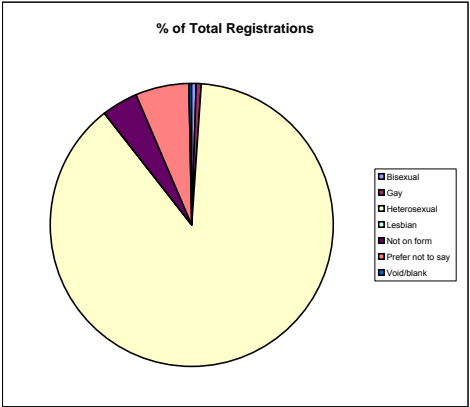
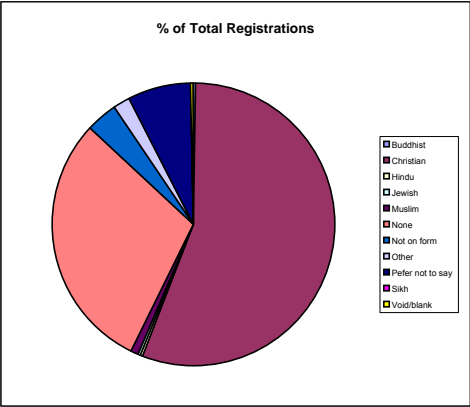
Please see following pages for examples.



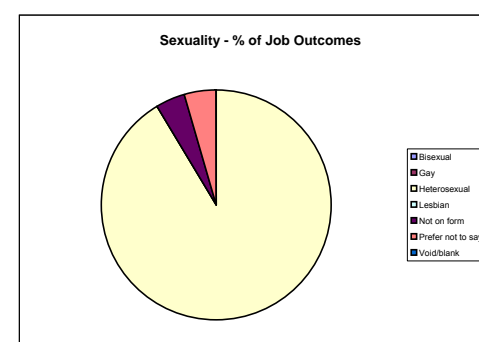
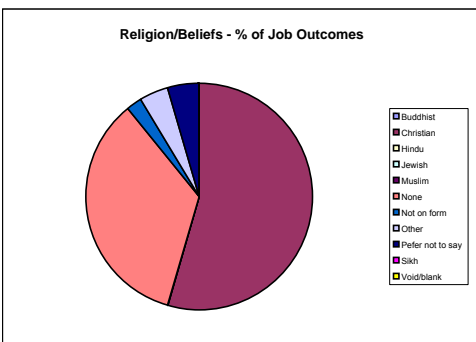
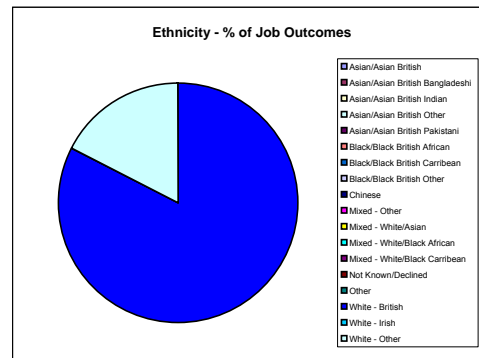
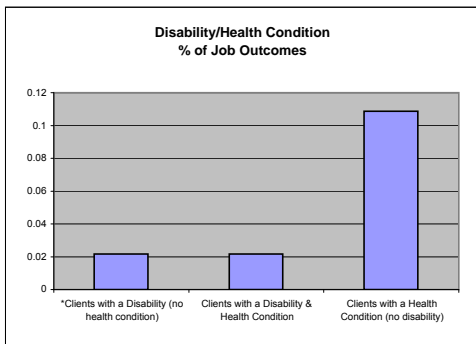
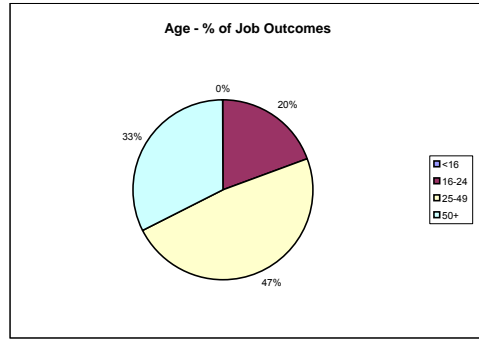
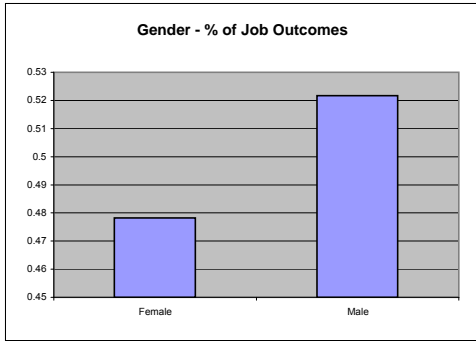
*Census information based on working age clients claiming "Disabled" benefit







As well as monitoring the characteristics of clients accessing and not accessing our services, we also monitor the progress of clients achieving jobs to ensure that clients with specific barriers to employment and within the labour market are progressing as expected. Where we find any anomalies or disproportionate representation of clients sharing a particular characteristic, we will investigate to identify the cause and, if appropriate, any corrective action necessary.



Category	Description	% of total registrations	% of total job outcomes	% Sefton	% North West	% England
ALL	Total	100.00%	100.00%	100.00%	100.00%	100.00%
GENDER	Male	61.96%	52.17%	47.18%	48.43%	48.68%
GENDER	Female	38.04%	47.83%	52.82%	51.57%	51.32%
AGE	<16			20.19%	20.69%	20.15%
AGE	16-24	21.51%	19.57%	9.60%	10.91%	10.91%
AGE	25-49	56.34%	47.83%	32.97%	34.63%	35.63%
AGE	50+	22.15%	32.61%	37.24%	33.78%	33.31%
ETHNICITY	Asian/Asian British	0.00%		0.00%	0.00%	0.00%
ETHNICITY	Asian/Asian British Bangladeshi	0.16%		0.09%	0.39%	0.56%
ETHNICITY	Asian/Asian British Indian	0.16%		0.21%	1.07%	2.09%
ETHNICITY	Asian/Asian British Other	0.48%		0.06%	0.22%	0.48%
ETHNICITY	Asian/Asian British Pakistani	0.16%		0.06%	1.74%	1.44%
ETHNICITY	Black/Black British African	0.16%		0.07%	0.24%	0.97%
ETHNICITY	Black/Black British Caribbean	0.00%		0.06%	0.30%	1.14%
ETHNICITY	Black/Black British Other	0.16%		0.02%	0.08%	0.19%
ETHNICITY	Chinese	0.16%		0.32%	0.40%	0.45%
ETHNICITY	Mixed - Other	0.16%		0.15%	0.20%	0.31%
ETHNICITY	Mixed - White/Asian	0.32%		0.16%	0.26%	0.37%
ETHNICITY	Mixed - White/Black African	0.96%		0.08%	0.15%	0.16%
ETHNICITY	Mixed - White/Black Caribbean	0.16%		0.17%	0.33%	0.47%
ETHNICITY	Not Known/Declined	0.16%		0.00%	0.00%	0.00%
ETHNICITY	Other	0.48%		0.10%	0.20%	0.44%
ETHNICITY	White - British	85.39%	82.61%	96.67%	92.17%	86.99%
ETHNICITY	White - Irish	1.44%		0.94%	1.15%	1.27%
ETHNICITY	White - Other	9.47%	17.39%	0.83%	1.11%	2.66%
DISABILITY/HEALTH PROBLEM	*Clients with a Disability (no health condition)	3.05%	2.17%	0.61%	0.51%	0.43%
DISABILITY/HEALTH PROBLEM	Clients with a Health Condition (no disability)	15.09%	10.87%	22.21%	20.72%	17.93%
DISABILITY/HEALTH PROBLEM	*Clients with a Disability & Health Condition	4.17%	2.17%			
^RELIGION/BELIEF	Buddhist	0.32%		0.13%	0.18%	0.28%
^RELIGION/BELIEF	Christian	55.54%	54.35%	84.38%	78.01%	71.74%
^RELIGION/BELIEF	Hindu	0.32%		0.17%	0.40%	1.11%
^RELIGION/BELIEF	Jewish	0.16%		0.25%	0.42%	0.52%
^RELIGION/BELIEF	Muslim	0.80%		0.32%	3.04%	3.10%
^RELIGION/BELIEF	Sikh	0.00%		0.03%	0.10%	0.67%
^RELIGION/BELIEF	None	29.86%	34.78%	8.10%	10.48%	14.59%
^RELIGION/BELIEF	Other	2.09%	4.35%	0.12%	0.16%	0.29%
^RELIGION/BELIEF	Prefer not to say	7.22%	4.35%	6.49%	7.23%	7.69%
^RELIGION/BELIEF	Not on form	3.53%	2.17%	0.00%	0.00%	0.00%
^RELIGION/BELIEF	Void/blank	0.16%		0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Bisexual	0.64%		0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Gay	0.48%		0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Heterosexual	88.28%	91.30%	0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Lesbian	0.16%		0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Prefer not to say	6.10%	4.35%	0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Not on form	4.17%	4.35%	0.00%	0.00%	0.00%
^SEXUAL ORIENTATION	Void/blank	0.16%		0.00%	0.00%	0.00%

*Census information based on working age clients claiming "Disabled" benefit

^Information not available on 2001 Census

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
DISABILITY					
Sefton@Work Client-facing services	Advance equality of opportunity between disabled persons and other persons	To provide information, advice and guidance on employment and training opportunities to Sefton residents including: first point of contact, registration & initial interview, 1:1 guidance interview, group guidance sessions, group skills development courses.	A. Materials/resources may not be representative of people with disabilities.	All S@W publicity materials should contain representative imagery, comments or statements	Review materials / resources
	Eliminate discrimination that is unlawful under the act	To provide financial assistance to maximise employability of clients.	B. Potential lack of awareness of disability and health issues by staff	Staff have attended BSL training. Staff have attended Visual Impairment Awareness training.	All staff to have regular equality and diversity training / awareness training
	Eliminate harassment of disabled persons that is related to their disabilities	To support Sefton residents with a range of both pre and post employment programmes.		Client feedback questionnaire collated and evaluated every five weeks.	Plan & ensure regular feedback & evaluation on service & publish results.
	Advance positive attitudes towards disabled persons	To promote SEFTON@WORK services directly to Sefton residents	C. Clients whose disabilities / health problems prevent them from accessing mainstream services.	Statistical data is collected on Disability	Continue to monitor data and take appropriate actions as necessary.
	Encourage participation by disabled persons in public life			Links with Sefton Equalities Partnership and other specialist agencies	Attend any appropriate meetings & events organised by SEP & feedback.
	Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons			Wheelchair access and toilet facilities available at both Bootle and Netherton offices.	Review of facilities and alternatives
Not to discriminate on the grounds of appearance	Pre-screening, testing and sifting of job applicants on behalf of employers		Sefton@Work has operating agreement in place with a range of specialist agencies and Sefton ACL to support people with a range of physical, mental and learning disabilities.	Review of facilities and alternatives	
			Sefton Council operates the 2-ticks policy – positive action for disabled people.		
			Advertise opportunities with partner organisations working with disadvantaged groups.	Ensure all vacancies distributed to widest audience	

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
		Employability skills training programmes	<p>D. Difficulty reading promotional materials / completing forms.</p> <p>E. Difficulty hearing during group training session and one to one advice and guidance sessions.</p> <p>F. Limited access to advisor workstations</p> <p>G. Training room not accessible for people with mobility problem</p> <p>H. Inappropriate language, behaviour or attitude to by public or staff / partners</p>	<p>Large print information can be provided. Sefton@Work Guide to Services is available in Braille. Alternative delivery of information/guidance is available. Information explaining acceptable terminology available to staff and clients. Staff have attended Visual Awareness Training.</p> <p>Minicom is available in the Bootle office. Staff have attended BSL training.</p> <p>Have identified appropriate workstation with easy access for wheelchair users</p> <p>Accessible alternative venues are available</p> <p>S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.</p> <p>Clients are made aware of customer feedback and complaints procedure on first contact.</p> <p>Equality Policy Statement displayed & published on sites, website & publicity materials</p>	<p>Review format of materials. All staff to have regular equality and diversity training / awareness training</p> <p>Ensure all staff trained to use Minicom</p> <p>Review facilities and alternatives</p> <p>Review facilities and alternatives</p> <p>All staff to have regular equality and diversity training / awareness training</p> <p>Plan & ensure regular feedback & evaluation on service & publish results</p> <p>Review Equality & Diversity policies</p>

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>RACE</u>					
Sefton@Work Client-facing services	Eliminate unlawful racial discrimination	To provide IAG on employment related services to Sefton residents	A. Customer's first language may not be English leading to difficulty in accessing services	SEFTON@WORK information is available in a number of languages. "Welcome" signage in a number of languages (including wording "for help and advice on jobs and training"). The service has access to an interpretation service and a translation service and this information is clearly advertised. Sefton@Work has a bilingual Client Advisor worker dedicated to supporting European migrant job seekers. Record BME statistics for monitoring purposes for external funders and measure against local community data. Sefton@Work's Community Outreach initiative canvasses the more deprived areas of Sefton to advance inclusion and engagement and attends community events etc. Sefton@Work conducts ongoing client surveys to ensure that the service is fit-for-purpose and non-discriminatory. Public and Private interview facilities are available to meet needs of individuals. Statistical data is collected on Race Links with Sefton Equalities Partnership Outreach & Canvassing Delivery Plan Sefton@Work Delivery Plan	Monitor our statistical information to ensure any under-represented groups are action planned for targeting
	Advance equality of opportunity	To support Sefton residents with a range of both pre and post employment programmes			Plan & ensure regular feedback & evaluation on service & publish results
	Advance good relations between people of different racial groups	To promote SEFTON@WORK services directly to Sefton residents			Attend any appropriate meetings & events organised by SEP
		Pre-screening, testing and sifting of job applicants on behalf of employers	B. Materials/resources may not be representative of people from different cultures	SEFTON@WORK information is available in a number of languages. "Welcome" signage in a number of languages (including wording "for help and advice on jobs and training"). The service has access to an interpretation service and a translation service and this information is clearly advertised. Sefton@Work has a bilingual Client Advisor worker dedicated to supporting European migrant job seekers.	Review materials and resources

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
	Not to discriminate on the grounds of appearance	Employability skills training programmes	C. Lack of awareness of cultural traditions / boundaries by staff	Inter faith calendar produced. Sefton@Work conducts ongoing client surveys to ensure that the service is fit-for-purpose and non-discriminatory Client feedback questionnaire collated and evaluated every five weeks.	All staff to have regular equality and diversity training / awareness training Plan & ensure regular feedback & evaluation on service & publish results
			D. Staff not representative of local ethnic makeup	SEFTON@WORK promotes fair recruitment and selection through Sefton MBC policies and procedure. Sefton@Work has a bi-lingual Client Advisor. Advertise opportunities with partner organisations working with disadvantaged groups S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process. Clients are made aware of customer feedback and complaints procedure on first contact.	Review staff breakdown and recruitment procedures. Ensure all vacancies distributed to widest audience. All staff to have regular equality and diversity training / awareness training Plan & ensure regular feedback & evaluation on service & publish results
			E. Inappropriate language, behaviour or attitude to clients by public or staff / partners	Clear signage/statements displayed in reception areas and in S@W literature. Equality Policy Statement displayed & published on sites, website & publicity materials	Review and update acceptable behaviour signage/statements. All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice. Review Equality & Diversity policies

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>GENDER</u>					
Sefton@Work Client-facing services	Eliminate unlawful discrimination and harassment on the grounds of sex	To provide IAG on employment related services to Sefton residents.	A. Staff not representative of local gender breakdown	Statistical data is collected on Gender that shows that more male than female service users are registered with Sefton@Work (60:40 ratio). Breadth of images is used in PR and marketing literature. Although the majority of guidance staff are female, male guidance staff are available should an individual prefer to meet with a staff member of the same sex. Ongoing promotion of individuals who are in work or training in non traditional roles to challenge gender stereotyping as evidenced in newsletters and window displays. Engagement with Sefton Equalities Partnership gender groups.	Review staff breakdown and recruitment procedures.
	Advance equality of opportunity between women and men	To support Sefton residents with a range of both pre and post employment programmes.			Ensure all S@w publicity materials should contain representative imagery, comments or statements
	Not to discriminate on the grounds of marital status	To promote SEFTON@WORK services directly to Sefton residents.	B. Inappropriate language, behaviour or attitude to clients by public or staff / partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process. Clients are made aware of customer feedback and complaints procedure on first contact.	Attend any appropriate meetings & events organised by SEP
	Not to discriminate on the grounds of pregnancy	Pre-screening, testing and sifting of job applicants on behalf of employers			All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
Not to discriminate on the grounds of appearance	Employability skills training programmes		Links with Sefton Equalities Partnership Outreach & Canvassing Delivery Plan Sefton@Work Delivery Plan Plan & ensure regular feedback & evaluation on service	Attend any appropriate meetings & events organised by SEP Ensure all delivery plans in place & cascaded via regular meetings Regularly publish & feedback data and comments received from evaluation and feedback	
			Staff have attended LGB & Trans Gender training	All staff to have regular equality and diversity training / awareness training	
			Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies	

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
AGE					
Sefton@Work Client-facing services	Eliminate direct discrimination	To provide IAG on employment related services to Sefton residents.	A. Clients' perception is that they are not eligible for services provided	Statistical information gathered and recorded on CORE.	Monitor our statistical information to ensure any under-represented groups are action planned for targeting
	Eliminate indirect discrimination	To support Sefton residents with a range of both pre and post employment programmes.	B. Inappropriate language, behaviour or attitude to clients by public or staff / partners	Team values used as part of the PR&D process. Clients are made aware of customer feedback and complaints procedure on first contact.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory
	Eliminate harassment	To promote SEFTON@WORK services directly to Sefton residents.		Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies
	Eliminate victimisation	Pre-screening, testing and sifting of job applicants on behalf of employers		Links with Sefton Equalities Partnership	Attend any appropriate meetings & events organised by SEP
	Not to discriminate on the grounds of appearance	Employability skills training programmes			

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
SEXUALITY					
Sefton@Work Client-facing services	Eliminate direct discrimination	To provide IAG on employment related services to Sefton residents.	A. Lack of privacy/confidence to disclose personal information	Registrations completed on a 1 to 1 basis Private interview facilities are available to meet needs of individuals.	Review of facilities and alternatives. Ensure that clients are clearly made aware of alternative facilities.
	Not to discriminate on the grounds of marital status	To support Sefton residents with a range of both pre and post employment programmes.	B. Inappropriate language, behaviour or attitude to clients by public or staff / partners	Information explaining acceptable terminology available to staff and clients. S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory Regularly publish & feedback data and comments received from evaluation and feedback
	Eliminate indirect discrimination	To promote SEFTON@WORK services directly to Sefton residents.		Clients are made aware of customer feedback and complaints procedure on first contact. Plan & ensure regular feedback & evaluation on service	Continue to monitor data and take appropriate actions as necessary
	Eliminate harassment	Pre-screening, testing and sifting of job applicants on behalf of employers		Statistical information gathered and recorded on CORE.	Attend any appropriate meetings & events organised by SEP.
	Eliminate victimisation	Employability skills training programmes		Links with Sefton Equalities Partnership	Ensure all delivery plans in place & cascaded via regular meetings
	Advance good relations with LGBT community			Outreach & Canvassing Delivery Plan Sefton@Work Delivery Plan	Review Equality & Diversity policies
	Not to discriminate on the grounds of appearance			Equality Policy Statement displayed & published on sites, website & publicity materials	

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>RELIGION AND OR BELIEF</u>					
Sefton@Work Client-facing services	Eliminate direct discrimination	To provide IAG on employment related services to Sefton residents.	A. Lack of awareness of cultural traditions / boundaries by staff	List of religious festivals / inter faith calendar available to all staff	Ensure annual update to staff
	Eliminate indirect discrimination	To support Sefton residents with a range of both pre and post employment programmes.	B. Inappropriate language, behaviour or attitude to clients by public or staff / partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training/awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice
	Eliminate indirect discrimination	To promote SEFTON@WORK services directly to Sefton residents.		Statistical information gathered and recorded on CORE.	Continue to monitor data and take appropriate actions as necessary
	Eliminate harassment	Pre-screening, testing and sifting of job applicants on behalf of employers		Clients are made aware of customer feedback and complaints procedure on first contact.	Quality Assurance Framework in place for all client-facing staff
	Eliminate victimisation	Employability skills training programmes		Links with Sefton Equalities Partnership	Attend any appropriate meetings & events organised by SEP.
	Advance good relations between people of differing religious beliefs			Outreach & Canvassing Delivery Plan Sefton@Work Delivery Plan	Ensure all delivery plans in place & cascaded via regular meetings.
	Not to discriminate on the grounds of appearance			Plan & ensure regular feedback & evaluation on service Equality Policy Statement displayed & published on sites, website & publicity materials	Regularly publish & feedback data and comments received from evaluation and feedback Review Equality & Diversity policies

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
DISABILITY					
Working with colleagues and partners	Advance equality of opportunity between disabled persons and other persons	Establishing and maintaining effective working relationships to enable Sefton@Work to deliver its services	A. Inappropriate language, behaviour or attitude to/by colleagues or partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate discrimination that is unlawful under the act.	Identify partners for client referrals for specialist advice and support		Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies
	Eliminate harassment of disabled persons that is related to their disabilities		B. Lack of awareness of disability and health issues by staff, colleagues or partners	Staff have attended various training courses & events organised by Sefton Equalities Partnership and other agencies	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Advance positive attitudes towards disabled persons			Maintain links with Sefton Equalities Partnership	Staff participate in various training & events organised by Sefton Equalities Partnership
	Encourage participation by disabled persons in public life		C. Difficulty accessing facilities and / or services for staff or partners	Sefton@Work has operating agreement in place with a variety of specialist agencies to support staff with a range of physical, mental and learning disabilities.	Review of facilities and alternatives. Maintain links with partner organisations; establish appropriate forums to share good practice and information on services offered by S@W/partners.
Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons			Minicom is available in the Bootle office.	Ensure all staff trained to use Minicom	
Not to discriminate on the grounds of appearance			Wheelchair access and toilet facilities available at both Bootle (ground floor only) and Netherton offices.	Review of facilities and alternatives.	
			D. Difficulty accessing or using information to/by colleagues or partners	Alternative formats for information can be provided. Sefton Council operates the 2-ticks policy – positive action for disabled people.	Review of resources and information regarding alternative formats & materials/resources

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
RACE					
<p>Working with colleagues and partners</p>	Eliminate unlawful racial discrimination	Establishing and maintaining effective working relationships to enable Sefton@Work to deliver its services	A. Inappropriate language, behaviour or attitude to/by colleagues or partners	<p>S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.</p> <p>Equality Policy Statement displayed & published on sites, website & publicity materials</p>	<p>All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.</p> <p>Review Equality & Diversity policies.</p>
	Advance equality of opportunity	Identify partners for client referrals for specialist advice and support			B. Lack of awareness of cultural traditions/boundaries by staff, colleagues or partners
	Advance good relations between people of different racial groups		C. Staff not representative of local ethnic makeup	Review recruitment procedures	
	Not to discriminate on the grounds of appearance				<p>Sefton@Work has a bi-lingual Client Advisor worker dedicated to supporting European migrant job seekers.</p> <p>Sefton@Work promotes fair recruitment and selection through Sefton MBC policies and procedures</p> <p>SMBC collate statistical data on Equality & Diversity</p>

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
GENDER					
Working with colleagues and partners	Eliminate unlawful discrimination and harassment on the grounds of sex	Establishing and maintaining effective working relationships to enable Sefton@Work to deliver its services	A. Inappropriate language, behaviour or attitude to/by colleagues or partners	S@W staff are encouraged to challenge any inappropriate attitude / comments / behaviour	All staff to have regular equality and diversity training/awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Advance equality of opportunity between women and men	Identify partners for client referrals for specialist advice and support		Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies.
	Not to discriminate on the grounds of marital status		B. Lack of awareness of gender issues by staff, colleagues or partners	Staff have participated in various events & training organised by Sefton Equalities Partnership and other agencies	Maintain links with partner organisations; establish appropriate forums to share good practice and information on services offered by S@W/partners.
	Not to discriminate on the grounds of pregnancy			SEFTON@WORK promotes fair recruitment and selection through Sefton MBC policies and procedures	Review recruitment procedures
	Not to discriminate on the grounds of appearance			SMBC collate statistical data on Equality & Diversity	

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
AGE					
Working with colleagues and partners	Eliminate direct discrimination	Establishing and maintaining effective working relationships to enable Sefton@Work to deliver its services	A. Inappropriate language, behaviour or attitude to/by colleagues or partners	S@W staff are encouraged to challenge any inappropriate attitude / comments / behaviour	All staff to have regular equality and diversity training/awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate indirect discrimination	Identify partners for client referrals for specialist advice and support		Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies.
	Eliminate harassment		B. Potential lack of awareness of age issues by staff	S@W staff are representative of working age range	Review recruitment procedures
	Eliminate victimisation			SEFTON@WORK promotes fair recruitment and selection through Sefton MBC policies and procedures	
	Not to discriminate on the grounds of appearance			SMBC collate statistical data on Equality & Diversity	
				Staff have participated in various training & events organised by Sefton Equalities Partnership and other agencies	Maintain links with partner organisations; establish appropriate forums to share good practice and information on services offered by S@W/partners.

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>SEXUALITY</u>					
Working with colleagues and partners	Eliminate direct discrimination	Establishing and maintaining effective working relationships to enable Sefton@Work to deliver its services	A. Inappropriate language, behaviour or attitude to/by colleagues or partners	S@W staff are encouraged to challenge any inappropriate attitude / comments / behaviour	All staff to have regular equality and diversity training/awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate indirect discrimination	Identify partners for client referrals for specialist advice and support		Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies.
	Eliminate harassment				
	Eliminate victimisation		B. Potential lack of awareness of issues around sexuality by staff	S@W staff are representative of national statistics in this area Staff have participated in various training & events organised by Sefton Equalities Partnership and other agencies	Review recruitment procedures Maintain links with partner organisations; establish appropriate forums to share good practice and information on services offered by S@W/partners.
	Not to discriminate on the grounds of appearance			SEFTON@WORK promotes fair recruitment and selection through Sefton MBC policies and procedures	
	Advance good relations with LGBT community			SMBC collate statistical data on Equality & Diversity	

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
RELIGION AND OR BELIEF					
Working with colleagues and partners	Eliminate direct discrimination	Establishing and maintaining effective working relationships to enable Sefton@Work to deliver its services	A. Inappropriate language/ attitude to/by colleagues or partners	S@W staff challenge any inappropriate attitude / comments / behaviour	All staff to have regular equality and diversity training/awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate indirect discrimination	Identify partners for client referrals for specialist advice and support		Equality Policy Statement displayed & published on sites, website & publicity materials	Review Equality & Diversity policies.
	Eliminate harassment		B. Potential lack of awareness of cultural traditions/boundaries by staff	List of religious festivals / inter faith calendar available to all staff. Staff have participated in various training & events organised by Sefton Equalities Partnership and other agencies	Ensure annual update to staff Maintain links with partner organisations; establish appropriate forums to share good practice and information on services offered by S@W/partners.
	Eliminate victimisation			SEFTON@WORK promotes fair recruitment and selection through Sefton MBC policies and procedures	Review recruitment procedures
	Not to discriminate on the grounds of appearance			SMBC collate statistical data on Equality & Diversity	
	Advance good relations between people of differing religious beliefs				

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>DISABILITY</u>					
Sefton@Work Employer Facing Services	Advance equality of opportunity between disabled persons and other persons	To provide a comprehensive recruitment and advice service to business including signposting to partner organisations	A. Lack of awareness of disability and health issues by staff &/or employers	Service Level Agreement with employers stating that they are committed to equality of opportunity and non-discriminatory practice.	Ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate discrimination that is unlawful under the act	IAG services to SME's on HR issues		Staff attended various Equality & Diversity training sessions	All staff to have regular equality and diversity / awareness training.
	Eliminate harassment of disabled persons that is related to their disabilities			Employer feedback questionnaire collated and evaluated after vacancy live for one month.	Plan & ensure regular feedback & evaluation on service & publish results.
	Advance positive attitudes towards disabled persons			Ongoing HR support to SME employers	Identify any HR issues at first point of contact and thereafter
	Encourage participation by disabled persons in public life		B. Lack of knowledge of resources available to employers of people with disabilities	Sefton@Work has operating agreement in place with a range of specialist agencies to support people with a range of physical, mental and learning disabilities on access to work issues.	Maintain links with partner organisations; establish appropriate forums to share good practice and information on services offered by S@W/partners.
	Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons			Make employers aware of resources available if employing a person with a disability as part of the advice on recruitment.	All staff to have regular equality and diversity / awareness training and maintain links with partners.
	Not to discriminate on the grounds of appearance			Ongoing HR support to SME employers	Identify any HR issues at first point of contact and thereafter
			C. Inappropriate language, behaviour or attitude by public or staff / partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
				<p>Sefton Council operates the 2-ticks policy – positive action for disabled people.</p> <p>Advertise opportunities with partner organisations working with disadvantaged groups</p> <p>Links with Sefton Equalities Partnership & other agencies</p>	<p>Challenge any instances of inappropriate language, behaviour or attitude; monitor and review periodically.</p> <p>Ensure all vacancies distributed to widest audience</p> <p>Maintain links with partner organisations.</p>

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
RACE					
<p>Sefton@Work Employer Facing Services</p>	<p>Eliminate unlawful racial discrimination</p> <p>Advance equality of opportunity</p> <p>Advance good relations between people of different racial groups</p> <p>Not to discriminate on the grounds of appearance</p>	<p>To provide a comprehensive recruitment and advice service to business including signposting to partner organisations</p> <p>IAG services to SME's on HR issues</p>	<p>A. Lack of awareness of cultural traditions/boundaries by staff &/or employers</p>	<p>Service Level Agreement with employers stating that they are committed to equality of opportunity and non-discriminatory practices.</p> <p>Staff attend various Equality & Diversity training sessions</p> <p>Employer feedback questionnaire collated and evaluated after vacancy live for one month.</p> <p>Ongoing HR support to SME employers.</p>	<p>Ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.</p> <p>All staff to have regular equality and diversity training / awareness training.</p> <p>Plan & ensure regular feedback & evaluation on service & publish results.</p> <p>Identify any HR issues at first point of contact and thereafter</p>
			<p>B. Inappropriate language, behaviour or attitude to clients by public or staff / partners</p>	<p>S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.</p> <p>Links with Sefton Equalities Partnership</p> <p>Advertise opportunities with partner organisations working with disadvantaged groups</p>	<p>All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.</p> <p>Challenge any instances of inappropriate language, behaviour or attitude; monitor and review periodically.</p> <p>Maintain links with partner organisations.</p> <p>Ensure all vacancies distributed to widest audience</p>

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
GENDER					
Sefton@Work Employer Facing Services	Eliminate unlawful discrimination and harassment on the grounds of sex	To provide a comprehensive recruitment and advice service to business including signposting to partner organisations	A. Lack of awareness by employers regarding gender discrimination	Service Level Agreement with employers stating that they are committed to equality of opportunity and non discriminatory practices.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Advance equality of opportunity between women and men	IAG services to SME's on HR issues		Ongoing HR support to SME employers	Identify any HR issues at first point of contact and thereafter
	Not to discriminate on the grounds of marital status			Employer feedback questionnaire collated and evaluated after vacancy live for one month.	Plan & ensure regular feedback & evaluation on service & publish results.
	Not to discriminate on the grounds of pregnancy		B. Inappropriate language, behaviour or attitude by public or staff / partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice. Challenge any instances of inappropriate language, behaviour or attitude; monitor and review periodically.
Not to discriminate on the grounds of appearance		Links with Sefton Equalities Partnership		Maintain links with partner organisations.	
				Advertise opportunities with partner organisations working with disadvantaged groups	Ensure all vacancies distributed to widest audience

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
AGE					
Sefton@Work Employer Facing Services	Eliminate direct discrimination	To provide a comprehensive recruitment and advice service to business including signposting to partner organisations	A. Lack of awareness by employers regarding age discrimination	Service Level Agreement with employers stating that they are committed to equality of opportunity and non discriminatory practices.	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate indirect discrimination				
	Eliminate harassment	IAG services to SME's on HR issues	B. Inappropriate language, behaviour or attitude by public or staff / partners	Employer feedback questionnaire collated and evaluated after vacancy live for one month	Plan & ensure regular feedback & evaluation on service & publish results.
	Eliminate victimisation			Ongoing HR support to SME employers	Identify any HR issues at first point of contact and thereafter
Not to discriminate on the grounds of appearance			S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training	
			Links with Sefton Equalities Partnership	Challenge any instances of inappropriate language, behaviour or attitude; monitor and review periodically.	Maintain links with partner organisations.
			Advertise opportunities with partner organisations working with disadvantaged groups		Ensure all vacancies distributed to widest audience

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>SEXUALITY</u>					
Sefton@Work Employer Facing Services	Eliminate direct discrimination	To provide a comprehensive recruitment and advice service to business including signposting to partner organisations	A. Lack of awareness by employers regarding discrimination	Service Level Agreement with employers stating that they are committed to equality of opportunity and non discriminatory practices	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate indirect discrimination	IAG services to SME's on HR issues		Ongoing HR support to SME employers	Identify any HR issues at first point of contact and thereafter
	Eliminate harassment		Employer feedback questionnaire collated and evaluated after vacancy live for one month	Plan & ensure regular feedback & evaluation on service & publish results.	
	Eliminate victimisation		B. Inappropriate language, behaviour or attitude by public or staff / partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training
	Not to discriminate on the grounds of appearance				Challenge any instances of inappropriate language, behaviour or attitude; monitor and review periodically.
	Not to discriminate on the grounds of marital status			Links with Sefton Equalities Partnership	Maintain links with partner organisations.
	Advance good relations with LGBT community			Advertise opportunities with partner organisations working with disadvantaged groups	Ensure all vacancies distributed to widest audience

Function / Activity	General Duties	Service Description	Barriers / Potential Barriers	Evidence of meeting duties / Addressing barriers	Summary of Actions
<u>RELIGION AND OR BELIEF</u>					
Sefton@Work Employer Facing Services	Eliminate direct discrimination	To provide a comprehensive recruitment and advice service to business including signposting to partner organisations	A. Lack of awareness by employers regarding discrimination	Service Level Agreement with employers stating that they are committed to equality of opportunity and non discriminatory practices	All staff to have regular equality and diversity training / awareness training and ensure all partner agencies have Service Level Agreements stating that they are committed to equality of opportunity and non-discriminatory practice.
	Eliminate indirect discrimination	IAG services to SME's on HR issues		Ongoing HR support to SME employers.	Identify any HR issues at first point of contact and thereafter
	Eliminate harassment		Employer feedback questionnaire collated and evaluated after vacancy live for one month	Monitor employer feedback questionnaire.	
	Eliminate victimisation		B. Inappropriate language, behaviour or attitude by public or staff / partners	S@W staff challenge any inappropriate attitude / comments / behaviour. Team values used as part of the PR&D process.	All staff to have regular equality and diversity training / awareness training
	Advance good relations between people of differing religious beliefs			Links with Sefton Equalities Partnership	Challenge any instances of inappropriate language, behaviour or attitude; monitor and review periodically. Maintain links with partner organisations.
Not to discriminate on the grounds of appearance					