

## Equality Objectives and Headline Actions

**Objective 1: To ensure services delivered by, or on behalf of, YPO are – as far as possible – is accessible to all customers and does not discriminate in any manner.**

We will do this by working with our key stakeholders to:

- Identify, prioritise and deliver actions to address the most pressing needs and narrow the gap in outcomes between certain disadvantaged groups and the wider community by March 2015
- In line with the development of our Corporate Social Responsibility policy develop both general and targeted customer and supplier engagement and communication to: raise awareness of equality issues; bust myths that lead to discrimination; and ensure local communities are increasingly empowered to influence the way services are delivered by March 2015.
- Improve our local business intelligence including: increasing understanding of the diverse nature of our customers and suppliers; and understanding the impact of our services to ensure decision making is based on robust knowledge of customers and suppliers by March 2015, this will be achieved through completing Equality Impact Assessments.
- Continue to strengthen equality into the schedule of requirements for commissioned services (e.g. procurement, frameworks, Pro5 relationship), where relevant and proportionate to do so, and implement contract management arrangements that ensure all current and possible suppliers demonstrate fair treatment of employees and key stakeholders by March 2014. This will be achieved through Pre-Qualification Questionnaires and also through supplier management.
- Continue to improve customer access channels to YPO and its services and put in place systems to ensure no one group finds it more or less difficult to access services by March 2015. This will be achieved through catalogue and web site development.

**Objective 2: To ensure YPO's employees and elected members are supported to effectively deliver accessible, non-discriminatory services.**

We will do this by working with our partners, where appropriate, on:

**Leadership**

- Identify and confirm an equality and diversity champion for YPO at a senior level and widely communicate YPO's agreed equality objectives by end of 2013.

**Management Practice and Customs**

- Ensure the equality information we hold on all employees is timely, accurate, reliable, relevant, valid and complete by March 2015.
- Use employee equality information to support recruitment and retention policies that helps ensure YPO further moves towards a workforce that reflects the community it serves by March 2015.
- Implement effective impact assessments.

**Employee Motivation**

- Continue to use employee engagement mechanisms - and results – to understand and address the proportion of staff who say they are valued and treated fairly.
- Continue to deliver a proportionate programme of needs-led equality and diversity training for employees and elected members, to increase understanding and continue to improve the levels of skill, knowledge and behaviours in respect of equality by March 2015.

**Workforce Culture**

- Develop the use and co-ordination of networks for employees across the nine protected characteristics, providing support forums and helping identify the most pressing issues for addressing by March 2015.
- Undertake a systematic review of all existing policies and procedures to ensure compliance with the equality objectives and PSED by March 2015.

**Performance and Delivery**

- Monitor and report progress against YPO's Public Sector Equality Duty (PSED) objectives on a six monthly basis to YPO's Equality and Diversity Champion, the board and SMT.