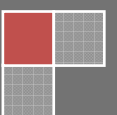


2010

# Equality and Diversity Training Local Authority Pack

As a major employer and a provider of customer services, the City Council has a double responsibility to promote equality and diversity in both the way services are provided and in the management and conduct of City council employee relations. The Council's wider responsibilities mean it is more crucial than ever for services to be accessible to all sections of local communities and to consider the impact on all residents and visitors when developing policies and services.



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## About this resource

This resource provides a platform to identify practical ideas, share best practice and action plan around the agenda.

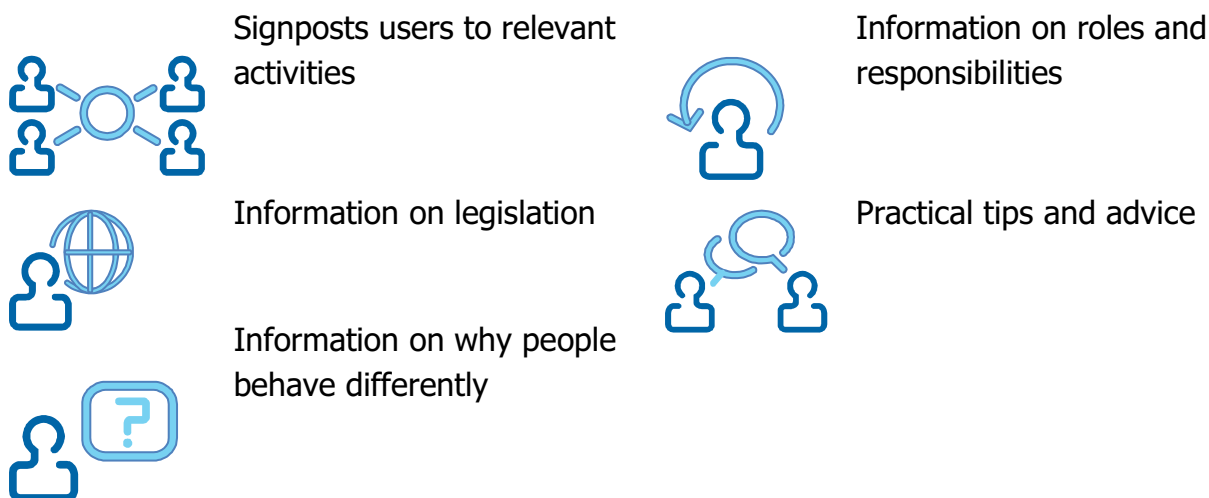
It aims to provide staff with:

- a clearer understanding of the six strands of equality and diversity and developments to the legal framework that surrounds them
- greater awareness of the framework for equality and how to draw on this to challenge the way services are structured and delivered
- a toolkit of ideas and strategies to help them become more inclusive in their practice, actions and decisions
- practical tips on how to better communicate and engage with a diverse range of people – customers, colleagues, partners and stakeholders – in everyday situations
- advice on dealing with challenging situations in an effective way
- improved understanding and social awareness of why people behave differently and thus reduce the incidence of unwitting and unintentional discriminatory behaviour
- a mechanism by which to identify individual areas for action and development

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It reflects the reality of multiple discrimination, since everyone is affected by each of the equality strands that are protected by legislation, and other areas not protected by law.

The following graphics help to guide the user around the resource.



**Disclaimer:** This study pack does not constitute legal advice. Specific legal advice should be taken before acting on any of the topics covered. No responsibility for loss occasioned to any person from action taken as a result of the material in this publication can be accepted by Training Resources.

The resource includes a range of examples, advice, practical tips and activities to help embed the learning in an interesting way. It draws on people's own experiences and highlights the application and relevance of equality and diversity in a range of roles, including those of elected members, strategic planners, and managers, training staff, administrators, supervisors and staff working directly with service users.

It has a clear emphasis and focus on **equality/diversity in service delivery**. It recognises that public sector organisations need to ensure that their services are inclusive, appropriate and responsive to different sections of the community.

Above all, it reflects the fact that many staff are more interested and more engaged in a best-practice rather than a compliance approach.