



Equality Scheme: Action Plan 2007–2010

Action		Responsibility	By when / Comments
1. Establish priorities and procedures			
1.1	Allocate responsibilities and establish procedures to conduct and report on Equality Impact Assessments * R, D, G, SO, R/B, A	All function heads	November 2007
1.2	Identify and train key personnel on Equality Impact Assessment [EIA] R, D, G, SO, R/B, A	All function heads Diversity Team	December 2007
1.3	Produce prioritised list of existing policies for EIA in Action Plan 2007–2010 ** R, D, G, SO, R/B, A	All function heads	December 2007
1.4	Revise templates for project documents, board papers, etc R, D, G, SO, R/B, A	All function heads	December 2007
1.5	Modify Assurance Map and Internal Audit procedures R, D, G, SO, R/B, A	Head of Internal Audit	December 2007
1.6	Publicise identity and role of diversity champion in each office R, D, G, SO, R/B, A	Personnel managers	December 2007 Review annually

* The most relevant issues are indicated as R = Race, D = Disability, G = Gender, SO = Sexual orientation, R/B = Religion/belief, A = Age.

** With procedures established, action should then be taken within each function to implement action plans based on this list of their policies prioritised according to their relevance to equality in relation to race, disability, gender, sexual orientation, religion/belief and age.





Action		Responsibility	By when/comments
2. Assess impact of policies and practices			
2.1	Equality impact assessment of all new functions and policies R, D, G, SO, R/B, A	Programme and project managers	During policy development
2.2	Equality impact assessment of all current functions and policies R, D, G, SO, R/B, A	Programme and project managers	Rolling programme according to priorities established by action 1.3



The actions listed below have been identified as priorities from consultation during the development of this Equality Scheme (see section 6) and should be incorporated into the Action Plans of the appropriate functions.

Action	Responsibility	By when/comments
3 Promote equality in plans for the future of Land Registry		
3.1 Diversity issues to be embedded in all plans for Land Registry – with involvement, consultation and impact assessment R, D, G, SO. R/B, A	Policy & Planning	At all times
3.2 Equality impact assessment of proposals for office closures, mergers and/or reorganisation R, D, G, SO. R/B, A	Policy & Planning	At all times
3.3 Equality impact assessment of proposed changes to working arrangements R, D, G, SO. R/B, A	HR Policy	During development
3.4 Equality Impact assessment of proposed changes to arrangements for flexible working arrangements R, D, G, SO, R/B, A	HR Policy	During development



4 Obtain feedback on impact of policies from customers			
4.1	Review sources of customer feedback R, D, G, SO, R/B, A	Customer Service Manager	November 2007
4.2	Monitoring questions to be added to questionnaires for customer surveys, feedback forms, and so on R, D, G, SO, R/B, A	Customer Service Manager	New forms: immediately Existing forms: next printing opportunity
4.3	Establish procedures to monitor users of customer information centres R, D, G, R/B, A	Customer Service Manager	Commence pilot by July 2007 Roll out January 2008
4.4	Obtain information on profile of members from Law Society, Council of Mortgage Lenders, and so on R, D, G, SO, R/B, A	Customer Service Manager	2007 – before next consultation exercise
4.5	Review and revise, if necessary, composition of user panels and consultative groups R, D, G, SO, R/B, A	Customer Service Manager	December 2007



5 Obtain feedback on impact of policies from employees			
5.1	Identify Disability Focus Group members in all offices D	Personnel Managers to assist DFG	September 2007
5.2	Establish Religious Focus Group for annual review of Equality Scheme R/B	HR Policy	April 2008/annually thereafter
5.3	Age focus groups to be convened as part of annual review of this Equality Scheme A	HR Policy	April 2008/annually thereafter
5.4	Collate information from exit interviews in local offices and monitor against six diversity strands R, D, G, SO, R/B, A	Personnel managers/HR	April 2008/annually thereafter



6 Ensure public access to information and services			
6.1	Ensure that publications and official material are produced in suitable formats for disabled customers and staff D	Marketing Services/ Internal Communication	All new material Keep under review
6.2	All websites to meet required accessibility standards D	Head of Information Systems	Report on current situation by November 2007
6.3	Access Audits with major refurbishment or after three years D	Facilities Diversity Champion	Rolling programme
6.4	Provide visitor information concerning access for all offices D	Customer Service	September 2007
6.5	Keep Personal Emergency Evacuation Plans for disabled customers under review D	Customer Service/ Facilities	Keep under review
6.6	Transgender equality impact assess procedures for dealing with enquiries and applications G	Customer Service	December 2007
6.7	Equality Impact Assess policies and services in light of extension of legislation on sexual orientation discrimination to good and services SO	All function heads	New policies: in development Existing policies: in prioritised rolling programme



7 Equality Impact Assessment of communications			
7.1	Ensure communications strategy, methods and media meet language needs, including BSL R, D	Marketing Services/Internal Communication	Commence monitoring of language use from July 2007 Review language needs and implement: March 2008
7.2	Ensure publications, office material and office systems are in formats suitable for a range of disabled customers and staff D	Marketing Services/Internal Communication	All new material Keep under review
7.3	Review and update all publicity and information documents in light of Civil Partnership Act 2004 SO	Registration Change	December 2007

8 Promote equality in procurement			
8.1	Amend standard documents for tender invitations and contracts to include Equality Scheme commitments R, D, G, SO, R/B, A	Procurement	September 2007
8.2	Equality Impact Assessment of procurement procedure R, D, G, SO, R/B, A	Procurement	September 2007
8.3	Promote diversity in suppliers through public procurement procedures R, D, G, SO. R/B, A	Procurement	Keep under review



9 Increase diversity at senior levels			
9.1	Establish and promote mentoring by/work-shadowing of managers at senior levels for ethnic minority, disabled and female staff R, D, G,	HR Policy	March 2008
9.2	Equality impact assessment of approaches to career management and development R, D, G	HR Policy	March 2008/March 2009
9.3	Review job description/person specifications for senior roles for availability of flexible working arrangements D, G	Function heads/HR	

10 Increase representation of minority ethnic groups at senior levels			
10.1	Identify and assess development needs of ethnic minority staff over-represented in RA/RO grades R	HR Policy	Assess and initiate action by March 2008
10.2	Race equality-proofing and retrospective evaluation of recruitment/promotion exercises	HR Policy	All recruitment and promotion exercises
10.3	People from minority ethnic groups to be trained to participate in promotion boards and assessment centres	HR Policy	All recruitment and promotion exercises

11 Promote the involvement of disabled people			
11.1	Ensure involvement of disabled staff at all levels of national and local office leadership D	HR: Personnel managers to monitor/advise	Keep under review



12 Ensure accommodation meets needs of disabled staff			
12.1	Environmental guidelines to be Disability Equality-proofed and kept under review D	Facilities/HR Policy	September 2007, then keep under review
12.2	Space optimisation activities to take account of needs of disabled staff D	Facilities/HR Policy	Pilot project and subsequent activities
12.3	Regularly reviewed Personal Emergency Evacuation Plans (PEEPs) for disabled staff D	Facilities Manager	September 2007 and annual reviews
12.4	Monitor external schemes (eg Access to Work) and amend internal policies accordingly D	HR Policy	Keep under review



13 Increase gender balance at senior levels			
13.1	Establish a women's focus group G	HR Policy	April 2008
13.2	Establish arrangements to facilitate identification of job-sharing partners G	HR Policy	Keep under review
13.3	Identify causes and take positive action to address under-representation in areas such as IT and Facilities	Directors of IT and Facilities	Identify causes: by April 2008 Initiate action: by April 2009
13.4	Monitor promotion by working pattern G	HR Policy	

14 Promote equality for transgender/transsexual individuals			
14.1	Publish written guidance on trans issues in the workplace G	HR Policy	August 2007
14.2	Land Registry to subscribe to a:gender G	HR Policy	September 2007
14.3	Attitude survey on transgender equality in the workplace G	HR Policy	April 2008



15 Promote equality for lesbian, gay and bisexual staff			
15.1	Attitude survey on LGB equality in the workplace	HR Policy	April 2008

16 Equality Impact Assessment in HR			
16.1	EIA of proposed changes to organisation to HR R, D, G, SO, R/B, A	Director of HR	During policy development
16.2	EIA of new HR advance systems R, D, G, SO, R/B, A	Director of HR	During development
16.3	EIA of policies affecting operation of default retirement age A	HR Policy	High priority
16.4	Review operation of default retirement age A	HR Policy	April 2008/annually thereafter
16.5	Redefine/reinstate Approved Early Retirement A	HR Policy	When Cabinet Office guidance is available
16.6	Develop programme to prepare staff affected by new retirement procedures A	HR Policy	April 2008



17 Ensure that training provision promotes equality/diversity			
17.1	Ensure that training methods and arrangements take account of diverse needs, learning styles, etc R, D, G, A	HR Policy	All new training provision Existing provision: by March 2008 Keep under review
17.2	Ensure that Equality Scheme commitments in relation to all six diversity strands are included in all training R, D, G, SO, R/B, A	HR Policy	Rolling prioritised programme of review
17.3	Future diversity training to explicitly address organisational cultural barriers to equality R, D, G, SO, R/B, A	HR Policy	New or updated training courses
17.4	Monitor access to early training opportunities by ethnicity R	HR Policy	April 2008
17.5	Policy and publicity documents and training on harassment and bullying to be updated to include transgender issues and sexual orientation G, SO	HR Policy	Documents: December 2007 All training courses
17.6	Evaluate the impact of diversity training for managers	HR Policy	

18 Extend equality monitoring			
18.1	Consult on monitoring of sexual orientation and gender identity SO, G	HR Policy	On publication of Cabinet Office guidelines
18.2	Survey to obtain information on religion/belief R/B	HR Policy	December 2007
18.3	Resurvey to improve records on	HR Policy	December 2007



	disability and ethnicity R, D		
18.4	Monitor use of Counselling & Support Services R, D, G, SO, R/B, A.	HR Policy	April 2008 and annually
18.5	Monitor composition of recruitment and selection panels R, D, G	HR Policy	April 2008 and annually
18.6	Monitor access to 'development opportunities' R, D, G, SO, R/B, A.	HR Policy	April 2008 and annually
18.7	Monitor sickness absence and referrals R, D, G, SO, R/B, A.	HR Policy	April 2008 and annually
18.8	Monitor access to special facilities and reasonable adjustments, including working pattern modifications R, D, G, SO, R/B, A.	HR Policy	April 2008 and annually