

# Public Sector Duty Implementation Strategy and Action Plan

## Introduction

The Public Sector Duty is set out in Section 42 of the Irish Human Rights and Equality Commission Act 2014. It requires a public body, in the performance of its functions, to have regard to the need to:

- (a) eliminate discrimination
- (b) promote equality of opportunity and treatment of its staff and the persons to whom it provides services, and
- (c) protect the human rights of its members, staff and the persons to whom it provides services

A public body is furthermore required to

- (a) set out in a manner that is accessible to the public in its strategic plan (howsoever described) an assessment of the human rights and equality issues it believes to be relevant to the functions and purpose of the body and the policies, plans and actions in place or proposed to be put in place to address these issues, and
- (b) report in a manner that is accessible to the public on developments and achievements in that regard in its annual report (howsoever described)

In anticipation of the adoption of the City Council's revised Corporate Plan 2020-2024, a cross-Departmental Working Group has been established under the sponsorship of Human Resources and Corporate Services management with the aim of preparing a Public Sector Duty Implementation Strategy for incorporation into this strategic plan. This Group reports to a senior level Equality Committee.

The approach taken is based on guidance, information, presentations and workshops provided by the Irish Human Rights and Equality Commission; the experience of one of the Local Authorities chosen to pilot implementation of the Public Sector Duty; and advice from an equality and diversity specialist. It is values-based and focused on specific outcomes to ensure the action plan delivers effective and meaningful outcomes.

# Implementation Strategy

## This strategy is based on the following Values:

- Dignity and respect  
People being treated in a manner that recognises their intrinsic human worth

*“We will strive to ensure that everyone who uses our services or who is employed by us is dealt with in a manner that recognises their humanity and upholds their rights”*

- Diversity and accessibility  
Difference is welcomed and valued and diversity is accommodated in access to our services and in employment

*“We will strive to advance a barrier-free and accessible services and City Council that welcomes diversity”*

- Inclusion and social justice  
The diversity of people have the resources and opportunities to participate fully in all aspects of life in the city.

*“We will strive to support positive and equal outcomes for the diversity of our service users and employees”*

- Participation and engagement  
The diversity of people have opportunities to have a say on matters and in decisions that affect them

*“We will strive to secure input and involvement from the diversity of people who are affected by our actions and decisions”*

- Choice and autonomy  
The preferences and choices of the diversity of people are acknowledged with appropriate options available in service delivery and employment where possible

*“We will strive to take account of and respond to people’s choices and aspirations where appropriate and reasonably practicable in the performance of our statutory obligations and civic duties”*

**The Implementation Plan considers actions under the following functions:**

1. SERVICES
2. EMPLOYEES
3. PROJECTS, PROCUREMENT, GRANTS, OUTSOURCING & SERVICE LEVEL AGREEMENTS
4. PLANS AND PROGRAMMES
5. IMPLEMENTATION AND OVERSIGHT

These headings focus on  
service provision and interaction with service users;  
employment and the internal environment;  
corporate functions including procurement, grant giving, outsourcing and service level agreements (SLAs); and  
the production and review of plans and programmes  
and they fully address the broad functional range of Dublin City Council.

## 1. SERVICES

Goal	Objectives	Actions	Responsibility
1. To assess and review equality & human rights issues relevant to Dublin City Council services	To assess the equality & human rights issues relevant to key areas of service provision	Consult on, identify and prioritise the equality & human rights issues relevant to key areas of service provision	Equality Office with local departments
2. To examine the current situation for equality & human rights in Dublin City Council	To review key services with respect to equality & human rights standards	Carry out a rolling programme of review of key services to ensure they comply with equality & human rights standards and reflect good practice in protecting human rights, accommodating diversity and promoting equality, beginning with  Customer Services Centre  Library and Archive Services  Fire and Emergency Services	Equality Office with local departments
3. To ensure the issues identified are addressed when introducing new or reviewing existing processes or procedures	To ensure a continuous focus on addressing equality & human rights is embedded in departmental processes and procedures	Ensure actions to address the key equality & human rights issues identified through assessment and review are included in any new or reviewed processes or procedures	Local departments
4. To consult with groups across the nine grounds covered under equal treatment legislation and under a socio-economic status	To ensure people experiencing inequality and human rights issues that are affected by our	Participation process with relevant groups and their organisations at key moments in implementing this plan	Local departments

ground and supporting their participation in implementing the key actions in this plan	actions and decisions have an opportunity to shape our approach to eliminating discrimination, promoting equality and protecting human rights		
5. To track and understand changing customer profile	To gauge how our service delivery includes groups experiencing inequality and human rights issues and impacts on those using our services	Develop methods to evaluate outcomes for service users and potential service users across the nine grounds and the socio-economic status ground	Local departments

## 2. EMPLOYEES

Goal	Objectives	Actions	Responsibility
1. To assess and review of equality & human rights issues relevant to employment in Dublin City Council	To assess the equality & human rights issues relevant to the employment function	Consult on, review and prioritise the equality & human rights issues relevant to employment in Dublin City Council	Human Resources Department
2. To examine current Dublin City Council employment processes with respect to compliance with equality & human rights standards	To review key employment processes and practices with respect to human rights & equality standards	Rolling review of employment policies and procedures to ensure they comply with equality & human rights standards and reflect good practice in protecting human rights, accommodating diversity and promoting equality	Human Resources Department
3. To ensure the issues identified are addressed when introducing new or reviewing existing processes or procedures	Ensure a continuous focus on addressing equality & human rights is embedded in the employment function	Ensure actions to address the key equality & human rights issues identified through assessment and review are applied to any new or reviewed human resources processes or procedures	Human Resources Department
4. Consultation with staff from across the nine grounds covered under equal treatment legislation and under socio-economic status ground and supporting their participation in implementing key actions in this plan	Ensure the views of our diverse workforce are sought to shape our approach to eliminating discrimination, promoting equality and protecting human rights	Participation process with representative sample of the diversity of staff	Human Resources Department
5. To track and understand changing employee profile	To ensure our workforce is reflective of the population	Use data systems to inform our strategy to ensure our workforce reflects an appropriate	Human Resources

	who use our services	representation from across the nine grounds and the socio-economic status ground	Department
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### 3. PROJECTS, PROCUREMENT, GRANTS, OUTSOURCING & SERVICE LEVEL AGREEMENTS

Goal	Objectives	Actions	Responsibility
1. To ensure a consideration of equality & human rights issues is incorporated into procurement, grant making, outsourcing and service level agreement processes	To consider the equality & human rights issues, identified in the above actions on services and employment and relevant to procurement, grants, outsourcing and service level agreements and establishing appropriate templates to ensure they are addressed through these processes	Inclusion of equality & human rights requirements in procurement processes, grant making processes, outsourcing agreements and service level agreements to ensure relevant issues identified are addressed	Local departments and Equality Office
2. To ensure a consideration of equality & human rights issues is integrated into all capital projects	To revise process template for projects to include consideration of equality & human rights issues identified in the above actions on services and employment at Preliminary Design stage	Insert specific requirement to consider equality & human rights issues at Preliminary Design stage of Standard Dublin City Council Project Stages to be used by all Council project teams	Environment and Transportation Department



#### 4. PLANS AND PROGRAMMES

Goals	Objectives	Actions	Responsibility
1. To ensure plans and programmes comply with equality and human rights standards	To consider the equality and human rights issues relevant to our particular plans and programmes	Carry out an equality & human rights impact assessment when drafting or reviewing plans and programmes to ensure they adequately address identified equality and human rights issues	Local departments

## 5. IMPLEMENTATION AND OVERSIGHT

The senior level Equality Committee is responsible for equality, human rights, diversity and non-discrimination policy in Dublin City Council, including the implementation of our public sector duty. The Equality Office will coordinate the implementation of this Action Plan, capacity building for those responsible for its implementation and developing wider staff understanding of the public sector duty and the values-based approach.

Goals	Objectives	Actions	Responsibility
1. To report on progress in addressing the issues identified and specified in the Actions above	To report annually on progress in implementation of actions to address issues identified in accordance with the Public Sector Duty	Include an update on progress on Public Sector Duty actions in the Corporate Plan Annual Progress Report/Annual Report	Local departments