

## Equality & Diversity Action Plan 2005 - 2008

This action plan pulls together all of the diversity actions from this years service plans and also additional actions that are set out in the Race Equality Scheme and our Diversity Policy. The action plan shows how diversity is embedded within our service plans. Other actions are set out are in relation to our relevant legal duties. The grid is also structured around the four assessment categories of the Equality Standard for Local Government.

The key on the right-hand side refers to the following documents: Race Equality Scheme (RES), Disability Equality Scheme (DES), Social Inclusion Review (SI), Equality Standard (ES), Comprehensive Diversity Policy (CDP), Service Plans 2006/7, Best Practice Improvement Sessions (BPIS) and work of the Equalities Working Group (EWG).

<b>Actions</b>	<b>Lead</b>	<b>When</b>	<b>How</b>	<b>Source</b>
<b>Equal access to services</b>				
Conduct impact assessments on all new policies and current services to ensure no discrimination is evident	EWG/S&C/SMT	Ongoing	EWG conducting reviews of current services & all reports to include implications. Develop a Wychavon IA toolkit	ES/RES/DES
Improve website in terms of diversity and access	Web Champs & graphics	March 2007	Continue to develop content, increase range of information including GIS and online consultation	ES/EWG/Service Plan
Implement free bus pass for over 60's, smart cards to make the scheme easy to use and travel tokens for the over 80's and the disabled	Democratic services	March 2007	Implementing full scheme	Service Plan
Adopt and launch a county wide older persons strategy	Housing & Revenues	March 2007	Working with county wide partners	Service Plan
Consider diversity issues within service delivery of key frontline services	Com Services	March 2007	Through monitoring services	Service Plan
Expand Access link coverage to wychavon leisure.	S&C/Corporate Projects	March 2007	Make service available through corporate projects team	BPIS

<b>Actions</b>	<b>Lead</b>	<b>When</b>	<b>How</b>	<b>Source</b>
Produce key information documents in audio (CD) format.	All departments	Ongoing	Assess the demand and take up of audio documents	DES
Ensure Translation services are available on all publications	S&C	Ongoing	Graphics team use as part of checklist	RES
Form a new Disability scheme as part of Corporate Equalities Policy & Consult with Disabled Groups on new Equality Scheme	S&C/EWG	December 06	Include an audit of what we do and link into impact assessment process. By notifying relevant groups and getting feedback on draft policy	DES
Promote diversity & equality issues through internal and external communications	S&C	Ongoing	e.g. festivals covered in aspire, monthly diversity column Support Black History Month in October	RES
Undertake a promotional scheme in a rural area to help to raise awareness of fuel poverty and affordable warmth	Housing & Revenues	March 07	Work in partnership with a Parish Council and WEEAC	Service Plan
Promote all aspects of our services	Housing and Revenues	March 07	Through publicity, leaflets and campaigns	Service Plan
Improve service availability outside normal hours	Env Health	March 07	Provide an out of hours service	Service Plan
<b>Consultation, community development and scrutiny</b>				
Drive consultation, advice and sharing existing research and intelligence with other service units	S&C	March 07	Manage satisfaction surveys and make consultations available online.	Service Plan
Consult with our community on equalities issues and ensure all consultation we conduct takes into account diversity issues	S&C	March 07	Conduct targeted consultation specifically aimed at ethnic minority groups	ES
Review and improve the effectiveness of our LSPs and Core Group	S&C	March 07	Review community plan in relation to diversity issues as part of community plan review	Service Plan/ ES
Promote good race relations and cultural awareness	All departments led by EWG	Ongoing	Annual eastern arts festival	RES/ES
Promote diversity in the district	S&C	March 08	Through reaching out initiative	RRD

<b>Actions</b>	<b>Lead</b>	<b>When</b>	<b>How</b>	<b>Source</b>
Expand our 'reaching out to everyone' initiative to engage a wider range of community groups.	S&C	March 2008	Outreach Officer to identify and work with more remote community networks	ES/ Service Plan
Continue to incorporate issues surrounding diversity into our decision making	Env Health	March 2008	Actively review our services, procedures and policies. Work with local food businesses to ensure our services are appropriate to them.	Service Plan
Consult and communicate with users and potential users of our services and seek to consult with and publicise our services to hard-to-reach groups	Env Health	March 2007	Implement our consultation strategy and liaise with other departments to ensure best use of resources	Service Plan
Review samples of planning decisions to ensure no evidence of discrimination against ethnic minority communities	Planning	March 2007	Through consultation working with EWG	Service Plan
Hold at least 3 stakeholder forums	Planning	March 2007	User groups including residents, agents, consultees and internal customers	Service Plan
Engage young people in local democracy through citizenship sessions	S&C	March 2008	Continue to build relationships with schools and work with them on citizenship programme	Service Plan
Conduct a staff attitude survey and develop action plan following results	S&C and Personnel	December 06	Include equality and diversity issues within questionnaire	Service Plan
<b>Self-assessment and audit</b>				
Conduct scrutiny exercises of our work to look at specific equality and diversity issues	S&C	Ongoing to 2008	e.g. G&T scrutiny to develop a new approach and policy	Service Plan
Produce an annual diversity update report to monitor our progress and detail our work	S&C	August in 2006/7/8	To show progress each year and make available on website	CDP
Establish indicators to monitor inclusion, cohesion and equalities issues	S&C/EWG	March 08	Use quality of life indicators, and other available info and conduct SoS review once a year on progress	CDP
Set up an information portal as an active community-profiling tool.	S&C	March 08	Work with the county council to pool together info sources JUIS system and GIS	EWG/ES/S

<b>Actions</b>	<b>Lead</b>	<b>When</b>	<b>How</b>	<b>Source</b>
Track annual progress against the equality standard criteria and get external assessment before level 3	S&C	March 2006/7/8	As part of end of year audit	SI/ES
Maintain ISOP 9000 and Chartermark accreditation	Env Health	March 07	By management reviews, external audits, internal audits, document control	Service Plan
Achieve Chartermark accreditation for Corporate services, planning and community services	Legal & Support services, S&C, Planning	March 2007	Ensure high customer services standards to all our customers and scrutinise our work to find improvements.	Service plan
Revisit and refresh plans and partnerships reviews	S&C	March 07	Assess diversity content	Service Plan
<b>Equality in employment and pay</b>				
Conduct workforce profiling	Personnel	March 07	Gather internal employment stats and compare with community profile	ES
Review recruitment procedures	Personnel	March 08	To ensure that publicity to jobs does not unfairly restrict applicants	ES
Conduct a series of training events for staff and councillors on equality issues	Personnel/ Committee team	March 07	Staff training programme, awareness through staff briefings and councillor sessions	ES/SI/ RES
Deliver a clear workforce development plan	Personnel	March 2007	Produce a corporate Training Plan, Skills audit and Workforce Strategy	Service Plan
Continue to develop best practice on procurement within Wychavon	Internal Audit	March 2007	Build on streamline arrangements and deliver benefits to other areas	Service Plan