

CDC Equalities - Themes

Objective	Comments
<p>CEQ - Building Strong Communities</p>	<p>★</p> <p>1) What has happened? The Council is continuing to take a leading role in the nascent arts and health network in Oxfordshire and with other DC partners looking at the commissioning of arts organisations to meet expressed wellbeing needs. The taking part scheme continues to provide a first step for community groups to engage with Arts activity. Alongside this two programmes are running - Singing for wellbeing and the social prescribing scheme. There is also support for Dancing with Parkinson's group and Dance to health.</p> <p>Recruitment of Health & Wellbeing Officer is ongoing.</p>
<p>CEQ - Demonstrating our Commitment to Equality</p>	<p>★</p> <p>1) What has happened? Review of Equality Annual Programme has taken place for 15/16 with areas of improvement highlighted and built into Action Plan for 2016/2017.</p> <p>The E-Equality Steering group review of current champions has not took place. The reveiw is to take into account recent restructures and joint working. The contact group for this steering group needs to be reviewed so if/when legislation/duties change there are key contacts in the organisation to support change. This area of work is low priority as there are no planned changes to the equality legislation or public sector duties.</p> <p>The current Housing Allocations Scheme was introduced in Cherwell in September 2015. The changes to the scheme have allowed us to have greater flexibility to let a wider group of people join the Housing Register and be considered for social housing locally. We publish details for all properties allocated through the councils Allocations Scheme on the Choice Based Lettings website which provides information about the type, size and location of each property and the priority awarded to the successful nominated applicant and the length of time they have been waiting on the housing register. Further information will be included on the council's new website to provide customers with more information regarding all social housing property lettings including the availability and allocations of affordable homes and also the profile those successful in gaining allocations against the diversity and needs of applicants to the Housing Register.</p>
<p>CEQ - Fair Access and Customer Satisfaction</p>	<p>★</p> <p>1) What has happened? Discrimination complaints continue to be captured on a monthly basis with information being provided to the Business Transformation Project Officer for review. During Q2 Cherwell received 4 complaints whereby after investigation 2 were deemed to be valid and 2 invalid.</p> <p>The Housing Needs Team maintains a database for all enquiries and complaints received by the department including details for enquiries received by service users, Councillors and the local MP, Victoria Prentis.</p> <p>In the last quarter the council received a total of 12 MP/Cllr Enquiries (6 MP & 6 Cllr) and 3 complaints about the services provided by the Housing Needs Team. All enquiries have been responded too in the appropriate timeframes. This information continues to be monitored and reviewed to gain insight into current customer satisfaction levels of the services provided by the department.</p> <p>The Housing department has not received any Ombudsman enquiries about the quality of the services offered to local residents.</p> <p>To gain further insight into the departments performance we have also been looking at other ways to gain insight into the overall satisfaction of services provided by the department including an online customer satisfaction survey and will continue to progress this to be introduced in line with the new IT website review for the Housing Website.</p> <p>Up to 6 CDC employees at a time carry out mystery visitor reports to the 3 Main Leisure Centres at Spiceball Leisure Centre, Bicester Leisure Centre and Kidlington and Gosford Leisure Centre (2 at each facility). It is the intention to increase the number of mystery visitors to 8 once the re-development works at Woodgreen Leisure Centre are completed. Overall for Q2, 27 mystery visits were undertaken (11 at Spiceball, 6 at Kidlington and 10 at Bicester). The relatively low reporting for Kidlington was a result of only one active mystery visitor reporting at this site. Mystery visit reports are shared with Parkwood/Legacy to improve Service Standards and also allow CDC Officers to follow up on any concerns. Generally comments are positive in nature particularly around friendliness of staff. Some cleanliness issues are raised. Recently raised has been the difficulty in getting through on the phones particularly at Kidlington Leisure Centre.</p>

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<p>CEQ - Positive Engagement and Understanding</p>	<p>1) What has happened? The Customer Service Specialists have attended the following community groups/events this quarter:</p> <ul style="list-style-type: none"> 6 sessions - Bicester Job Club 5 sessions - Banbury Job Club 10 sessions - Bicester Food Bank 12 sessions - Banbury Food Bank 6 sessions - Kidlington Food Bank 2 sessions - Horsefair GP 1 session - Restore (Mental Health) 2 sessions - SNVB Deddington - NEW in July 2 sessions - SNVB Steeple Aston 1 session - Morrison's Supermarket - One off event in July 1 session - Sainsbury's Coffee Morning, Bicester - One off event in Sept <p>MK Equality Council set up as third party reporting centre for Cherwell. No hate crime reports submitted this quarter.</p> <ul style="list-style-type: none"> 1 session - Banbury Job Fair - 6 monthly event 1 session - Bicester Job Fair - 6 monthly event 1 session - Seniors Forum 1 session - Older peoples Event, Bicester - One off event in Sept
<p>CEQ - Tackling Inequality and Deprivation</p>	<p>1) What has happened? The contract with Citizens Advice for the 'Volunteer Connect' service continues to be delivered.</p>



CDC Equalities - Exceptions

Objective	Measure	Actual (pd)		Comments
CEQ - To ensure that services are accessible to everyone and delivered at an excellent standard	Engage with the Rural Member Champions to ensure 'Rural Impact' is taken into consideration	Very behind schedule	▲	<p>1) What has happened? Due to limited staff resource and other workload, developing Rural Impact assessment has not been a priority.</p> <p>3) What actions are we taking? Rural member Champion is regularly briefed on issues affecting rural communities. Parish Liaison meetings held twice per year to invite feedback from representatives of rural communities. However, we have yet to develop a mechanism to ensure that all services are systematically considered for rural impact. This is unlikely to happen in 2016/17.</p>
CEQ - Continue to increase CDC's knowledge & understanding of the wider community	Use the CCSDS to secure appropriate indoor community facilities for new housing developments	Very behind schedule	▲	<p>1) What has happened? Restructuring of Community Services has drawn officer time away from CCSDS development, risking lack of input to the Developer contributions SPD</p> <p>3) What actions are we taking? Recruitment of Health & Wellbeing Officer may release time to work on the CCSDS.</p>
CEQ - Explore and establish links with minority representation and community groups	Work with Community Engagement Officer to establish a 'Hard to Reach' consultative forum	Slightly behind schedule	●	<p>1) What has happened? Progress has been made in terms of the Community Engagement and Consultation Policy has received sign off by Executive. Due to the Community Engagement and Consultation post now being vacant some community work has moved over to the communities team for progressing and recruitment is taking place to fill the consultation side of this post.</p>
CEQ - To ensure Cherwell District Council meets all government requirements	CDC Council Member training on the Equalities Act 2010 to be delivered	Slightly behind schedule	●	<p>1) What has happened? Currently in the process of arranging dates for the training</p>
CEQ - To continue to review CDC's performance against the 'Achieving' criteria	To activate E-Equality Steering Group to support performance and legislation requirements	Slightly behind schedule	●	<p>1) What has happened? The contact group for this steering group needs to be reviewed so when duties change there are key contacts in the organisation to support change. Low Priority</p> <p>3) What actions are we taking? Review current champions to take into account recent restructures/joint working.</p>