

Cherwell Equalities All Measures

CDC Equalities - All Milestones				
	Objective	Measure	Actual (pd)	
• CEQ - Tackling Inequality and Deprivation	CEQ - Continue to deliver the 'Breaking the Cycle of Deprivation' projects	Continue to deliver the 'Breaking the Cycle of Deprivation' projects in Banbury (aligns to CBP3.4.3)	Delivering to plan	★
<p>Comments 1) What has happened? Further Brighter Futures work is underway via issue based workshops. The last was related to child poverty and the next (January 2017) addresses educational attainment. The recent report of the Oxfordshire Health Inequalities Commission supports the place and multi agency approach adopted by the Brighter Futures programme</p> <p>5) Excellent Performance This is a long term programme where different aspects have differing timescales for measurement of improvement. Therefore, whilst some matters can see short term improvement such as employment and community safety, other matters such as health improvement and education attainment take longer,</p>				
• CEQ - Tackling Inequality and Deprivation	CEQ - Continue to deliver the 'Breaking the Cycle of Deprivation' projects	Promote and support volunteering opportunities across the district.	Delivering to plan	★
<p>Comments 1) What has happened? Contract with Citizens Advice for 'Volunteer Connect' service continues to be delivered.</p>				
• CEQ - Building Strong Communities	CEQ - Continue to increase CDC's knowledge & understanding of the wider community	Enable communities to access wellbeing through arts opportunities in both rural and urban areas	Delivering to plan	★
<p>Comments 1) What has happened? A variety of projects with a wellbeing emphasis have been undertaken. Singing for Health, Social prescribing and several aimed specifically at older isolated residents. Positive feedback from participants</p> <p>3) What actions are we taking? Continuing to feed evaluation and evidence into wider monitoring frameworks to continuously improve delivery and efficiency</p>				
• CEQ - Building Strong Communities	CEQ - Continue to increase CDC's knowledge & understanding of the wider community	Publish and assist planning the locations and information of the Village Network community Bus	Delivering to plan	★
<p>Comments 1) What has happened? The SNVB bus has a well established route and given the changes in consultation roles within the Council we no longer make specific requests or promote locations.</p> <p>3) What actions are we taking? No further action being taken</p>				
• CEQ - Building Strong Communities	CEQ - Continue to increase CDC's knowledge & understanding of the wider community	Raise the profile of safeguarding at CDC so employees are aware of policies and procedures	Delivering to plan	★
<p>Comments 1) What has happened? Articles in the all Staff in house newsletter and a survey to assess the knowledge of front line staff has been undertaken to inform the training matrix for 2017</p> <p>3) What actions are we taking? Regular Safeguarding Leads meetings with a rolling agenda to improve information sharing and sustain impetus.</p>				
• CEQ - Building Strong Communities	CEQ - Continue to increase CDC's knowledge & understanding of the wider community	To deliver the priorities of the CSP Action Plan	Delivering to plan	★
<p>Comments 3) What actions are we taking? The partnership is delivering the priorities of the action plan and is due to refresh the plan in March 2017</p>				
• CEQ - Building Strong Communities	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>Comments 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>				








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3) What actions are we taking? Working to brief consultants in the hope of upgrading evidence, so CCSDS standards can be used in Developer contributions SPD.				
• CEQ - Positive Engagement and Understanding	CEQ - Explore and establish links with minority representation and community groups	Customer Service Specialist Officers to take our services out to community groups and events	Delivering to plan	★
Comments				
• CEQ - Positive Engagement and Understanding	CEQ - Explore and establish links with minority representation and community groups	Promote and provide a third party hate crime reporting system to support increased reporting	Delivering to plan	★
Comments 1) What has happened? Third part reporting mechanism in place, MK Equality Council. No reports received this quarter.				
• CEQ - Positive Engagement and Understanding	CEQ - Explore and establish links with minority representation and community groups	To continue the provision of disabled sport through the Disability Sport Development Plan	Delivering to plan	★
Comments				
• CEQ - Positive Engagement and Understanding	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	●
Comments 1) What has happened? Community Engagement aspect of work for the Consultation and Engagement Officer has split for the next 4 months due to the post holders departure. This work is now split between teams with a temporary member of staff completing corporate consultation and the engagement aspect of work has been taken over by the Communities team.				
3) What actions are we taking? Business Transformation Project Officer to link with both line managers to discuss further engagement with hard to reach groups.				
• CEQ - Building Strong Communities	CEQ - Improve opportunities for different groups within communities to work together	2 Connecting Comms events developed in line with community needs - 1 linking to Interfaith week	Delivering to plan	★
Comments 1) What has happened? Event held in Bicester. Well received by participants but low footfall				
3) What actions are we taking? Reviewing the role and function of Connecting Communities events in the light of reduced resource and the focus of the Casey Report. Nothing further planned for Q4				
• CEQ - Building Strong Communities	CEQ - Improve opportunities for different groups within communities to work together	Joint working with agencies to share engagement events including the use of the 'Consultation Wall'	No longer relevant	▲
Comments 1) What has happened? New staff structures and a refocusing of the role of consultation within the Council has made this measure redundant in its current form				
3) What actions are we taking? Performance and insight team are developing a new plan for 2017/18				
• CEQ - Positive Engagement and Understanding	CEQ - Raise CDC Employees and Partners awareness of diversity within our community	To hold two Knowing Our Community events a year	Delivering to plan	★
Comments 1) What has happened? Event on Mental health held and planned event around radicalisation postponed until the New Year				
3) What actions are we taking? Programme of events for 2017 being planned with Safeguarding Leads group				
• CEQ - Demonstrating our Commitment to Equality	CEQ - To continue to review CDC's performance against the 'Achieving' criteria	Annual Equality Self-Assessment and development of improvement programme	Delivering to plan	★
Comments 1) What has happened?				






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Review has taken place for 15/16 with areas of improvement highlighted and built into Action Plan for 2016/2017.				
• CEQ - Demonstrating our Commitment to Equality	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>Comments 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>				
• CEQ - Demonstrating our Commitment to Equality	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>Comments 1) What has happened? Discussions underway regarding the best means of providing the training</p> <p>3) What actions are we taking? Reviewing the best way to provide the training</p>				
• CEQ - Demonstrating our Commitment to Equality	CEQ - To ensure Cherwell District Council meets all government requirements	Monitor lettings outcomes & ensure info is regularly & publicly available	Delivering to plan	
<p>Comments 1) What has happened? 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.</p> <p>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.</p> <p>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>				
• CEQ - Demonstrating our Commitment to Equality	CEQ - To ensure Cherwell District Council meets all government requirements	Monitor, report and publish results from the Equality Scorecard	Delivering to plan	
<p>Comments 1) What has happened? All Equality actions monitored through Performance Matters and published as part of quarterly reporting.</p>				
• CEQ - Demonstrating our Commitment to Equality	CEQ - To ensure Cherwell District Council meets all government requirements	Review EIA Rolling Plan and Equality Action Plan	Delivering to plan	
<p>Comments 1) What has happened? Action Plan and EIA rolling plan reviewed and signed off by Executive for 2016/2017. Action complete for this year.</p>				
• CEQ - Demonstrating our Commitment to Equality	CEQ - To ensure Cherwell District Council meets all government requirements	To continue to publish externally all completed EIAs	Delivering to plan	
<p>Comments 1) What has happened? EIAs published on the councils website when complete.</p>				
• CEQ - Demonstrating our Commitment to Equality	CEQ - To ensure Cherwell District Council meets all government requirements	To publish Cherwell District Council's workforce profile	Delivering to plan	
<p>Comments 1) What has happened? Information has been collated should this be required.</p> <p>1) What has happened?</p>				

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	Objective	Measure	Actual (pd)	
This information is only published annually and so will not be published now until Q1 in 2017				
1) What has happened?				
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• CEQ - Fair Access and Customer Satisfaction	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>Comments 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 - Fair Access and Customer Satisfaction	CEQ - To ensure that services are accessible to everyone and delivered at an excellent standard	Ensure that the CDC's services are accessible to everyone and delivered at an excellent standard	Delivering to plan	
Comments				
• CEQ - Fair Access and Customer Satisfaction	CEQ - To ensure that services are accessible to everyone and delivered at an excellent standard	Provide a joint Community Consultation and Engagement Strategy with annual action plan	Delivering to plan	
<p>Comments 1) What has happened? Strategy was agreed by Executive in September and is being used to help define consultations being planned for the new year.</p>				
• CEQ - Fair Access and Customer Satisfaction	CEQ - To ensure that services are accessible to everyone and delivered at an excellent standard	To conduct, review and action outcomes from the leisure centres Mystery Visitor feedback	Delivering to plan	
<p>Comments 1) What has happened? 21 mystery visit reports were recorded at the 3 Leisure Centres at Spiceball, Bicester and Kidlington for the period October to December 2016. A wide range of comments and issues were reported. Whilst there was no absolute trend to the comments one of the common themes was the parking at Spiceball Leisure Centre. MV's noted that often there were cars parked in the blue badge holder bays not displaying badges and cars frequently not parked in bay blocking other users cars in. All MV reports are shared with the Contract Manager and Centre Managers - these are then summarised in the monthly client meetings.</p> <p>3) What actions are we taking? As of January 2017 it is the intention that new mystery visitors be recruited to ensure a freshness to the reporting. In addition Mystery Visits will also take place at Woodgreen Leisure Centre once the facility is fully open</p>				
• CEQ - Fair Access and Customer Satisfaction	CEQ - To ensure that services are accessible to everyone and delivered at an excellent standard	Undertake a range of Housing Customer Service Satisfaction measures	Delivering to plan	
<p>Comments 1) What has happened? 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 26 MP/Cllr Enquiries and 4 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>				
	CEQ - To ensure that services are	Undertake user surveys relating to		

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• CEQ - Fair Access and Customer Satisfaction	accessible to everyone and delivered at an excellent standard	the directly managed Joint Use Leisure Facilities	Delivering to plan	★
<p>Comments 1) What has happened? A 'user' survey has been circulated to all clubs/hirers of the Joint Use Facilities at the Cooper Sports Facility, Bicester and North Oxfordshire Academy, Banbury. The survey is broadly based on the National Benchmarking Surveys carried out by the main leisure centres within the District but focused on the Council's own specific facilities. The survey is to run from early December until the 31st December.</p> <p>3) What actions are we taking? Once the survey end date has been reached the data will be analysed and an action plan formulated to identify improvements required particularly around the satisfaction elements. Survey results will be displayed in both facilities for a minimum of 14 days after 1st January 2017</p>				
• CEQ - Fair Access and Customer Satisfaction	CEQ - To provide accessible and meaningful consultation events throughout the Cherwell community	2 Connecting Comms events developed in line with community needs - 1 linking to Interfaith week	Delivering to plan	★
<p>Comments 1) What has happened? Event held in Bicester. Well received by participants but low footfall</p> <p>3) What actions are we taking? Review of need and direction being undertaken now this area of work sits within Community Services rather than Consultation and Insight</p>				
• CEQ - Fair Access and Customer Satisfaction	CEQ - To provide accessible and meaningful consultation events throughout the Cherwell community	Joint working with agencies to share engagement events including the use of the 'Consultation Wall'	No longer relevant	▲
<p>Comments 1) What has happened? New staff structures and a refocusing of the role of consultation within the Council has made this measure redundant in its current form</p> <p>3) What actions are we taking? Performance and insight team are developing a new plan for 2017/18</p>				
• CEQ - Positive Engagement and Understanding	CEQ - To work with local schools, colleges & 6th forms to engage with the younger generation	Chair quarterly Children Young People & wellbeing partnership meetings	Delivering to plan	★
<p>Comments 1) What has happened? cypw meetings held - Working as a partnership to submit transition funding bids to OCC inline with changes to Children's Centres / Hubs.</p>				
• CEQ - Positive Engagement and Understanding	CEQ - To work with local schools, colleges & 6th forms to engage with the younger generation	Implement OCC's Children and Young People's Action Plan	Delivering to plan	★
<p>Comments 1) What has happened? Action Plan delivered in partnership with Cherwell Youth partners and stakeholders</p>				
• CEQ - Positive Engagement and Understanding	CEQ - To work with local schools, colleges & 6th forms to engage with the younger generation	Local Democracy Week	Delivering to plan	★
<p>Comments 1) What has happened? Held in October (Local Democracy week celebrations) Youth Action Teams from Banbury & Bicester will be visiting Westminster in Feb 2017</p>				
• CEQ - Positive Engagement and Understanding	CEQ - To work with local schools, colleges & 6th forms to engage with the younger generation	To use the Cherwell Youth Website effectively to engage with young people in the district	Delivering to plan	★
<p>Comments 1) What has happened? On going - youth website kept updated with the latest news and opportunities for young people and families in the district.</p>				
• CEQ - Building Strong Communities	CEQ - Work with Thames Valley Police to highlight & reduce any community tension & build trust	Attend TVP Independent Advisory Groups (Banbury & Bicester)	No longer relevant	▲
<p>Comments Community Services already have good connections with Thames Valley Police and do not currently have capacity to join the Independent Advisory group (IAG). It is recommended this position is reviewed in the new financial year to ensure that any community based insight provided by the IAG is not lost.</p>				

