

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>

CDC Equalities - Themes

Objective	Comments
<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>

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>				



Cherwell Equalities All Measures

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
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?				






Cherwell Equalities All Measures

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
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>				

Cherwell Equalities All Measures

CDC Equalities - All Milestones

	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?				
This information is only published annually and so will not be published now until Q1 in 2017				
• 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		

Cherwell Equalities All Measures

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
• 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>				

Equalities All measures CDC

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? Ongoing multi agency activity. Workshop events held to add focus to key issues eg child poverty, educational attainment and readiness for the workplace.</p> <p>3) What actions are we taking? Multi agency meetings supported by email reminders. Annual report process to collate previous activity and to provide focus for future activity.</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? New infrastructure arrangements with local umbrella organisations to promote volunteering have been shaped following sector debate.</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? Evaluation of the social prescribing pilot shows that despite low referral rates (around 60% target of referrals) it has been very successful, with an average 20% reduction in GP visits</p> <p>3) What actions are we taking? Working with local GP's through NOLG to assess appetite for a roll out of the scheme to more practices</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? Good relationship with SNVB has resulted in joint working and good use of the bus</p> <p>3) What actions are we taking? No further action</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? New safeguarding officer in post, procedures under review and promotion of safeguarding training stepped up through Safeguarding leads group. PWC audit actions to be completed in Q1 2017/18</p> <p>3) What actions are we taking? PWC audit recommendations being taken on board</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 has delivered the actions within the plan, further work is to be commenced on refreshing the plan along with the strategic objectives of the Police and Crime Commissioner in 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	Slightly behind schedule	●
<p>Comments 1) What has happened? The study is available as a tool to be used as necessary.</p> <p>3) What actions are we taking?</p>				

Equalities All measures CDC

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
Implementation now tied into the successful delivery of LP2				
• 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 1) What has happened? Customer Service officers have continued to attend community events, food bank and job fairs to deliver services to those who are vulnerable and hard to reach.				
• 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 party 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 1) What has happened? Disability Sport Development Plan targets have been updated for 2017/ 18. A number of Programmes currently being delivered. Buddy Scheme where volunteers work as a buddy with people who have been referred from Oxfordshire Mind in partnership with Legacy Leisure at Spiceball leisure centre. So far 63 have gone through programme. Bardwell and Frank Wise Sportivate programme currently running where young people get the opportunity to access different sporting opportunities for a period of 10 weeks. Specific Cricket programme being delivered with Oxfordshire Cricket Board at Bardwell School Links again into Legacy Leisure with opportunity for reduced link card membership. Multi Sport Disability Club being developed in Banbury to replicate DISC in Towcester. Working in partnership with Sanctuary Housing.				
• 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? The current Performance & Insight Business case will resolve this and should be in place by Q1 next year.				
• 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? Interfaith week Connecting The Communities event delivered. 3) What actions are we taking? Events will take on a more focused approach over the next 12 months				
• 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				
• 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?				

Equalities All measures CDC

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
Events have been held. Moderately successful.				
3) What actions are we taking?				
Future events will need to be more focused and outcome driven.				
• 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?				
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	Delivering to plan	★
Comments 1) What has happened?				
Steering group membership and been renewed with offices from key departments included and from both CDC and SNC.				
• 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	Delivering to plan	★
Comments 1) What has happened?				
This will be delivered as part of the Member training programme after the May 2017 elections.				
• 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	★
Comments 1) What has happened?				
Allocations of social housing are published on the Choice Based Lettings site following each advertising cycle (every week) to provide information about the successful applicant and the reasons for their nomination including their priority for social housing and the amount of time they have been on the housing register. This allows us to provide transparency about the Allocations Scheme and why people have been successful for particular properties.				
We intend to provide further information about outcomes from the Housing Register once the new CDC website is launched later this year to provide customers with further information about nominations for social housing and will include information such as the profile of successful applications and ethnicity of applicants being housed.				
• 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	★
Comments 1) What has happened?				
All Equality actions monitored through Performance Matters and published as part of quarterly reporting.				
• 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	★
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.				
• 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	★
Comments 1) What has happened?				
All EIA's published				
• 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	★
Comments 1) What has happened?				
Information has been collated should this be required.				

Equalities All measures CDC

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
<p>1) What has happened? This information is only published annually and so will not be published now until Q1 in 2017</p>				
<p>1) What has happened? This information is only published annually and so will not be published now until Q1 in 2017</p>				
• 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	Delivering to plan	★
<p>Comments 1) What has happened? Regular meetings with Rural champion have taken place to consider impact and possible amelioration measures</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	★
<p>Comments 1) What has happened? Universal Credit has been introduced in the South Northants area for single people only. Support includes working with Credit Union, digital support, working with partners such as housing providers. 1) What has happened? Universal Credit has been introduced in South Northants for single claimants only. Full support has been given including working with Northampton Credit Union to help with setting up of bank accounts, digital support for completion of on-line forms and working with partners such as housing providers.</p> <p>The Consultation & Engagement strategies were successfully published following the democratic process in September. Following proposed team re-structures this strategy will be reviewed in Quarter 1 of 2017/18 along with action plans to reflect changes around the consultation timetable and also the engagement plan.</p> <p>This year we have held a number of internal Knowing our Community events, briefing sessions for partners and employees to broaden awareness of our communities/customers. The following topics have been available for employees and partners to attend, Money Wellbeing and PREVENT. These sessions were well attended, positive feedback was received from both. Consultations/feedback has followed many of the engagement events held this year, Commercial Waste & Recycling, Youth Activators Volunteer & Participator survey, Housing Options & Tenancy Support Customer satisfaction survey. The results of these surveys are fed back to the relevant services, data is used as base line date and are built in to service plans where relevant.</p> <p>2017/18 will see a structured approach to regular consultation with our customers, this timetable will be led by services and conducted in a variety of ways, making the best use of technology/resource etc.</p>				
• 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? The Consultation & Engagement strategies were successfully published following the democratic process in September. Following proposed team re-structures this strategy will be reviewed in Quarter 1 of 2017/18 along with action plans to reflect changes around the consultation timetable and also the engagement plan.</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? At the end of December the decision was taken to recruit 'new' mystery visitors to the scheme from January. Expressions of interest were sent out to Council employees and initially 8 were recruited (2 to each of Spiceball, Bicester, Kidlington and Woodgreen Leisure Centres. During the period 1st Jan - 31st March a total of 37 visits were conducted. In addition during March the format of the surveys were changed to make them more user friendly (via survey monkey).</p> <p>3) What actions are we taking? Details of the mystery visit reports are shared with the Contract Manager and Centre Managers to enable them to them to improve service delivery. The reports are used as a tool by Council Officers to identify any shortfall in service or items that the leisure operator should be making the client aware of.</p>				
• CEQ - Fair Access and Customer	CEQ - To ensure that services are	Undertake a range of Housing	Delivering	

Equalities All measures CDC

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
Satisfaction	accessible to everyone and delivered at an excellent standard	Customer Service Satisfaction measures	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.</p> <p>In the last quarter the council received a total of 19 MP/Cllr Enquiries (7 MP & 12 Cllr) 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>				
• CEQ - Fair Access and Customer Satisfaction	CEQ - To ensure that services are accessible to everyone and delivered at an excellent standard	Undertake user surveys relating to the directly managed Joint Use Leisure Facilities	Delivering to plan	★
<p>Comments 1) What has happened? A customer satisfaction survey was undertaken across the Joint Use Leisure Facilities at North Oxfordshire Academy and Cooper Sports Facilities from 1st December 2016 to 31st December 2016. Unfortunately due to the very low responses it is difficult to provide a robust understanding of satisfaction amongst users (10 responses for Cooper and 0 for North Oxfordshire Academy)</p> <p>In terms of the comments received these will be used to improve service delivery (any primary concerns related to the condition of goal nets and dividing nets) and address any concerns</p> <p>3) What actions are we taking? Staff regularly check the condition of the facility to ensure that the pitches are suitable for use. Some goal nets at Cooper were replaced earlier in the year however a full replacement of goal nets and/or dividing nets will take place in the 'off season' spring/summer as part of the ATP replacement programme.</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? Interfaith Connecting The Communities event delivered.</p> <p>3) What actions are we taking? Community engagement plan for 2017/18 being developed in consultation with Performance and Comms. team</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</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? All quarterly meetings chaired and attendee membership increased from March 2016 - March 2017</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? Plan fully delivered across Cherwell</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?</p>				

CDC Equalities - All Milestones

	Objective	Measure	Actual (pd)	
Local Democracy events delivered with celebrations in Oct and on - going to schools to give young people a voice through school council opportunities and the Bicester & Banbury Youth Action teams.				
<ul style="list-style-type: none"> 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	★
Comments 1) What has happened? Website updated to hold all key information for young people and families to sign post them to positive activities and health & wellbeing information.				
<ul style="list-style-type: none"> 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	▲
Comments				