

Cherwell District Council
Corporate Equality Action Plan 2009 – 2012

Fair Access and Customer Satisfaction

Corporate Plan Aim	3 Year Corporate Targets	2009/10 Corporate Targets	2010/11 Corporate Targets	2011/12 Corporate Targets	People/Resources
To ensure Cherwell District Council and our Partners treat the public fairly regardless of their background or way of life.	To improve our N1140 (Fair Treatment) National Indicator score	To be measured via the Cherwell District Council Place Survey.	To be measured via the Cherwell District Council Place Survey.	To be measured via the Cherwell District Council Place Survey.	Community Planning
To improve our services to the older generation within the Cherwell district.	Implement Older People's Strategy comprising of three age groups (50-65) (65-80) (80+)	Older People's Strategy to be written by 31 st March 2010.	Implement Strategy	Implement Strategy	Vickie Zielinski
To ensure all our services both internal and external are provided to an excellent standard.	Implement a yearly mystery shopper plan on our services.	<p>Phone and Face – Face mystery shopping in Customer Services.</p> <p>Continue to ensure 90% of customers who access Customer Services are happy with the service they receive.</p> <p>Create a centrally managed complaints procedure across all CDC departments</p>	<p>Phone and Face – Face mystery shopping in Customer Services.</p> <p>Continue to ensure 90% of customers who access Customer Services are happy with the service they receive.</p> <p>Continue and monitor corporate complaints procedure.</p> <p>Establish Disability Forum</p> <p>Create CDC service experience days using volunteers from the Disability Forum and review.</p>	<p>Phone and Face – Face mystery shopping in Customer Services.</p> <p>Continue to ensure 90% of customers who access Customer Services are happy with the service they receive.</p> <p>Continue and monitor corporate complaints procedure.</p> <p>Continue Disability Forums</p> <p>Create CDC service experience days using volunteers from the Disability Forum and review</p>	<p>Pat Simpson/Jacqui Hurd</p> <p>Pat Simpson/Jacqui Hurd</p> <p>Pat Simpson/Jacqui Hurd</p> <p>Michal Gogut</p> <p>Pat Simpson/Jacqui Hurd Caroline French/Michal Gogut</p>

Tackling Inequality and Deprivation

Corporate Plan Aim	3 Year Corporate Targets	2009/10 Corporate Targets	2010/11 Corporate Targets	2011/12 Corporate Targets	People/Resources
To break the cycle of deprivation within the district.	Deliver 'Breaking the Cycle of Deprivation' projects.		<p>Set up and commence the delivery of a multi-agency programme to address inequalities in targeted areas in Banbury.</p> <p>Undertake a community engagement activity in Banbury to ensure local people's views are included in the development of the pilot programme.</p>	<p>Continue the delivery of a programme of support measures for key areas in Banbury.</p> <p>(Actions lifted from the Corporate Plan)</p>	
			Additional targets to be agreed by steering group in first quarter if 2010/11		

Building Strong and Cohesive Communities

Corporate Plan Aim	3 Year Corporate Targets	2009/10 Corporate Targets	2010/11 Corporate Targets	2011/12 Corporate Targets	People/Resources
<p>Promote integration between communities and groups through the use of sport, leisure, cultural activities and opportunities for community involvement.</p>	To develop and implement a stronger communities strategy.	CDC to hold a Community Event to promote (Inclusion Infusion)	Launch stronger communities strategy	Implement Strategy.	Community Planning
	To improve upon the NI1 (%of people who believe people from different backgrounds get on well in their local area) National Indicator score	To be measured via the Cherwell District Council Place Survey.	To be measured via the Cherwell District Council Place Survey.	To be measured via the Cherwell District Council Place Survey.	Community Planning
	To improve upon the N123 (Perceptions that people in the area treat one and another with respect and Consideration) National indicator score.		Work with Banbury Cohesion Working Group to hold a community event to build cohesion, understanding and strong relationships.	CDC programme of community events	Community Planning
	Improve opportunities for different groups within communities to work together and build strong community relations		CDC To establish programme of community events		Community Planning
	Establish intergenerational projects to improve relations between the young and old and tackle issues such as fear of crime		Work with the LSP to establish new opportunities for community groups to engage with local service providers		Community Planning
	Joint working with Thames Valley Police to highlight and reduce any community tension and build trust in local services.		Banbury Museum Asian Intergenerational Project to be ready for display in 2010.		Stephen Barker
			CDC to Join TVP Independent Advisory Panel to improve consultation and community relations.		

Positive Engagement and Understanding

Corporate Plan Aim	3 Year Corporate Targets	2009/10 Corporate Targets	2010/11 Corporate Targets	2011/12 Corporate Targets	People/Resources
To gain better engagement and work with young people within the district.	To work with local schools, colleges and sixth forms to engage with the districts younger generation.	Implement Kidlington Youth Council. Local Democracy Week. Continue OCC lead Oxfordshire Youth Parliament.	Implement Rural Youth Council. Local Democracy Week. Receive OCC Children & Young People Plan. Continue OCC lead Oxfordshire Youth Parliament.	Implement OCC Children and Young People's Action Plan. Local Democracy Week. Continue OCC lead Oxfordshire Youth Parliament.	Jon Wild Jon Wild Jon Wild
Continue to increase Cherwell's knowledge and understanding of the wider community to ensure we fulfil all residents' needs within our services.	Explore and establish links with minority representation and community groups to help us improve our services.	Launch role of Customer Service Officer - Specialist Support and be an active member of the 'Mantra' and 'Halt' steering groups to decrease hate crimes within the district	Attending external community events, forums, group meetings with the aim of reaching different equality groups who would not or could not access our services and promote them.	Once 2010/11 objective is completed the aim is to create an opening for these minority groups to attend open days at Cherwell District Council where they can access all services.	Jacqui Hurd Caroline French
Raise internal awareness of diversity within our community	Implement the 'Knowing Your Community' internal events. Continue with the internal 'Fair and Aware' Equality Communications.	Polish Community Event Communities in Crisis Event.	To complete two 'Knowing your Community' events a year.	To complete two 'Knowing your Community' events a year.	Michal Gogut

Demonstrating Our Commitment to Equality

Corporate Plan Aim	3 Year Corporate Targets	2009/10 Corporate Targets	2010/11 Corporate Targets	2011/12 Corporate Targets	People/Resources
To review and publicise all documentation in line with government framework	To ensure Cherwell District Council meets government requirements	Introduce Equality Monitoring Scorecard Publish Workforce Profile and identify underrepresentation Review EIA format. Create 3 year EIA Rolling Plan Create Single Equality Scheme Create 3 year Equality Action Plan	Continue to publish all EIA's Monitor, report and publish results on Equality Scorecard and EIA Action Plans Review EIA Rolling Plan and Equality Action Plan	Continue to publish all EIA's Monitor, report and publish results on Equality Scorecard and EIA Action Plans Review EIA Rolling Plan and Equality Action Plan	Caroline French Caroline French
To gain accreditation under the Equality Framework for Local Government.	To gain and maintain the 'Achieving' standard under the Equality Framework for Local Government.	Research Council's current position and implement the 'Path to Excellence' project plan	ELFG Peer Challenge for 'Achieving' Standard.	Review Achieving Standard to research and develop an improvement programme.	Caroline French
Ensuring our staff and services promote and embed equality into their work.	Implement a mandatory corporate modular training programme which can be tailored to each specific service.	Corporate training to be created and signed off by Chief Executive. Roll out Corporate Equality Training Programme to all staff.	Complete Corporate Equality Training Programme and consult on the success of the programme.	Equality Training Programme to continue on a quarterly basis for all new employees or refresher courses for existing staff.	Chris Harvey
To continue to maximise output from the Corporate Equality and Diversity Steering Group	Group members to continue to consult on all activities within the Council and promote Equality and Diversity within their own services.	Create new structure and terms of reference for the group. Group to meet on a Quarterly basis.	Group to meet on a Quarterly basis. Review success of the group.	Group to meet on a Quarterly basis. Review success of the group	Caroline French