

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	Place Survey Deleted	Place Survey Deleted	<ul style="list-style-type: none"> Quarterly Equality & Access Panels Faith Forum Disability Forum Connecting the Community 	Michal Gogut
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. Housing strategy for Older People	Implement Strategy Housing Strategy for older people – action plan year 1	<ul style="list-style-type: none"> Implement Older People's Strategy Housing Strategy for older people – action plan year 2 Implement DFG Policy 	Chris Rothwell Martyn Swann/Fiona Brown John Hoed/Tim Mills
To ensure all our services both internal and external are provided to an excellent standard.	Implement a yearly mystery shopper plan on our services.	Phone and Face – Face mystery shopping in Customer Services. Continue to ensure 90% of customers who access Customer Services are happy with the service they receive. Create a centrally managed complaints procedure across all CDC departments	Phone and Face – Face mystery shopping in Customer Services. Continue to ensure 90% of customers who access Customer Services are happy with the service they receive. Continue and monitor corporate complaints procedure. Establish Disability Forum Create CDC service experience days using volunteers from the Disability Forum and review.	<ul style="list-style-type: none"> Phone and Face – Face mystery shopping in Customer Services. Create CDC service experience days using volunteers from the Disability Forum and review Continuous completion of the Corporate Building (DDA Review) Rolling Programme Continue to progress the Housing Services Equality & Diversity Action plan Undertake a range of Housing Customer Service Satisfaction measures 	Chris Rothwell/Jacqui Hurd JacquiHurd CarolineFrench/ Michal Gogut JohnHoed Mike Zuliani Martyn Swann Martyn Swann

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
<p>To break the cycle of deprivation within the district.</p>	<p>Deliver 'Breaking the Cycle of Deprivation' projects.</p>		<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>	<ul style="list-style-type: none"> • Continue the delivery of the Brighter Futures programme. • Explore ways to disseminate the learnings and outcomes from Brighter Futures across the district. • Continue No Place Like Home, tackling multi generational homelessness • Improving skills in areas of multiple deprivation e.g. Miller Road project, The Hill. 	<p>Iain Davies</p>
			<p>Additional targets to be agreed by steering group in first quarter if 2010/11</p>		

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>	<p>To develop and implement a stronger communities strategy.</p> <p>To improve upon the NI1 (%of people who believe people from different backgrounds get on well in their local area) National Indicator score</p> <p>To improve upon the N123 (Perceptions that people in the area treat one and another with respect and Consideration) National indicator score.</p> <p>Improve opportunities for different groups within communities to work together and build strong community relations</p> <p>Establish intergenerational projects to improve relations between the young and old and tackle issues such as fear of crime</p> <p>Joint working with Thames Valley Police to highlight and reduce any community tension and build trust in local services.</p>	<p>CDC to hold a Community Event to promote (Inclusion Infusion)</p> <p>To be measured via the Cherwell District Council Place Survey.</p> <p>CDC to Join TVP Independent Advisory Panel to improve consultation and community relations.</p>	<p>Launch stronger communities strategy</p> <p>To be measured via the Cherwell District Council Place Survey.</p> <p>Work with Banbury Cohesion Working Group to hold a community event to build cohesion, understanding and strong relationships.</p> <p>CDC To establish programme of community events</p> <p>Work with the LSP to establish new opportunities for community groups to engage with local service providers</p> <p>Banbury Museum Asian Intergenerational Project to be ready for display in 2010.</p>	<ul style="list-style-type: none"> • Draft Community Engagement Strategy • Re-modelling & commissioning advice & information services and improving volunteering opportunities • Work with the Banbury Cohesion Group to publish a quarterly Cohesion Newsletter 	<p>Community Planning</p> <p>Community/Development. Housing Strategy</p> <p>Caroline French</p>

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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Create an opening for these minority groups to attend open days at Cherwell District Council where they can access all services. Support and be an active member of the 'Mantra' and 'Halt' steering groups to decrease hate crimes within the district. To assist Oxfordshire County Council Hate Crime Lead roll out Mantra pilot in Cherwell Work with housing's residents panel on strategic input 	Jacqui Hurd Caroline French Caroline French Martyn Swann
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.	<ul style="list-style-type: none"> To complete two 'Knowing your Community' events a year. Widen participation in 'Knowing Your Community' events to include partners 	Michal Gogut 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	<ul style="list-style-type: none"> 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 undertake a self assessment of the Councils performance against the 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Equality Training Programme to continue on a quarterly basis for all new employees or refresher courses for existing staff. Continue to implement the Housing Services Equality & Diversity Action Plan 	Chris Harvey Martyn Swann
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.	<ul style="list-style-type: none"> Group to meet on a Quarterly basis. Review success of the group 	Caroline French

Corporate Equality 3 Year Rolling Plan

Year 2009/2010 (September Onwards)		Year 2010/2011		Year 2011/2012		Year 2012/2013	
EQIA	Completion Date	EQIA	Completion Date	EQIA	Completion Date	EQIA	Completion Date
Job Evaluation	November 09	Arts Grants Removal	April 2011	Corporate Health & Safety	2011/2012	Corporate Cons & Engagement Strategy	2012/2013
SCS – Sustainable Community Strategy	November 09	Older People’s Grants Removal	April 2011	Environment Strategy/Changing Climate.	2011/2012	Civil Parking Enforcement – Urban & Rural.	2012/2013
Work Force Planning Process	October 09	Corporate Plan, new strategic Priorities	2010/2011	Tourism Plan & Recreation Strategy	2011/2012	Safer Community Partnership Strategy	2012/2013
Health & Improvement Strategy	March 10	Sports Grants Removal	April 2011	Occupational Health & Welfare Policy	2011/2012	Licensing Services	2012/2013
Waste & Recycling Kitchen Caddy	November 09	HR Recruitment Policy	2010/2011	Organisational Change Policy	2011/2012	Overview & Scrutiny	2012/2013
Procurement Strategy		Equality in Employment	2010/2011	Review of Countryside Grants	2011/2012	Rural Dev & Countryside Services	2012/2013
Data Quality Strategy		Village Hall Grants Removal	April 2011	ASB Standby Service	2011/2012	Vehicle Parks	2012/2013
Job Clubs	October 09	Equality & Employment Strategy	2010/2011	Review of Street Warden Service	2011/2012	Street Furniture, Urban & Rural	2011/2012
Deprivation Agenda	February 10	Voicemail Policy	April 2010	Electoral Services	July 2011	Corporate Facilities Review	2011/2012
ICT Operations	December 09			Land Charges	2011	Communications – Cherwell Link	2011/2012

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