

Appendix 3

Cherwell District Council : 2014/2015 Equalities - Quarter 1 - 30 June 2014			
Ref	Objective/Measure Definition	Quarter 1 30/06/2014	Comments on Performance
Theme 1 : Fair Access and Customer Satisfaction			
CEQ1 1	To provide accessible and meaningful consultation events throughout the Cherwell community	G	<p>The Faith Forum was last held in March in Banbury during. There was a presentation from National Health Service (NHS) and although discussions were good there was quite low attendance. The main topic was the increase of support from NHS leaders to Faith Leaders when supporting community with mental health problems as Faith Leaders are a trusted point of contact rather than the NHS. The Consultation Wall was present at the Hate Crime awareness event and helped to gather community views on hate crime and also how existing help could be more promoted to local residents. All the comments were passed to Stop Hate UK to help to improve their promotion activities. Local organisations also collected leaflets and will promote it to local communities.</p>
CEQ1 2	Monitor specific objectives related to older people held within the Recreation Strategy	G	<p>The Activity Outreach Programme, provided through our partnership with Age UK Oxfordshire in 2013/14 recorded:-</p> <p>4486 recreation activities provided to Older People within Cherwell - this takes the activity to the group/venue itself targeting rural, isolated and hard to reach Older residents; 1099 Older People accessed IT sessions; 171 exercise classes delivered; 347 people used Solemates - toe nail cutting service which also provides a chance to put isolated older people in touch with info & advice. Electric Blanket Testing was promoted by Oxfordshire Fire & Rescue to promote safety with electric blankets; also giving an opportunity to provide Info & advice.</p> <p>Local Area Forums- 5 forums are held annually across Cherwell to consult older people groups/organisations about local older people concerns/issues. Joint Local Area Forum- held annually in the Autumn- provide info and advice on relative subjects to older people; generally sculpted by the local area forums. Information and advice- through advice lines/signposting/fairs/forums/group visit/events.</p> <p>Support Older Peoples Clubs/Groups- provide support to older peoples groups to help them sustain and provide recreation opportunities to older people residents. Support/set up new older people recreation opportunities/initiatives:- Bicester - gardening group; Kidlington - singing group; Banbury - Zumba Gold classes</p> <p>Intergenerational work- encourage/promote/initiate intergenerational work across the district to help create a cohesive community, breakdown stereotypes and strengthen relationships between Cherwell Older and Younger Residents. Working in partnership with The Hill, Royal Voluntary Service, OYAP.</p> <p>International Older Peoples Day- celebrate older peoples day in October every year. Publicity- promote older peoples recreation opportunities through publications (newsletter/directory's/guest speakers & entertainers booklet), information fairs, forums, older peoples website, older peoples organisations, radio (Oxford and Horton hospitals).</p>

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CEQ1 3	To review the delivery of our Services	G	<p>All DDA access survey audits have been reviewed and refreshed. A forward capital works programme covering a three-year period has been devised based on the remedial work and budgets costs indicated together with overall works priority. The intention now is to put the work out to competitive tender, and this is currently under review with Procurement.</p> <p>Customers report a high level of satisfaction with the services provided by the Grants Team and Home Improvement agency. End of year - the grants team and home improvement agency continue to have high levels of customer satisfaction.</p> <p>A questionnaire has been designed to measure the satisfaction of households in Temporary Accommodation and will be used and reported on in the next financial year.</p> <p>No discrimination related complaints were recorded through the complaints management process during Quarter 1.</p>
Theme 2 : Tackling Inequality and Deprivation			
CEQ2 1	Continue to break the cycle of deprivation within the district (Brighter Futures in Banbury Programme)	G	<p>The Brighter Futures programme has been reviewed by the Steering Group and the Council's Executive. Consideration has been given to last year's performance, this year's priorities and a number of new joint activities</p>
Theme 3 : Building Strong Communities			
CEQ3 1	Improve opportunities for community groups to work together to build strong communities	G	<p>April's Hate Crime event was very popular among local communities and representatives of local organisations. Many people picked up leaflets and information about Stop Hate UK initiative and local organisations agreed to display information to their service users/at their premises (e.g. CAB, Oxfordshire Family Support Network).</p> <p>Independent Advisory Group in May was attended by representatives of Polish, Asian communities and young people. One of the most important issues raised at the event was the Human Trafficking and the impact of this crime on local communities. Attendees agreed that the awareness events run by the council and other organisations (Human Trafficking event at CDC and conference in Oxford on similar subject) are very useful and will help to better understand and combat this crime. Attendees were invited to complete Annual Satisfaction Survey run by the council.</p> <p>Next planned community events include Connecting Communities Love of Reading and Aspire and Achieve which will occur during quarter 2 and are currently being planned.</p>

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CEQ3 2	Attend Thames Valley Police (TVP) Advisory Panel to improve consultation & community relations	G	Meeting in May was attended by representatives of Polish, Asian communities and young people. One of the most important issues raised at the event was the Human Trafficking and impact of this crime on local communities. Attendees agreed that the awareness events run by the council and other organisations (Human Trafficking event at CDC and conference in Oxford on similar subject) are very useful and will help to better understand and combat this crime. Attendees were invited to complete Annual Satisfaction Survey run by the Council
CEQ3 3	Increase CDC's knowledge/understanding of wider community to ensure we fulfil residents needs within our services	G	Approximately one third of Cherwell's population is rural. Consideration of potential impacts does occur in some cases, but usually informally. There is no mechanism in place for monitoring the regularity and consistency of these considerations. CDC Street Wardens continue to maintain relationships with Oxfordshire County Council HUB and more information will be provided in Quarter 2 regarding outcomes of these relationships. CDC has adopted a Council wide Safeguarding Policy, with specific actions to be implemented throughout the year.
Theme 4 : Positive Engagement and Understanding			
CEQ4 1	Work with local schools, colleges & sixth forms to engage with the districts younger generation	G	The Cherwell Youth Website is regularly updated by the Youth Activators. Planning for the Oxfordshire Youth Parliament is underway and an event is planned in October 2014. Local Democracy Week is being delivered through the Positive for Youth Plan.
CEQ4 2	Explore and establish links with minority representation/community groups to help us improve our services	G	Promotion of Stop Hate UK Service continues with a public training event organised in may jointly by Cherwell District Council and Stop Hate UK. In addition to Job Clubs, Food Banks and regular stands at venues to promote and provide Council Services, the Customer Services Officers attended the following:- Sunshine Centre Event Faith Forum Carers Event - Independent Living Stands with Carers Oxfordshire at Horsefair Surgery
CEQ4 3	Raise internal awareness of diversity in community	G	Human Trafficking event organised in April - very well attended (60 representatives of CDC departments and other local organisations). Attendees had an opportunity to listen to the presentation of the Salvation Army and OXCAT (Oxford Community Against Human Trafficking). Presentation included examples of local incidents in Bicester and was a good opportunity to network and find out about support and help available to victims.

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Theme 5 : Demonstrating our Commitment to Equality			
CEQ5 1	Ensure the Council meets all government requirements	G	CDC continues to monitor legislation to ensure compliance Equality Scorecard completed and data monitored and published on a quarterly basis. Scorecard results included in Council overall Performance Report. Equality Act Plans and Equality Impact Assessments rolling plan reviewed for 2014/2015 and signed off by the Joint Management Team and Executive.
CEQ5 2	Review CDC performance against Achieving criteria to maintain/improve standards	G	Equality Self Assessment completed by Corporate Policy Officer and positives and weaknesses reported to Executive. Weaknesses used to help review Equality Action Plan for 2014/2015
CEQ5 3	Ensure staff and services promote and embed equality into their work	G	Training has been delivered over the last two years and is now picked up by e-learning rather than face to face training.
CEQ5 4	Review whether Corporate Equality Steering Group is having beneficial service impact to the Council Steering Group	A	The Corporate Policy has started this pieces of work by linking with Oxfordshire Equality group to ascertain whether these districts continue to have internal meetings if so, how, and if not why not. The Corporate Policy Officer conducted a small consultation with CDC Equality Group members to ascertain their feelings on the meeting, time pressures, locations, other options etc. Results will be reviewed and options agreed during Quarter 2.