



Cherwell District Council Corporate Equality Action Plan 2016 -2019

The Corporate Equality Action Plan sets out the Council's programme of work for three years, using the following themes:

- **Fair Access and Customer Service**
- **Tackling Inequality and Deprivation**
- **Building Strong Communities**
- **Positive Engagement and Commitment**
- **Demonstrating Our Commitment**

Performance against the Corporate Equality Action Plan will be monitored and reported on a quarterly basis via Performance Matters. This document will be refreshed on an annual basis. An Equality Report, Self-Assessment and an Improvements paper will be produced on an annual basis.

Fair Access and Customer Satisfaction

3 Year Corporate Objective	2015/2016 Corporate Targets	2016/2017 Corporate Targets	2017/2018 Corporate Targets	People/Resources
To provide accessible and meaningful consultation events throughout the Cherwell community	<ul style="list-style-type: none"> Quarterly Equality & Access Panels 2 Faith Forums 2 Disability Forums Quarterly Connecting the Community Consultation Wall Events 	<ul style="list-style-type: none"> 2 Connecting Communities events developed in line with needs of that community but one with a direct link to Interfaith week. Joint working with agencies to share engagement events including the use of the 'Consultation Wall' 	<ul style="list-style-type: none"> To continue to carry out accessible, relevant and meaningful consultation events throughout the Cherwell community Collaborative working with external agencies to share consultation information /feedback To further develop the service specific timetable of consultations. The analysis of results to contribute to the Corporate Business Planning & Service Planning process. Link consultation results to the EFQM/Operational Excellence strategy 	<p>Louise Tustian</p> <p>Louise Tustian</p> <p>Louise Tustian</p> <p>Louise Tustian</p>
To ensure that the Councils services are accessible to everyone and delivered at an excellent standard.	<ul style="list-style-type: none"> To continue to monitor the amount and nature of complaints received via the Corporate Complaints Procedure To create a joint Community Consultation and Engagement Strategy To conduct, review and action outcomes from the leisure centres Mystery Visitor feedback. To engage with the Rural Member Champion to ensure 'Rural Impact' is taken into consideration during policy reviews. Undertake a range of Housing Customer Service Satisfaction measures 	<ul style="list-style-type: none"> To continue to monitor the amount and nature of complaints received via the Corporate Complaints Procedure Provide a joint Community Consultation and Engagement Strategy with annual action plan To conduct, review and action outcomes from the leisure centres Mystery Visitor feedback. Undertake user surveys relating to the directly managed Joint Use Leisure Facilities To continue to engage with the Rural Member Champions to ensure 'Rural Impact' is taken into consideration during policy reviews. 	<ul style="list-style-type: none"> To continue to monitor the amount and nature of complaints received via the Corporate Complaints Procedure To conduct, review and action outcomes from the leisure centres Mystery Visitor feedback. Undertake user surveys relating to the directly managed Joint Use Leisure Facilities To review the joint consultation & engagement strategy. Review corporate complaints annual review in line with service specific consultation results and link these to the EFQM/Operational Excellence strategy Undertake a range of Housing Customer Service Satisfaction measures 	<p>Caroline French</p> <p>Sharon Bolton</p> <p>Sharon Bolton</p> <p>Louise Tustian</p> <p>Louise Tustian</p> <p>Marianne North</p>

		<ul style="list-style-type: none"> Undertake a range of Housing Customer Service Satisfaction measures 		
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Tackling Inequality and Deprivation

3 Year Corporate Objective	2015/2016 Corporate Targets	2016/2017 Corporate Targets	2017/2018 Corporate Targets	People/Resources
Continue to deliver the 'Breaking the Cycle of Deprivation' projects	<ul style="list-style-type: none"> Continue the delivery of the Brighter Futures Programme: To Improve Employment Support and Skills Early Years, Community Learning and Young People's Attainment Financial Inclusion and Housing Health and Wellbeing Safe and Strong Communities Family Support and NEETS Performance Community Engagement Promote and support volunteering opportunities across the district. 	<ul style="list-style-type: none"> To continue to deliver the 'Breaking the Cycle of Deprivation' projects: <p>Theme 1: Early year, Community Learning and Young People's Attainment</p> <p>Theme 2: Employment Support and Skills</p> <p>Theme 3: Family Support and Young People not in Employment, Education or Training</p> <p>Theme 4: Financial Inclusion and Housing</p> <p>Theme 5: Health & Well-being</p> <p>Theme 6: Safer and Stronger Communities</p> <ul style="list-style-type: none"> Promote and support volunteering opportunities across the district. 	<ul style="list-style-type: none"> To continue to deliver the 'Breaking the Cycle of Deprivation' projects: <p>Theme 1: Building Communities</p> <p>Theme 2: Employment Support and Skills</p> <p>Theme 3: Educational Attainment and Parental Engagement</p> <p>Theme 4: Financial Inclusion and Housing</p> <p>Theme 5: Health & Well-being</p> <ul style="list-style-type: none"> Promote and support volunteering opportunities across the district. 	<p>Nicola Riley</p> <p>Kevin Larner</p>

Building Strong Communities

3 Year Corporate Objective	2015/16 Corporate Targets	2016/2017 Corporate Targets	2017/2018 Corporate Targets	People/Resources
<p>Improve opportunities for different groups within communities to work together and build strong community relations</p> <p>Joint working with Thames Valley Police to highlight and reduce any community tension and build trust in local services.</p> <p>Continue to increase Cherwell's knowledge and understanding of the wider community to ensure we fulfil all residents' needs within our services</p>	<ul style="list-style-type: none"> To Complete quarterly themed 'Connecting Community' events To continue to attend TVP Advisory Panel to improve consultation and community relations In partnership deliver 80% of actions from the CSCP Plan Enable communities to access wellbeing through high quality arts opportunities in both rural and urban areas. Raise the profile of safeguarding within the authority so employees are aware of policies and procedures in relation to the safety of children young people and vulnerable adults New Communities: Produce an evidence-based study to determine appropriate community facilities and pump-priming community assistance for new housing developments. Enabling residents to build strong, cohesive new communities. 	<ul style="list-style-type: none"> 2 Connecting Communities events developed in line with needs of that community but one with a direct link to Inter-faith week. Joint working with agencies to share engagement events including the use of the 'Consultation Wall' Attend TVP Independent Advisory Groups (Banbury & Bicester) Publish and assist planning the locations and information of the Village Network community Bus. Raise the profile of safeguarding within the authority so employees are aware of policies and procedures in relation to the safety of children young people and vulnerable adults Enable communities to access wellbeing through high quality arts opportunities in both rural and urban areas To deliver the priorities of the CSP Action Plan New Communities: Using the Cherwell Community Spaces & Development Study (CCSDS), secure appropriate indoor community indoor space facilities for new housing developments. Develop and deliver programmes of pump priming community development activity, to enable residents to build strong, cohesive new communities. 	<ul style="list-style-type: none"> 2 Connecting Communities events developed in line with needs of that community Hold 3 senior forums across the district to improve communication and opportunities for our senior residents in the district New Communities: Using the Cherwell Community Spaces & Development Study (CCSDS), secure appropriate indoor community indoor space facilities for new housing developments. To deliver the priorities of the CSP Action Plan Raise the profile of safeguarding within the authority so employees are trained and aware of policies and procedures in relation to the safety of children young people and vulnerable adults Enable communities to access wellbeing through high quality arts opportunities in both rural and urban areas Develop a Local Cultural Education Partnership; enable it's development Monitor the impact of partners actions in relation to social care and health 	<p>Jon Wild</p> <p>Jon Wild</p> <p>Nicola Riley</p> <p>Mike Grant</p> <p>Nicola Riley</p> <p>Nicola Riley</p> <p>Nicola Riley</p> <p>Nicola Riley</p>

Positive Engagement and Understanding

3 Year Corporate Objective	2015/16 Corporate Targets	2016/2017 Corporate Targets	2017/18 Corporate Targets	People/Resources
<p>To work with local schools, colleges and sixth forms to engage with the districts younger generation.</p>	<ul style="list-style-type: none"> To use the Cherwell Youth Website effectively to engage with young people in the district Continue OCC lead Oxfordshire Youth Parliament Local Democracy Week Implement OCC's Children and Young People's Action Plan To allocate a Member to each of our Secondary schools to improve links to Young People, giving them a stronger voice and promoting local democracy 	<ul style="list-style-type: none"> To use the Cherwell Youth Website effectively to engage with young people in the district Local Democracy Week Implement OCC's Children and Young People's Action Plan Chair quarterly Children Young People & wellbeing partnership meetings to strengthen work with voluntary youth partners and organisations to deliver positive opportunities in the district 	<ul style="list-style-type: none"> Local Democracy Week – Encourage schools to take part in Local Democracy activities and events to promote young people having a voice in their district. Implement OCC's Children and Young People's Action Plan Chair quarterly Children Young People & wellbeing partnership meetings to strengthen work with voluntary youth partners and organisations to deliver positive opportunities in the district Encourage schools to host volunteer fairs to increase the number of young people volunteering in the district To work with partners to deliver the Youth Activators project and provide activities for young people throughout the district 	<p>Jon Wild</p> <p>Jon Wild</p> <p>Jon Wild</p> <p>Jon Wild</p> <p>Tom Gubbins</p>
<p>Explore and establish links with minority representation and community groups to help us improve our services.</p>	<ul style="list-style-type: none"> To work with the Community Engagement and Consultation Officer to establish a 'Hard to Reach' consultative forum Increase provision of disabled sport by continuing to implement the Disability Sport Development Plan. This will enhance communication and visibility of existing opportunities in Cherwell along with establishing new opportunities for adults and young people Customer Service Specialist Officers to continue to take our services out to community groups and events 	<ul style="list-style-type: none"> To work with the Community Engagement and Consultation Officer to establish a 'Hard to Reach' consultative forum To continue the provision of disabled sport through the Disability Sport Development Plan. This will enhance communication and visibility of existing opportunities in Cherwell along with establishing new opportunities for adults and young people Customer Service Specialist Officers to continue to take our services out to community groups and events 	<ul style="list-style-type: none"> To continue the provision of disabled sport through the Disability Sport Development Plan. This will enhance communication and visibility of existing opportunities in Cherwell along with establishing new opportunities for adults and young people Review how the role of a Customer Service Specialist interacts and raises awareness of Council services throughout the community. To continue to promote and provide a third party reporting system to support the increase of hate crime reporting within Cherwell District. 	<p>Tom Gubbins</p> <p>Natasha Barnes</p> <p>Caroline French</p>

3 Year Corporate Objective	2015/16 Corporate Targets	2016/2017 Corporate Targets	2017/18 Corporate Targets	People/Resources
	<ul style="list-style-type: none"> To continue to provide a third party reporting system to support the increase of hate crime reporting within Cherwell District. 	<ul style="list-style-type: none"> To continue to promote and provide a third party reporting system to support the increase of hate crime reporting within Cherwell District. 		

Demonstrating Our Commitment to Equality

3 Year Corporate Objective	2015/2016 Corporate Targets	2016/2017 Corporate Targets	2017/2018 Corporate Targets	People/Resources
To ensure Cherwell District Council meets all government requirements	<ul style="list-style-type: none"> To publish Cherwell District Council's workforce profile Monitor, report and publish results from the Equality Scorecard Review EIA Rolling Plan and Equality Action Plan To continue to publish externally all completed EIA's To implement Cherwell District Council Member Training To Monitor lettings outcomes under the Allocations Scheme and ensure this information is made regularly and publicly available 	<ul style="list-style-type: none"> To publish Cherwell District Council's workforce profile Monitor, report and publish results from the Equality Scorecard Review EIA Rolling Plan and Equality Action Plan To continue to publish externally all completed EIAs Council Member training on the Equalities Act 2010 to be delivered in line with the 4 year Joint Member Training programme To continue to monitoring lettings outcomes under the allocations scheme and ensure information is made regularly and publicly available. 	<ul style="list-style-type: none"> To publish Cherwell District Council's workforce profile Monitor, report and publish results from the Equality Scorecard Review EIA Rolling Plan and Equality Action Plan To continue to publish externally all completed EIAs Council Member training on the Equalities Act 2010 to be delivered in line with the 4 year Joint Member Training programme To continue to monitoring lettings outcomes under the allocations scheme and ensure information is made regularly and publicly available. To gather data in preparation for Cherwell District Council's gender pay gap report. 	<p>Paula Goodwin</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p> <p>Natasha Clark</p> <p>Marianne North</p> <p>Paula Goodwin</p>

3 Year Corporate Objective	2015/2016 Corporate Targets	2016/2017 Corporate Targets	2017/2018 Corporate Targets	People/Resources
To continue to review Cherwell District Council's performance against the 'Achieving' criteria to maintain and improve standards	<ul style="list-style-type: none"> • Annual Equality Self-Assessment and development of improvement programme • To activate E-Equality Steering Group to support performance and legislation requirements 	<ul style="list-style-type: none"> • Annual Equality Self-Assessment and development of improvement programme • To activate E-Equality Steering Group to support performance and legislation requirements 	<ul style="list-style-type: none"> • Annual Equality Self-Assessment Report and development of improvement programme • To utilise the E-Equality Steering Group to support performance and legislation requirements 	<p>Caroline French</p> <p>Caroline French</p>