

Cherwell District Council Equalities : 2013/2014
Q1 June 2013

Objective/Measure Definition	Q4 2012/13 if applicable	Quarter 1 30/06/2013	Direction of Travel	Comments on Performance
Theme 1 : Fair Access and Customer Satisfaction				
To provide accessible and meaningful consultation events throughout the Cherwell community	G	G	⇒	<p>Connecting the Community Wall event was held in April and was very well attended by many local residents, particularly elderly and ethnic minorities. Work has started for the next event in August.</p> <p>The disability Forum took place in June, the key themes for which were employment including voluntary opportunities and Welfare Reform. It was well attended with over 60 participants and resulted in very positive feedback. Planning for the Faith Forum scheduled for September is underway.</p> <p>A review of the Quality & Access Panel is scheduled for Quarter 2 when discussions will include membership, frequency and subject of consultations</p>
Monitor specific objectives related to older people held within the Rec & Health Plan Implementation and roll out of specific Older People's Strategies	G	G	⇒	<p>Provided support to two older people groups which were having difficulties with recruiting new members and with finding volunteers to help run the group.</p>
To review the delivery of our Services	G	G	⇒	<p>Complaints received alleging or referring to discrimination April = 1 May = 1 June = 0</p> <p>APRIL : The complainant alleged that the complaint was related to discrimination as she was asked for information that had not been required by a previous District she had lived in. She also felt others in her situation would not be asked for the same information. The response confirmed that authorities may use differing criteria but that the requirements at CDC were the same for any applicant in her situation. - Discrimination allegations not upheld</p> <p>MAY: The complainant alleged that the complaint was related to discrimination in that a particular officer had held up his planning application having already led a campaign against all applications that he had made over a two year period. The response confirmed the actual reason for delay (backlog of work due to high volume of applications and staff shortages) and refuted the allegations against the officer as the officer had not been involved with the particular case. - Discrimination allegations not upheld.</p>

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Monitor amount & nature of complaints received	G	G	⇒	Complaints received alleging or referring to discrimination April = 1 May = 1 June = 0 APRIL : The complainant alleged that the complaint was related to discrimination as she was asked for information that had not been required by a previous District she had lived in. She also felt others in her situation would not be asked for the same information. The response confirmed that authorities may use differing criteria but that the requirements at CDC were the same for any applicant in her situation. - Discrimination allegations not upheld MAY: The complainant alleged that the complaint was related to discrimination in that a particular officer had held up his planning application having already led a campaign against all applications that he had made over a two year period. The response confirmed the actual reason for delay (backlog of work due to high volume of applications and staff shortages) and refuted the allegations against the officer as the officer had not been involved with the particular case. - Discrimination allegations not upheld
Undertake a range of Housing Customer Service Satisfaction measures	G	G	⇒	New customer satisfaction measures are to be implemented in Housing and will be available at the end of the next quarter.
Theme 2 : Tackling Inequality and Deprivation				
Continue to break the cycle of deprivation within the district (Brighter Futures in Banbury Programme)	G	G	⇒	2012/13 Brighter Futures Annual Report considered by Executive and Overview & Scrutiny Committee. Good multi agency engagement and integration with the Thriving Families initiative and Homestart. 2013/14 Brighter Futures priorities established and actions underway. Theme leader arrangements in place for all six themes. Connecting Communities events agreed
Theme 3 : Building Strong and Cohesive Communities				
Improve opportunities for different groups within communities to work together and build strong community relations	G	G	⇒	Connecting the Community Wall event was held in April and was very well attended by many local residents, particularly elderly and ethnic minorities. Work has started for the next event in August.
Joint working with Thames Valley Police to highlight and reduce any community tension and build trust in local services.	G	G	⇒	Independent Advisory Group events continue. The Cherwell meeting has merged with the West Oxfordshire group and has held its inaugural meeting. Attendance from the traveller communities has improved but representation from the Asian communities was missing. Issues around the Asian community being subject to targeted burglaries were discussed.
Continue to increase Cherwell's knowledge and understanding of the wider community to ensure we fulfil all residents' needs within our services	G	G	⇒	The Cherwell Safer Community Partnership plan has been refreshed until 2017 Go Active reports to Partnership is very positive, the Partnership to fund this year. Due to competing priorities delivery of the rural strategy is no longer proactively pursued or monitored. However, several workstreams of the Countryside & Communities section do contribute to aims identified in the strategy

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Theme 4 : Positive Engagement and Understanding				
Work with local schools, colleges & sixth forms to engage with the districts younger generation	G	G	⇒	<p>Good progress made during quarter 1:- Cherwell Youth Website is regularly updated to provide current information for young people. Also using other social media such as Facebook and Twitter. Providing support to the young people represented on the Youth Parliament. Each Secondary school now has someone elected. Activities taking place leading up to the Local Democracy week in October. Oxfordshire County Council Children & Young People's Action Plan for the north west area of the County is in place and being delivered by the partnership.</p>
Explore and establish links with minority representation/community groups to help	G	G	⇒	<p>This quarter has seen CDC link with TOPAZ. A group for LGBT people between the age of 13-25. TOPAZ have a group specific to Banbury ran from the HUB. CDC now have a link to the TOPAZ website under CDC Equality Page and posters available/displayed and also with Customer Services Continued communications throughout the first quarter of the year for Stop Hate UK which includes posters/letters available at events, write up in Cherwell Link and an article included within the Annual Satisfaction Survey.</p>
Raise CDC employees and Partners' awareness of diversity within our community	G	G	⇒	<p>Recent events Offenders re-integration into local life and Gypsy and travellers were very successful with very positive feedback from partners. Additional events on Welfare reform held in April were attended by over 200 people and helped partners and CDC staff to understand recent changes to the benefits and how it will impact local communities. Currently work is undertaken to setup following events later on this year.</p>
Theme 5 : Demonstrating our Commitment to Equality				
Ensure CDC meets all government requirements	G	G	⇒	<p>The following can all be found on Cherwell District Councils website:- Equality Action Plan EIA Rolling Plan Completed EIAs Quarterly Equality Scorecard Workforce Profile Quarterly Performance Reports An Equal Pay Audit will be undertaken once Incremental Pay Appeals have been completed in August 2013.</p>
Review CDC performance against Achieving criteria to maintain/improve standards	G	G	⇒	<p>At the end of the last financial year, the Corporate Policy Officer, along with the Equality Steering Group undertook a review of the Council's Self Assessment. The Self Assessments confirms that the Council maintains a performance level of 'Achieving' under the Equality Framework for Local Government. This exercise will take place again in quarter 4 of this year.</p>
Ensure staff and services promote and embed equality into their work	G	G	⇒	<p>At the end of the last financial year all staff, including the depot and Cleaning staff had attended the Fair & Aware Equality Training. All new Starters have completed the E-Learning module as part of their induction process. This year the Equality Steering Group will be looking internally at different service areas highlighting areas of good practice and weakness.</p>

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Maximise output from the Equality & Diversity Steering Group	G	G	⇒	The Equality Steering Group has now gained new membership many members left the Council at the end of the last financial year. The last meeting is was agreed by all members that this working group should continue, meet when necessary and return it's focus to service areas.