

Cherwell District Council Equalities Self-Assessment May 2014

Knowing Your Community

2.1 Relevant and appropriate information is gathered efficiently using a range of techniques across the authority's area, to identify key equality gaps and inform the authority's corporate policy and strategy.

Summary of Achievement

Cherwell District Council collects and analyses good quality information and demographic data as part of our wider community mapping work. This includes a statistical profile of the district 'Living in Cherwell' and a number of profiles developed based on the 2011 Census.

The Council has jointly commissioned the 'Oxfordshire District Data Analysis Service' to highlight trends and geographical/other variations in social, economic and environmental data. The service also provides a chart of the month and an annual data summary leaflet.

The Council also has access to the Oxfordshire Insight website, provided by Oxfordshire County Council to support strategic policy development across the County. The website provides access to profiles, maps and data on a wide range of themes including equalities, economy, housing, travel, health, education and deprivation.

Cherwell District Council also has access to Geographical Information System (GIS) which allows users to combine data from multiple sources and layer this onto a map where the information can then be viewed, analysed and queried.

In addition to statistical profiles the Council has robust data sharing policies and work with partners such as the police, to share community information. This includes community profiles and tension monitoring and also the results of community consultations.

The council undertakes effective community consultation using both quantitative and qualitative methods to understand local priorities.

This information has assisted us when setting key future objectives within our corporate plan and strategies.

	<p>Cherwell District Council introduced a new corporate complaints management policy during 2013/2014 which allowed for accurate capturing of complaints. All complaints are also categorised by discrimination/protected characteristics. A quarterly insight report allows the Council to highlight any potential trends and lessons learnt.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Districts Data Analysis Service • Community Intelligence Hub • Corporate consultation programme – a mix of quantitative and qualitative community consultation to measure satisfaction and set budget and service priorities, data is weighted to reflect the local population make up • Corporate Complaint Management • Insight Reporting • Census Data
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Knowing Your Community

<p>2:2 – System are in place, both corporately and at service/unit level for the collection, disaggregation and analysis of information and data, to support the assessment and monitoring of local needs and priorities and inform equality objectives and service planning.</p>	
<p>Summary of Achievement</p>	<p>Cherwell District Council has a robust corporate consultation programme that underpins service and financial planning. The results are analysed by population groups to ensure an understanding of the Cherwell community is developed. This includes sub-groups such as age, gender, ethnicity, disability, geographic location and urban/rural splits.</p> <p>All service managers are able to request bespoke analysis of corporate information to support service planning, this includes cross tabulations with different population or geographic groups.</p> <p>As part of the service planning process every September a series of managers workshops are held to provide an overview of community issues and priorities. This draws on the full range of information available.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Bespoke analysis of the corporate consultation programme available for all Cherwell managers • In house Customer Service Mystery shopping • Customer Satisfaction Survey. • Annual service planning workshops • 2013 budget consultation – additional quantitative research to explore the impact of the recession and identify local priorities.

2: 3 - Relevant and appropriate information and data (including data relating to the National Indicator Set) is mapped, disaggregated and used with partners, to assess and set equality objectives.

<p>Summary of Achievement</p>	<p>Cherwell District Council works alongside its partners to inform and discuss appropriate data which has been collected and analysed. These discussions form part of the Local Strategic Partnership meetings and other partnerships including the steering group that meets to address deprivation issues and the community safety partnership.</p>
	<p>Key Activities:</p> <ul style="list-style-type: none"> • Through the process of determining countywide priorities Cherwell District Council alongside the Oxfordshire Partnership have been charged with committing to the Breaking the Cycle of Deprivation and Addressing Health Inequalities in Banbury. • Regular JATAC (Joint Agency Tasking and Coordinating) meetings occur whereby tension monitoring is discussed with all partners whereby an escalation process would commence if our area level was to increase. • Housing Services have shared information on Welfare Reform and homelessness with partners at the Single Homeless forum and Registered Provider group • Building Control (application of Building Regulations to the built environment) have ethnicity monitoring within their customer satisfaction surveys to ensure all groups within the community are aware of their legal/statutory responsibilities and helping individuals to achieve those obligations should trends identify a need. • Welfare Reform has been high on the Councils agenda this year. The Councils benefits team were able to provide data on all residents that would be affected by these government changes. From this data the Council have completed a range of initiatives to help support residents through this change, i.e. writing to all those effected allowing time for them to review their circumstances and seek help from ourselves and support partners and a range of consultation events to raise awareness and to allow the Council to understand the communities real concerns.

Knowing Your Community

Areas for Improvement:

Areas For Improvement

- The Council does not routinely collect data about sexual orientation. Historically staff awareness events have been held to promote an understanding of the LGBT community but currently sexual orientation is not collected as part of surveys (NB sexual orientation is monitored as part of the HR and Recruitment procedures).
- During 2013/2014 the Council linked local LGBT youth community groups called TOPAZ as historically work had been focused on Oxford City. 2014/2015 needs to see research into what other range of groups there are within Cherwell and for links to be created.
- Census Data at present is at top level and will during the next 12 months be drilled down into specific areas. 'Charts of the Month' currently provided to the Performance & Insight Team will be made available to all service areas to help support in service area improvement and planning.

Knowing Your Community	
Key Sources of Evidence:	
Place Survey	The Place Survey was a statutory exercise which Cherwell District Council completes every two years. This survey captures the local community's views, experiences and perceptions. It is analysed by population sub group and the results are used to inform service and improvement planning.
Living In Cherwell	The Living in Cherwell district profile provides a comprehensive source of data in relation to the Cherwell community. The profile is based on well researched facts, figures and is updated annually. Along with the corporate consultation programme the profile forms the evidence base for the corporate plan and improvement strategy.
TVP – Community Profiles	Thames Valley Police Community Relations Officer .
Oxfordshire Insight	The District Council provides supporting funds. Oxfordshire Insight produces population profiles at both district and smaller geographic areas. This information is used to information planning and decision making.
SCS – Sustainable Community Strategy	The Sustainable Community Strategy sets out our long term strategic objectives for the economic, social and environmental wellbeing of Cherwell until 2030. The strategy was based on extensive consultation, including with harder to reach groups. As a result the strategy includes a focus on cohesion and equalities issues.
Cherwell District Council Business Plan and Corporate Consultation Programme	Equality objectives have been built with Cherwell's Corporate Plan, these have been developed using the corporate consultation programme which comprises of a detailed satisfaction survey (with booster samples for hard to reach groups) and qualitative budget consultation events (quotas are used to recruit participants ensuring a spread of representation from across the district.)
Corporate Equality Action Plan	Cherwell District Council can demonstrate its commitment to improving equalities within our district through the Corporate Equality Action Plan. This process allows us to investigate, highlight and commit to making improvements to the high level areas within our district whereby we feel we can make a real difference
JATAC (meeting minutes)	Joint Agency Tasking and Co-ordinating Group – Partners complete district tension monitoring, analyse and discuss accordingly.
Brighter Futures In Banbury Evidence Papers	Oxfordshire Partnership organise programmes with the objective to ' Breaking the Cycle of Deprivation and Addressing Health Inequalities in Banbury
County wide Data Sharing Policy	In place, available via Cherwell District Council legal team.
GIS Database	GIS allows users to combine data from multiple sources and layer this onto a map where the information can then be viewed, analysed and queried.
Census Data	Top level census data used to create ward profiles held by the Performance & Insight Team.
Corporate Complaints Policy	Corporate policy managed by the Performance & Insight Team specifically identifies any complaints with a discrimination theme.
Insight Report	Quarterly report providing data on complaints trends and actions for service improvements.

Place Shaping, Leadership, Partnership and Organisation Commitment

2: 4 - Political and executive leaders demonstrate personal knowledge and understanding of local communities and are committed to addressing inequality

Summary of Achievement

During this financial year political and executive leaders have continued to support Cherwell's corporate approach to equalities, with both leaders and Councillor attending and supporting key community consultation events such as the Welfare Reform training and the Disability Forum.

The Brighter Futures in Banbury project also has a dedicated Councillor on the Steering Group whom has a role to feed in the needs of the community and also cascade this information to all the districts Councillors.

Place Shaping, Leadership, Partnership and Organisation Commitment

2:5 - Shared equality priorities, objectives and outcomes for the local area are understood and acted on at all levels within the organisation.

Summary of Achievement

Cherwell District Council's Equality Scheme is reviewed yearly. This process is led by the Corporate Policy Officer and supported by the internal Corporate Equality Steering Group. The Equality Scheme is published on our internet site and the Equality and Access Panel is the primary means by which external consultation takes place in relation to the scheme. These reviews also form part of the yearly Executive reports.

In addition, the Equality and Access Panel receives feedback reports in relation to changes to our services which demonstrate our commitment to keep the local community informed. This group is attended by internal and external partners and senior management.

2.6 Equality analysis is integrated systematically into service and project planning across the authority, with clear pathways for training and support where needed.

Summary of Achievement

Following changes to the Equality Act and Public Sector Duty Review Cherwell District Council has taken a sensible and appropriate approach to equality analysis by continuing to use a corporate equality impact assessment process against any new policies or service changes.

Annual Service planning analysis occurs to ensure key areas of service change are identified and planned equality analysis can commence.

The Corporate Policy Officer offers 1-1 support and training on the Corporate Equality Impact Assessment process.

Place Shaping, Leadership, Partnership and Organisation Commitment

2:7 - Appropriate resources have been allocated and action has been taken to mitigate adverse impact and improve equality outcomes where shortfalls have been identified. (Links to 2.18)

Summary of Achievement

Cherwell District Council maintains Equality Impact Assessment rolling programme of policies and strategies which have been identified as needing assessment via the management team. This document has been published to all senior members of staff and on Cherwell District Council’s website. This document is reviewed quarterly by the Corporate Equality Steering Group to ensure new policies and emerging issues are identified and reviewed.

Full Equality Impact Assessments are then consulted on with the public via the Equality and Access Consultation Panel or via other methods where required.

Key Activities:

- Quarterly Corporate Equality Steering group meetings to take place.
- All completed Equality Impact Assessments to be consulted on through the Corporate Equality Steering Group.
- Yearly review of Equality Impact Assessment rolling plan to be conducted alongside the Joint Management Team and Service Plans.
- Corporate Equalities is included on the Council Strategic Risk Register and is reviewed on a quarterly basis.

Place Shaping, Leadership, Partnership and Organisation Commitment

2:8 - Political overview and scrutiny processes review equality impacts and objectives	
Summary of Achievement	<p>All of Cherwell District Council's Executive papers require an impact assessment across a range of criteria including finance, risk, legal and equalities where necessary. In addition the Executive papers include a section whereby the consultation undertaken as part of the policy development or the required decision is outlined.</p> <p>The Cherwell District Council Leader is the portfolio holder for the Equalities agenda and there is a member champion for community cohesion. This gives direct oversight to our equality and cohesion work programmes.</p> <p>The annual Equality Executive paper provides the Executive Members with a detailed review of the performance of work programme and has direct input into future work programmes. Scrutiny is also able to challenge the equalities work programme.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Executive Members requested for Cherwell District Council to be accredited under the Equality Framework for Local Government during 2010/2011 resulting in the Corporate Equalities Programme 'Achieving' Self-Assessment. Executive reviewed the first assessment and took the decision not to go for an external peer assessment due to the costs associated with the process at a time of increased financial constraints. • There is a dedicated Member cohesion champion who focuses on community cohesion. • The Performance Scrutiny Working group meets on a quarterly basis to scrutinise performance. Equalities issues are included within these reports.

Place Shaping, Leadership, Partnership and Organisation Commitment

2:9 - The authority communicates effectively about its equality and cohesion priorities, how it is responding to its communities' needs and promoting good relations

Summary of Achievement

The Council has a dedicated web page for its equalities work and also communicates with key stakeholders in a number of ways. These include the quarterly performance reports, consultation and community engagement events, targeted reports and articles in the resident's newsletter and local press.

The Corporate Performance and Insight Team work with key stakeholders across all sectors to publicise the work of the Council and a network of community engagement groups and forums has been established to ensure a wide as possible consultation and communication takes place.

Our Corporate Equalities Plan includes objectives and actions to improve consultation and communication with members of the local community. Our Equality and Access panel helps us refine all our policies and strategies to meet the needs of the local community which enables us to build strong relations across the community.

The Council publicises all public meetings on its website and all consultation opportunities are publicised on the council's consultation portal.

Key Activities:

- Disability Forum
- Voluntary Sector Forum
- Cherwell Faith Forum
- Internal 'Knowing your Community' awareness events which help build levels of understanding about the diversity of Cherwell within the Council and partner agencies.
- Recognising that the rural communities may not have access to the internet or PC's, we have provided Link point kiosks into those communities. These allow users to access any non-restricted websites
- Kiosk locations are:
 - Deddington Library, Deddington
 - Hook Norton
 - Cropredy Stores, Cropredy
 - Heyford Wharf
 - Ambrosden

Place Shaping, Leadership, Partnership and Organisation Commitment

2:10 - The authority ensures that contractors, commissioned services and grant receivers regularly review their services and access to them to ensure they continue to be appropriate and accessible. (Links to 2.19)

Summary of Achievement

Cherwell District Council takes into account within its tender evaluation and contracting processes a potential contractor's approach to equalities in terms of its employment practices and service delivery, which are monitored and managed during the life of each contract. This is outlined in the Council's procurement strategy and documentation.

The Council check a contractor's compliance with equality and diversity issues in two ways:

- Prior to Contract Award - by asking equalities questions either prior to or during the tender process. If following evaluation the response does not satisfy the Council's criteria, the firm may not be short listed or awarded a contract.
- After Contract Award - by including contract conditions on equality in all Council contracts and by monitoring a contractor's performance and compliance with those conditions.

2: 11 - Work is being undertaken to promote equality of opportunity in terms of the participation of under-represented groups in civic and public life, including as elected representatives.

Summary of Achievement

Cherwell District Council works with local schools, colleges and sixth forms to engage with the districts younger generation. We have done this by working in partnership with Oxfordshire County Council to create an Oxfordshire Youth Parliament. Cherwell District Council also work in partnership with The Hill youth centre in Bretch Hill, Banbury with their Youth Forum as its important to get young people's support and feedback who live in a deprivation cycle area.

Place Shaping, Leadership, Partnership and Organisation Commitment

2: 12 - The quality of community relations and harassment and hate crimes are monitored and analysed regularly. Appropriate action is taken to address the issues that have been identified

<p>Summary of Achievement</p>	<p>Cherwell District is a low risk area and has good working community relationships.</p> <p>Regular JATAC (Joint Agency Tasking and Co-ordinating) meetings occur whereby tension monitoring is reviewed and an escalation process is in place if our area level was to increase.</p> <p>The Oxfordshire Community Safety Partnership has refreshed its local Information Sharing Protocol that has been developed so the Community Safety Partnerships can use its Information Sharing Procedures for the purposes of confidential data exchange.</p> <p>Cherwell District Council alongside Oxfordshire County Council, all Oxfordshire District Councils and Thames Valley Police have appointed a national Third Party Hate Crime Reporting service called Stop Hate UK which went live in November 2012 and has been renewed for a further 6 months during 13/14. The Council receive quarterly performance reports in terms of usage across the whole of the district. Representatives from the partnership created a Performance Monitoring Board whereby the performance and increase usage of this service is monitored. The Corporate Policy Officer is the representative for Cherwell District Council.</p>
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Place Shaping, Leadership, Partnership and Organisation Commitment

Areas for Improvement:

Areas For Improvement

- There is an opportunity to widen consultation as part of the annual review of the Equalities scheme.
- There is an opportunity to review the purpose, usage and performance impact of the Access and Equality Panel and how membership to this group can be improved.
- There is an opportunity for further Member engagement in the Equality Impact Assessment Process where issues can be escalated via the Equality Steering Group.
- There is an opportunity to further Members community knowledge and commitment to equalities by providing a Fair and Aware Training module specific to members.

Place Shaping, Leadership, Partnership and Organisation Commitment

Key Sources of Evidence

Corporate Equality Action Plan	Cherwell District Council demonstrates its commitment to improving equalities within our district through the Corporate Equality Action Plan. This process allows us to investigate, highlight and commit to making improvements to the high level areas within our district whereby we feel we can make a real difference.
Major Programmes Plan	Identifies and sets out projects to address areas for development in terms of improvement, value for money reviews or new policy development.
Equality Impact Assessment Programme	A three year rolling Equality Impact assessment programme which outlines timescales as to when which policies or strategies need to be reviewed.
Equality Impact Assessments	Evidence of all completed Equality Impact Assessments throughout Cherwell District Council.
Equality Scorecard	The Equality Scorecard has been built into Cherwell District Council's performance management system allowing us to review or work programme progression which forms part of the overall Performance Management Framework.
Equality Executive Reports	Annual Equality Performance Report which gets reviewed by Executive members for future work programmes to be

Place Shaping, Leadership, Partnership and Organisation Commitment

Key Sources of Evidence

	agreed.
Cherwell District Council Service Plans	Departmental Service Plans created by staff and managers to plan objectives on a yearly basis.
LSP – Local Strategic Partnership Board	The Cherwell Local Strategic Partnership
Executive Lead Member – Leader of the Council	The Leader of Cherwell District Council is the Executive Lead Member for Corporate Equalities.
Equality Scheme	Cherwell District Council has a Single Equality Scheme comprising the Corporate Action Plan and Equality Impact Assessment Plan. This document sets our standards and aspirations in relation to our future work programme.
Equality and Access Panel	A Consultation Panel whereby all our Impact Assessments and service changes are reviewed by the public. Suggestions are researched and feedback reported via minutes.
Cherwell Link	Cherwell Link has included various equality articles
Oxfordshire Youth Parliament	Supported by Cherwell District Council and Oxfordshire County Council.
IAG (Independent Advisory Group)	TVP lead group made up of community representatives to share information and discuss and community issues. Meetings are held quarterly or on a need must basis.
Stop Hate UK Reports	Third Party Hate Crime reporting Service quarterly contact reports.
Stop Hate UK – Performance Monitoring Board	Agenda, Meeting Minutes, Stop Hate UK Communications Plan.
Oxfordshire Community Safety Partnership	Partner’s agreement/protocol, meetings, minutes and agendas.

Community Engagement and Satisfaction

2:13 - Community engagement structures are working efficiently and effectively.

Summary of Achievement

Cherwell District Council is a lead member of the Cherwell Local Strategic Partnership. The sustainable community strategy for the district sets out a clear ambition for the partners taking a lead role in community leadership. The ambition 'resourceful and receptive community leadership' sets out an ambitious programme for community engagement.

As such the LSP has set out a clear structure and process for community engagement and Cherwell District Council has played a lead role in hosting and delivering several community engagement events.

In addition to partnership working Cherwell District Council has a strong and effective Community Consultation and Engagement Strategy which includes our equalities work programme for improved consultation with members of the local community. Regular consultations take place and feedback is monitored.

Cherwell District Council (in conjunction with the Health & Safety Manager) not only ensures the accessibility of its consultation events but also safe egress (means of escape in case of fire). For those who require assistance it also makes special arrangements from travel arrangements to translators and signers, specialist catering and community reimbursement where appropriate.

Key Activities:

- An annual LSP reference group – a conference style event open to all community stakeholders to help shape the priorities of the local strategic partnership.
- A family of community engagement forums that are supported by Cherwell District Council and its LSP partners. The aim of these is to provide clear and accessible community engagement opportunities. An LSP board member attends each event, they include: the faith forum, the disability forum, voluntary sector and countryside forums, the Parish Liaison events, seniors forum and connecting communities events.
- The Council holds a series of consultation activities including an annual budget consultation – where local residents are actively recruited and those who have previously participated are invited to return.
- The consultation portal provides a one stop shop for all council consultation and engagement events from public workshops to surveys.
- A representative from Building Control sits on both the 'Cherwell

	Disability Forum Steering Group' and 'The Equality & Diversity Steering Group and provides knowledge and support regarding access.
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Community Engagement and Satisfaction

2.15 - Involvement and consultation influences and informs equality priorities and feedback is given to those consulted.

Summary of Achievement	<p>Cherwell District Council involves and consults established local organisations and community representative bodies which are well aligned to all equalities groups.</p> <p>All feedback from consultation is communicated and used to set policy priorities throughout Cherwell District Council.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Cherwell District Council 's Housing services have developed a protocol for working directly with residents of all Regional Social Landlords in the district, allowing them direct influence on priorities. The group will also develop and monitor the housing services equality plan and area housing plan. • The Access and Equality Panel meetings receive feedback to all discussed agenda items.
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2.16 - Partners work together to balance diverse, but sometimes conflicting interests, in the locality

Summary of Achievement	<p>Within the Local Strategic Partnership Partners work together to implement and bring to fruition the aims and aspirations within the Sustainable Community Strategy. This prioritises the aspirations for Cherwell until 2030. This required the gathering of evidence and residents views and reconciliation of conflicting views to determine collective priorities.</p> <p>Cherwell District Council hosts the JATAC paternership meeting on a regular basis. This meeting combines expertise in all different fields from different organisations which helps to build a whole picture of the community in relation to community tension monitoring.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • The Brighter Futures in Banbury project works to tackle deprivation in specific wards in Banbury using a number of diverse approaches and projects.
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Community Engagement and Satisfaction

Areas for Improvement:

Areas For Improvement

- Local Education establishments do not engage or partner effectively with the Council's Consultation and Engagement Officer, Linking with this area could provide our community engagement events with a new angle, education, deprivation and links to health & wellbeing.
- Community Engagement and Consultation Communications plan to be reviewed to ensure all community/residents are aware of the council's events.

Community Engagement and Satisfaction

Key Sources of Evidence

Corporate Equality Action Plan	Cherwell District Council can demonstrate its commitment to improving equalities within the district through the Corporate Equality Action Plan. This process allows us to investigate, highlight and commit to making improvements to the high level areas within our district whereby we feel we can make a real difference
Major Programmes Plan	Identifies and sets out projects to address areas for development in terms of improvement, value for money reviews or new policy development.
Equality Impact Assessment Programme	A three year rolling Equality Impact assessment programme which outlines timescales as to when which policies or strategies need to be reviewed.
Equality Impact Assessments	Evidence of all completed Equality Impact Assessments throughout Cherwell District Council.
Equality Scorecard	The Equality Scorecard has been built into Cherwell District Council's performance management system allowing us to review or work programme progression which forms part of the overall Performance Management Framework.
Equality Executive Reports	Annual Equality Performance Report which gets reviewed by Executive members for future work programmes to be agreed.
Cherwell District Council Service Plans	Departmental Service Plans created by staff and managers to plan objectives on a yearly basis
Fair and Aware 'Moving Forward' Corporate Training.	Module 5 is based in 1-1 Equality Impact Assessment training to ensure a complete gap analysis is completed.
Corporate Procurement	Including Equality Impact Assessment for strategy.

Strategy	
JMT (Joint Management Team)	PMF Minutes of meetings.
Equality Good Practice Register	Available via Cherwell District Council's Partnership and Equality Officer and intranet site.
Corporate Translation Policy	Available via Cherwell District Council's Partnership and Equality Officer and intranet/Internet sites.
Executive Reports	Available from Democratic Services.
Consultation & Engagement Strategy	Available from Consultation & Engagement Officer.

Responsive Service and Customer Care

2.17 - A set of equality outcomes/objectives/goals have been produced at service/unit level to meet the needs of identified equality target groups, and those who are most vulnerable. (links to 2.2 and 2.4)

Summary of Achievement	<p>Cherwell District Council work to a 3 year Corporate Equality Action Plan. This action plan brings together our long term equalities objectives for the district across all the equality strands. The plan encompasses issues around deprivation and building strong and cohesive communities. These strategic objectives are then filtered through down into our specific service yearly operational service plans.</p> <p>Key Activities:</p> <p>Cherwell District Council's Customer Specialist Team is responsible for taking its services out to the hard to reach local communities to assist with ensuring all the community can access our services. Outlined below is a variety of events, community groups and community locations whereby this team have provided access and information to our services.</p> <ul style="list-style-type: none"> Frank Cook Court – Elderly Hook Norton Day Centre – Elderly & Carers BHYP – under 25 mainly 17-19 Bicester and Banbury Job Clubs – Working Age Bicester Food Bank – All Kaboodle Mens club – Men Only Widows Club – All Bretch Hill Estate Day – Brighter Future Neets Week – under 25s Banbury Show – All Parish Liaison – Councillors Kidlington Parish Council OCVC Open Day – Students Home alone - All Oxeye – Partially Sighted Salvation Army Travellers site at Mollington and Station Approach – Banbury
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	<p>CDC Health Bus Banbury Friendships Centre Local Supermarkets The Horton Hospital Local Libraries Local Doctors Surgeries</p> <p>For full list please refer to Services to residents document 2014</p> <ul style="list-style-type: none"> • Cherwell District Council's Housing services also do outreach work providing information on, and working in partnership with statutory and voluntary agencies representing and providing services for people including older people, people with physical disabilities and the Polish community and help with accessing Choice Based Lettings, when requested. • Cherwell District Council's Housing services undertake specialist outreach work relating to Housing matters. This includes specific information and services for the prevention of homelessness, alternative housing options both rented and homeownership. Home improvements including both grants for property improvement, to improve affordable warmth and also through statutory enforcement. We also provide an excellent customer focussed service to enable existing homeowners to continue to live in their own homes through disabled facilities grants to provide adaptations. • The Housing needs team will undertake an assessment of Welfare Reform measures and how vulnerable people will be affected • Home visits to applicants who can't otherwise access housing services • Visiting older people's groups to promote the Home Improvement Agency • Attending Polish community group to promote services to enforce standards in private rented properties • Housing needs team works with young people, through the Oxfordshire Housing Pathway and District Accommodation panel • Role of the Access Officer regarding disabled/ inclusive access to council buildings. The Disability Discrimination Act 1995 (DDA) placed a duty on employers and service providers to ensure reasonable access to services and employment including the need to make 'reasonable adjustments' to physical features of premises to overcome
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	<p>barriers to access. The Audit Commission introduced BVPI 156 which required Councils to report the accessibility of their buildings through the compilation of access audits as defined by the now outdated approved document Part M (1991) to the Building Regulations. Although BVPI 156 has been withdrawn/deleted by CLG. Cherwell District Council have decided to continue with BVPI 156 as a local indicator within the Access Officer continuing bi-annual access audits of council premises (measured against the current approved document Part M (2004) to the Building Regulations). The findings of the audit being reported to the Directorate Team in order for managers to consider any identified barriers to their service, including identification of reasonable adjustments. This is considered by the most effective way to continue measuring the accessibility and inclusiveness of all the council premises in the absence of a National Indicator. The Access Audits are held by the Access Officer.</p> <ul style="list-style-type: none"> • Knowing your Community events during 2013/2014 have led to the Council and its partners having a better understanding of the challenges faced by people affected by the Welfare Reform and also raised awareness regarding the facts around Human Trafficking within Banbury and Oxfordshire.
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Responsive Services and Customer Care

2. 18 - Appropriate resources have been allocated and action has been taken to mitigate adverse impact and improve equality outcomes where shortfalls have been identified. (links to 2.6)

<p>Summary of Achievement</p>	<p>The process for all Equality Impact Assessment objectives are fed into the Service Heads Service plans and are monitored, updated and reported on regularly.</p> <p>An Equality Scorecard is also created on a quarterly basis which reports on the Equalities overall performance.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Cherwell District Council's Regeneration and Housing service is developing a plan to publish information on allocations and lettings on the website to demonstrate equality in the lettings process.
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2. 18 - Appropriate resources have been allocated and action has been taken to mitigate adverse impact and improve equality outcomes where shortfalls have been identified. (links to 2.6)

Summary of Achievement	<p>The process for all Equality Impact Assessment objectives are fed into the Service Heads Service plans and are monitored, updated and reported on regularly.</p> <p>An Equality Scorecard is also created on a quarterly basis which reports on the Equalities overall performance.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Cherwell District Council’s Housing services has developed an equality action plan from the Equality Impact Assessment objectives. Community groups were consulted on its development, it is published on the website and will be monitored by the social housing residents’ group
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2. 19 - Mechanisms are in place to ensure that service equality objectives are delivered by contractors and providers through contract management, and those they are monitored properly. (links to 2.10)

Summary of Achievement	<p>Cherwell District Council takes into account within its tender evaluation and contracting processes, a potential contractor’s approach to equalities in terms of its employment practices and service delivery, which will also be monitored and managed during the life of each contract.</p> <p>Key Activities:</p> <p>For each invitation to quote processed via the Joint Procurement team there is a pass/fail equal opportunities section where the potential contractor needs to list evidence of putting equal opportunities & diversity into practice. The interested party also needs to confirm that they actively sign up to the whole raft of equalities legislation.</p> <p>For every tender if it is a restricted process the same will apply as with the invitation to quote process above. For every open tender the process will be as above.</p> <p>As well as this, where relevant the tender evaluation - as opposed to the pre-qualification listed above - will involve evidence of equal opportunities in action.</p> <p>Once a contract is awarded contractors should be asked to provide updated equal opportunity policies at the annual review meeting if the contract is due to run for two or more years.</p> <p>Service areas are also being encouraged to provide on-going evidence of equal opportunities in practice and that their workforce reflects the community in which they work.</p>
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	<p>Housing services development protocol makes equality requirements of affordable housing providers when providing new affordable housing, including having a clear understanding of their potential residents including breakdown by age, ethnicity, sexual orientation, gender and faith.</p> <ul style="list-style-type: none">• Proposals for new housing should be assessed for impact on equality considerations.• Require contractors to demonstrate commitment to equality through the tendering process, and monitor their performance.• Provide housing for all groups where a need is identified including provision for wheelchair standard housing and supported housing for various client groups.
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2.20 - Equality and cohesion objectives are monitored regularly by portfolio holders and departmental management teams (DMTs). (Links to 2.7,2.22,and 2.23)

Summary of Achievement

All service plans are monitored using Cherwell District Council's Performance Management Framework (Performance Matters) by the Joint Management Team on a monthly basis. The Executive review performance against the corporate equalities plan on a quarterly basis. All Portfolio holders meet regularly with their Heads of Service whereby performance is discussed.

Cherwell District Council has a Strategic Risk Register which is reviewed quarterly, equalities is identified as a corporate level risk.

Responsive Services and Customer Care

2. 21 - The identified needs of vulnerable and marginalised groups are addressed and services are designed to ensure that customers and citizens are treated with dignity and respect.

Summary of Achievement

Throughout all our services to the local community we ensure that we are able to design and adapt our services to ensure that our customers are treated with dignity and respect.

Key Activities:

- **Disabled Facility Grant** - The number of DFGs completed in 2013-14 was 119, an increase from the 102 achieved in the previous year which reflects the return of referrals from OCC to the 'expected' level. Spend was £804k and grants totalling £789k were approved. The DFG budget for 2014-15 has been set at £750k (£754 k last year).
- **Home Improvement Agency**
The Small Repairs service provided repairs assistance to 413 households and home-from-hospital assistance to a further 154 (saving the health service an estimated 1070 bed-days). The HIA used discretionary grants to help 230 households (210 last year) at a total cost of £88k (£84k last year).
- **Tackling Domestic Violence** - A scheme in 2009/10 assists up to 30 families per year, independent domestic violence advisor service to support high risk cases,

	<p>extended outreach service (approximately 40 families per year) which includes development of the freedom programme which this year has sought to reach groups including people with mental health problems, and people with BME backgrounds</p> <ul style="list-style-type: none"> • Housing Services for Older people One of the first district councils to produce a housing strategy specifically for older people, addressing the issues raised by an ageing population. Older people were involved from the start of the project and continue to take responsibility for monitoring the outcomes by regular attendance on the steering group which overlooks this work programme. • Stop Hate UK - Cherwell District Council alongside Thames Valley Police and Oxfordshire local authorities have commissioned a third party hate crime reporting service • Safeguarding - All services are encouraged to consider what implications there may be for safeguarding in the conduct of their service or in its procurement from a third party. Whilst not directly involved in the provision of adult or children's social care, Cherwell District Council provides many services which have a direct impact on the lives of vulnerable individuals and their families. Our ambition is to gather a group of safeguarding champions across the authority to maintain standards and awareness of best practice.
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Responsive Services and Customer Care

2. 22 - Human rights issues are considered and addressed when delivering services to customers and clients. (links to 2.7 and 2.20)

<p>Summary of Achievement</p>	<p>Cherwell District Council is an accessible district council which is aware of its community make up and ensures that its resources and services are accessed and available in a fair way.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Corporate Translation Policy Procedure • Face to Face Mystery shopping - Face to face mystery shopping at our Link Point offices and the "shoppers" included people with hidden disabilities. • Re-development of Customer Services - Complete re-development of our three former cash offices into one stop shops has allowed us to put in place: All service access on ground floor, no step, wheelchair access, seated waiting areas, hearing loop at all service points, signage alerting customers to our zero tolerance of abuse, Language Line is available and used for face to face visitors and telephone callers, leaflets are available in large print, braille, audio tape and alternative languages. We identified that a lot of the callers at our town centre offices were Polish nationals. As a result of this we arranged for several posters and leaflets to be printed and displayed in Polish • Customer Service Officer – Specialist – Customer Service Officers who are non-office based with the role of visiting the public at local level to ensure everyone within the district has access to our services. • Cherwell District Council provides Polish speaking customer service drop in sessions. • Connecting Communities – takes information regarding the Councils services to people in hard to reach communities who wouldn't normally actively seek the Councils assistance.
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Responsive Services and Customer Care

2. 23 – Access to and appropriateness of services is monitored regularly by portfolio holders and DMT’s. (Links to 2.7 and 2.20)

Summary of Achievement

Cherwell District Council has a robust performance management framework which includes a suite of performance measures monitored on a quarterly basis. In the corporate score card there is a focus on customer measures and the business plan has several equalities targets. There is also a corporate improvement plan and the corporate equalities plan which further embed equalities into the performance management framework.

In addition to these processes all portfolio holders meet regularly with their Heads of Service whereby discussions take place surrounding the performance of services. These discussions include issues around the quality of access and information about the service and ways to improve the service in line with community expectations.

There is also a Member challenge process as part of service planning where councillors are able to consider each service plan to ensure that actions planned are appropriate, relevant and cost effective. The service plans include equalities actions.

Executive reports which are written within the council have equality risk assessments which are signed prior to the paper going through Executive.

Key Activities:

- Housing services have developed monthly performance monitoring which includes adding value to partnership working with vulnerable communities. This will feed upwards to DMT and the portfolio holder

Responsive Services and Customer Care

Areas for Improvement:

Areas For Improvement

- The Housing Equality Group is overseeing the implementation of an Equality Scorecard throughout 2013/2014
- The Strategic housing team is piloting parish profiles to gain deeper understanding of housing need in rural areas, leading to better prioritisation of work to support communities in achieving affordable housing.

Responsive Services and Customer Care

Key Sources of Evidence

Corporate Equality Action Plan	Cherwell District Council can demonstrate our commitment to improving equalities within our district through the Corporate Equality Action Plan. This process allows us to investigate, highlight and commit to making improvements to the high level areas within our district whereby we feel we can make a real difference.
Major Programmes Plan	Identifies and sets out projects to address areas for development in terms of improvement, value for money reviews or new policy development.
Equality Impact Assessment Programme	This is a three year rolling Equality Impact assessment programme which outlines timescales as to when which policies or strategies need to be reviewed.
Equality Impact Assessments	Evidence of all completed Equality Impact Assessments throughout Cherwell District Council.
Equality Scorecard	The Equality Scorecard has been built into Cherwell District Council's performance management system allowing us to review or work programme progression which forms part of the overall Performance Management Framework.
Equality Executive Reports	Annual Equality Performance Report which gets reviewed by Executive members for future work programmes to be agreed.

Responsive Services and Customer Care	
Key Sources of Evidence	
Cherwell District Council Service Plans	Departmental Service Plans created by staff and managers to plan objectives on a yearly basis
Fair & Aware 'Moving Forward' Corporate Training.	Module 5 is based in 1-1 Equality Impact Assessment training to ensure a complete gap analysis is completed.
JMT (Joint Management Team)	PMF Minutes of meetings.
Equality Good Practice Register	Available via Cherwell District Council's Partnership and Equality Officer.
Corporate Translation Policy	Available via Cherwell District Council's Partnership and Equality Officer and intranet/Internet sites.
Executive Reports	Available from Democratic Services.
Safeguarding Policy.	Responsibility within the Community Services Team and aspects monitored via the corporate risk register.

Modern and Diverse Workforce

2.24 - The equality aspects of the workforce strategy are implemented and monitored.	
Summary of Achievement	<p>Cherwell District Council has robust Human Resources processes which are regularly reviewed and Equality Impact Assessed to ensure compliance.</p> <p>The Workforce Strategy encompasses our various policies which include:</p> <ul style="list-style-type: none"> • Part Time Working • Flexi Time • Redundancy and Redeployment (Organisational Change) • Future Workforce Planning

2.25- Employment objectives have been set based on internal monitoring, staff consultation and the assessment of the local labour market and barriers. (Links to 2.2)

<p>Summary of Achievement</p>	<p>Employment objectives have been set within the HR Strategy. Monitoring of staff figures are completed quarterly which informs employment equality objectives and have been linked into the Corporate Equality Action Plan and the Corporate Improvement Plan.</p> <p>Cherwell District Council opens itself to a range of techniques for attracting the local community to its workforce and also ensuring there is balance as to when it comes to looking after its existing staff. These consist of strategies and schemes such as:</p> <ul style="list-style-type: none"> • Apprenticeship Scheme – This government funded scheme allows young adults from deprived areas of the Community to gain hands experience and training to assist them with their future carers. There are currently 8 apprentices employed by the Council in a variety of departments. • Recruitment and Employment - Cherwell District Council have developed a number of new posts to encourage graduates and individuals without a professional qualification to move into professional roles. Career graded posts exist across the council. These roles have stepped progression with clear criteria for development including attainment of professional qualifications and experiential development. There has been a focus on encouraging an increase in numbers of employees in the 16-29 age groups and this has been successful • Improved Work Experience Schemes - Cherwell District Council worked with Cherwell Valley College to provide a work placement for a young adult with downs syndrome. The placement was strongly supported with considerable one to one supervision whilst providing experiential development within 3 departments over 22 weeks
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2.26 - The authority regularly monitors, analyses and publishes employment data to fulfil its statutory duties.

<p>Summary of Achievement</p>	<p>Cherwell District Council monitors and analyses its employment data on regular basis using various methods from the recruitment stage through to full employment.</p> <p>This is captured and analysed using our in house management system and reported on the web site.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • A review of the HR policies, practices and procedures is being undertaken to enhance the internal monitoring of equalities.
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Modern and Diverse Workforce

2. 27 - All employment procedures have been impact assessed and action has been taken to mitigate adverse impact and promote equality outcomes.

<p>Summary of Achievement</p>	<p>All HR policies and procedures have been through the Equality Impact Assessment and actions leading from this have been built into the Corporate Equality Action Plan, the employment data monitoring and the Service Heads yearly service plans.</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • A training programme has been running for a number for years based on best practice in selection interviewing. Attendance has been mandatory for any member of staff sitting on an interview panel. A comprehensive staff list is maintained by HR to ensure panel members have been trained
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2. 28 - The authority has completed its equal pay review

<p>Summary of Achievement</p>	<p>Cherwell District Council has completed a pay and grading review which was implemented in 2010. This supports the Single Status Agreement 1997 and the National Agreement 2004, which encouraged local authorities to undertake such reviews.</p> <p>The Equal Pay Act and the Equal Pay (Amendment) Regulations, also make it especially important to maintain a fair and equitable pay and grading structure. Job evaluation aims to provide a systematic and consistent approach to defining the relative worth of posts within an organisation, and is a process whereby jobs are placed in a rank order according to overall demands placed upon the post holder, making it a fair and equitable process.</p> <p>Equal pay reviews take place on a regular basis and usually every three years to ensure risks of equal pay issues are mitigated. The shared services and transformation programs may present future job evaluation challenges. This will be kept under review by the steering group</p>
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Modern and Diverse Workforce

<p>2. 29 - It delivers a range of learning and development opportunities to support councillors and officers to deliver equality outcomes.</p>	
<p>Summary of Achievement</p>	<p>An extensive amount of work and resource has been put into this area over the last 3 years resulting in an in house corporate training programme for all staff to increase our knowledge with the objective of improving the communities' level of service when accessing our services. The modular approach allows for Cherwell District Council's diverse workforce and how Equality and Diversity may impact upon their daily roles. The five modules within the course are:</p> <ul style="list-style-type: none"> • Equality & Diversity 'The Challenge' - To outline the primary legislation governing service provision and employee behaviour and to raise the profile of CDC Equality policy and procedure • The Work Environment: Is it a Fair Place for Everyone - To provide employees with the ability to understand their work environment & culture and reflect on how attitudes and behaviours can affect others • Equality & the Community - To provide the student with a

	<p>clear awareness of the cultural diversity of the population. The dangers of assigning certain attributes to groups and to identify potential ways to manage service provision to a diverse community</p> <ul style="list-style-type: none"> • Managing Equality & Diversity - To provide managers with the knowledge to critically review their work environment to ensure it is fair and supportive allowing people to perform to their best level and to identify potential areas of organisation risk • Completing Equality Impact Assessments - To provide students with the knowledge and awareness of how to effectively complete Equality Impact Assessment <p>All staff have now received this training and following route will be the Councils preferred method of training in the future with the Corporate Policy Officer maintaining responsibility for ensuring the information is accurate.</p> <p>The Council has also condensed the Fair and Aware training into an accessible E-Learning training programme which has been used to help assist new employees during their probation period and also has a refresher for all employees. The e-learning module also helped to raise awareness and training with regards to the Public Sector Equality Duty Review.</p> <p>Fair and Aware training has been commissioned for Cherwell District Council members and will be delivered during 2014/2015.</p>
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Modern and Diverse Workforce

<p>2.30 Harassment and bullying incidents are monitored and analysed regularly. Appropriate action is taken to address the issues that have been identified.</p>	
<p>Summary of Achievement</p>	<p>Cherwell District Council has a clear policy and process to manage reported incidents. At present no formal complaints have been made.</p> <p>Key Activities:</p> <p>There are also questions relating to harassment and bullying within the workplace within the staff survey which was recently completed again in 2013.</p>

<p>2. 31 - Equality implications inform the setting of objectives in management and individual appraisals.</p>

Summary of Achievement	<p>Cherwell District Council has a holistic approach to performance appraisals that includes a direct assessment of the individual's commitment and performance in relation to equalities alongside other competencies such as team working and customer focus. Managers are able to set equalities performance objectives for staff where required. There is a corporate equalities training programme that can support staff where development is required.</p> <p>The Council's policy requires all staff to have a full annual appraisal and a six monthly review. Completed appraisals are collected by the HR team for reviews to quality assure the process. A member of the HR team is also a member of the Corporate Equalities Steering Group which ensures equalities issues are reflected in all staff development activities.</p> <p>Key Activities:</p> <ul style="list-style-type: none">• Annual staff appraisal• Six monthly review• Quality Assurance of appraisal process• Training offered to managers to ensure effective appraisals are undertaken.
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Modern and Diverse Workforce

2. 32 - Staff are engaged positively in service transformation and in developing new roles and ways of working.

Summary of Achievement

Cherwell District Council's HR Team use a range of techniques to ensure that staff is involved in service transformation and developing new ways of working.

In addition the Council's service and financial planning process requires service heads to undertake staff engagement as part of the development of annual service plans.

Key Activities:

- **Staff consultation group** - Involved in new and amended policy development.
- **In Brief** – An internal fortnightly news and update presentation which is sent to all employees.
- **Service Planning Team Days/Team Meetings** – Standard procedure for Team members to be involved in developing the yearly service plans alongside their managers
- **Anonymous feedback form**
- **Various specific staff consultations** e.g. including travel, improving communications, budgets etc.

Modern and Diverse Workforce

Areas for Improvement:

Areas For Improvement

- Area of improvement would be to align our staff force to the Cherwell community

Modern and Diverse Workforce

Key Sources of Evidence

HR Policies	All available via the HR Team, Cherwell District Council Intranet site and website.
HR Equality Impact Assessments	All available via the HR Team, Equality Officer, Cherwell District Council Intranet site and website.
Performance Management Framework - Employment Data Reports	All available via the HR Team,
Staff Survey Results 2008 and 2010	All available via the HR team, Cherwell District Council Intranet site and website.
Staff Survey Team and Corporate Action Plans 2008/2010	All available via the HR team, Cherwell District Council Intranet site and website.
Corporate Equality Action Plan	Cherwell District Council can demonstrate our commitment to improving equalities within our district through the Corporate Equality Action Plan. This process allows us to investigate, highlight and commit to making improvements to the high level areas within our district whereby we feel we can make a real difference
Job Evaluation Procedure and Policy	All available via the HR team, Cherwell District Council Intranet site and website.
Fair & Aware 'Moving Forward Training Schedule	All available via the HR team, Cherwell District Council Intranet site and website.
Fair & Aware Modular Training Feedback	Feedback captured from all attendees highlighting the effectiveness of the training and how attending this training has helped support them in their role.
Learning and Development Training Schedule	All available via the HR team, Cherwell District Council Intranet site and website.
Member Training Schedule	All available via the Democratic and Elections team, Cherwell District Council Intranet site and website.
Appraisal Policy and Selection on completed Appraisals	All available via the HR team, Cherwell District Council Intranet site and website.
Service and Financial Planning Guidance	Sets out how staff should be involved in service planning
Fair & Aware E – Learning Training	E-learning training module available to all staff.