

Cherwell District Council Corporate Equality Action Plan 2012 -2015

Fair Access and Customer Satisfaction

3 Year Corporate Objective	2012/13 Corporate Targets	2013/2014 Corporate Targets	2014/15 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 	<ul style="list-style-type: none"> Quarterly Equality & Access Panels 2 Faith Forums 2 Disability Forums Quarterly Connecting the Community Consultation Wall 	<ul style="list-style-type: none"> Quarterly Equality & Access Panels 2 Faith Forums 2 Disability Forums Quarterly Connecting the Community Consultation Wall 	Michal Gogut
Implementation and roll out of specific Older People's Strategies	<ul style="list-style-type: none"> Progression against the Housing Strategy for Older People Action Plan To review district wide recreation strategy with the view to implementing a specific section on older people 	<ul style="list-style-type: none"> To monitor specific objectives related to older people held within the recreation and health plan. 	<ul style="list-style-type: none"> To monitor specific objectives related to older people held within the Recreation Strategy 	Phillip Rolls
To review the delivery of Customer Service Mystery Shopping	<ul style="list-style-type: none"> Continuous completion of the Corporate Building (DDA Review) Rolling Programme Customer Services to review current mystery shopper process To continue to monitor the amount and nature of complaints received via the Corporate Complaints Procedure Undertake a range of Housing Customer Service Satisfaction measures 	<ul style="list-style-type: none"> Continuous completion of the Corporate Building (DDA Review) Rolling Programme To continue to monitor the amount and nature of complaints received via the Corporate Complaints Procedure Undertake a range of Housing Customer Service Satisfaction measures 	<ul style="list-style-type: none"> Continuous completion of the Corporate Building (DDA Review) Rolling Programme To continue to monitor the amount and nature of complaints received via the Corporate Complaints Procedure Undertake a range of Housing Customer Service Satisfaction measures 	<p>Chris Honey</p> <p>Caroline French</p> <p>Marianne North</p>

Tackling Inequality and Deprivation

3 Year Corporate Objective	2012/13 Corporate Targets	2013/14 Corporate Targets	2016/15 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 	<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 	<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 	<p>Iain Davies</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p>

Building Strong Communities

3 Year Corporate Objective	2012/13 Corporate Targets	2013/2014 Corporate Targets	2014/15 Corporate Targets	People/Resources
<p>Improve opportunities for different groups within communities to work together and build strong community relations</p>	<ul style="list-style-type: none"> To Complete quarterly themed Connecting the Community Events 	<ul style="list-style-type: none"> To Complete quarterly themed Connecting the Community Events 	<ul style="list-style-type: none"> To Complete quarterly themed Connecting Community Events 	<p>Michal Gogut</p>
<p>Joint working with Thames Valley Police to highlight and reduce any community tension and build trust in local services.</p>	<ul style="list-style-type: none"> To continue to attend TVP Advisory Panel to improve consultation and community relations 	<ul style="list-style-type: none"> To continue to attend TVP Advisory Panel to improve consultation and community relation 	<ul style="list-style-type: none"> To continue to attend TVP Advisory Panel to improve consultation and community relation 	<p>Michal Gogut</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"> Develop and deliver Arts Development Programmes that tackle disadvantage and address community cohesion through schemes such as 'Taking Park', Creative Bretch Hill and Old Town Party Develop public art projects that add to the vibrancy and local distinctiveness of new developments. Commission work that seeks to encourage a sense of belonging Develop outreach and reminiscence programmes from Banbury Museum In partnership deliver 80% of actions from the CSCP Plan Develop street wardens portfolio through accreditation, volunteers, new legislation and Council projects Develop relationship with OCC Hub utilising resources in Go Active and SWs 	<ul style="list-style-type: none"> Extend the reach of community arts projects that seek to provide common ground and experience for participants from particular neighbourhoods Develop outreach and reminiscence programmes from Banbury Museum. In partnership deliver 80% of actions from the CSCP Plan Develop relationship with OCC Hub utilising resources in Go Active and SWs Implement CLSP's Rural Strategy and ensure new strategies and policies are "Rural Proofed" 	<ul style="list-style-type: none"> Extend the reach of community arts projects that seek to provide common ground and experience for participants from particular neighbourhoods and rural areas In partnership deliver 80% of actions from the CSCP Plan 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. Consider impacts of service change on Cherwell's rural residents, by ensuring new strategies and policies are "Rural Proofed". 	<p>Nicola Riley</p> <p>Mike Grant</p> <p>Nicola Grant</p> <p>Kevin Larner</p>
<p>Implement CLSP's Rural Strategy and ensure new strategies and policies are "Rural Proofed"</p>	<p>Implement CLSP's Rural Strategy and ensure new strategies and policies are "Rural Proofed"</p>			

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Positive Engagement and Understanding

3 Year Corporate Objective	2012/13 Corporate Targets	2013/2014 Corporate Targets	2014/15 Corporate Targets	People/Resources
To work with local schools, colleges and sixth forms to engage with the districts younger generation.	<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 Peoples Action Plan 	<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 	<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 	<p>Jon Wild</p> <p>Jon Wild</p> <p>Jon Wild</p> <p>Jon Wild</p>
Explore and establish links with minority representation and community groups to help us improve our services.	<ul style="list-style-type: none"> To support and be an active member of 'Mantra' and 'HALT' steering groups to support hate crime victims within the district To work in partnership with the MOD to increase our understanding of military life and the inmates and families of Bullingdon Prison to ensure our services are adapted to meet their needs Customer Service Specialist Officers to continue to take our services out to community groups and events 	<ul style="list-style-type: none"> To continue to promote the services of Stop Hate UK in partnership with Oxfordshire districts and TVP with the view to extended Cherwell's contract on a yearly basis. To build a relationship between Cherwell District Council and Topaz To work in partnership with the MOD to increase our understanding of military life and the inmates and families of Bullingdon Prison to ensure our services are adapted to meet their needs Customer Service Specialist Officers to continue to take our services out to community groups and events 	<ul style="list-style-type: none"> To continue to promote the services of Stop Hate UK in partnership with Oxfordshire districts and TVP to support the increase of hate crime reporting within Cherwell District. To work in partnership with military services and the inmates and families from HMP Bullingdon Prison to improve services and opportunities Customer Service Specialist Officers to continue to take our services out to community groups and events 	<p>Caroline French</p> <p>Caroline French</p> <p>Natasha Barnes</p>

3 Year Corporate Objective	2012/13 Corporate Targets	2013/2014 Corporate Targets	2014/15 Corporate Targets	People/Resources
			<ul style="list-style-type: none"> Increase provision of Disabled sport by implementing new 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 	Phil Rolls
Raise Cherwell District Council Employees and Partners awareness of diversity within our community	<p>To continue the 'Knowing Your Community' training events.</p> <p>Continue with the internal 'Fair and Aware' Equality Communications.</p>	<ul style="list-style-type: none"> To hold two Knowing Your Community events a year 	<ul style="list-style-type: none"> To hold two Knowing Your Community events a year 	Michal Gogut

Demonstrating Our Commitment to Equality

3 Year Corporate Objective	2012/13 Corporate Targets	2013/2014 Corporate Targets	2014/2015 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 all completed EIA's 	<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 all completed EIA's Cherwell District Council to undertake an Equal Pay Audit 	<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 all completed EIA's 	<p>Mandy Targett</p> <p>Caroline French</p> <p>Caroline French</p> <p>Caroline French</p>
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 Oxfordshire Equality Officers to work in partnership to provide external challenge on self assessments 	<ul style="list-style-type: none"> Annual Equality Self-Assessment and development of improvement programme Oxfordshire Equality Officers to work in partnership to provide external challenge on self-assessment 	<ul style="list-style-type: none"> Annual Equality Self-Assessment and development of improvement programme Oxfordshire Equality Officers to work in partnership to provide external challenge on self-assessment 	<p>Caroline French</p> <p>Caroline French</p>
	To ensure all staff have attended the modular Fair & Aware training programme	<ul style="list-style-type: none"> To continue to include Fair & Aware training on the Learning & Development Training Schedule To implement a specific Fair & Aware training module for all depot staff Continue to implement the Housing Services Equality & Diversity Action Plan 	<ul style="list-style-type: none"> To implement Cherwell District Council Member Training To continue to use fair and aware e-learning training for new employees and to educate all staff on equality policy change Continue to implement the Housing Services Equality & Diversity Action Plan 	<p>Matthew Hawkins</p> <p>Matthew Hawkins</p> <p>Marianne North</p>
	Equality Steering Group members to continue to consult on activities within the Council and promote equality within their own service areas.	<ul style="list-style-type: none"> Corporate Equality Steering Group to meet on a quarterly basis Review Corporate Equality Steering Group Members 	<ul style="list-style-type: none"> To review whether the Corporate Equality Steering Group is having beneficial service impact to the Council 	<p>Caroline French</p>