

EQUALITIES FRAMEWORK FOR LOCAL GOVERNMENT DEVELOPING LEVEL – ACTION PLAN

The Developing level of the Framework affords the opportunity for a self critical examination of what is and isn't happening across the organisation. The various criteria within this level are aimed at setting out a firm equality foundation for the organisation on which to build further improvement.

The Duty to Involve, and also the Audit Commission's agenda on improving the use of available intelligence, both point towards the importance of community involvement in the decision making process. Authorities need to be able to evidence a broad range of community involvement in both its priority setting and decision making processes, including that of marginalised or disadvantaged groups within the authority's area.

It is also vital that the authority can evidence working alongside key partners to deliver services to the community and the Local Strategic Partnership should similarly be able to demonstrate inclusive community involvement in its planning and decision making processes.

KNOWING YOUR COMMUNITY AND EQUALITY MAPPING

Issues which need to be addressed	Lead service/officer
<ol style="list-style-type: none"> 1. Set up a strategic intelligence hub for the authority which can be shared with the LSP and partner organisations. 2. Identify the existing range of information already available down to service level. 3. Highlight the importance of demographic profiling for data collection. 4. Develop ward profiling using the Place Survey data as a basis and adding in service related data. 5. Communicate the availability of all data. 	<p>The Improvement Unit</p> <p>The Improvement Unit Improvement and Efficiency Officer The Improvement Unit</p> <p>The Improvement Unit/CMT</p>

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PLACE SHAPING, LEADERSHIP, PARTNERSHIP AND ORGANISATIONAL COMMITMENT	
Issues which need to be addressed	Lead service/officer
<ol style="list-style-type: none"> 1. Public reiteration of corporate and Local Strategic Partnership commitment to equality. 2. Establish Equality as an agenda item in all team meetings and set up mechanism for capturing issues and monitoring resolution. 3. Ensure Sustainable Community Strategy LSP and LAA are reviewed with the voluntary and community sector and the community. 4. Develop improved guidance for all officers engaged in developing policy and strategy. 5. Improve EIA process by providing improved guidance and support. 6. Develop a group approach to EIA's including representatives from the equality strands. Refer EIA's to Scrutiny Committee and publish the results of all EIA's. 7. Monitor progress against equality actions in service plans 8. Revitalise and review the role of the Equalities Monitoring Group. 9. Build equality needs pre-assessment into the tendering and contract process. 10. Promote civic and public participation opportunities to disadvantaged groups. 	<p>JMT/LSP</p> <p>Improvement and Efficiency Officer/CMT/EMG</p> <p>JMT/LSP/Comm.Devel</p> <p>Improvement and Efficiency Officer</p> <p>Improvement and Efficiency Officer JMT/CMT/Improvement Unit</p> <p>The Improvement Unit Improvement and Efficiency Officer Improvement and Efficiency Officer/Mel Staton/CMT Members Services/PR</p>
COMMUNITY ENGAGEMENT AND SATISFACTION	
Issues which need to be addressed	Lead service/officer

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<ol style="list-style-type: none"> 1. Investigate Youth engagement opportunities beyond involvement in schools. 2. Identify opportunities with the LSP and key agencies for inclusive community engagement. 3. Develop the range of consultation and engagement methods available. Include delivery of feedback. 	<p>Community Development Community Development</p> <p>Community Development/ PR/ The Improvement Unit</p>
<h3>RESPONSIVE SERVICES AND CUSTOMER CARE</h3>	
<p>Issues which need to be addressed</p>	<p>Lead service/officer</p>
<ol style="list-style-type: none"> 1. Identify what constitutes an appropriate consultation opportunity. 2. Build consultation into the service planning process, to include relevant and community sector groups. 3. Build equality needs pre-assessment into the tendering and contract process. 4. EIA's to include stakeholder involvement. 5. Services to identify three equality actions in the service planning process. 6. Customer Care policies to highlight the needs of vulnerable and marginalised groups. 7. Complaints monitoring to include demographic information. 8. Human rights training required for service planners. 9. Human rights considerations taken into account when planning services. 	<p>The Improvement Unit The Improvement Unit</p> <p>The Improvement Unit The Improvement Unit CMT Customer Services</p> <p>Customer Services/ The Improvement Unit Personnel & payroll CMT</p>

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A MODERN AND DIVERSE WORKFORCE	
Issues which need to be addressed	Lead service/officer
<ol style="list-style-type: none"> 1. Workforce strategy to identify key equality issues. 2. Carry out EIA on all new employment policies arising from single status. 3. Implement an equal pay review 4. Ensure equalities forms an integral part of the learning and development plan. 5. Ensure that the appraisal system has been reviewed to take into account equality issues 	<p>Personnel & payroll Personnel & payroll JMT Personnel & payroll Personnel & payroll</p>