

**PUBLIC ACCESS EQUALITY AND DIVERSITY ACTION PLAN**

**JUNE 2007**

**This action plan integrates actions from our collated action plan within the Corporate Framework for achieving level 2 of the equality standard for Local Government**

	<b>Equality Standard for Local Government</b>	<b>ACTION REQUIRED</b>	<b>By Whom</b>	<b>By When/ Update</b>
<b>1</b>	Engagement in impact/needs/ requirement assessment process	<p>a. Demonstrate use of Impact Assessments and outcomes - information provided in alternative formats on request/seek advice on linguistic interpretation - use of Language is Everything service/seek advice &amp; support on DDA related issues from Nick Cook - Property Services</p> <p>b. Include impact assessment actions in team plan template</p> <p>c. Ensure all staff know about and are trained in the application of Impact Assessments</p> <p>d. Identify and list all key decisions taken in the Public Access service that could potentially be prejudicious and develop action plan to ensure impact assessments undertaken on all decision areas including the development of new /revised policies, embed E&amp;D into every strategy</p>	<p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p>	<p>Ongoing.</p> <p>Sept 07 - ongoing</p> <p>Ongoing</p> <p>Sep-07</p>
<b>2</b>	Engagement in consultation with designated community, staff and stakeholder groups	<p>a. Team to identify and record their designated stakeholder groups</p> <p>b. Audit information for each group</p> <p>c. Plan consultation programmes for service improvement - liaison with Pam Stamps consultation officer 3251 - Citizen Panel, and in service consultation as required/learn from complaints/continue customer feedback contact for service improvement</p> <p>d. Develop quality assurance feedback methodology for user group (include Team Plan) Implement within 07</p>	<p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p>	<p>Oct-07</p> <p>Jul-07</p> <p>Ongoing</p> <p>Ongoing</p>
<b>3</b>	Development of Information and Monitoring Systems	<p>a. All staff ethnicity known and recorded - all check new intranet entry has their ethnicity details</p> <p>b. Continue to support service representation to Diversity Link Group - feedback to Team meetings &amp; support to E&amp;D forum within the service</p> <p>c. All user ethnicity known and recorded</p>	<p>MB</p> <p>MB</p> <p>MB</p>	<p>Sept 07 - ongoing</p> <p>ongoing</p> <p>Ongoing</p>

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4	Action plan in place for employment, pay and service delivery	<ul style="list-style-type: none"> <li>a. All Team members to attend E&amp;D training &amp; updates</li> <li>b. Ensure all staff have copy of IWC Comprehensive Equalities Plan ands are aware of the race/disability/gender equality schemes and discuss at team meetings as required</li> <li>c. Ensure staff aware of changes to HR policies (Intranet)</li> <li>d. Ensure staff aware of translation services</li>   <li>e. Contracts with providers reflect RES requirements</li> <li>f. Continue to ensure all staff are given equal opportunity to develop</li> <li>g. Review current multi-agency reporting from in liaison with Helen Newbery E&amp;D Team</li> </ul>	<ul style="list-style-type: none"> <li>MB</li> <li>MB</li>   <li>MB</li> <li>MB</li>   <li>MB</li> <li>MB</li> <li>MB</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing - discussed at Team meetings - staff aware where to find a copies</li> <li>Ongoing</li> <li>Ongoing - discussed at Team meeting - Rosie Barnard first contact if need arises</li>   <li>Ongoing</li> <li>Ongoing</li> <li>Nov-07</li> </ul>
5	System of self-assessment, scrutiny and audit established	<ul style="list-style-type: none"> <li>a. Action required from Diversity Impact Assessment &amp; action plan to be integrated into Team plans</li> <li>b. Monitor Action Plan via Team meetings quarterly</li> </ul>	<ul style="list-style-type: none"> <li>MB</li>   <li>MB</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing - annual assessment</li>   <li>Add to Team Meeting agenda July, October, January - update due July 31st</li> </ul>

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 19-Jun-07