

## REVENUES AND BENEFITS 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	a. Demonstrate use of Impact Assessments and outcomes - all documentation is available on request in alternative formats/continue to provide visiting officer service to clients who require home visits b. Include impact assessment actions in team plan template c. Ensure all staff know about and are trained in the application of Impact Assessments d. Identify and list all key decisions taken in Revenues & Benefits service that could potentially be prejudicial and develop action plan to ensure impact assessments undertaken on all decision areas including the development of new /revised policies	All Managers  All managers All Managers  Head of Service	Ongoing.  Sept 07 - ongoing Ongoing  Sep-07
<b>2</b>	Engagement in consultation with designated community, staff and stakeholder groups	a. Team to identify and record their designated stakeholder groups b. Audit information for each group c. Plan consultation programmes for service improvement - liaison with Pam Stamps consultation officer 3251 - Citizen Panel, and in service consultation as required with service users d. Develop quality assurance feedback methodology for user group (include Team Plan) Implement within 07	All Managers All Managers All Managers  All Managers	Oct-07 Jul-07 Ongoing  Ongoing
<b>3</b>	Development of Information and Monitoring Systems	a. All staff ethnicity known and recorded - all check new intranet entry has their ethnicity details b. Continue to support service representation to Diversity Link Group - feedback to Team meetings c. All user ethnicity known and recorded	All Managers  All Managers  All Managers	Sept 07 - ongoing  ongoing  Ongoing

**REVENUES AND BENEFITS EQUALITY AND DIVERSITY ACTION PLAN**

**JUNE 2007**

<b>4</b>	Action plan in place for employment, pay and service delivery	a. All Team members to attend E&D training & updates	All Managers	Ongoing
		b. Ensure all staff have copy of IWC Comprehensive Equalities Plan ands are aware of the race/disability/gender equality schemes and	All Managers	Ongoing - discussed at Team meetings - staff aware where
		c. Ensure staff aware of changes to HR policies (Intranet)	All Managers	Ongoing
		d. Ensure staff aware of translation services	All Managers	Ongoing - discussed at Team meeting - Rosie Barnard first contact if need arises
		e. Contracts with providers reflect RES requirements	All Managers	Ongoing
<b>5</b>	System of self-assessment, scrutiny and audit established	a. Action required from Diversity Impact Assessment & action plan to be integrated into Team plans	All Managers	Ongoing - annual assessment
		b. Monitor Action Plan via Team meetings quarterly	ALL	Add to Team Meeting agenda July, October, January - update due July 31st

Sharon Betts  
 Revenues & Benefits  
**21-Jun-07**