

**EQUALITY & DIVERISTY IMPACT ASSESSMENTS  
SERVICE PLANNING  
ACTION PLAN TEMPLATE**

NAME OF SERVICE TO WHICH ACTION PLAN REFERS	Children & Family Services Children's Services
SERVICE PLAN OWNER	
SERVICE PLAN FOR THE PLAN PERIOD	2007/08
ACTION PLAN OWNER	

Action Ref	Related Impact Assessment Question	Description of Action	Action Owner	Action Due By	Action to be Taken
1.0	Q1.0	<ul style="list-style-type: none"> <li>Welcome signage in reception areas to be available in many languages as well as British sign language or Makaton signs.</li> <li>Ensure staff receive training on all diversity areas &amp; raise awareness to other professionals, parents &amp; carers</li> </ul>	<p>Mary Craven, Sue Coombe, Jan Jasicki etc</p> <p>Paul Barnard, Dave Crewe</p>		<p>All Children and Family Services reception areas must ensure that this is in place</p> <p>Further training will be available from Trevor Gordon from September 07. Disability training to be arranged. Speaker on LBGT issues to make a presentation to the Team Diversity Links Group</p>

		<ul style="list-style-type: none"> <li>• Ensure access to language service is promoted</li> <li>• Promote diversity with young people</li> <li>• Establish professional links with other professionals across all diversity areas</li> <li>• Raise awareness of DDA issues – Children’s Service Centre</li> <li>• Develop links with LAC 16+ around transitions</li> <li>• DDA audit of all Children and Family Services</li> </ul>	<p>Reception Staff</p> <p>All staff + Elena Thomas &amp; Lynne Price</p> <p>Head of Service</p> <p>Mary Craven / Jane Davidson</p> <p>David Hands</p> <p>Head of Service</p>		<p>All Children's Services Reception areas will promote Language Line.</p> <p>16+ training rooms running Diversity and Culture Group and articles in LACES and 16+ newsletters</p> <p>Multi Agency working and common assessment framework</p> <p>Disabled Parking places to be developed, level access to be provided to portacabin, push button doors to be provided for external and internal ground floor doors; wheelchair access to be provided to the playroom; fire exits to be ramped, hearing loop to be provided to the portacabin and training to be provided to reception staff in the use of reception loop and Typetalk and Minicom.</p> <p>Ask Andy Cook to undertake audit.</p>
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		<p>buildings to include Children's Service Centre, Ryde office, St James Centre, 147 High Street, Treeside, LACES and Contact Centre</p> <ul style="list-style-type: none"> <li>• Ensure that Diversity needs are covered in LAC care plans.</li> <li>• Ensure that Diversity needs are covered in Child protection Plans.</li> <li>• Identify appropriate training for carers, social workers and Independent Reviewing Officers</li> <li>• The geographical location of some offices may be difficult for some service users to access.</li> </ul>	<p>Avril Osborn</p> <p>Service Managers</p> <p>Paul Barnard &amp; Dave Crewe</p> <p>Head of Service</p>		<p>Reviewing Officers to check that needs relating to culture, faith, disability, sexuality and gender are addressed for LAC.</p> <p>Care plan must be modified to include ethnicity.</p> <p>Service Managers and Team Managers to ensure that areas relating to culture, faith, disability, sexuality and gender are addressed in plans.</p> <p>To ensure that people responsible for developing and delivering on care plans have an understanding of the diversity needs of individual children.</p> <p>As part of the service reorganisation of Children's Services the issue of office locations should be included in the deliberations.</p>
2.0	Q2 (a)				

3.0	Q4.0	<ul style="list-style-type: none"> <li>• Team representatives on Diversity Group</li> <li>• Embed E&amp;D into service planning and service delivery</li> <li>• Include E&amp;D as a standing agenda item on DMT/Team meetings</li> <li>• Ensure support for staff with lead E&amp;D responsibilities</li> <li>• Representation on corporate groups/</li> </ul>	<p>Team Managers</p> <p>Head of Service</p> <p>Head of Service &amp; Team Managers</p> <p>Head of Service</p> <p>Head of Service</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Team representatives to raise diversity issues at team meetings.</p> <p>Ensuring that all staff are aware of the importance of diversity issues.</p> <p>?</p> <p>?</p>

		<p>BME/DLG</p> <ul style="list-style-type: none"> <li>Continue to make use of Reflective Practice and Supervision to promote E&amp;D</li> </ul>	<p>Head of Service &amp; Service Managers</p>		<p>?</p>
4.0	Q5.0	<ul style="list-style-type: none"> <li>Consultation – monitor and determine need through evaluation of data on LAC</li> <li>Continue to consult with service users in a variety of ways</li> </ul>	<p>Team Managers</p> <p>Independent Reviewing Officers, Team Managers, Jane Davidson</p>	<p>Ongoing</p>	<p>Ensure that ethnicity is recorded on SWIFT and relevant documentation</p> <p>Annual Listening to Young People in Care Survey to include section on diversity. Encourage the use of Viewpoint before LAC reviews.</p>
5.0	Q6.0	<ul style="list-style-type: none"> <li>Identify more in-depth training for staff – beyond Garnett</li> <li>Continue to support staff attending corporate diversity training</li> <li>Continue to include diversity in team plans</li> </ul>	<p>Paul Barnard</p> <p>Team Managers</p> <p>Service Managers and Team Managers</p>		

		<ul style="list-style-type: none"> <li>• Make use of corporate/service consultation opportunities</li> </ul>	Head of Service		
6.0	Q7.0	<ul style="list-style-type: none"> <li>• Ensure lessons learnt from complaints</li> </ul>	Head of Service		
7.0	Q9.0	<ul style="list-style-type: none"> <li>• Ensure E&amp;D embedded into every strategy, policy and practice</li> <li>• Develop good practice in sensitive data collection (e.g. sexuality)</li> </ul>	Head of Service  Service Managers & Barbara Milton	On going	Thoroughly review the Policy and Procedure Manual  Ensure that all staff are aware of the need of the need of sensitive data collection.