

## BVR - ACTION PLAN

### Improvement Action Plan

Action	Reason	Timescale	Resources	Responsibility
<b>OBJECTIVE 1 - To integrate equality into service delivery to improve access to Council services, communication channels and public perception.</b>				
1.1_ The appointment of a Councillor as >Equalities Champion=	Equalities champion to oversee equalities issues relating to all Best Value Reviews	April 2002	Currently being actioned <b>Cllr M McFarland has been duly appointed as Member Advocate for Equalities</b>	<b>POLICY SERVICES</b> Strategic Director (Finance), Policy Services
1.2 The identification of a Policy Officer with responsibility for overseeing equalities issues and for ensuring that best value reviews take account of equality issues	A Policy Officer will have specific responsibilities relating to overseeing equality issues within the council	April 2002	Agreed and actioned	<b>POLICY SERVICES</b> Strategic Director (Finance), Policy Services
1.3 The establishment of Council Equality Consultation Groups to enable community groups to feed back to the Council including a link with The County Council=s Black and Ethnic Consultation Group	To enable local community groups to feedback to the Council on equalities issues	April 2002	On going <b>Established in connection with the County Council</b> <b>Currently the structure is under review.</b>	<b>POLICY SERVICES</b> Strategic Director (Finance), Policy Services

1.4	With reference to the existing Voluntary Sector Directory, develop a mailing list of groups associated with equalities issues to enable focus groups to be established quickly when detailed consideration of specific issues is required.	To enable focus groups to be established quickly when detailed consideration of specific issues is required thus helping establish greater links with the community and improve consultation processes	April 2002	On going <b>Currently developing directory with assistance from CVS, CDP and REC</b>	<b>POLICY SERVICES</b> Strategic Director (Finance), Policy Services
1.5	Improve accessibility for Riverside House based on audit undertaken in May 2000 to include, - disabled parking - improved internal and external signage - wheelchair access (including lowering the height of lift controls) - consideration of the need for induction loops and minicom systems in key areas.	To improve access to the main Council offices for everyone	April 2002	<b>All items apart from Minicom Systems have been actioned. Minicom Systems - need to develop training for staff prior to introduction</b>	<b>PROPERTY SERVICES</b> John Whittle
1.6	With reference to the existing Voluntary Sector Directory, develop a directory of community groups linked with equality issues including details of the services and facilities they provide. Distribute this to relevant groups and maintain on the Council website to enable cross communication to take place.	To provide better information for customers wishing to access key services	Sept. 2002	<b>Directory in progress - needs to be linked to CVS Directory to ensure <u>all</u> groups in district represented</b>	<b>POLICY SERVICES</b> Strategic Director (Finance), Policy Services

1.7	a) To launch the Language Line service with the Contact Centre - making it available to Riverside House, Kenilworth Connection and Regensis.	To enable the local community to converse with the council in their language	December 2001	Actioned	<b>OPEN DOOR PROJECT</b> Susan Mileham
	b) Expand Language Line to cover Leisure Centres and other Council customer contact points		March 2003	<b>Developing staff training programme to enable expansion across Council</b>	<b>LEISURE SERVICES</b> Dale Best / Rose Winship
	c) Investigate the need of other partner organisations (such as the police, health authorities and others) who could benefit from linking with this service.		March 2003	<b>Currently discussions taking place - to see how links can be made</b>	<b>POLICY SERVICES</b>
1.8	Awareness training programmes for managers, front line staff, new members of staff and councillors	To ensure all key staff are aware of equalities issues and their responsibilities	All relevant staff and members trained before March 2004	Currently being developed <b>Working with Personnel to develop on-going training programme to cover Equalities issues. Pilot sessions will be delivered and programme developed as a result of feedback</b>	<b>PERSONNEL SERVICES/ POLICY SERVICES</b> Liz Reed/ Bernadette Allen

1.9	Expand awareness training to include key staff from partner organisations which provide services on the Council=s behalf through SLAs	To enable partner organisations to meet requirements in relation to equalities	March 2003	Currently being developed intend to deliver a number of pilots session <b>Liaising with Personnel to programme pilot sessions</b>	<b>PERSONNEL SERVICE/ POLICY SERVICES</b>  Liz Reed/ Bernadette Allen
1.10	Introduce training for councillors on equalities in recruitment	To ensure Members are aware of current thinking in equalities	March 2003	<b>Drafting programme in conjunction with Personnel</b>	<b>PERSONNEL SERVICES/ POLICY SERVICES</b> Liz Reed/ Bernadette Allen
1.11	Carry out a promotional campaign to raise awareness of the services available to local people. Include an update to the existing >Access to Warwick District Council facilities= leaflet.	To raise awareness of services available to local people	October 2002	<b>Outstanding - looking at this as part of corporate approach</b>	<b>MEMBERS AND CUSTOMER SERVICES</b> Robert Inman
1.12	Review Council-wide monitoring of service users and develop a corporate approach to this. (Housing stock has been identified as a priority from the consultation exercises - systems to be established to monitor housing tenants by ethnicity, disability etc and to identify housing stock which has been subjected to disabled adaptations).	To enable the council to develop a corporate approach to providing services	April 2003	<b>To be included as part of Housing Services (Improvement Plan)</b>	<b>POLICY SERVICES</b>

1.13 Review the staff appraisal guidance to ensure equalities issues form part of staff appraisals	To ensure that equality issues are considered throughout the Council	April 2003	Work currently being develop	<b>PERSONNEL SERVICES</b> Liz Reed
1.14 Ensure the Best Value Review of Indoor Recreation includes a detailed assessment of equalities implications including the need to : a) encourage more usage from disabled people and people from black and ethnic minority communities b) examine training issues for front line staff	To address concerns raised in the consultation process about these issues and to ensure leisure centres operate in accordance with the Council=s equal opportunities policy	Dec 2003	On going <b>a) Produced entire leisure programmes in braille</b> <b>b) Training session regarding development of access for visually impaired people delivered by RNIB. Other training session planned</b>	<b>LEISURE SERVICES</b>  Rose Winship
1.15 Establish a staff Equalities Group	To discuss equalities issues affecting the Council and to provide information and advice.	December 2002	Group established <b>A Corporate Equalities Group with Rep. From all Business Units Established</b>	<b>PERSONNEL SERVICES/ POLICY SERVICES</b> Liz Reed/ Bernadette Allen
1.16 When Service Level Agreements with outside bodies are reviewed, ensure a clause requiring appropriate standards in relation to equality, is included.	To ensure services provided by others on behalf of the Council meet standard equivalent to our own	December 2002	<b>New clause in SLAs and contracts introduced</b>	<b>POLICY SERVICES</b> Bernadette Allen/ Chris Charman

**OBJECTIVE 2 - to continuously improve services and practices to deliver the equalities policy.**

<p>2.1 Develop processes which ensure the Council develops and implements an annual equalities improvement plan covering all relevant business units</p>	<p>To continuously improve performance in relation to equalities and to help achieve level 3 of the CRE Standards. CMT to agree process and allocate responsibilities</p>	<p>April 2003</p>	<p>On going  <b>New generic Equalities Standards introduced - currently developing tool kit to implement work in new financial year</b></p>	<p><b>PERSONNEL SERVICES POLICY SERVICES//</b>  Liz Reed/  Bernadette Allen</p>
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2.2	Introduce an equal opportunities module into the Management Development Programme	To ensure managers are aware of the councils and their own responsibilities	April 2002	<b>Management Development Programme currently being reviewed</b>	<b>PERSONNEL SERVICES</b> Liz Reed
<b>OBJECTIVE 3 - implement recruitment and development practices that will encourage applicants from those groups identified as being under-represented.</b>					
3.1	Develop a rolling work placement scheme for young people from minority ethnic communities, commencing with African Caribbean people .	To address under-representation in the make up of the current establishment	April 2003	Work currently being developed - a report to go to CMT outlining new proposal	<b>PERSONNEL SERVICES/ POLICY SERVICES</b> Liz Reed/ Bernadette Allen
3.2	Establish a similar scheme for people with disabilities	To address under-representation in the make up of the current establishment	April 2004	Work put back until piloted minority ethnic groups placement Scheme	<b>PERSONNEL SERVICES/ POLICY SERVICES</b> Liz Reed/ Bernadette Allen

3.3	Continue attendance at relevant Careers Fairs.	To promote the council working towards being an equal opportunities employer	Attend first event 2001	On going	<b>PERSONNEL SERVICES / POLICY SERVICES</b>
3.4	Participate in promotional campaigns in local and national press to highlight Warwick District Council as an equal opportunities employer.	To highlight Warwick District Council as an equal opportunities employer.	First campaign before April 2003	On going <b>Recently placed ad. In 'Ethnic Britain Directory'. Looking for other publication for: Disabled Women</b>	<b>POLICY SERVICES</b> Bernadette Allen
3.5	Review the information sent out to potential applicants - consider how to promote equalities within the recruitment pack	To promote the Council as an equal opportunities employer	April 2002	Actioned <b>Booklet produced and sent out with <u>all</u> job applications</b>	<b>PERSONNEL SERVICES</b> Liz Reed
<b>OBJECTIVE 4 - to address issues of racism in the work place and in service delivery by setting challenging targets to develop the Commission for Racial Equality Standards within the Council based on Best Practice from other leading Authorities and by addressing the issues arising from the MacPherson report..</b>					



<p>4.1 Commission an external audit to confirm the Council=s current position in respect of CRE standards</p>	<p>To establish the Council=s current performance and practice in relation to race issues and to identify key steps for improvement</p>	<p>January 2003</p>	<p>To be put back until launched Race Equality Scheme - Sept 2002 <b>Drafted brief for consultant to go out to tender at beginning of October 2002. Appointed Temp to carry out external audit</b></p>	<p><b>POLICY SERVICES</b> Bernadette Allen</p>
<p>4.2 Based on the external audit, identify steps to achieve level 3 by March 2004</p>	<p>To continuously improve Council performance and practice in relation to race issues</p>	<p>March 2004</p>	<p>On going</p>	<p><b>POLICY SERVICES</b> Bernadette Allen</p>
<p>4.3 Following the achievement of level 3 review practice and consider the need to achieve levels 4 and 5</p>	<p>To assess the need for and implications of further improvement</p>	<p>April 2004</p>	<p>On going <b>Transfer work to new generic Equalities Standards</b></p>	<p><b>POLICY SERVICES</b> Bernadette Allen</p>

<p>4.4 Provide training on the implementation of the Standards to be provided for all managers and councillors.</p>	<p>To assist the council in its progress towards attaining Level 3</p>	<p>April 2002</p>	<p>To be put back until launch of Race Equality Scheme Sept 2002 <b>Awaiting outcome of CRE Standards Audit</b></p>	<p><b>POLICY SERVICES</b> Bernadette Allen</p>
<p>4.5 Place the responsibility and ownership for progressing the Standards through the Action Plans to Heads of Business Units</p>	<p>Ongoing support and guidance to be provided to move towards attainment</p>	<p>April 2002</p>	<p>On going <b>Work in conjunction with Corporate Equalities Group to progress more around Equalities Standards - to be incorporated as part of Service Planning and BVR</b></p>	<p><b>All business units</b></p>
<p>4.6 Regular feedback on progress to be presented at the Corporate Management Team, followed by regular information reports for Councillor comment.</p>	<p>Ongoing process on updating progress towards attainment</p>	<p>To follow once steps in action 4.1 and 4.2 are agreed</p>	<p>On going</p>	<p><b>POLICY SERVICES</b> Bernadette Allen</p>