

REDDITCH BOROUGH COUNCIL - CORPORATE EQUALITIES ACTION PLAN

Redditch has one of the most diverse populations across Worcestershire and Redditch Borough Council recognises the importance of embracing these cultural differences to shape the Council. The Council provides a wide range of services and is one of the largest employers within the Borough. As such its actions and decisions affect the lives of everyone in Redditch to some degree. Each member of our community, visitors to the Borough and employees are entitled to expect fair and equal treatment in all dealings with the Council. Therefore, as a provider of services, it is important that it can demonstrate that it upholds the principles of Equality and Diversity.

The Corporate Equalities Action Plan sets out the high level objectives and actions required. This is supported by more detailed objectives and actions contained within individual Directorate Service Plans.

OBJECTIVE: EQ1				
To raise awareness and understanding within the Council and the community of the Single Equality Scheme		Key Outcomes:		
		<ul style="list-style-type: none"> The Equalities agenda is integrated into the core work of the Council. Robust training programmes for Members and employees developed Understanding and support of Community Members to the Single Equalities Scheme. 		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To raise awareness and understanding via: <ul style="list-style-type: none"> Development of Corporate training plan Core brief updates Workshops for staff Elected Member training 	Head of Legal Services Equality Champions		2010/11	Ongoing activity once systems are established
To publish the Scheme to a wide audience and to hold open discussions with the Community Forum and Sub Groups	Head of Legal Services Chair/ Vice Chair of the Community Forum		2010/11	

OBJECTIVE: EQ2 To develop and record the community consultation and engagement which is undertaken by the Council		Key Outcomes: A Corporate approach to recording and delivering consultation and engagement is implemented.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
<ul style="list-style-type: none"> Undertake a consultation/engagement audit Development of a Customer Engagement and Consultation Strategy 	<p>Director of Policy Performance and Partnerships</p> <p>Heads of Service</p>		2010/2011	To have ongoing consultation with our Community Members it is critical that follow up work is undertaken on all consultation. To be recorded and reviewed after each consultation event.

OBJECTIVE: EQ3 To complete and publish Equality Impact Assessments		Key Outcomes: <ul style="list-style-type: none"> Equality Impact Assessments are completed and published in line with the Council three year rolling programme. Equality Impact Assessments reviewed by the Community Forum. 		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To complete the equality impact assessments in line with the Council's three year rolling plan	Heads of Service /Managers Equality Champions		2010/2011	To be reviewed every 6 months in line with the three year rolling plan
To publish completed equality impact assessments on the internet and intranet	Heads of Service/ Managers Equality Champions		2010/2011	Impact Assessments completed in accordance with the 3 year rolling programme
Review equality impact assessments via the Community Forum	Head of Legal Services		2010/2011	3 workshops each year with community members.

OBJECTIVE: EQ4 To have internal and external mechanisms in place for victims to report harassment, victimisation and grievances		Key Outcomes: Robust mechanisms in place to ensure the victims are supported through the reporting process.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To continue to promote the Redditch Anti Harassment Partnership (RAHP) both internally and externally	Community Safety Team RAHP Partnership	£5,000 allocated via the Redditch Community Safety Partnership	2010/2011 To be reviewed annually	RAHP needs to be continually promoted to ensure victims are aware of the reporting mechanism.
To manage cases in the manner agreed by RAHP in their terms of reference	Community Safety Team RAHP Partnership		2009/10 To be reviewed quarterly	Cases will often require case management by the lead officer to ensure a resolution is achieved.

OBJECTIVE: EQ5 To have robust equality monitoring processes in place within the Council		Key Outcomes: <ul style="list-style-type: none"> • Robust monitoring processes in place that enables the Council to assess gaps in service delivery • To have a strong understanding of our communities to ensure service delivery is achieved 		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To undertake a mapping exercise of the community	Head of Legal Services Community members		2010/11 - To be reviewed annually	

Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Undertake equality monitoring with action plans as necessary, for: recruitment and selection, promotions, remuneration, flexible working arrangement, dismissals including redundancies, grievances, training	Head of Legal Services Head of Resources	Where action is required this is built in to the service plan and budgeted for.	2010/11 - To be reviewed annually	The monitoring which is undertaken will be published

OBJECTIVE: EQ6 To improve the Council's achievement against the Equality Framework		Key Outcomes: "Achieving" standard against the Equality Framework attained.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To agree an action plan to move the Council forward with the revised Equality Framework for Local Government	Head of Legal Services Equality Champions CMT	To achieve the Developing Level against the Framework will be funded through the Being Different Together County Project	2010/11	Self Peer assessment will be in March 2010

Race Equality Action Plan

OBJECTIVE: EQ7				
To increase engagement with different ethnic groups and develop relationships with all Communities within Redditch		Key Outcomes: <ul style="list-style-type: none"> The Council is engaging effectively with all groups within the community Greater understanding between different ethnic groups 		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To consult and engage through the Community Forum and the Race and Religion sub group on Council policies and procedures	Head Of Legal Services Head of Communities		Ongoing	The sub groups will meet tri-annually and the Community Forum will meet quarterly
To arrange an annual cultural event which celebrates all cultural groups within Redditch	Head Of Legal Services Head of Communities Community Members	Resource implications will need to be assessed as no budget currently available	Annually	
To support cultural events and produce a cultural calendar for staff and residents	Head Of Legal Services Head of Communities Community Members		2010/11	

OBJECTIVE: EQ8 To produce a mapping document of the voluntary organisations within Redditch. The document is to be used as a reference point for Council staff		Key Outcomes: <ul style="list-style-type: none"> To ensure the Council has a strong understanding of the voluntary and community organisations within the Borough. An information data base which can be used to signpost members of the community when they access the One Stop Shops and other front line services 		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To produce a mapping and mailing list of all voluntary and community organisations	Head of Communities		2010/11 - To be reviewed annually	It is vital that we know the voluntary groups within Redditch to ensure we are delivering a fair service

OBJECTIVE: EQ9 Engage with young people with the aim of raising cultural awareness		Key Outcomes: Young people being aware and celebrating different cultures		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To work with local youth centres and schools to encourage young people to engage with cultural activities.	Head of Communities		2010/11 - This work will be ongoing	To engage with young people it is important that we consult in arenas outside of Community Forum meetings

Disability Equality Action Plan

OBJECTIVE: EQ10 Develop appropriate communication		Key Outcomes: The information which is communicated by the Council is understood by all members of the Community		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Use the tool kit for local authorities supplied by the Office for Disability Issues	Head of Communities Head of Customer Services	Appropriate resources are allocated for the translation of documents when requested	2010/2011 - To be reviewed annually	To ensure the Council is engaging with the harder to reach groups it is critical the information can be understood by all members of the community

OBJECTIVE: EQ11 Give awards to shops who are disability friendly		Key Outcomes: Recognition for those who 'go that extra mile' for certain groups within our Community.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Development of the No Barriers scheme	Head of Communities	Resource implications will need to be assessed as no budget currently available	2010/2011- The awards will take place annually	To celebrate the good practices within Redditch will encourage others to 'go that extra mile'

OBJECTIVE: EQ12 Look for best practice in customer service and implement findings in local services		Key Outcomes: Monitoring of the Council's service delivery through the complaints process to ensure services can be delivered in a more effective way.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To look at best practice in other areas in the country to develop better customer service	Head of Customer Services Heads of Service / Managers		2010/11 - To be reviewed as an ongoing process	

OBJECTIVE: EQ13 To work with the Community Forum on strategic funding bids to external organisation. i.e. Equalities and Human Rights Commission		Key Outcomes: External funding will ensure greater output from the Community Forum action plans		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To take the opportunity of applying for external funding to support the work of the Forum	Head of Communities Community Forum	Some funding bids may require match funding provided by the Council	2010/11 - ongoing	To develop the work programme with the Community Forum it is critical to ensure external funding is secured

OBJECTIVE: EQ14 Challenge the fear of the community by improving the environment in which they live.		Key Outcomes: To create a safe environment for residents to live in		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To work with the community to look at areas within the Borough where improvements are needed to decrease the level of fear	Community Forum Community Safety Team	Where actions are highlighted these improvement will need to be built into the business plan process for the required service area	March 2011 – to be reviewed annually	For the community to have confidence in live in Redditch they need to feel safe

OBJECTIVE: EQ15 Develop fit for purpose information points providing information on statutory and voluntary services		Key Outcomes: To develop the Council's corporate identity which meets all the needs of the community		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To review appropriate information points, and how information at these points can be best delivered to community members	Head of Customer Services Head of Communities	Resources will be required to develop the information points	Appropriate Information points in place by September 2011	The information points will need to be updated to ensure accurate information is being shared.

OBJECTIVE: EQ16 Look at community transport in the later evening		Key Outcomes: Development of Community transport will improve the wellbeing of members of the community		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To work with Worcestershire County Council and Dial-a-Ride to look at later transport services	Worcestershire County Council Community Forum Head of Communities	Additional resources may need to be budgeted for the increase in the community transport	2011/12	To develop the well being and independence of the residents within Redditch it is important to have a structured transport system

Gender Equalities Action Plan

OBJECTIVE: EQ17 To reduce the impact and incidence of domestic abuse.		Key Outcomes: A robust process is in place to allow all members within the community to report incidents of domestic abuse.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Continue to play an active role in the Worcestershire Forum Against Domestic Abuse	Head of Communities Redditch Community Safety Partnership		2010 -Ongoing	Quarterly meetings are held
Offer a drop in support service for people experiencing domestic abuse.	Head of Housing . Stonham	The use of Redditch Borough Council premises	2010/2011	The frequency of sessions is still to be agreed on. Redditch Borough Council will take the lead to provide premises to facilitate the drop in centre.
To commission research into sexual violence and devise appropriate action plan	Head of Communities Redditch Community Safety Partnership	£15,000 has been secured through Home Office funding	Research to be completed by March 2010. Associated action plan to be developed	Timescales associated with the action plan will need ratification by the Redditch Community Safety Partnership

OBJECTIVE: EQ18 To change an individual's gender on the production of a Gender Recognition Certificate		Key Outcomes: To ensure our services meet the requests of our Community members		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
A training programme to be delivered to front-line staff	Human Resources Equality Champions	The training programme will need to be built into the training budget	2009/10	The training will be delivered on a three year rolling cycle
Service records which are held for an individual will be changed on production of a Gender Recognition Certificate.	Redditch Borough Council		2010/11	Records to be amended within one month following production of the certificate.

OBJECTIVE: EQ19 To ensure Child Care Services are made accessible to men		Key Outcomes: All Child Care services made equally available to both males and females.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Promotion of Sure Start Children's Centres in areas where males would access the information.	Head of Communities	.	2010/11	In line with impact assessments
Ensure our Leisure Services Family facilities are accessible by men	Head of Leisure Services	.	2010/11	In line with impact assessments

OBJECTIVE: EQ20 To reduce the Incidence of Hate Crime and Hate Incidents		Key Outcomes: To ensure the hate incident reporting procedure is accessible by all members of the community		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To ensure the promotion of the Hate Incident Procedure reaches all groups within the community	Hate Crime partnership	To support the promotion of the Hate Incident Procedure within the Community	20010/11	The promotion of the service will be reviewed annually
To ensure that where possible a resolution is found for the victim	Hate Crime Partnership		2010/11- Ongoing	To ensure ongoing confidence from victims of a Hate Incident it is critical that the panel are able to bring a resolution for the victim in a timely manner. Initially contact with the victim will be made within 7 working days of the report being made

Religion and Belief Action Plan

OBJECTIVE: EQ21 Engage with all faith communities within the district		Key Outcomes: All Faith Communities are fully engaged.		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To develop relationships with the local faith community.	Head of Communities		December 2010	It is critical for the Council to engage with the harder to reach groups within the Community
To build links with organisations who support multi faith groups such as the Inter-Faith Forum	Head of Communities		December 2010	We need to ensure that we are engaging with groups who have the contacts and expertise within this area

OBJECTIVE: EQ22 Promote awareness of the multi faith calendar		Key Outcomes: A multi faith calendar is developed and promoted through events and publicity		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
To promote the multi faith calendar and support faith groups in their celebrations and awareness raising	Head of Communities Community Forum		September 2010	

Sexual Orientation Equality Action Plan

OBJECTIVE: EQ23 To break down the isolation which the Lesbian Gay Bisexual & Transgender (LGB&T) community faces within Redditch		Key Outcomes: Redditch Borough Council employees have a greater knowledge base of LGB&T issues Redditch is an inclusive town where members of the Community feel safe to work and live in. Rainbow Redditch is effectively representing the LGB&T community in the Borough		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Support the development of Rainbow Redditch so that the LGB&T Communities of Redditch feel they have a voice	Head of Communities Community Forum		2009/10	Rainbow Redditch is a new group which has been established to support the LGB&T communities within Redditch. Ongoing support will be offered.
To procure trainers with the expertise to deliver the training	Head of Resources	Training budget to be allocated to support the delivery of the more specialised equalities training	2010/11	The training will support employees of Redditch Borough Council to meet the service users' needs
Deliver LGB&T training to all front line staff, HoS and middle managers.	Head of Resources		March 2011	
Support the development of drop in centres at the One Stop Shop for the LGB&T community	Head of Customers Services Community Forum	Facilities will need to be provided for the drop in sessions	September 2010 for an initial 12 months - ongoing	The drop in centres will be an extension of a service which other voluntary groups already undertake at the One Stop Shops

Age Equality Action Plan

OBJECTIVE: EQ24 Awards to shops who are age and disability friendly		Key Outcomes: Recognition for those who 'go that extra mile' for certain groups within our Community. (This objective links with EQ11)		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Work with the Disabled Users Group, BARN and the Age and Disability sub group to develop an annual award scheme for shops which are both disability and age friendly	Disabled Users Group and the Age and Disability Sub group	Annual budget allocated to support the award scheme	2009/10 - Annually	The same scheme will recognise businesses which 'go that extra mile' for Disabled members of the Community.

OBJECTIVE: EQ25 Extend the membership of the sub group to include the youth of Redditch		Key Outcomes: <ul style="list-style-type: none"> • A forum in which young people feel comfortable in consulting with the Council. 		
Key Actions	Responsibility	Resources additional to base budget	Timescales	Comment
Review methods to encourage young people to engage with Redditch Borough Council in the work it is undertaking with community groups	Chair/ Vice chair of the Community Forum		2010/11	It is critical to find a platform on which it is appropriate to engage with young people.

