

ASC Equality and Diversity Action Plan 2017-18

Key

Red	Serious challenge, remedial action required, out of tolerance
Amber	Some challenges, mitigating action in place, within tolerance
Green	On target
Blue	Complete
Black	Cancelled
White	Not started

Target	Action	Responsible Officer	Date Due	Measurable Outcomes	Progress	RAG
Performance Area 1 - Knowing your Communities						
Identify E&D actions which have arisen from complaints and compliments.	Complaints and compliments data has been highlighted.	Peter Courage and Jane Potter	Sep 2017	E&D complaints and compliments have been identified.		Green
Equality Impact Needs Assessment are produced and published prior to the publication of any new policies, procedures or change to the delivery of services.	Create an EINA tracker, which details all ASC EINAs and the progress of them from start to publish.	PSW and Service Development	Apr 2017	An EINA tracker is in place and is being used to track progress.		Blue
Understand the demographics of the Carers who complete the Carers' Survey.	Measure the responses to the Carers' Survey by age, needs and ethnicity.	Peter Courage and Sam Richardson	Dec 2017	Carer Survey participants are understood by protected characteristics.		White

Target	Action	Responsible Officer	Date Due	Measurable Outcomes	Progress	RAG
Understand the demographics of people contacting the service, being assessed, receiving a service and level of funding.	Analyse the relative levels of people contacting the service, being assessed, receiving a service and level of funding by age, needs and ethnicity.	Performance, Care Direct and Tim Branson	Dec 2017	People contacting the service, being assessed, receiving a service are understood by protected characteristics.		White
<i>Improve the accessibility to Council services in areas of deprivation.</i>	Review how we can reach potential clients in areas of deprivation.	Tim Branson	Oct 2017	A plan has been implemented to reach clients in areas of deprivation.		White
Performance Area 2 - Leadership, partnership and organisational commitment						
Make Equality and Diversity part of our culture.	Training provided to staff will be based on legislation and/or good practice guidance, which through national governance will ensure that Equality and Diversity will be embedded in each event.	ASCLT, TNA - PSW and Marion Macdonald	Sep 2017	The Training Plan and Programme for ASC 2017/18 includes the 'Equality Duty' and Bournemouth's Equality Framework.		Blue
Endeavour to make the workforce representative of local demographics.	Establish monitoring of workforce by protected characteristics.	HR	Sep 2017	Demographics of workforce is known.		Blue
<i>Build positive community relations with Gypsy, Roma, and Irish Traveller communities, and rough sleepers.</i>	Investigate whether Gypsy, Roma, and Irish Traveller communities, and rough sleepers are accessing our services.	Peter Courage, Performance and PSW	Sep 2017	Data has been collected on the level of access of our services by Gypsy, Roma, and Irish Traveller communities, and rough sleepers.		Blue

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<i>Service Equality Champions to encourage staff to use excellent logo on email signatures as appropriate.</i>	Communicate the use of excellence logo.	Elizabeth Murray & Peter Courage	Sep 2017	ASC staff are using excellence logo.	Included in September ASC newsletter	Green
Performance Area 3 - Involving your communities						
Improve consultation with all client groups prior to any major policy or procedure change	Include client consultation as part of the policy and procedure change process	Peter Courage	Dec 2017	Client consultation is being undertaken for major policy or procedure change		Green
Performance Area 4 - Responsive Services and Customer Care						
To have easily accessible web based and published material.	Assess our web based and published external and internal material for accessibility.	Peter Courage and Pauline Lord	Dec 2017	An assessment has been carried out regarding the accessibility of our web based and published external and internal material.		White
<i>Commercial partners must be made aware of the requirements of Equality Act 2010 and how it works at the point of implementation.</i>	Check that providers and suppliers have policies/procedures that meet the requirements of the Equality Act when dealing the Service Users.	Peter Courage, Contracts and CLC - Ivor Cawthorn	Dec 2017	A clear picture is known of how many providers/suppliers are meeting the requirements of the Equality Act when dealing the Service Users		White

Target	Action	Responsible Officer	Date Due	Measurable Outcomes	Progress	RAG
Performance Area 5 - A Skilled and Committed Workforce						
<i>List staff networks in induction.</i>	Service Managers to include staff networks in induction.	Service Managers	Sep 2017	Staff networks are included in inductions.		Green
<i>Develop enhanced strategies for dealing with harassment and bullying in the organisation - and provide multiple routes for reporting and whistleblowing.</i>	Identify clear paths for reporting harassment, bullying and whistleblowing.	HR	Sep 2017			Green