

**Housing & Communities Directorate
Equality and Diversity Action Plan 2017-18
Updated April 2018**

Target	Action	Responsible Officer	Date Due	Measurable Outcomes	Progress	RAG
Performance Area 1 - Knowing your Communities						
Continue to analyse Boscombe and West Howe demographics and satisfaction	Update strategic assessments at regular intervals Continue with boosted sample of BOS for both communities.	K Ansell	Bi annually	Use the analysis to track achievements and amend objectives / activity as appropriate	Ongoing work	G
User Data for Hengistbury Head Visitor Centre	Collect data from customers through survey and analysis	S Clarke	September 2017	Data on users of site and their opinions recorded	Paper and online surveys completed	C
Performance Area 2 - Leadership, partnership and organisational commitment						
Updated Green Spaces and Playground Strategies	Carry out consultation, renew Green Spaces strategy and renew Playground strategy	M Rowland	September 2017	Strategies complete	Playground data collated and outline of Playground Strategy completed	C

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Reconnect rough sleepers without a local connection	Fund two additional outreach workers who will work with this disenfranchised group in order to support getting them off the streets.	C Roundhill	Ongoing	Reduce number of rough sleepers without a local connection	46 rough sleepers without a local connection were reconnected to their local area during 2017/18	G
Develop and implement a Homelessness Strategy delivery plan to drive forward the key objectives	Meet with key agencies to gain agreement for actions and identify responsibilities Monitor progress of actions through Homelessness Strategy Group Maximise opportunities for additional funding to facilitate the delivery of the action plan.	C Roundhill	March 2018	All strategy actions and leads agreed and progressing.	Action items for 17/18 allocated at Homelessness Strategy Group with timescales. Ongoing work. Most actions on this plan are progressing well with partner involvement.	G
Selective Licensing Scheme implemented and operational	Develop and implement Selective Licensing for Boscombe and the surrounding area	K Ansell	April 2017 (this is being reviewed)	Reduced deprivation Regeneration of Boscombe Reduced Crime and ASB Increased enforcement of housing standards Improved housing management	Completion of 16-week public consultation considering the designation of a selective licensing area in the town followed by an extensive options appraisal and decision reached	G

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Performance Area 3 - Involving your communities						
Consolidate and develop volunteer activity within Parks and Bereavement Services	Compile database of existing individuals and groups and hours worked. Volunteers encouraged from local community and various agencies. Create volunteer packs for new volunteers.	M Rowland	September 2017	Increased number of volunteers working and helping within Parks & Bereavement Services	Over 20 groups involved in active volunteering in 2017/18. Hengistbury Head Visitor Centre has over 60 registered volunteers. Volunteers working directly in parks also facilitate numerous clubs and groups to self-manage facilities	G
Organise and implement programmes for young children to help them enjoy nature at Hengistbury Head.	Organise educational activities for young people from more deprived areas in Bournemouth, to enjoy nature.	Stuart Clarke	August 2017	Sessions organised for young children and held over the summer holidays at Hengistbury Head	Activities took place	C
Make improvements for volunteers at Pine Walk / Aviary	Install composting toilet and welfare facilities at Arts Hut in Pine Walk	Martyn Sexton	November 2017	Improvements completed in Arts Hut and being accessed by volunteers	Design completed	G
Enable Council housing tenants and leaseholders to shape and influence the service.	Hold quarterly panel meetings with council housing tenants	T Priestley	Quarterly	Holding Officers to account for delivering on service standards.	Ongoing Resident Involvement work. Repairs and Maintenance Panel and Tenancy and	G

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				Making suggestions for improvement from a resident's perspective.	Neighbourhood Panel meet quarterly	
Enable different cultural groups to meet, increasing community cohesion	Run a series of multi cultural "Celebrate" events across the town in partnership with Dorset Race Equality Council	M Searle	September 2017	Groups learn about each other's cultures.	Events held successfully during 2017-18 - many different groups represented, feedback positive	C
Supporting regeneration in the most deprived areas of Bournemouth	Reducing inequalities between Boscombe & West Howe and the rest of Bournemouth	K Ansell	Ongoing each year	Achievement of targets within West Howe and Boscombe Commitment documents. There are a lot of complex targets with varying timescales - notable performance to be reported in Progress column	Ongoing work. "Howe Inspiring" in West Howe engaging with over 550 residents on learning activities	G
Performance Area 4 - Responsive Services and Customer Care						
Supporting regeneration in the most deprived areas of Bournemouth	Reducing inequalities between Boscombe & West Howe and the rest of Bournemouth	K Ansell	Ongoing each year	Achievement of targets within West Howe and Boscombe Commitment documents. There are a lot of complex targets with varying timescales - notable performance to be reported in Progress column	Ongoing work. Establishing and launching the Boscombe Creative Alliance, and securing funding for several projects that bring these organisations	G

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					together to benefit Boscombe, its reputation and the local economy	
Operation Galaxy phase 1 completed	By undertaking pro-active inspections and engaging with the community to ensure that standards of accommodation are improved and that anti-social behaviour and crime are reduced			The work of Operation Galaxy contributes towards the Boscombe Commitment objective of reducing health inequalities in this area	Highly successful Operation Galaxy project completed.	C
Refurbished East Chapel at Crematorium	Decorate and replace chairs.	Linda Barker	October 2017	Chapel is accessible, new chairs have arms for the elderly and chairs can be removed to make space for wheelchairs.	Completed December 2017	C
Implement findings from older people's review	Secure resources and implement review recommendations	T Kybert	September 2017	Housing for older people that better meets needs	Postponed to next year	W
Ensure that services are accessible to all customers and barriers are removed	Establish links with community groups, voluntary groups and statutory agencies to overcome barriers. Ensure that staff are trained and well informed to deal with enquiries from customers from a	S Doran	October 2017	Links established with community groups, voluntary groups and statutory agencies. Staff training undertaken	All employees have renewed their equality and diversity training Work to identify areas where links to other groups are needed is ongoing.	A

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	range of backgrounds and abilities and can make necessary adjustments to service delivery					
Carry out appropriate improvements as part of Stour Valley Masterplan	Provide large scale route maps to include relief maps. Provide way finding features at all principal decision points. Redesign routes and pathways to make more accessible. Make information signs more accessible and update. Develop plan for Stour Valley signage. Improve accessibility at approaches to site including installation of drop kerbs. Install Cycle Network markings and signage.	M Rowland	January 2018	Identified works completed	Completed and opened three new sections of the Stour Valley Trail at Iford Meadows and Playing Fields, Throop Village and Tuckton Tea Gardens. Works have included raised boardwalks where necessary and are inclusive for wheelchairs, buggies, cycles and pedestrians. Partnership work with Dorset County Council at Throop has created a better cycle link between the town and airport. Signage and promotion work is in progress.	G
New websites for Queens Park Golf, Hengistbury Head, Kings Park Nursery and Sports Bookings	Create new interactive websites to allow on-line sports bookings, on-line shopping and improved access to information.	A McDonald	September 2017	4 identified websites completed and implemented	Websites are up and running.	C







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Access audits for Kings Park and Queens Park Master plans	Commission DOTs Disability to carry out access audits for Kings Park and Queens Park.	M Rowland	January 2018	Audits complete and actions identified to improve access on sites	Actions following audit ongoing	G
Improved access to facilities at Slades Farm	In partnership with Active Dorset, provide access to toilets and refreshments.	P Mitchell	January 2018	Accessible toilets completed and facilities opened to general public	Achieved planning consent and commenced building work on Slades Farm pavilion in partnership with Active Dorset County Sports Partnership.	G
Produce masterplan to include improved access at Horseshoe Common	Carry out feasibility study and present at Gateway. Carry out improvements to entrances, lighting and pathways.	Martyn Sexton	March 2018	Masterplan produced to include improvements to entrances, lighting, pathways and facilities.	Access audit complete for site and report received	C
Revamped play area at Alum Chine	Re-design play area and install new equipment	Martyn Sexton	26 May 2017	New play area in place and open for use.	Completed and opened Alum Chine Playground in partnership with Seafront Services delivering objectives from the Playground and Seafront Strategies.	C
Improved access at Woodpecker Café in Queens Park	Design and construct new café space on ground floor in Queens Park Pavilion.	Michael Rowland	March 2018	New improved access café constructed and open for business.	Café open for business	G

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Improved access at Spyglass Point	Open up the site and improve access for wheelchairs and buggies	Michael Rowland	July 2017	Re-landscaped site that has improved access	Renovated Spyglass Point at Alum Chine as a viewing and garden area in partnership with the Open Spaces Society, with works funded from developer contributions.	C
Improved access from Granby Road Car Park to Kingfisher Barn and beyond	Increase size of car park and include disabled access parking bays. Improve pathway from car park to visitor centre and on to river	Martyn Sexton	July 2017	Car park extended and pathways accessible	Completed and opened Kingfisher Barn visitor centre exhibition 'A-Z of the Stour Valley,' funded by the Heritage Lottery Fund and in partnership with the RSPB and Bournemouth Parks Foundation. A new website has been launched to support the centre. Parking, signage and access has also been improved with the use of Heathland Mitigation funds.	C

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Establish systems and joint working to manage placements through the Syrian Refugee Resettlement programme	To progress placements in line with government arrangements	L Mealings	During 2018	Well managed placements and integration of households in community	Two families have now been resettled in Bournemouth. The overall plan is to resettle a total of 3 households in Bournemouth	G
Adaptations Programme	Carry out adaptations to Council and Privately Owned Homes funded through the HRA and DFG's respectively	Simon Percival	March 2018	Allowing individuals to remain longer within their homes by carrying out adaptations which are suitable and sufficient for their needs	Programmes underway. Improved links with Adult Social Care to speed up processes.	G
Performance Area 5 - A Skilled and Committed Workforce						
Apprenticeships and trainees in Parks and Bereavement Services	Continue apprenticeship programme for horticulture.	R Allardyce	September 2017	10 Apprentices in place across Parks and Bereavement Services	3 apprentices employed in Parks. 0 apprentices in Bereavement.	A
Apprenticeships in Housing Technical	Continue apprenticeship programme within the Dalling Road office and the building trades	J Mauger	Ongoing	A minimum of 15 apprentices in place across Housing Technical	19 new apprenticeship places including two apprenticeships specifically to higher risk young people following work experience placements.	G

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Preparatory work to maximise benefits from the new Apprenticeship Levy	Plot all posts against the new apprenticeship framework	J Mauger	April 2017	All posts plotted	Completed	C
Work experience opportunities in Housing Technical	Continue work experience programme within the Dalling Road office and the building trades	J Mauger	Ongoing	Provide a minimum of 5 work experience placements per year to young people and / or vulnerable adults	Ongoing	G

Key:

-  **RED** - Serious challenge, remedial action required, out of tolerance.
-  **AMBER** - Some challenges, mitigating action in place, within tolerance.
-  **GREEN** - On target.
-  **WHITE** - Not started.
-  **BLUE** - Completed.
-  **BLACK** - Cancelled.

Equality Objectives ([Better for All Strategy](#))

Bournemouth Borough Council has nine Equality Objectives for 2017 - 2019:

- 1. Improve choice and satisfaction for service users*
- 2. Provide affordable housing in partnership with stakeholders*
- 3. Improve the life chances of young people in Bournemouth*
- 4. Improve health and wellbeing by reducing health inequality*
- 5. Improve accessibility to services and public spaces*
- 6. Improve people's feeling of safety by reducing both isolation and the fear of anti-social behaviour*
- 7. Use our community leadership role to minimise and prevent extremism*
- 8. Increase community engagement and involvement in decision making*
- 9. Increase equality of outcomes through inclusive growth*