

Strategic Finance - Equality and Diversity Action Plan 2018-19

Target	Action	Responsible Officer	Date Due	Measurable Outcomes	Progress/Comments	RAG
Performance Area 1 - Knowing your Communities						
Understanding customer views (internal) to identify any equality and diversity issues	To send out a questionnaire to all areas within Strategic Finance to identify any equality & diversity issues	Heads of Service	Initial Review by end Sept 2018	Ascertain equality issues & needs for each service, action plan agreed if required	Questionnaire being produced based on EFLG assessment criteria	Green
Understanding customer views - Revs & Bens	To participate in and assist developing the corporate Customer Satisfaction Survey. To be undertaken at least annually.	Head of Service	October 2018	Improvements in customer satisfaction or identification of areas that need attention.	Survey last completed in September 2017	Green
Understanding customer views - Internal/External	To develop use and working with local suppliers to support doing business with the Council. Increased use of self service.	Head of Procurement & Commissioning	On-going	Increased number of users utilising the ICT systems; Increased usage of electronic invoicing; Increased usage of electronic procurement processes and supplier engagements.	On-going and demonstrable improvement Embedded practice	Green

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Ensure all proposed Savings/Efficiencies for the Service Unit are properly reviewed for any E&D implications	SECs to be appropriately involved when savings/efficiencies are being considered to ensure due regard for equality impact	Heads of Services	On-going	All proposed savings/efficiencies can be evidenced as having due regard to E&D issues	New work to be established and continued through 2018/19 Reviewing Joint Services EINA	Amber
Performance Area 2 - Leadership, partnership and organisational commitment						
Ensure that Equality Impact Needs Assessments (EINAs) are completed for all new policies and practices.	Increase staff awareness so that EINAs are completed as a matter of course for new/reviewed policies.	Head of Service, All managers	On-going	Either screening documents or full EINAs can be produced for all policies across the Service Unit. Staff able to demonstrate understanding of EINA and able to complete/assist in completion as appropriate	On-going - SECs to support process by reviewing screening documents and EINAs. Note that service changes due to joint working will mean reduced capacity for SECs to undertake this role.	Green
Support Equality & Diversity Strategy	Service Unit support for Service Equality Champions, act on recommendations made by champions	Service Director SF, Heads of Service	On-going	Successful outcome of E&D complaints if any. Champions feel supported by Strategic Finance	On-going	Green

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To support equalities for staff in relation to recruitment, access to buildings, access to training and line management	<p>Ensure the working/training environment is made accessible for individual needs.</p> <p>Ensure staff are supported to carry out their work roles effectively irrespective of age, gender, disability, ethnicity, race, sexual orientation.</p> <p>Ensure staff awareness of relevant staff network groups and that attendance is enabled for staff wishing to attend</p>	Service Director, SF, Heads of Service, All managers	On-going	<p>A representative workforce</p> <p>Working environment allows staff to carry out their job roles</p> <p>All staff have access to development opportunities and supervision relevant to their work roles. Increase in membership of staff network groups.</p>	<p>Work on appraising HSE returns when complete and implementing any requirements</p> <p>Ensure internal meetings/training arrangements account for needs</p> <p>Communicate all network groups and list of contacts to all staff in SF</p>	Green
Performance Area 3 - Community Engagement and Satisfaction						
Working with new suppliers and developing markets	Develop working with local suppliers and suppliers in un-developed areas with the Council	Head of Procurement & Commissioning	<p>On-going</p> <p>On-going</p>	<p>Increase in number of local suppliers listed on e-tendering.</p> <p>Increase in more diverse range of suppliers delivering Council services</p>	Ongoing	Green

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Performance Area 4 - Responsive Services and Customer Care						
Ensure that services meet the needs all of its service users	Ensure that translator facilities are available during any interview with customers	Senior Audit Manager, all managers	On-going	Customer understands the purpose and content of the interview	Corporate contract in place	Green
Review and simplification of the Insurance forms in response to customer feedback	Development of a new suite of insurance forms, with on-going review	Risk & Insurance Manager	On-going	Reduction in the number of queries and complaints regarding insurance forms	Completed forms greatly simplified, on-going regard to feedback	Green
Individual community needs are recognised and reflected in emergency planning	Emergency plans to be reviewed to ensure they have taken into account E&D issues and that plans are in place to access the required range of services should they have to be called upon in an emergency	Resilience and Safety Manager	On-going	All needs of all individuals have been fully considered and actioned.	Pro-active consideration of vulnerable person during an emergency. Due regard of lessons learned which may include E&D issues.	Green

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<p>Equality and diversity to be embedded into the new corporate business continuity management programme and policy</p>	<p>The corporate business continuity management strategy outlines the approach to equality and diversity to be taken from a business continuity perspective</p> <p>The new service level template and accompanying guidance includes a section on what equality and diversity issues need to be considered as part of business continuity planning.</p>	<p>Resilience and Safety Manager</p>	<p>On-going</p>	<p>Service level business continuity plans demonstrate how they have planned for any specific staff issues within their teams to ensure that alternative working arrangements are accessible to all.</p>	<p>Guidance relating to E&D is provided in the Business Continuity workshops</p> <p>Self-assessment form completed whenever business continuity plan is updated - form includes question re equalities and diversity. SECs to review responses and consider whether more guidance required or whether E&D issues need addressing.</p>	<p>Amber</p>
<p>Engage with third party agencies - Revs & Bens</p>	<p>Attend and chair seminars, local conferences and provide supporting documentation to improve knowledge</p>	<p>Head of Service</p>	<p>On-going</p>	<p>Customers / landlords /advice agencies receive assistance and knowledge as well as improving staff knowledge</p>	<p>In progress</p>	<p>Green</p>

Performance Area 5 - A Skilled and Committed Workforce

Awareness of BBC Equality & Diversity Strategy	Review 2015 equalities leaflet & issue to all managers for cascading to all staff	Heads of Service and Service Equality Champions	On-going	All Strategic Finance team can demonstrate understanding of E&D strategy	E&D presence at away days, involvement with staff forum, quarterly input to SFMT, specific items covered as and when required i.e. discussing screening document with Strategic Procurement team, leaflet prepared to be passed to all SF staff with relevant information and contacts. Leaflet to be updated with rights and responsibilities	Green
All new staff to be inducted in BBC E&D policies	E&D part of team induction protocol, record of leaflet being issued to staff to be maintained and updates communicated	Heads of Service, all managers	On-going	All staff receive E&D leaflet and updates as standard	Leaflet prepared to be passed to all SF staff with relevant information and contacts. Leaflet to be updated with rights and responsibilities	Green
Support staff members who wish to take part in Staff Network Groups	Staff are enabled to take part in Staff Network Groups and are briefed on relevant minutes	All managers	On-going	Greater involvement of staff in Staff Network Groups	Communicate all network groups and list of contacts to all staff in SF	Green

Strengthening role of E&D Champion(s)	E&D champion attends meetings and reports on issues raised Regular contact with E&D team to monitor progress	Service Equality Champion	On-going - to start attending SFMT meetings quarterly	Attendance at meetings and feedback to SFMT.	Action Plan updated E&D Champion to attend SFMT meetings quarterly and also has an open invitation. Note that service changes due to joint working will mean reduced capacity for SECs to undertake this role.	Green
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