

Corporate Customer Services Department  
Draft Equalities Action Plan 2002-2003

**CORPORATE AND CUSTOMER  
SERVICES DEPARTMENT  
DRAFT EQUALITIES ACTION PLAN**

APPENDIX C

Corporate Objective or Vision Reference	Service Equality Objective	Key Tasks and Targets	Lead Person	Success Criteria	Progress
Best Value Authority	Implementation of the RRA Act 2000 (general and specific duty) as follows: Assess functions relevant to duty, put in place arrangements for assessing & consulting, monitoring adverse impact, publishing results, access to information and services and train	Briefings for staff -Implications for each service(s)-Identification of actions to be pursued in relation to functions, assessments, consultation and monitoring arrangements	Performance Review Manager	Briefings Delivered and action plan in place by June 2002	
		Monitor successful and unsuccessful Housing Benefit applications by gender, ethnicity, disability - review results and make decisions on further actions/plans in Service Equalities Steering Group and Service management team	Process Manager	Data collected and reviewed	
		Monitor successful and unsuccessful Discretionary Housing Payments applications by gender, ethnicity, disability - review results and make decisions on further actions/plans in Service Equalities Steering Group and Service management team	Process Manager	Data collected and reviewed	
		Monitor use of foreign language interpretation service - - review results and make decisions on further actions/plans in Service Equalities Steering Group and Service management team	Customer Services Manager	Data collected and reviewed	

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	Monitor results of consultation surveys by ethnicity, age and gender - review results and make decisions on further actions/plans in Service Equalities Steering Group and Service management team	Customer Services Manager	Data collected and reviewed	
To monitor service provision in the Manchester Street Reception Area.	Ethnic Origin of customers attending the Manchester Street Area	Office Services Manager	Briefings and Updates	
To progress BV Indicators 2, 11 a&b, 16,17, 174, 175 & 156.	Ensure systems in place to accurately capture and monitor data	Performance Review Manager & Heads of Service	Forecasts and Final data pro-formas returned on time and accurately.	
	Support Council in decreasing the number of racist incidents	RI co-ordinator and reporting officers	Reporting process implemented and working	Monitoring system and reporting of numbers to DMT yet to be established
	Review and update LBC HR Strategy by Spetember 2002	Head of HR	Revised Strategy agreed and in place	
	Where Equality Monitoring forms despatched to all staff attending training courses, ensure forms are returned fully completed	Office Services Manager	Ongoing	
	BVPIs 2, 11a & b 16 & 17 - All staff actively encouraged to provide workforce survey data - review results and make decisions on further actions/plans in Service Equalities Steering Group and Service management team	Unit Managers	Meet corporate representative workforce targets	

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	BVPI 174 - Revenues enquiry office is an advertised recording point for racial incidents - corporate reporting procedures are complied with and maintained.	Customer Services Manager	Correct recording of reported incidents	
	BVPI 175 - Procedures in place to deal with and record any Revenues service related incidents	Unit Managers	1. No complaints received 2. Any complaints received correctly investigated, resolved and recorded	
	BVPI 156 - Facilities reviewed in line with formal public suggestion scheme - awaiting outcome of corporate survey.	Customer Services manager	Revenues enquiry office and Cash Hall fully comply with DDA requirements	
	Ensure systems in place in Open Door to accurately capture and monitor data	Performance Review Manager	Assessment of output from Open Door	
	Revise job description/person specification guidelines and complete series of briefings by 1st June 2002	Performance Review Manager	Briefings Delivered and action plan in place by June 2002	
	Continue to implement the requirements of the DDA on employment and service delivery.	Heads of Service	This is an area for ongoing review	
	Continue operating Guaranteed Interview Scheme for people with disabilities	R&D Manager	Number of GIS applicants	

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	Review and update disability policy and incorporate in overall HR Strategy	ER Manager	Policy reviewed	
	Support all risk assessments and assist in defining reasonable adjustments	H&S Team and Occ. Health	Satisfied employee and manager feedback	
	Provision of key information leaflets in main community languages	Customer Services Manager	Availability of information as described	
	Community language speaking staff conduct interviews and visits in key community languages	Customer Services Manager	Ongoing implementation	
	Provide hearing loops and wheelchair accessible enquiry and Cashier counter facilities	Customer Services Manager	Facility maintained	
	Provide home visiting enquiry and benefit assistance service for the elderly and infirm	Customer Services Manager	Service maintained - response within 10 working days of request	
	Provide single person discount application form in large print	Customer Services Manager	Availability of forms	
	Investigate provision of braille, talking and large print facility for leaflets, bills etc.	Customer Services Manager	Provision of services by April 2003	
	Complete access audits of buildings & Prioritise building for adjustments	Heads of Service with CAM & CF divisions	Programme for completion of all work agreed and in place	
All appropriate employees are given training in dealing with members of the public.	Ongoing	Office Services Manager	Ongoing	

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		Waiting advice on requirements from CAM	CAM	Completion of Audit, prioritisation and funding agreed for remedial work and completion of remedial work - timescales dependent on completion of survey and availability of funding.	
	Office Accommodation DDA requirements	To implement New strategy for Office Accommodation ensuring effective space management and efficient accommodation utilisation whilst protecting and improving accessibility requirements as required under DDA.	CAM and Heads of Service .	Complete re assessment of Accommodation needs to be carried out across all Central Office areas.Terms of Reference end March 2002 .Review end Dec 2002	
Community Leadership	Assessment of all activities using the New Generic Standard for equality assessments and prepare six monthly progress reports.	Training to use new Standard - Assessment on new criteria for Level 3.-Evidence file updated and checked by EOU.	Performance Review Manager & Heads of Service	Level 3 achieved by March 2003	
		Revise HR policies and incorporate in HR Strategy as appropriate	Head of HR	Policies revised	
		Ensure training is provided when available and participate in evaluation process and subsequent action planning	Head of Revenues	Level 3 achieved by March 2003	

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	Identify areas and activities will meet the New Generic Standard	Training of front line staff	Office Services Manager		
Best Managed Council.	Address under-representation in the workforce of women, disabled and black and minority staff.	To achieve representation of women & ethnic minority employees as a %age of Senior Officers (M5 and above):- Target % to be determined	Heads of Service	Achievement of target	Gender & ethnicity to grade profile established and being monitored.
		To achieve representation of black and minority ethnic employees - Target 20% by 2004	Heads of Service	Achievement of target	
		To achieve representation of disabled people in the workforce: Target 8% by 2004	Heads of Service	Achievement of target	
		To ensure all managers within the Department are aware of Equalities issues as part of the introduction of a performance management regime and being fully aware of their service needs encompassing equalities	Heads of Service	All new employees to attend induction training	
			Equalities Training Officer/ Heads of Service	All managers to have attended the mandatory equalities training programme and participated in relevant discretionary modules	
		All managers (Team leaders and above) are required to attend appropriate corporate equalities training. Performance is monitored through individuals training records and discussed, together with additional specific requirements, as part of the appraisal s	Head of Revenues/ Unit Managers/ Training Officer	1. All new employees to attend induction training. 2. All managers to receive appropriate core training	

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	Equalities requirements are detailed in job descriptions and targets are set and reviewed within the appraisal system.	Head of Revenues/ Unit Managers	Implementation	
	To ensure that Service delivery reflects the key aims of the council on equalities issues	Heads of Service	DMT reviews Equalities issues at at least 4 focussed meetings per year.	
	Include and monitor equalities relevant demographic data in any customer and employee satisfaction survey for the department	Performance Review Manager and Heads of Service	Data collected and reviewed	
	Service based equalities steering group set up to identify, assess, review and resolve equalities issues	Head of Revenues	Data collected and reviewed	
	Review and revise HR Strategy as appropriate	Head of HR	Strategy in place	
To ensure Contractor Selection from Approved List of Contractors is carried out correctly ,fairly and on agreed principles.	To encourage the inclusion onto the Select Tender List, Contractors, Specialists and individuals from ethnic minority and other under- represented groups .	CaM and Group Leaders.	Reviewed application questionnaire and checked/amended entrance criteria.End October 2002	
Ensure equality of access to information for prospective Council contractors	Procurment information will be made available on the web-site to facilitate access to information on how a business can apply to become an approved Contractor	Supplies Manager	Web-page developed and included on site	

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	Ensure information is made available in languages other than English	A strapline will be included on all key documents produced by Corporate Finance (e.g. debt recovery letters) advising that the information is available in minority ethnic languages and Braille.	Exchequer Services Manager	Strapline included on documents	
	To ensure that services are provided in a manner which is consistent with the requirements of customers	To include and monitor equalities relevant demographic data in any customer and employee satisfaction survey for the department	Heads of Section	Data collected and reviewed	