

CONSUMER PROTECTION EQUALITY AND DIVERSITY ACTION PLAN

JUNE 2007

This action plan integrates actions from our collated action plan within the Corporate Framework for achieving level 2 of the equality standard for Local Government

| | Equality Standard for Local Government | ACTION REQUIRED | By Whom | By When/ Update |
|----------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------|
| 1 | Engagement in impact/needs/ requirement assessment process | a. Demonstrate use of Impact Assessments and outcomes - review signing in consultation with Nick Cook - Property Services, provision of leaflets in alternative languages/formats on request/ future taxi provision DDA compliant/ Liaise with other services to identify service advice to remote areas b. Include in team plan template c. Ensure all staff know about and are trained in the application of Impact Assessments d. Identify and list all key decisions taken in Consumer Protection that could potentially be prejudicious and develop action plan to ensure impact assessments undertaken on all decision areas including the development of new /revised policies | All Managers All managers All Managers Head of Service | Ongoing. April 2007 Jul-07 Ongoing Sep-07 |
| 2 | Engagement in consultation with designated community, staff and stakeholder groups | a. Team to identify and record their designated stakeholder groups b. Audit information for each group c. Plan consultation programmes for service improvement - liaison with Pam Stamps consultation officer 3251 - Citizen Panel, and in service consultation as required with service users d. Develop quality assurance feedback methodology for user group (include Team Plan) Implement within 07 | All Managers All Managers All Managers All Managers | Oct-07 Jul-07 Ongoing Ongoing |
| 3 | Development of Information and Monitoring Systems | a. All staff ethnicity known and recorded - all check new intranet entry has their ethnicity details b. Continue to support service representation to Diversity Link Group - feedback to Team meetings c. All user ethnicity known and recorded | All Managers Head of Service | Sept 07 - ongoing Ongoing |

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| 4 | Action plan in place for employment, pay and service delivery | a. All Team members to attend E&D training & updates | All Managers | Ongoing |
| | | b. Ensure all staff have copy of IWC Comprehensive Equalities Plan ands are aware of the race/disability/gender | All Managers | Ongoing - discussed at Team meetings - staff aware where |
| | | c. Ensure staff aware of changes to HR policies (Intranet) | All Managers | Ongoing |
| | | d. Ensure staff aware of translation services | All Managers | Ongoing - discussed at Team meeting - Rosie Barnard first contact if need arises |
| | | e. Contracts with providers reflect RES requirements | All Managers | Ongoing |
| 5 | System of self-assessment, scrutiny and audit established | a. Action required from Diversity Impact Assessment & action plan to be integrated into Team plans | All Managers | Ongoing - annual assessment |
| | | b. Monitor Action Plan via Team meetings quarterly | ALL | Add to Team Meeting agenda July, October, January - update due July 31st |

Rob Owen
Head of Consumer Protection
22-Jun-07