

## CUSTOMER SUPPORT TEAM 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

	<b>Equality Standard for Local Government</b>	<b>ACTION REQUIRED</b>	<b>By Whom</b>	<b>By When/ Update</b>
<b>1</b>	Engagement in impact/needs/ requirement assessment process	a. Demonstrate use of Impact Assessments and outcomes - provision of information in alternative formats standard statement on all documentation - available on request/DDA access to service is available/service offers outreach as and when required b. Include impact assessment actions 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 the Customer Support Team that could potentially be prejudicial and develop action plan to ensure impact assessments undertaken on all decision areas including the development of new /revised policies, embed E&D into every strategy	KD     KD KD KD	Ongoing.   Sept 07 - ongoing Ongoing Sep-07
<b>2</b>	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 d. Develop quality assurance feedback methodology for user group (include Team Plan) Implement within 07	KD KD KD KD	Oct-07 Jul-07 Ongoing Ongoing
<b>3</b>	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 & support to E&D forum within the service c. All user ethnicity known and recorded	KD KD KD	Sept 07 - ongoing ongoing Ongoing

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<p><b>4</b></p>	<p>Action plan in place for employment, pay and service delivery</p>	<p>a. All Team members to attend E&amp;D training &amp; updates                  b. Ensure all staff have copy of IWC Comprehensive Equalities Plan ands are aware of the race/disability/gender equality schemes and discuss at team meetings as required                  c. Ensure staff aware of changes to HR policies (Intranet)                  d. Ensure staff aware of translation services                    e. Contracts with providers reflect RES requirements                  f. Continue to ensure all staff are given equal opportunity to develop                  g. Review current multi-agency reporting from in liaison with Helen Newbery E&amp;D Team</p>	<p>KD                  KD                    KD                  KD                    KD                  KD                  KD</p>	<p>Ongoing                  Ongoing - discussed at Team meetings - staff aware where to find a copies                  Ongoing                  Ongoing - discussed at Team meeting - Rosie Barnard first contact if need arises                    Ongoing                  Ongoing                  Nov-07</p>
<p><b>5</b></p>	<p>System of self-assessment, scrutiny and audit established</p>	<p>a. Action required from Diversity Impact Assessment &amp; action plan to be integrated into Team plans                  b. Monitor Action Plan via Team meetings quarterly                  c. Partnership work with SE Regional Fire Service to achieve level 3 of the Equality Standard for Local Government by December 2008</p>	<p>KD                    KD                    KD</p>	<p>Ongoing - annual assessment                    Add to Team Meeting agenda July, October, January - Review Oct 07</p>

Kim Dueck  
 Customer Support Team Manager  
**19-Jun-07**