

# Corporate Equality Scheme Action Plan

**Author:** Sarah Barnes

**Report Type:** Actions Report

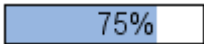
**Generated on:** 08 September 2009


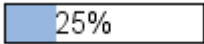


*Rows are sorted by Code*


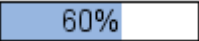
<b>Action Code &amp; Title</b>	<b>EQP Corporate Equality Action Plan – 2009/10</b>			<b>Managed By</b>	
<b>Description</b>	Corporate Equality Action Plan – 2009/10			<b>Assigned To</b>	
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
				<b>Progress Bar</b>	<div style="border: 1px solid black; background-color: #add8e6; padding: 2px; display: inline-block;">78%</div>


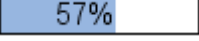
<b>Action Code &amp; Title</b>	<b>EQP1.1 Leadership</b>			<b>Managed By</b>	Lucasta Grayson
<b>Description</b>	Implementation of the Corporate Equality Scheme			<b>Assigned To</b>	Sarah Barnes
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	

Produce an annual progress report of the outcomes from the Corporate Equality Scheme Action Plan, impacts identified by Equality Impact Assessments and action taken to address them	30 Apr 2009	Yes	2009 Progress report produced and available on Council website. Next report to be produced April 2010	<b>Progress Bar</b>	
Maintain, annually review and publish Corporate Equality Scheme Action Plan to ensure this supports the Council's equality & diversity agenda across all services	31 May 2009	Yes	Corporate Equality Scheme Action Plan uploaded onto covalent. Report to be made available on website following quarterly updates.		
Produce annual HR & Development report and workforce plan for Corporate Management Team and Members	31 May 2009	Yes	HR&D report produced including workforce plan and equality & diversity actions. Next report to be produced April 2010.		
Ensure services produce and publish programme of Equality Impact Assessments to identify equality related impacts of policies and procedural developments	30 Sep 2009	Yes	Corporate schedule for Equality Impact Assessments developed and published on website. Findings from EIA's to be published as and when completed.		
Ensure that the Council's service planning process, policies, procedures and services positively promote equalities.	30 Nov 2009	Yes	Guidance for service planning 2010 - 2011 developed including support from HR&D to identify equality & diversity issues. Work programmes to be loaded onto covalent and will generate the 2010 Corporate Equality Scheme Action Plan.		
Implementation of Religion and Belief Equality Scheme	31 Jan 2010	No	Draft scheme to be consulted with staff, community groups and residents October & November 2009. Scheduled for Cabinet approval January 2010.		
Ensure Equality Impact Assessments form part of all Cabinet Reports	31 Mar 2010	Yes	Agreed with Democratic Services and CMT		
Incorporate legislative developments into policy and practices to ensure ongoing compliance	31 Mar 2010	No	Amended performance management policies including findings from EIA's. Management of HR related change policy reviewed in line with equal pay guidance.		



<b>Action Code &amp; Title</b>	<b>EQP1.3 Equality Framework</b>			<b>Managed By</b>	Lucasta Grayson
<b>Description</b>	Assess, monitor and improve services using the Equality Framework			<b>Assigned To</b>	Sarah Barnes; Maggie Maxwell
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Undertake initial assessment following transition from Equality Standard and devise action plan.	30 Jun 2009	Yes	Gap analysis completed to identify key actions with report submitted to CMT July 2009.	<b>Progress Bar</b>	
Schedule Peer Review	31 Oct 2009	No	Pre-review to be booked for October 2009 with IDeA		
Undertake quarterly assessment and review of achievements against the Equality Framework and action plan for continual progression	31 Oct 2009	No	Evidence and commentary to be uploaded onto IDeA software to produce quarterly progress reports.		
Achieve Level 2	31 Mar 2010	No	Decision whether to progress for peer review to be taken by CMT having considered pre-review findings.		


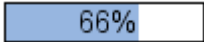
<b>Action Code &amp; Title</b>	<b>EQP1.4 Monitoring and equal access to services.</b>	<b>Managed By</b>	Carrie Burton; Lucasta Grayson
<b>Description</b>	Improve monitoring information in relation to levels of under representation within services	<b>Assigned To</b>	Sarah Barnes; Nora Davies; Maggie Maxwell


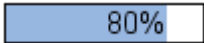
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Maintain a community profile across the town to identify changing demographics using census data and indices of deprivation	30 Apr 2009	Yes	Community Profile updated for 2009. Additional information available from HR&D annual workforce plan including equalities profile updated April 2009.	Progress Bar	
Launch of Link Model	30 Jun 2009	Yes	Pilot launch of two wards completed.		
Review collection and use of monitoring information for religion & belief and sexual orientation	31 Jul 2009	Yes	Paper to Corporate Management Team 7 July 2009 gave approval for rollout.		
Implement pilot for collection of data for religion, belief and sexual orientation in Crawley Homes and HR&D	31 Dec 2009	No	Roll out to HR before December, Crawley Homes including questions in future surveys. Corporate consultation framework updated to include questions and guidance.		
Improved information to Divisional Management Teams around under representation issues	31 Mar 2010	No	To be considered as part of Community Engagement Framework		



Action Code & Title	EQP1.5 Working in Partnerships			Managed By	Lindsay Adams; Carrie Burton; Nora Davies; Nigel Sheehan
Description	Work in partnership with other agencies, voluntary organisations and community groups to improve access to services, removing barriers and delivering targeted positive action.			Assigned To	Lindsay Adams; Nora Davies; Nigel Sheehan
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Target engagement with community groups to develop links	31 Aug 2009	Yes	Community Liaison Officer continues to forge links with local settled Traveller Community. Bid for further funding underway to address wider community cohesion issues.	Progress Bar	
Work with local muslim community	31 Aug 2009	Yes	Engagement with young muslims, particularly male young muslims continues. Established Muslim Women's Forum		
Comparison of performance indicators with other authorities and partners, and development of priorities for improvement	31 Mar 2010	No	Sub groups for Community Cohesion, Customer Insight and Resident Involvement have outlined work plans and priorities for 2009/10 to include this work.		
Develop in partnership the "Road to Crawley" recognising the changing community profile of the town.	31 Mar 2010	No	Grand Aid support received from heritage fund. Working with Crawley Museum Society and local community to create an archive of local social history including new community groups.		
Establish links with other authorities and community partners in the region for benchmarking and sharing best practice	31 Mar 2010	Yes	Approval of Corporate Community Engagement Management Group led by Director of Community Services. Subgroups will focus on individual activities with links to other authorities and partner organisations.		
Provide ongoing support to voluntary groups including faith groups	31 Mar 2010	Yes	Crawley Interfaith Network continues to develop and worked with the Council to produce a Faith, Culture and Belief Guide. There is a regular programme of events and monthly calendar.		
Work with WSCC to develop participation of disabled customers in service developments	31 Mar 2010	No	Work programme to be developed following appointment of Access Officer.		


Action Code & Title	EQP2.1-CE Enforcement	Managed By	Ann-Maria Brown
Description	Ensure relevant action is taken to eliminate discriminatory practices	Assigned To	Yvonne Homewood

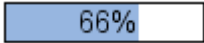
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Monitor enforcement actions carried out by the Council to identify any discriminatory behaviour and to ensure the relevant Head of Service takes action to address any such behaviour	30 Apr 2009	Yes	Actions reviewed annually in April. No cases in last twelve months to April 2009.	<b>Progress Bar</b>	



<b>Action Code &amp; Title</b>	<b>EQP2.2-CE Access to democratic services and Councillors</b>			<b>Managed By</b>	Ann-Maria Brown
<b>Description</b>	Increase access to Councillors utilising facilities improving consultation and feedback.			<b>Assigned To</b>	Yvonne Homewood
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Review all Polling Stations in the Borough	31 May 2009	Yes	Review of Polling Stations completed following consultation with local community groups and disabled groups. All Polling Stations are now fully accessible.	<b>Progress Bar</b>	
Encourage use of translation and interpreting facilities to address barriers	26 Sep 2009	Yes	Access to Councillors is promoted regularly including reference to the range of facilities available for Councillors and residents.		
Increase access to Councillors	31 Mar 2010	No	Details of how to contact Councillors is communicated to the public bi-monthly via Crawley Live and includes details of meetings (surgeries).		


<b>Action Code &amp; Title</b>	<b>EQP3.1-RES Staff &amp; Member Awareness &amp; Development.</b>			<b>Managed By</b>	Sarah Barnes; Maggie Maxwell
<b>Description</b>	Ensure ongoing development of staff and Members in relation to equalities and diversity			<b>Assigned To</b>	Sarah Barnes; Maggie Maxwell
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Develop range of Learning & Development activities to support ongoing staff development providing an understanding of the legal context, customer needs and promotion of equalities	30 Apr 2009	Yes	Learning & Development plans agreed for 2009/10 with a programme of learning events and promotion of learning resources available.	<b>Progress Bar</b>	
Deliver training programme for Customer Service staff to support their ability to identify the varying needs of the community in relation to accessing service	31 Jul 2009	Yes	All staff attended disability awareness workshops and completed grassroots training. Further bespoke work will form 2010 training plan.		
Provide EIA workshops to support services undertaking assessments, ensure quality, identify needs or impacts and plan actions	31 Jul 2009	Yes	Workshops provided between December 08 and July 09 on Equality Impact Assessments attended by over 50 staff. Ongoing support to services completing EIA's can be requested from HR&D.		
Design and deliver tailored workshops to raise awareness on a range of equality areas	30 Sep 2009	Yes	Grassroots learning reached 90% of Council staff. Further workshops planned for remaining 10% and any new starters. Key services additional training needs being assessed to form 2010 training plan.		
Deliver Member training events on E&D including DDA and access issues	30 Nov 2009	No	Member Development Group consulted with a view to design and deliver training event by December 2009.		


<b>Action Code &amp; Title</b>	<b>EQP3.3-RES Supporting Staff.</b>			<b>Managed By</b>	Sarah Barnes
<b>Description</b>	Identify and support the needs of staff in under represented groups through the establishment of staff forums and support groups			<b>Assigned To</b>	Maggie Maxwell
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Introduce Corporate Equality Champions	30 Jun 2009	Yes	Equality Champions identified across the Council including TU representative. Initial meeting held June with follow up introduction July 09. Training and support programme agreed to be delivered by December 2009.	<b>Progress Bar</b>	
Develop LGBT (Lesbian, Gay, Bisexual and Transgender) support group	30 Nov 2009	No	Identified opportunity to work with other West Sussex authorities to introduce a group due to lack of interest at the Council.		
Review links with West Sussex Equality Forum to provide joint working options	31 Dec 2009	Yes	Regular attendance at meetings to discuss issues and identify joint working opportunities. Provided joint response to consultation for Single Equality Bill and developing training for Managers to support managing a diverse team		
Provide access to quarterly forums for all staff groups to discuss issues and concerns alongside engagement activities	31 Mar 2010	Yes	Meetings held throughout the year for BME, Womens Network and Disabled Staff Groups. Next calendar of events scheduled for Sept/Oct 09. Review of BME group undertaken with staff June 2009.		
Referral of concerns to CMT where appropriate	31 Mar 2010	Yes	Quarterly reports to Corporate Management Team on equality issues with regular discussions between HR & Equalities Manager and Chief Executive relating to staff group feedback.		
Support Groups with quarterly newsletter to promote activities	31 Mar 2010	No	Equality and Diversity Groups brochure created April 2009 for new and existing staff. Workshops with all forums taking place including regular involvement in consultation exercises.		



<b>Action Code &amp; Title</b>	<b>EQP3.5-RES Creating a representative workforce.</b>			<b>Managed By</b>	Lucasta Grayson
<b>Description</b>	Increase the level of under represented groups within all levels of the workforce by removing barriers to employment, supporting individuals and delivering targeted positive action:			<b>Assigned To</b>	Sarah Barnes; Maggie Maxwell
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	


Maintain a profile of workforce representation and E&D issues including monitoring tracking for recruitment and HR&D activities including work experience	31 May 2009	Yes	HR&D report produced April 2009 including tracking data through the recruitment process. EIA of work experience placements planned for September as part of Divisions EIA programme.	<b>Progress Bar</b>	
Maintain annual accreditation of the positive about disabled people award	31 Jul 2009	Yes	Annual re-accreditation achieved for 2009		
Achieve age positive accreditation recognition	31 Dec 2009	No			
Deliver employment workshops in the community (including schools/Job Centre Plus /and other agencies) to demonstrate methods of effective recruitment	31 Dec 2009	Yes	Careers fairs and schools workshops carried out throughout 2008/9 with further events to be delivered 2009/2010		
Promotion of development opportunities and targeted support for career progression to under represented staff groups	31 Jan 2010	No	Career pathways established in Housing and Finance. Focus Groups with staff held August 2009 and discussions with Sussex Training Consortium on joint delivery of staff development courses.		
Undertake targeted engagement within the community to increase participation in employment activities and work experience	24 Mar 2010	Yes	Attended Crawley Ethnic Monitoring Partnership workshop with community groups June 09. Established links for future planned events.		


<b>Action Code &amp; Title</b>	<b>EQP3.6-RES Procurement</b>			<b>Managed By</b>	John Burke
<b>Description</b>	Ensure procurement practices are compliant with corporate equality and legislative requirements, positively promoting equalities.			<b>Assigned To</b>	John Burke
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Develop equality requirements in procurement	31 May 2009	Yes	Equalities and diversity requirements built into procurement code, process maps and guidance	<b>Progress Bar</b>	
Ensure contractors and external service providers are aware and committed to delivering these requirements	30 Jun 2009	Yes	Commitments incorporated into service level agreements and form part of the corporate procurement code		


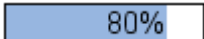
<b>Action Code &amp; Title</b>	<b>EQP3.8-RES Access to Benefits (Housing and Fuel)</b>			<b>Managed By</b>	Chris Harris; Dave Rawlings
<b>Description</b>	Increasing the take up of benefits for those that qualify			<b>Assigned To</b>	Brett Hagen; Gail Yates
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	


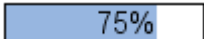
Implementation of the benefit take up campaign for housing and other benefits	30 Jun 2009	Yes	Initial pilot proved so successful funding for a permanent post in place of the temporary post from Strategic Improvement Fund has been secured and currently out to advert to undertake promotion and deliver advice and support for individuals.	Progress Bar	
Promote the take up of direct debit as a payment option for housing services	31 Jul 2009	Yes	Campaigns to promote service through local media and events including special needs forum, older peoples events and access to services seminar. Action plan in place for continued activities		
Training for staff on availability of housing benefits and grants for particular groups	31 Jul 2009	Yes	Training for staff to increase knowledge on social security benefits has improved take up and number of referrals from the contact centre.		
Research value of identifying late payers to better understand how they can be encouraged and supported to pay on time	31 Aug 2009	Yes	Campaign has identified 600 individuals obtaining access to £750,000 of benefits with the largest groups being pensioners and carers. Further review in 2010/11 as part of systems thinking approach.		
Provide training to staff, stakeholders and partners on fuel poverty and grants available to promote healthy and economic homes	31 Mar 2010	Yes	Training programme in place as an ongoing arrangement provided by the Energy Centre.		
Reduce the number of people suffering from fuel poverty through improved energy efficiency programmes and provision of advice to residents	31 Mar 2010	Yes	Reported as a national indicator NI187. Ongoing delivery of advice provided by the Energy Centre		

<b>Action Code &amp; Title</b>	<b>EQP3.9-RES Access to Services</b>			<b>Managed By</b>	Yvonne Campbell; Jane Goodall
<b>Description</b>	Improve electronic access to services by removing barriers and delivering targeted positive action.			<b>Assigned To</b>	Yvonne Campbell; Jane Goodall
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Implement e-government strategy	30 Jun 2009	Yes	Online access to information and services continues to improve and take up is significant. 70,000 visits to the website each month. Work is linked to West Sussex Accessible Services Partnership.	<b>Progress Bar</b>	


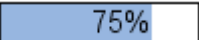
<b>Action Code &amp; Title</b>	<b>EQP4.1-CS Community Safety</b>			<b>Managed By</b>	Nigel Sheehan
<b>Description</b>	To enhance services and support for the victims of hate crime			<b>Assigned To</b>	Don Edwardson
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	



Community Wardens to provide reassurance patrols in the Town Centre and in Neighbourhood Parades during the evenings and at weekend	30 Apr 2009	Yes	Incorporated into working arrangements	<b>Progress Bar</b>	
Achieve compliance with NI32 to support the victims of domestic violence, increase reporting of incidents and reduce repeat victimisation	30 Jun 2009	Yes	Achieved compliance. Victim support caseworker provided through Victim Support Sussex.		
Ensure that the Crawley Community Safety Strategy continues to address issues from all under-represented groups	31 Mar 2010	Yes	Full consultation as part of strategy development. 2008 - 2011 version available on the website.		
Extend the racist incident reporting process to capture other hate related incidents, including incidents relating to gender or transgender and transsexual issues	31 Mar 2010	Yes	Incorporated all requirements including homophobic and disabilist incident reporting and updated reporting forms.		


<b>Action Code &amp; Title</b>	<b>EQP4.2-CS Community Health</b>			<b>Managed By</b>	Carrie Burton
<b>Description</b>	Reduction of health inequalities within the community			<b>Assigned To</b>	Malcolm Bray
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Incorporate the needs of under-represented groups in the development of community projects and facilities	30 Apr 2009	Yes	The Local Neighbourhood Improvement Areas (LNIA) were identified. The Council designed a programme of activities to meet needs of the community. Under represented groups consulted via Project Officer post working with LNIA.	<b>Progress Bar</b>	
Promotion of breast feeding.	31 May 2009	Yes	Breast feeding cafe has received further funding to operate and the Breast Feeding Health Visitor post continues to work with the Health and Wellbeing partnership.		
Support BASE project	31 Dec 2009	Yes	Ongoing support provided to the BASE project (a charity working with children and families in Crawley) supporting the establishment of parenting courses in Crawley.		
Working to reduce health inequalities in relation to exercise and diet (particularly in relation to some groups such as the BME community)	31 Dec 2009	No	Healthy Hearts bid submitted Aug 09 to the British Heart Foundation in partnership with CEMP aiming to promote exercise and diet in BME communities, particularly the Asian community. Awaiting results of bid		
Working to reduce health inequalities, in respect of lifestyle choices regarding drinking alcohol and smoking (especially mothers and pregnant women who smoke)	31 Mar 2010	Yes	Community Wellbeing Team in place delivering full programme to meet needs. Activities targetting alcohol and smoking delivered as part of Broadfield and Bewbush Children and Family Centres.		

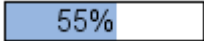
<b>Action Code &amp; Title</b>	<b>EQP5 EH Environment &amp; Housing Priorities covering all Schemes</b>			<b>Managed By</b>	
<b>Description</b>				<b>Assigned To</b>	
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
				<b>Progress Bar</b>	


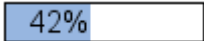
<b>Action Code &amp; Title</b>	<b>EQP5.1-EH Housing Ensure that the Council and its partners offer a range of housing and support options to meet the needs of the community</b>	<b>Managed By</b>	Diana Maughan; Mark Robinson
--------------------------------	---	-------------------	------------------------------

<b>Description</b>	Work with housing partners and other agencies to ensure service delivers needs of the community			<b>Assigned To</b>	Mark Dow; Helen O'Gorman ; Phil Scott
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Ensure that analysis of unmet needs is fed into the People Housing Working Group for further consideration	30 Apr 2009	Yes	Programme of meetings scheduled bi-monthly. County Council analyse unmet needs data across Sussex and give specific feedback to local areas as part of meetings for future action.	<b>Progress Bar</b>	
Consider applicants for existing supported housing and allocate to supported housing and housing support services.	31 May 2009	Yes	Mechanisms and process in place to deal with individual cases. Where support is identified this is referred to appropriate support agency in line with County Council Strategy.		
Work with housing partners and other agencies to set clear objectives and priorities in relation to supported housing provision	30 Jun 2009	Yes	Gap analysis of unmet needs on-going and used to inform new housing and support service needs through Supporting People Framework.		
Support the Anchor Staying Put Home Improvement Agency	31 Oct 2009	No	Ongoing capital funding arrangements in place to meet demand for Disabled Facilities Grants. Report to be submitted to Cabinet in September for approval of additional funding.		



<b>Action Code &amp; Title</b>	<b>EQP6 RS Race Specific Equality Action Plan</b>			<b>Managed By</b>	
<b>Description</b>	Race specific Equality Action Plan			<b>Assigned To</b>	
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
				<b>Progress Bar</b>	


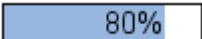
<b>Action Code &amp; Title</b>	<b>EQP6.1-RS Housing Produce and implement the ethnic minority housing strategy</b>			<b>Managed By</b>	Diana Maughan; Mark Robinson
<b>Description</b>	Ensure equality of opportunity in access to housing and other related services by the Ethnic Minority community			<b>Assigned To</b>	Helen O'Gorman; Phil Scott; Manny Singh
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	


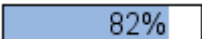
Conduct Private Sector Housing Stock condition survey and produce action plan	30 Apr 2009	Yes	Undertaken 2008-2009	Progress Bar	
Identify housing and support needs of BME community	30 Jun 2009	Yes	BME data analysis undertaken and incorporated into strategy		
Identify housing needs and aspirations for sheltered and supported housing	02 Jul 2009	Yes	Range of consultation completed as part of BME strategy development including work with CEMP. Review of sheltered housing service completed August 2009.		
Design corporate strategy to meet housing needs	31 Jul 2009	Yes	BME housing strategy and action plan formally adopted in July for 2009 - 2013 and will be reviewed annually.		
Update information for BME communities including translation and property store web pages	31 Jul 2009	Yes	All leaflets updated to ensure they promote access and facilities. Most recently used to promote mobile advice unit		
Ensure commitment to equality and diversity in tenant and resident associations	30 Sep 2009	No	Training scheduled for September 2009		
Identify and meet needs of BME homeless people. Ensure consultation and information gathering is representative of customers	30 Sep 2009	No	Resident involvement team are making direct contact with BME groups across the town. Development response to status survey on BME groups. Additional research commissioned Apr-June to identify future aspirations to be reported Sep 09.		
Identify housing needs and circumstances of newly emerging communities	30 Sep 2009	No	Included as part of commissioned work due Sep 09		
Encourage attendance of BME customers at Housing Strategic Services customer panels	31 Oct 2009	No	Ongoing drive to encourage membership at events. Launch of leaflet to new tenants due October 2009		

<b>Action Code &amp; Title</b>	<b>EQP6.5-RS Housing - BV164</b>			<b>Managed By</b>	Mark Robinson
<b>Description</b>	Achieve compliance with CRE Code for social rented housing			<b>Assigned To</b>	Beatrice Maunder
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
All Crawley Homes staff attended equalities & diversity training	30 Apr 2009	Yes	Grassroots training (2008) and EIAs training in 2006, 2008 and 2009	Progress Bar	
Development & introduction of sanctuary scheme for victims of domestic violence and racial harassment	30 Jun 2009	Yes	Sanctuary Scheme introduced - the Domestic Violence support pack is being reviewed (led by Community Safety)		
Improve reporting of harassment incidents	30 Jun 2009	No	Feedback on outcome of anti social behaviour cases, including harassment, forms a standing item on Crawley Homes Management Agenda. This forms part of the "hate hurts" campaign.		
All frontline staff trained in completing WSCC Racial Incident Reporting Forms	31 Aug 2009	Yes	Training delivered in 2008 and top up training due Summer 2009 to take account the reference to Hate Crime		
Reiterate tenancy conditions relating to anti social behaviour and harassment	31 Dec 2009	No	New tenancy agreement being drafted. Promotion of "Hate Hurts" campaign to tenants.		
Reporting of domestic violence or hate crime by contractors	31 Dec 2009	No	Discussions in progress with contractors to make part of reporting arrangements.		
Undertake gap analysis of CRE code of practice	31 Dec 2009	No	Gap analysis and action plan developed. Critical Friend assessment of evidence to be undertaken.		


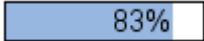
<b>Action Code &amp; Title</b>	<b>EQP6.6-RS Housing Promoting Partnership working</b>	<b>Managed By</b>	Diana Maughan
<b>Description</b>	Increased partnership working with Registered Social Landlords (RSL's) and reflect on good practice	<b>Assigned To</b>	Helen O'Gorman


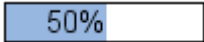
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Increased partnership working with BME stakeholders and partners	30 Jun 2009	Yes	Programme of consultation and engagement as part of strategy development with stakeholders and partners. Ongoing reviews of action plan and outcomes.	Progress Bar	
Reflect on good practice being developed by RSL's	31 Jul 2009	Yes	Annual reviews of best practice incorporated into arrangements with RSL's.		
Work with Registered Social Landlords to ensure adherence to equality and diversity in their design specifications and consultation with local communities	31 Aug 2009	Yes	Housing provider forums held twice yearly which include review of services to local communities and complaints / compliments.		



Action Code & Title	EQP6.7-RS Community Services			Managed By	Nigel Sheehan
Description	Increase participation of BME communities in leisure activities			Assigned To	Kate Wilson
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Use national benchmarking exercise to monitor activity at K2 on a three yearly basis. (Next exercise to be carried out in 2010)	30 Apr 2009	Yes	Previous survey 2007 used to identify areas of use and underuse from BME communities and plan activities for 2009. Next survey due 2010	Progress Bar	
To increase participation in a range of leisure activities by members of the BME community	31 May 2009	Yes	A successful bid to the Big Lottery fund has allowed the Active Crawley Team to target sports development and leisure activities for members of the BME community.		
Use bi-annual active people survey to monitor leisure activity by members of the BME community	31 Jul 2009	Yes	Survey undertaken, results published and were used to inform activities planned and delivered in 2009.		
Work with partners to celebrate cultural events	31 Aug 2009	Yes	Crawley Black history foundation formed to co-ordinate activities for black history month celebration with representatives from local BME groups, Arts Service, Community Development, Library Service, Youth Service, WSCC and the Police.		
Target low participation groups within BME community by providing relevant activities	31 Dec 2009	No	A range of projects were delivered such as a BME women's exercise class at Langley Green Primary School. In addition to activities by Crawley Wellbeing Team. Business case submitted to create BME Health Steering Group to devise activities by end of year		



Action Code & Title	EQP7 DS Disability Specific Equality Action Plan			Managed By	
Description	Disability Specific Equality Action Plan			Assigned To	
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
				Progress Bar	

Action Code & Title	EQP7.04-DS Transport			Managed By	Dave Rawlings; Nigel Sheehan
Description	Increase the availability of transport to better serve the needs of the elderly and the disabled			Assigned To	Lindsay Adams; Claire Hill



Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Develop an action plan to enhance the capacity and coordination of community transport in Crawley	30 Apr 2009	Yes	Community Transport project in place since April 2008	Progress Bar	
To continue to support and provide Concessionary Travel	30 Apr 2009	Yes	Community Transport scheme was revised April 08 and available for people over 60 and those with a disability		
Work to ensure that community transport services are improved across the town	30 Apr 2009	Yes	Audit of local transport services undertaken and informed the Community Transport project		
Continue to support the provision of accessible community transport facilities, particularly in partnership with the voluntary sector	31 Mar 2010	No	Joint working opportunities identified to provide better transport provision for older people, young people and people with a disability.		
Raise awareness of concessionary travel for all disabled people	31 Mar 2010	Yes	National awareness campaign 2008/9 - tv, buses etc. Leaflets available in town hall and info on website		
To continue to support and grant aid to voluntary organisation providing accessible transport.	31 Mar 2010	Yes	The Council provides support and grant aid to Crawley Community Transport. Application for funding for 2010 will be reviewed next year.		


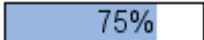
Action Code & Title	EQP7.05-DS Community Engagement & Consultation			Managed By	Lindsay Adams; Nora Davies; Nigel Sheehan
Description	Develop services that are tailored to the needs of disabled people by including them in the consultation process			Assigned To	Nora Davies; Maggie Maxwell
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Consultation process needs to adopt best practice approach to consulting with disabled people	30 Apr 2009	Yes	Consultation Toolkit was updated to include best practice on consulting disabled people; including Easy Read versions on request, audio tapes, CD and discs. Font size follows guidance at size 14 however can be larger if needed.	Progress Bar	
Develop links with disabled representatives in the community and interest groups to assist with determination of customer needs	30 Jun 2009	Yes	Crawley's Town Access Group (TAG) is consulted on a regular basis. Further consultation groups including Customer Services Access Groups have been created and consulted with to consider their needs in providing services.		
Identify levels of satisfaction with services from disabled customers	31 Mar 2010	No	Customer Insight and Resident Involvement working groups will carry this action forward as part of the 2009-2010 work plans.		
Provide regular reporting of progress to the disabled community on the improvement of services, facilities available and further priorities being developed	31 Mar 2010	Yes	Annual consultation with the community to keep them informed and gather further information for the Disability Equality Scheme. Information passed to tenants and residents via Homelink and Crawley Live		
Review mechanisms and information on access to services	31 Mar 2010	No	Information gathered through household survey, BVPI & NI survey, citizen's panel and Status Survey on use of survey. EIA on communication strategy and mechanisms to promote access due December 09.		
Work with local voluntary and community sector organisations to support development of services	31 Mar 2010	No	Housing Strategic hold bimonthly meetings with Housing & Homeless Forum. Further links with local voluntary and community sector organisations including TAG to support development of services.		


<b>Action Code &amp; Title</b>	<b>EQP7.08-DS Accessing Services</b>			<b>Managed By</b>	Dave Rawlings
<b>Description</b>	Look at how we provide services for our disabled community that enables them to fully participate in and access services provided by the council			<b>Assigned To</b>	Claire Hill; Maggie Maxwell
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Develop customer info on range of services available in accessible formats	30 Apr 2009	Yes	All customer literature has been reviewed March 2009 to meet standards for style, content and promotion of services.	<b>Progress Bar</b>	
Disability Equality Scheme published on website and offered in different formats	30 Apr 2009	Yes	DES published on website 2007 - different formats available on request		
Increase availability of facilities incl. BSL interpreters, audio and assistance with plain English	30 Apr 2009	Yes	Guide to interpreting and translation available on the intranet		
Increase awareness among taxi drivers licenced by CBC about access for assistance dogs/attendance at disabled peoples homes	30 Apr 2009	Yes	Licensing informed of issues after DES Conference. Awareness programme in place and Licensing working to reinforce it		
Creation of database to include indicators of disability so customers receive communication in an accessible format	31 May 2009	Yes	Developed as part of the Customer Focus Strategy which aims to create a single view of the customer		
Review accessibility of Complaints Procedure for disabled community	31 May 2009	Yes	EIA carried out in 2008 on revised complaints procedure - issues identified fed into an action plan		
Increased participation in the Arts through theatre workshops, arts and crafts	30 Jun 2009	Yes	Hawth: Provision for patrons with visual impairments, hearing disability using Stagertext to widen potential user groups		
Review facilities to remove barriers for customers that might hinder communication with or use of Council facilities	30 Jun 2009	Yes	Housing Services addressing through EIA action plan. Video BSL clips on website about accessing services developed with WSussex Accessible Services Partnership		
Typetalk Awareness Training for telephony based employees	30 Jun 2009	Yes	Online training provided for frontline staff		
Liaison with WSCC to ensure access issues are referred to relevant dept	31 Jul 2009	Yes	Linked to WSussex Accessible Services via Help-point Network. HSS ongoing liaison with Occupational Health service in relation to disabled facilities grants		
Provide info to staff on use of interpreting facilities etc	31 Aug 2009	Yes	Guide to communicating with disabled people available on intranet		


<b>Action Code &amp; Title</b>	<b>EQP7.11-DS Improvement in services for children and young people with disability needs</b>			<b>Managed By</b>	Kevin Eason; Nigel Sheehan
<b>Description</b>	Continue to provide and develop opportunities for children and young people with learning disabilities to benefit from engagement in arts activity through the Partnership Framework agreement.			<b>Assigned To</b>	Kevin Eason; Kate Wilson
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Sustained regular dance activity sessions through Footloose and Kinetik at Gossops Green Community Centre and Manor Green Primary School	31 Aug 2009	Yes	Ongoing programme developed with a range of activities at all locations.	<b>Progress Bar</b>	


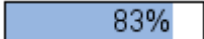
<b>Action Code &amp; Title</b>	<b>EQP7.12-DS Improving customer services to disabled people</b>	<b>Managed By</b>	Sarah Barnes
--------------------------------	--	-------------------	--------------



<b>Description</b>	Improve the satisfaction levels of disabled customers with the services that we provide and the manner in which we deal with issues			<b>Assigned To</b>	Maggie Maxwell
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Investigate varying satisfaction levels of disabled people with rubbish collection between wards leading to the identification and reduction of barriers or concerns	31 Oct 2009	Yes	Awareness raising with contractors carried out Spring 2008 and customer focus groups. Assisted collections for green waste and rubbish collections	<b>Progress Bar</b>	
One Stop Shop to collate all useful information, advice, contact numbers and assistance offered by all CBC Services to and for disabled residents and available in different formats and on the website	31 Mar 2010	Yes	One stop shop provided by HelpPoint Service, Contact Centre linked to WSCC and Health Authorities. Provide knowledge of facilities in the town. Can report potholes, streetlamps. Self service pc to browse websites themselves		
Planning and implementation of services that are tailored to meet the needs of disabled customers and staff	31 Mar 2010	No	EIA for waste and recycling scheduled for September 2009. Ongoing programme of EIA's across services to identify impacts and needs of the community.		

<b>Action Code &amp; Title</b>	<b>EQP7.13-DS Independent Living</b>			<b>Managed By</b>	Mark Robinson; Angela Tanner
<b>Description</b>	Improve independent living in the community for disabled residents			<b>Assigned To</b>	Beatrice Maunder; Helen O'Gorman; Phil Scott
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Encourage housing providers to make provision for wheelchair accessible housing within new developments	30 Apr 2009	Yes	The Council's minimum performance criteria for RSL's sets a target provision of wheelchair accessible housing.	<b>Progress Bar</b>	
Ensure that planning guidance to house builders and developers supports the provision of housing which meets Lifetime Homes Standards	30 Apr 2009	Yes	Developers and RSL's who do not already meet Lifetime Homes Standards are encouraged to do so. The Council promotes space standards and a range of retro-fit options as part of Supporting People Strategy.		
Compilation of information on disability profile and consultation with Crawley Homes tenants to identify unmet needs and tailor housing services	31 May 2009	Yes	Meeting Your Needs Survey sent to all tenants in April 09 and used to update iWorld. 10% Tenancy Audit completed.		
Review tenant agreements to allow disabled people to operate businesses from home with a view to achieving economic independence	31 Jan 2010	No	Revised tenancy agreement drafted for consultation with tenants. Aim to implement Jan 2010		



<b>Action Code &amp; Title</b>	<b>EQP7.14-DS Improving community health in relation to disabled people in the community</b>			<b>Managed By</b>	Carrie Burton; Nigel Sheehan
<b>Description</b>	Support community service developments for Health and Wellbeing			<b>Assigned To</b>	Nigel Sheehan; Kate Wilson
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	


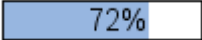
Support Freedom Leisure (K2) to provide mechanisms for disabled representation, including preparation for accreditation to the Inclusive Fitness Initiative (IFI)	31 Jul 2009	Yes	Ongoing support for K2 to achieve accreditation for IFI. Early discussions underway with action plan to be developed 2009. Will aim for accreditation 2010-2011	Progress Bar	
Support redevelopment of Bewbush 2 and the building of a new facility to incorporate a Healthy Living Centre	31 Mar 2010	Yes	Consultation ongoing with local community to ensure needs are met. Construction to commence late 2009 with completion 2011.		
Support the development of the Central Langley Green Project	31 Mar 2010	Yes	Joint project with WSCC to build extended service centre and community centre. Final design complete and planning approval given. Construction to commence late 2009 and due for completion late 2010.		


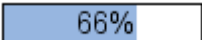
<b>Action Code &amp; Title</b>	<b>EQP7.15-DS Increase access to the built environment</b>			<b>Managed By</b>	Peter Allen
<b>Description</b>	Improve access arrangements and promotion of services for the public.			<b>Assigned To</b>	Peter Allen
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Access statements for all new Council building projects	30 Apr 2009	Yes	Guidance and advice is given on changes and modifications to buildings to ensure compliance for access arrangements.	Progress Bar	
Review access to Studio Theatre at the Hawth	30 Apr 2009	Yes	Disabled parking improvement scheme completed which included drop down kerb and improved access route to the Hawth main entrance.		
Review signage to make more visual - symbols	31 May 2009	Yes	A review of signage policy to use more visual diagrams and symbols has been completed. A number of changes have already been made within the Town Hall		
Review access issues at K2 with the disabled community	30 Jun 2009	Yes	Disabled bays highlighted and staff monitoring abuse of parking. K2 build fully compliant with DDA		
Review access issues at Tilgate		Yes	Options for a mini bus from Tilgate parade for scooter and wheelchair users was not taken forward. Dial-a-ride can provide access as an alternative. Scrutiny Group for access to parks continues to monitor access issues.		
Review markings on floors at entrances to Council buildings		No	Better markings to be introduced on edges of capets in entrance halls in Town Hall, K2, Hawth where floor cover levels differ to prevent trips.		


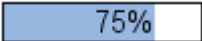
<b>Action Code &amp; Title</b>	<b>EQP8 GS Gender specific Equality Action Plan</b>			<b>Managed By</b>	
<b>Description</b>	Gender specific Equality Action Plan			<b>Assigned To</b>	
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
				<b>Progress Bar</b>	


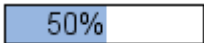
<b>Action Code &amp; Title</b>	<b>EQP8.1-GS Community Development Supporting gender related issues within the business community</b>			<b>Managed By</b>	Lindsay Adams
<b>Description</b>	Work with local community organisations to support the development of improved services			<b>Assigned To</b>	Lindsay Adams



Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Support women setting up businesses in local community	30 Apr 2009	Yes		Progress Bar	

Action Code & Title	EQP9 AS Age specific Equality Action Plan			Managed By	
Description	Age specific Equality Action Plan			Assigned To	
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
				Progress Bar	

Action Code & Title	EQP9.2-AS Community Support & Access to Services			Managed By	Nigel Sheehan
Description	Provide more support to the elderly, particularly those living alone.			Assigned To	Lindsay Adams
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Work with elderly residents on 'Roads To Crawley' oral history project	31 May 2009	Yes	Older peoples project now complete. Work will progress with BME community - see EQP4.2	Progress Bar	
Promote the use of IT with older people	31 Mar 2010	No			
Work with local voluntary and community sector organisations to support development of services	31 Mar 2010	Yes	Community Development continues to work with local voluntary sector organisations including age concern.		

Action Code & Title	EQP9.3-AS Providing support to children and families with young children			Managed By	Nigel Sheehan; Kate Wilson
Description	Plan and implement a service that is tailored to meet the needs of children and young people and their families including pre-school children			Assigned To	Lindsay Adams; Kate Wilson
Milestones	Due Date	Completed	Note	Due Date	31 Mar 2010
				Status Icon	
Support Surestart initiative in Broadfield and Bewbush	31 May 2009	Yes	Surestart now part of WSCC Childrens Centre	Progress Bar	
Overcome access barriers imposed by locality and financial status	30 Jul 2009	Yes			
Service tailored to meet the needs of children and young people	31 Aug 2009	Yes	Restructure of adventure play and redesign of service 2008. Full programme of events in and out of holidays. Funding and planned improvements to unsupervised play areas.		
Work in partnership with WSCC	31 Mar 2010	No	Developing parental involvement with support of WSCC. Development of social Cafe in Broadfield. Phase 2 of Children's center development with 5 further services to follow.		

<b>Action Code &amp; Title</b>	<b>EQP9.4-AS Improved opportunities for young people in the community</b>			<b>Managed By</b>	Kevin Eason; Kate Wilson
<b>Description</b>	Work in partnership to provide continued support and development of the Youth Council and maintain SPOT (Support to Parents of Teenagers) with Community Development			<b>Assigned To</b>	Lindsay Adams; Kevin Eason; Kate Wilson
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Support and development of Youth Council	31 Mar 2009	Yes	Crawley Young persons Council continues to develop successfully and the young people are leading on the programme development. Elections took place March 2008.	<b>Progress Bar</b>	
Improve access to cultural events	31 Jul 2009	No	Hawth theatre has participated in a Night Less Ordinary initiative which provides free theatre tickets for under 26's.		
Secure grant support from Arts Council to help sustain future artwork with young people.	31 Aug 2009	Yes	Youth Arts Action Group created and secured grant funding for activities. Will work with Arts Service to develop a programme of events and activities.		
Maintain SPOT (Support to Parents of Teenagers)	30 Sep 2009	No	The SPOT programme continues to run effectively and now managed through the BASE project in Bewbush. WSCC also support the programme and referrals come from all key partners.		

<b>Action Code &amp; Title</b>	<b>EQP9.5-AS Improve services and facilities for children in schools</b>			<b>Managed By</b>	Nigel Sheehan
<b>Description</b>	Work in partnership with schools to develop patterns of childcare and play services to meet the needs of families.			<b>Assigned To</b>	Kate Wilson
<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Note</b>	<b>Due Date</b>	31 Mar 2010
				<b>Status Icon</b>	
Increase indoor facilities at play sites	31 Aug 2009	Yes	Review of adventure play completed 2008 and improved services and programme of events designed and delivered.	<b>Progress Bar</b>	
Work with schools to develop childcare and play services	31 Aug 2009	Yes	Range of in and out of holiday activities designed.		