

Service delivery action plan

We will ensure that all our services are provided with equity and fairness to everyone. We will achieve this through the following actions.

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility	
To promote equality of opportunity and good race relations for all individuals and communities in Wealden	Improve sharing of equality information.	Develop a communication and awareness raising plan to target Members, employees and the general public.	Dec 2007	Director of Corporate Services	
		Work with the Internal Equalities Group disseminate information to Members and staff at all levels.	Ongoing	Director of Corp Services	
		Set up a good practice information- sharing facility on the Council's website for equality and diversity for ongoing use.	Ongoing	Director of Corp Services	
		Staff at all levels to receive information on equalities issues from Heads of Service, through staff meetings.	Ongoing	All Service Heads	
	Ensure public confidence in the implementation of equality legislation.	Publish and promote the Wealden Equality Scheme and actions being undertaken in accordance with equality legislation.	Ensure the leaflet summarising the Equalities Scheme is made available on reception, in recruitment packs and is available upon request.	Ongoing	Director of Corporate Services
		Further equality training provided to all Councillors and staff.			
	To continue to collect data and information to assess how certain policies and procedures affect all equality groups.	Measure number of staff and councillors who receive training. Monitor the evaluation responses.	Continue to build up data and information on the profile of our service users to assess the effect of our policies and procedures as appropriate and determined by Heads of Service.	Ongoing	All Service Heads

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To collect data and information to assess how our policies and practices affect different groups	Develop a consultation plan to engage with the community, staff and stakeholder groups on service delivery.	Consult with the community to establish what the particular service delivery issues might be. Seek to work with the East Sussex Equality Co-ordinators group to identify ways to jointly consult with all equality groups.	Ongoing	Head of Policy and Review Equalities Officer
	Within the corporate consultation strategy investigate actions to ensure representative participation of all equality groups in consultation exercises, focus groups etc.	Include guidance and best practice advice in the Consultation strategy on the needs of groups, using evidence collated from equality research and best practice.	March 2008	Head of Policy and Review
	All customer surveys, evaluation forms and consultation activity will have a section for equality monitoring.	Data to be disaggregated as appropriate by relevant staff and reported as part of the annual equality progress report.	Ongoing	All Service Heads
	Compare the experience of equality groups to establish if the participation and satisfaction levels are different for any groups.	Data used to help address any identified gaps and will be used in equality impact assessments. Completed by relevant staff in service areas.	March 2009	All Service Heads
	Ensure that the findings of consultation activities are reported back to respondents and the wider community in appropriate ways.	Provide guidance within the Consultation strategy on appropriate methods of reporting consultation findings.		

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To collect data and information to assess how our policies and practices affect different groups		The Wealden Equality Scheme will be published on the Wealden website and sent to respondents of consultation who indicate they would like a copy.	December 2007	Head of Policy and Review
		Publish the executive summary report by ESDA to the wider community and respondents to the survey of disabled residents.	December 2007	Head of Policy and Review
	Establish and develop a reference group of disabled people to help the Council monitor the progress of our disability equality work and review policies and practices.	Identify a link officer to set up and liaise with the group/s.	March 2008	Director of Corporate Services
	Investigate the re-establishment of an Access group.	Investigate this in implementing the revised Wealden Equality Scheme.	March 2008	Head of Policy and Review
	Look to the Best Value Performance Indicator place survey to disaggregate satisfaction rates by equality groups.	This will be used as a base line which we can monitor the future progress of the scheme from.	April 2009	Head of Policy and Review

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To collect data and information to assess how our policies and practices affect different groups	Undertake impact and needs assessments of all high priority areas by 2008 and other areas by 2009.	Complete Equality Impact Assessments as prioritised within the Wealden Equality Scheme.	March 2007-March 2009	All Service Heads
		Amend committee reporting templates to include a section titled 'Equality and Diversity Implications'.	March 2008	Head of Democratic & Legal Services
		Publish the results of impact and needs/requirement assessments in appropriate languages and formats through the annual equality progress report, and ensure that they are available on request.	April 2007-March 2010.	Director of Corporate Services
Objective: To continue to improve the accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion	Within the Communication strategy seek to identify methods to better promote ways of contacting the Council and determine corporate standards to help ensure that Council publications are accessible.	Use the report and recommendations from ESDA to inform the promotion of different methods of contacting the Council and other equality research. Use straightforward, simple language in all our forms, letters, leaflets and publications.	March 2009	Head of Policy and Review

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To continue to improve the accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion	Ensure all Corporate documents include details of how to obtain copies in other formats and languages. Publicise this service provision to community groups, staff and stakeholder groups.	Work with partners of the East Sussex Translation and Interpreting Partnership to look at jointly procuring accessible communication services such as tape recording, SMS messaging, British Sign Language interpretation etc.	Ongoing	Director of Corporate Services
		Include guidance within the Communication Strategy for a standard statement to be included in key documents.	March 2008	Head of Policy and Review
	Target information, where appropriate, to particular groups i.e. young people.	To be determined as appropriate, with guidance from Communication Officer.	March 2007-2010	Head of Policy and Review
	Look at how the Council may better promote positive images of equality groups.	Provide guidance within the Council's communication work on how to promote positive images of different equality groups.	March 2008	Head of Policy and Review
	Look to work with local authorities through the East Sussex Equality Co-ordinators groups to see how we may better communicate with different equality groups.	Discuss at the East Sussex Equality Co-ordinators group meeting.	April 2007-March 2010	Director of Corporate Services

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To continue to improve the accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion	Continue to seek to improve the accessibility of the Wealden District Council website as part of the ongoing e-government project.	This will form part of the wider e-government project.	Ongoing	Head of Customer Service & Systems
	Investigate how the Council may record centrally how a customer/ household prefers to be communicated (i.e. need documents sent in large print).	Identify if this is possible and investigate its implementation.	March 2010	Head of Customer Service & Systems
	Set out standard processes, where appropriate, for finding out the access needs of customers.	Set out standard processes within Corporate and Service Charters and mainstream into service provision.	Ongoing March 2010	All Service Heads
	Improve access for disabled people.	Where further adjustments to Council buildings are identified we will seek to ensure that they are made accessible for both our customers and employees. Adjustments may be highlighted through future consultation with staff or customers or through equality impact assessments.	Ongoing	Head of Corporate Assets

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To continue to improve accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion		Continue to review the accessibility of our amenity areas and, with our partners, the leisure centres within Wealden.	Ongoing	Head of Corporate Assets
		Seek to promote the accessible facilities that we have through our work on Communications.	Ongoing	Head of Policy and Review
		In partnership with others create a map of accessible public toilets and car parking, which will be disseminated.	March 2009	Head of Waste & Commercial Services
		Investigate the use of tactile interpretation signs, for example on the Cuckoo Trail.	March 2010	Head of Environmental Protection
		Consider the recommendations from East Sussex Disability Association relating to access and transport and work with others to make improvements, where possible. Where specific recommendations by ESDA are outside of the responsibility of the District Council, we will pass on this information to the relevant organisation/s.	Ongoing	Director of Corporate Services Equalities Officer
	Continue to work with voluntary and community organisations to run take-up campaigns for state benefits, including training voluntary workers.	Training session provided by Wealden District Council on benefits awareness.	Ongoing	Chief Finance Officer
	Refer people to local advice services where appropriate	Ensure staff have the information to signpost people to appropriate advice services.	Ongoing	All

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To continue to improve the accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion	Reduce fuel poverty by providing energy efficiency advice and issuing grants to enable householders to undertake energy conservation and insulation works.	Work with public, private and voluntary organisations to increase take-up of energy efficiency grants and measures. Particularly focusing on the priority sector. As identified in Wealden District Council's Fuel Poverty strategy.	Ongoing	Head of Housing
	Work closely with East Sussex Local Strategic Partnership to develop an integrated sustainable community strategy.	The Wealden LSP Manager is a member of the East Sussex LSP Chairs and Co-ordinators group developing this.	Ongoing	Head of Policy and Review
	Continue to work to increase the number of services which we can take to the customer, such as Community Help Points and Kiosks in key locations.	In partnership with the Access East Sussex group.	Ongoing	Head of Customer Services & Systems

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To continue to improve the accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion	Continue to work with local advice services so that they can assist with claims for benefits and provide housing advice on our behalf.	Provide the appropriate support to local advice services to enable this provision.	Ongoing	Chief Finance Officer
	Try to house people as close to employment, services and/or family as possible.	In line with the Council's Allocations policy.	Ongoing	Head of Housing
	Continue with our assisted waste collection scheme for people who have difficulty moving their wheelie bins.	Monitored through the Waste Management team.	Ongoing	Head of Waste & Commercial Services
	Help people with disabilities by offering more suitable accommodation or by providing aids and adaptations to all housing tenures.	As identified in the Private Housing Renewal Assistance Policy. Numbers will be recorded through the Council's transfer of Council tenants and Grant Register.	Ongoing	Head of Housing

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To continue to improve the accessibility of services so that no group is disadvantaged and tackle the causes of social exclusion	Continue with our partnership in the Connecting Communities Plus Project.	Selected case studies and half yearly monitoring reports will be discussed with the internal equality group, where agreed actions will be identified and used as a learning opportunity.	Ongoing	Director of Corporate Services
	Work in partnership to offer children and young people within Wealden easy access to a range of quality play opportunities near to their homes.	Work in partnership to deliver the Wealden Play Strategy.	Ongoing	Head of Public Health & Community Development
Objective: To eliminate discrimination or harassment in the provision of our services and employment	Ensure that the Council takes positive action to address any inequality, disadvantage or discrimination in the delivery or use of our services.	Eliminate any identified variance in service outcomes between individuals of different groups.	Ongoing	All Service Heads.
		Evidence equality of opportunity within the Council.	Ongoing	All Service Heads.
		Improve service delivery for the benefit of disabled people. Give consideration to the recommendations identified in the summary report from East Sussex Disability Association regarding Housing and adaptations, Waste Management, Planning and Building Control and Corporate Assets.	December 2008	Relevant service areas.

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To eliminate discrimination or harassment in the provision of our services and employment	Actively encourage reporting on racist incidents through appropriate sources including Safer Wealden Partnership	Improve confidence in reporting any harassment and target responses to eliminate discrimination measured through numbers reported and satisfaction of users.	Ongoing	Head of Public Health &
		Look at mechanisms for responding to wider hate crime	Ongoing	Head of Public Health & Community Development
	Help reduce the level of domestic violence in Wealden	Work with the Safer Wealden Partnership in tackling the problem of domestic violence.	March 2008	Head of Housing
	Continue to support other agencies in the use of Acceptable Behaviour Contracts and Anti-Social Behaviour Orders where appropriate.	Through the Safer Wealden Partnership, Anti-Social Behaviour Action Group, and Prevent and Deter Action Group.	Ongoing	Head of Public Health & Community Development
	The Safer Wealden Partnership to support diversionary projects to help improve community safety.	As identified by the Safer Wealden Partnership and associated action groups.	Ongoing	Head of Public Health & Community Development

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To eliminate discrimination or harassment in the provision of our services and employment	Follow up upon the findings of the Open Space audit with the aim of developing open spaces which are multifunctional, safe and accessible to all.	In partnership through the development of the Wealden Play Strategy.	Ongoing	Head of Public Health & Community Development
	Give advice to older people on how to prevent burglary and provide door-chains and intercoms to vulnerable tenants.	Through the Safer Wealden Partnership and the Crime Prevention Officer, Property Crime Action Group and Crime Prevention Panel.	Ongoing	Head of Housing
	Closing alleyways on our housing estates where these make houses vulnerable to burglars.	On a need basis as identified by Housing Officers and through partnership working.	Ongoing	Head of Housing

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To eliminate discrimination or harassment in the provision of our services and employment	Employ community wardens on our estates who aim to maintain community safety for residents through visible patrols and to improve the local environment particularly in relation to litter, vandalism and anti-social behaviour.	The Council currently employees 3 permanent Estate Wardens.	Ongoing	Head of Housing
	Promote Lifeline services to vulnerable people, helping them communicate and get the services they need.	Continue to work with Wealden and Eastbourne Lifeline (WEL).	Ongoing	Head of Housing
	Continue to employ Tenant Participation Officer to help improve communication between us and our tenants.	Develop a Tenant Involvement Action Plan.	Ongoing	Head of Housing

Objective:	Action	How it will be achieved/ measured	Target date	Responsibility
To eliminate discrimination or harassment in the provision of our services and employment	Continue to work with Anchor Staying Put to help elderly and vulnerable people to stay in their own homes and continuing to provided sheltered and extracare housing for those that need it.	The Council has a Service Level Agreement with Anchor Staying Put who report on targets quarterly and yearly.	Ongoing	Head of Housing
	Aim to house older people close to relatives where requested.	In line with the Council's Allocations policy.	Ongoing	Head of Housing
	Aim to mix affordable homes throughout developments.	Through the Council's planning policy.	Ongoing	Head of Housing / Head of Planning and Environmental Policy
	Continue to work with Southdown Housing Association to provide outreach to vulnerable adults through the Wealden Independent Living scheme.	In line with the Council's Allocations policy.	Ongoing	Head of Housing

Objective:	Action	How it will be achieved/measured	Target date	Responsibility
To eliminate discrimination or harassment in the provision of our services and employment	Continue to promote the Council's complaint helpline to increase public confidence in the implementation of equalities legislation.	Measure use of the complaints service through post-complaint feedback form. Promote complaint helpline through our publications, on line and through front line staff.	Ongoing	Head of Customer Services & Systems
	Continue to implement the East Sussex Gypsy and Travellers Strategy	In partnership with other public authorities and representative groups.	Ongoing	Head of Housing
	Bring all our homes up to the national Decent Homes Standard	By the Council's target of 31 st March 2008.	March 2008	Head of Housing
	Promote economic development and learning in the District to maximise employment opportunities and develop skills in the workforce.	Programme of activity identified through the Service Plan and having regard to the Community Strategy.	Ongoing	Head of Planning and Environmental Policy

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To eliminate discrimination or harassment in the provision of our services and employment					
	Give loans to cover a deposit so that people can access private rented accommodation.	Applicants are assessed against the criteria of the relevant Homelessness legislation and grants are made as a homelessness prevention method.	Ongoing	Head of Housing	
	Continue to give advice to tenants in financial difficulty to prevent arrears and potential homelessness.	Advice to be provide through a range of methods, including: Housing Officers, Housing Income Section and the Council's Benefit Liaison Officer.	Ongoing	Head of Housing	
	Develop performance management framework and reporting to evidence progress	Amend Service Plan templates to include equality objectives and targets and allow results from audits to be included.		March 2008	Head of Policy and Review
		Publicise and promote performance on equalities within the Council's Corporate Plan.		March 2008	Head of Policy and Review
		Utilise the staff appraisal system to highlight Service Plan objectives on equalities and to monitor how these relate to actual service delivery.		March 2008	Head of Policy and Review
		Develop reporting mechanism for service targets to be discussed at the internal equality group meeting.		March 2008	Director of Corporate Services
	The Internal Equality Group to help co-ordinate the mainstreaming of equalities within service planning and delivery.		Ongoing		

	Action	How it will be achieved/ measured	Target date	Responsibility
Objective: To ensure effective implementation of equality duties across all service areas. (Monitor, assess and report our progress.)	Develop performance management framework and reporting to evidence progress	Self-assess progress against the Equality Standard for Local Government.	March 2008	Director of Corporate Services
		Produce annual equality progress report	In April 2008, 2009, 2010.	Director of Corporate Services
	Promote equality and diversity in procurement practice.	Integrate equality issues into the Council's procurement processes under a review of the Council's Corporate Procurement Strategy.	March 2009	Head of Corporate Assets
	Promote equality and diversity in partnership.	Ensure that equality policy and objectives are incorporated in partnership arrangements engaged in by the Council.	Ongoing	Head of Policy and Review
	Meet specific duties	Continue to work with and involve equality groups throughout the scheme. The results of this to feed into the ongoing monitoring and review of the action plan and the annual equality progress report.	Ongoing	Director of Corporate Services
	Investigate options to ensure resources are available to progress and monitor the scheme in the future.	Assess this with the implementation of the revised Wealden Equality Scheme.	Ongoing	Director of Corporate Services