



Equality & Diversity Action Plan 2010 - 2011

Objective	Action	Planned start date	Completion Date	Measurable Outcome	Lead officer
Corporate Culture and Governance					
Ensure that CNH workforce reflects the diversity of Charnwood's community	Quarterly reports by diversity strands: <ul style="list-style-type: none"> - breakdown of CNH employees at all levels career progression and training - people applying for employment - grievances, leavers and disciplinary 	Sept 2009	April 2010	Reports produced to agreed timetable	Claire Morgan
	Set targets in line with customer profile information for workforce and Board membership	April 2010	April 2010	Staff and board profile that reflects CNH customer profile	Claire Morgan
	Analyse workforce in line with local community and labour market, identify gaps and develop steps to address gaps.	April 2010	April 2010		Peter Field
	Monitor workforce strategy	December 2010	Ongoing		Claire Morgan
	Review equal pay policy	June 2010	August 2010		Claire Morgan

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Visibly demonstrate our commitment and leadership on equality and diversity	E&D training for all new staff and Board members	June 2010	June 2011	EDCG members, management and Board working in partnership to promote an ethos of respect and equality	Claire Morgan/ Maria Maltby
	Training updates for existing staff and board members	April 2010	March 2011		Sally Harbey
	Agree roles/responsibilities with Board Champion	May 2010	July 2010		Maria Maltby
	Provide resources and support for the Equalities & Diversity Champions Group (EDCG)	April 2010	March 2011		Sally Harbey
	Ensure equalities agenda is built in to service planning	February 2010	March 2010		Maria Maltby
	Review E&D strategy annually and draw up and monitor action plan	June 2010	August 2010		Sally Harbey/ Maria Maltby
Improve the quality of equalities considerations by the Board	Set E&D targets to ensure board membership is representative	April 2010	April 2010	Board profile that reflects CNH customer profile	Maria Maltby
	Ensure all policies/procedures have an EIA prior to submission to Board and EIA outcomes included in report.	April 2010	April 2010	Reports produced to agreed standard	Maria Maltby
	Board members to receive EIA training	June 2010	August 2010		Maria Maltby

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Develop EIA and performance monitoring	EIA training to be offered to staff and tenants to enable tenants to be included in EIA process	June 2010	August 2010	All policies and procedures to have an EIA Diversity reports to inform Board, staff and tenants to evaluate whether E&D targets are being met	Sally Harbey
	Develop an EIA Review Programme for existing and new policies and procedures and ensure they are included in all service plans	June 2010	August 2010		Sally Harbey
	Create a diversity performance report template and monitor performance at Performance meetings, SQM, EDCG and Board	April 2010	May 2010		Peter Field
	Develop a process and toolkit for EIA	May 2010	June 2010		Sally Harbey

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Ensure equalities expectations are clearly communicated to all staff	Incorporate diversity targets in PDR's	August 2010	November 2010	Evidence of literature produced and initiatives undertaken with feedback	Claire Morgan
	Use Core Brief and E&D newsletter to promote E&D issues to staff	February 2010	Ongoing		Sally Harbey/ Maria Maltby
	Provide all staff with E&D handbook and provide updates as required	February 2010	Ongoing		Sally Harbey
	E&D information is part of induction process	April 2010	June 2010		Claire Morgan
	Increase awareness through cultural events and staff Lunch and learn events	April 2010	Ongoing		Sally Harbey
Ensure equalities issues are integrated in to staff development	Ensure E&D form part of the appraisals system and appropriate training and development needs are identified and addressed	August 2010	November 2010	CNH staff promoting an ethos of respect and equality	Claire Morgan
	Provide staff with Human Rights training	October 2010	November 2010		Sally Harbey

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Access and customer care					
Ensure that data is available that enables us to identify and meet the needs of our customers	Develop mechanisms to ensure data collection is undertaken as part of the business	February 2010	April 2010	Tenant profile information sufficiently complete to enable decisions on development of services to meet needs of diverse customers Service delivery, developments and improvements that are informed by robust E&D information	Sally Harbey/ Maria Maltby
	Undertake project to increase the level of information available	June 2010	September 2010		Sally Harbey
	Develop IT systems to ensure profiling information is available to front line staff through a flagging system	February 2010	April 2010		Glenn Cockle
	Develop protocols for the sharing information	April 2010	June 2010		Glenn Cockle
	Develop a process for recording individual customer needs and log where service delivery has been adjusted to meet these needs	March 2010	April 2010		Maria Maltby/ Sally Harbey

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Ensure that translation and interpretation facilities are readily available	Provide guidance and training for staff to access translation and interpretation services	February 2010	February 2010	Extensive publicity of interpreting and translating procedures	Maria Maltby
	Liaise with CBC to improve the promotion of translation services available in the reception area	January 2010	February 2010	Translation in a number of formats available on demand.	Maria Maltby
	Ensure all leaflets and newsletters have clear diversity strap lines	February 2010	Ongoing	Translation facility available in main community languages on website	Maria Maltby
	Assess the benefits of the video newsletter and EIA the website and make improvements where necessary	June 2010	August 2010	Website and communications which meet the diverse needs of CNH customers	Maria Maltby
Ensure that community centres comply with DDA	Undertake a mystery shopping exercise with tenants and members of EDCG to confirm DDA compliance	July 2010	December 2010	All community centres DDA compliant	Sally Harbey
Promote CNH commitment to E&D issues	Include articles on E&D issues in newsletters and on website, including changes made to services to meet customer needs	March 2010	Ongoing		Sally Harbey
	Engage in the Stonewall's Diversity Champions programme	April 2010	Ongoing		Sally Harbey
	Provide feedback to tenants on EIA's	June 2010	Ongoing		Sally Harbey

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Increase customer satisfaction across all diversity strands	Analysis survey results across all diversity strands and identify and address any trends Use information available to develop and inform service plans	April 2010	Ongoing	Increased customer satisfaction with the services provided Monitoring of complaints	Peter Field
	Develop mechanisms to ensure Human Rights are considered in service planning	January 2011	March 2011		Maria Maltby/ Sally Harbey
	Ensure equalities agenda is reflected in Access and Customer Care and Communications strategies	January 2010	April 2010		Maria Maltby
Service user involvement					
Set diversity goals for all service user involvement	Analysis profile of involved tenants and set targets	February 2010	May 2010	Diverse representation on tenant involvement groups that reflect the community they serve. Increased satisfaction with opportunities to participate	Sally Harbey
	Provide and promote support for underrepresented customers to engage with existing groups	May 2010	Ongoing		Sally Harbey
Ensure tenants are involved in the EIA process	Provide training for tenants on EIA	June 2010	August 2010	All policies and procedures to have an EIA	Sally Harbey
	Develop a planned schedule for EIA to incorporate service user involvement	June 2010	August 2010		Sally Harbey
Partnership					

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Increase staff knowledge and awareness of cultural and other issues	Provide updates for staff handbook	February 2010	Ongoing		Sally Harbey
	Increase awareness through cultural events and staff Lunch and learn events	April 2010	Ongoing		Sally Harbey
Ensure that contractors are aware of CNH's E&D commitment	Provide training for contractors on how to access translation and interpretation services	February 2010	February 2010	Satisfaction across all diversity strands with the services provided	Maria Maltby
	Include contractors in E&D training with staff where required	June 2010	June 2011		Sally Harbey
	Provide contractors with targets for staff breakdown and monitor these targets	April 2010	April 2010		Peter Field
	Ensure relevant customer needs data is available to contractors providing services on behalf of CNH	April 2010	June 2010		Glenn Cockle
Ensure that equalities are integral to the procurement process	Improve the procurement process to ensure specifications are set and are measurable and ensure equalities are addressed in the process.	October 2010	January 2011	All contracts take account of equalities issues and targets are met.	Richard Paterson
	Develop mechanisms to monitor contract performance with regard to equalities	October 2010	January 2011		Richard Paterson

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Engage and develop relationship with external agencies and partnerships	Continue to engage with the local strategic partnership	March 2010	Ongoing		Chief Executive
	Engage with and contribute to other partnership and strategic bodies	February 2010	Ongoing		Chief Executive/ Sally Harbey
Harassment and domestic violence					
Increase staff understanding of their responsibilities in relation to domestic violence and harassment	Provide awareness training for staff on harassment and DV	June 2010	August 2010	Increased satisfaction with the DV & harassment services provided	Clare Holford
	Provide updates for staff through Core Brief	February 2010	Ongoing		Clare Holford
	Use outcomes of surveys for briefings and training purposes	February 2010	Ongoing		Clare Holford
Promote CNH's commitment to dealing with harassment and DV	Communicate CNH's commitment to the Respect Agenda both internally and externally	June 2010	Ongoing		Clare Holford
	Promote support services and success stories in newsletters	June 2010	Ongoing		Clare Holford

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Legislation					
Manage and ensure compliance with all legislation/directives and guidance	Use EDCG to disseminate information across the organisation	February 2010	Ongoing	Compliance with CRE code of practice	Sally Harbey
	Review CNH's requirements for compliance against the Equalities Framework for Local Government	January 2011	February 2011	Obtain Excellent standard in line with Equality Framework for Local Government	Sally Harbey/ Maria Maltby
	Ensure all HR policies are regularly reviewed to ensure they are compliant with the latest developments	February 2010	Ongoing	Compliance with legislation	Claire Morgan
	Develop Equalities Schemes with relevant target groups and ensure equalities schemes meet statutory requirements	August 2010	January 2011		Sally Harbey

This action plan has been developed to address the gaps identified in the KLOE self assessment and a self assessment against the Equality Framework for Local Government. This assessment placed CNH at 2/3 level as a developing organisation. The actions in this plan aim to progress CNH to a level 4 developing organisation and provide strong foundations to progress to an achieving organisation.