

## Equalities Action Plan – specific actions

Version 3: 12 <sup>th</sup> April 2007			
Equality Area	Timescale	Responsibility:	Equality Groups
<p><b>1 New Disability and Gender Equality Duties</b>            Establishing priorities for gender equality and disability equality through consultations in 2007 (Whilst maintaining our focus on Race Equality, as well as age, religion/belief and sexual orientation)  <i>Including</i> these specific actions:</p>			
Consult on disability equality priorities for 2007 to 2009	Disability March-September 2007	Corporate Equalities Group	Disabled People Women Men
Establish three gender equality priorities for 2007 and 2009	Gender: July 2007 to January 2008		
Assess the level to which we are meeting the differentiated needs of disabled service users and staff			
Assess the level to which we are meeting the differentiated needs of women and men as service users and staff			

<p><b>2 Customer Focus</b></p> <p>Improving our customer service to our diverse community, especially how we communicate with and inform our customers, services users and the wider community (including Access to Information - Interpretation &amp; Translation)  <i>Including</i> these specific actions:</p>			
<p>Customer access and service standards to integrate the equality and diversity agenda; to include learning from complaints</p>	<p>Include in Community Engagement Strategy refresh Apr-June 2007</p>	<p>Link Officers</p>	<p>All</p>
<p>Appropriate signage and investment into the council as a whole making information/leaflets accessible to those with learning disabilities</p>	<p>Include in review of communications and marketing 2007</p>	<p>Corporate Equalities Group</p>	
<p>Identify how we can better support new arrivals to Harrow, esp. those whose first language is not English. Working closely with community organisations, identify how we can provide better support then plan and deliver action.</p>	<p>Community Development/Engagement 2008</p>	<p>Equality Leads Group/Link Officers Group</p>	

<p>Developing an Equalities Communications Strategy linked to any Corporate Communications Strategy and Internal Communications Strategy to mainstream equalities across the scope of all marketing communications activity and embed key messages</p>	<p>Spring 2008</p>	<p>Equality Leads Group/Link Officers Group</p>	<p>All</p>
<p>Marketing and communicating the adjustments, choices and options that the council offers. Informing the public how they can access appropriate services</p>	<p>Summer 2008</p>		
<p><b>3 Good Employee Management</b> Meeting our obligations to staff, in both fair treatment and in equipping them to deliver services to a diverse community. Improving minority ethnic representation at all levels and in all directorates within the Council <i>Including</i> these specific actions:</p>			
<p>Better understanding by all staff of the diversity of Harrow's population, including communities, cultures and customs</p>	<p>Ongoing</p>	<p>Organisational Development</p>	<p>All</p>

Better support to refugees and asylum seekers across range of Council services, joined up approach to services, work experience and other ways to support – to include staff training and awareness raising	Ongoing		All
Workforce Planning. Implementation of comprehensive strategy to build capacity in the Council workforce to meet future requirements	Implement the Strategy for People 2006 -2009	Heads of HR & Organisational Development	
Improving access to equality and diversity learning and development activities for all staff at all levels	Ongoing	Organisational Development	
<b>4 Promoting Good Relations</b> Improving the visibility of and knowledge about Harrow's diverse communities <i>Including</i> these specific actions:			
Increasing visibility of and knowledge about minority groups (to the community and amongst staff)	Ongoing	Corporate Equalities Group	All
Increasing awareness of diversity amongst minority groups		Community Development/Engagement	
Whole council approach to tackling harassment and promoting good community relations		Corporate Equalities Group	
Dealing with attitudinal barriers towards disabled people		Organisational Development	Disability

<p><b>5 Community Leadership</b></p> <p>The council's strategic community role as a public agency and major local employer</p> <p><i>Including</i> these specific actions:</p>			
<p>To exercise a role as equality and diversity champion ensuring that the impact on equality and diversity is addressed in all work areas.</p>	<p>Ongoing</p>	<p>All Managers</p> <p>Partnership support, procurement &amp; Voluntary sector support</p>	<p>All</p>
<p>Strengthening work with partners in the public sector in promoting equality in the borough and sharing good practice, ensuring that equality is a priority for partners, contractors and other providers</p>		<p>Partnership support, procurement &amp; Voluntary sector support</p>	
<p>Working more closely with voluntary and community based groups and our strategic partners in the community to develop a programme of needs analysis on which to base service development and change, especially for refugees, asylum seekers, people with mental health impairments and other vulnerable groups</p>			

<p><b>6 Internal Leadership</b></p> <p>The council's performance on equality and diversity will be managed through strong internal leadership, transparency and be open to scrutiny. Resources will be targeted to ensure efficiency and value.</p> <p><i>Including</i> these specific actions:</p>			
<p>Improving our data analysis in order to better understand who is and is not using our services and why. This will enable us to identify gaps and make the changes needed to reduce difference</p>	2007/08	Corporate Equalities Group	All
<p><b>7 Involvement and Engagement</b></p> <p>Involving service users and the wider community in how services are designed; Engaging with communities on an ongoing basis.</p> <p><i>Including</i> these specific actions:</p>			
<p>Improve arrangements for the performance management of the progress of action plans</p>	2007/08	Strategy and Performance	All

Community Engagement: Working actively with key community stakeholder groups, to ensure effective consultation with and involvement of local communities in service design	2007/08	Community Development/Engagement	All
<b>8 Equal outcomes</b> Ensuring that improvements that aim to deliver equality of outcome are prioritised <i>Including</i> these specific actions:			
Review guidance for service planning to promote equality outcomes	2007/08	Strategy and service improvement	All