

West Oxfordshire District Council - Equality Action Plan 2017/18

Outcome 1 – Ensuring employment practices are equal and fair

Number	Objective	Due Date	Responsible Team
1	Review emerging employment policies and practices for the Council's contractor Publica, to ensure they are equalities compliant	December 2017	Human Resources
2	As part of our efforts to treat staff fairly, seek feedback from staff on equalities issues, discrimination etc in future staff surveys	March 2018	Human Resources
3	Seek information on contractors' equality policies as part of procurement processes for services and works	Ongoing	Procurement

Outcome 2 - Improving access to our services

Number	Objective	Due Date	Responsible Team
1	Provide Dementia awareness training for Customer Services and other staff dealing with the public	March 2018	Human Resources/ Leisure and Communities
2	Continue to assist Council customers in dealing with financial problems and debt by working with other organisations eg Housing Associations , CAB, foodbanks	Ongoing	Customer Services/ Revenues and Housing Support
3	Place information on sources of funding for community projects etc on website or link to relevant Government websites	December 2017	Leisure and Communities
4	Investigate holding an open day for customers on the help available for vulnerable groups and provide sign posting on Twitter etc to charities which may be able to assist	December 2017	Customer Services/ Revenues and Housing Support/Leisure and Communities
5	Continue to provide alternatives to self serve, including signposts to organisations which may help eg befriending services, and make sure that relevant staff are aware of the support offered by these bodies	Ongoing	Customer Services/ Revenues and Housing Support/Leisure and Communities
6	Continue to provide support for particular groups – eg use of translation services, including British Sign Language	Ongoing	Customer Services
7	Provide clear information about services for disabled people in our buildings eg disabled toilets, hearing loops, lifts etc	December 2017	Property Services
8	Investigate services available to assist customers unable to read or	December 2017	Customer Services

	write, and look into whether training on this matter can be provided to staff		
9	Review the measures/practices available to protect staff – eg signs about not tolerating abuse, recording of phone calls	March 2019	Customer Services
10	Review the outcomes of leisure centre mystery customer work and take appropriate action where this relates to equality issues	December 2017	Leisure and Communities
11	Continue to provide and promote activities for people with disabilities at Leisure Centres	Ongoing	Leisure and Communities
12	Monitor complaints to see if they relate to equalities issues	Ongoing	Customer Services
13	Continue to carry out Equality Impact Assessments on key changes to services or policies etc, including rural proofing	Ongoing	Corporate Planning
14	Raise awareness of social media as a means of keeping younger people informed	Ongoing	ICT/Communications/ Customer Services
15	Continue to support roll out of superfast broadband to improve communication and access to services, particularly for those in rural areas	Ongoing	Planning and Strategic Housing
16	Look at improving the way we work with Town/Parish Councils in providing services for vulnerable groups	March 2018	Leisure and Communities
17	Continue work with refugees through the Syrian Refugee Resettlement programme	Ongoing	Leisure and Communities

Outcome 3 - Understanding our communities and customers' needs

Number	Objective	Due Date	Responsible Team
1	Explore the possibility of setting up local customer groups to understand the needs of different groups and developing a joint community consultation strategy	March 2018	Customer Services/Leisure and Communities/Communications
2	Make better use of customer survey information in relation to equality and diversity issues	March 2018	All services
3	Annually, review published data relating to our communities, including that available from Oxfordshire Insight, to better understand equality and diversity trends in our District.	December each year	Corporate Planning

4	Provide relevant training to staff and raise the profile of equalities policies etc	Ongoing	Human Resources/Corporate Planning
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