

APPENDIX 4

Corporate Equalities Action Plan 2010-11

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Code	Equality Action Description	Lead Service Area	Notes
C&MS 1	Promote democracy to young people	Committee & Member Services	An engagement event took place in October with 6 high schools attending providing an opportunity for young people to take part in discussions and interactive decision making around efficiency savings and priorities base on real life options. As well as being able to interact with councillors and officers. Very well attended and positive feedback received.
Cmt1	Engage with communities and strengthen Neighbourhood Forums and community engagement activity	Communities	Work is ongoing to implement the Neighbourhood Plans, through the Neighbourhood Forums, lead by the Communities Team but working with all partners and community members. Good progress has been made. Regular newsletter updates are now produced for the Neighbourhood Forums detailing progress in implementing the Neighbourhood Plans - 2 for each Forum area have been produced so far in January and March 2011. A summary of actions in the Neighbourhood Plans has been produced and discussions are to take place with LCC Research and Intelligence Team to look at how they can support the provision of data as a robust evidence base for informing decisions and to help set baselines and targets for some of the actions.
Cmt2	Support community groups to deliver a range of projects that will improve the quality of life for people in the local area.	Communities	The Communities Team continues to support community groups to deliver a range of projects that will improve the quality of life for people in the local area. The process for awarding Council and Neighbourhood Forum Grants has been overhauled to make it more robust and fair and to link funding more closely to Council and Neighbourhood Forum priorities. The Communities Team continues to work closely with the Rawtenstall Asian Women's Group to develop projects that support the needs of that community. The Group has been put forward for a North West Employers Equality and Diversity Award. The Pride In Rossendale Community Awards took place on 28 February with 110 guests attending to celebrate the work of the winners and finalists of the Pride Awards. More than 130 community members, groups and businesses were nominated (double the amount of last year) for 6 categories.

			<p>The Communities Team is supporting the new community group - Rossendale Revival - which is organising the first Rawtenstall Festival on 16 July. Other groups supported include: Friends of Victoria Park - Easter Event, Haslingden High School - litter pick, Whitworth High School - creating community garden, Whitworth Horticultural Society - development of memorial gardens, Bacup and Stacksteads What's On Guide produced to promote community events in the area, Rawtenstall Environment Group set up.</p> <p>The Communities Team is also supporting various groups in organising Royal Wedding parties, including funding available through the Neighbourhood Forums.</p>
CMt10	Engaging with the community in relation to the development of the Irwell Sculpture Trail	HHR	<p>An audit of the Irwell Sculpture Trail has been carried out in order to assess the state of the trail in Rossendale and to identify new circular routes to support the development of a number of clusters along the Trail.</p> <p>Following the audit, in Spring 2010, 3 consultation events were organised by Rossendale Borough Council supported by the IST Partnership in order to:</p> <ul style="list-style-type: none"> • Raise awareness of IST and investment being made • Opinions on clusters and any points of interest or concern, or anything we've missed • Gather stories, information and facts about the trail for future interpretation, • identify leads for future interpretation and involvement • Identify potential volunteers for the trail <p>Over 3 events more than 70 people had the opportunity to receive information, comment on the development of the Trail or record a story to contribute to the future interpretation of the routes. The consultation events were supported by information on the Borough Councils website and an accompanying form.</p> <p>Each event met at least one of the original aims and the different approaches lent themselves to different aims. The session targeting an invited audience produced the richest results in terms of gathering information, opinions and stories, the interactive session was most effective at raising awareness of the IST and accompanying investment and the supermarket event also did this but to a lesser extent.</p>

Cmt14	Identify and support leisure and cultural events and projects which meet the different needs of the communities in Rossendale	Communities	<p>Reveal - Open Studios Artists' studios across Rossendale opened their doors for a weekend in June to the general public. In addition there was a supporting exhibition at Rossendale Museum and an open day for school visits. 8 venues took part in the event which attracted new visitors, supported local artists and promoted a positive image of Rossendale.</p> <p>Rossendale Mela took place in August at New Hall Hey Cricket Ground. The Mela is a culturally diverse one day festival including music, dance, storytelling, workshop activities and a variety of food stalls. The event is focused on engaging the local community and improving community cohesion.</p> <p>Feast your Eyes at The Halo A tea time picnic at the Halo took place in September to close the Pennine Lancashire Festival of Food and Culture. The event included live music, a kite workshop and a light installation by Bread Collective which would remain in place for a month after the event. It increased the profile of the Halo and Haslingden for local residents and visitors.</p> <p>Some Headlines</p> <ul style="list-style-type: none"> • Reveal generated £8,690 for local artists through sales • 78.5% of the people who attended the Reveal weekend and exhibition were new visitors to the event • Approximately 40% of visitors to Reveal were from outside Rossendale • Visits to Reveal were up 1,194 on 2009 • 20 volunteers supported the events (an in kind contribution of a least £650), this also strengthened partnerships between the Council and community groups • At least 10% of the visitors to the museum as a result of The Open Shop Project had never been to Rossendale Museum before and at least 30% hadn't been in the last 5 years • 57% of those questioned at Feast your Eyes at the Halo (113 people) had never been to the Halo before • Visitors to Feast your eyes at the Halo were mainly from Burnley and Haslingden. 10% of those questioned had travelled from Manchester.
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			<p>The following partners worked with the Council on the delivery of these events:</p> <ul style="list-style-type: none"> · Lancashire Museums Service · Creativity Works & Perspectives of Pennine Lancashire · Horse + Bamboo · Reveal Artist Studios · Friends of Rossendale Mela Committee · Neighbourhood Health Worker · Rossendale Lions · Helping Hands · Haslingden Community Link · St Anne's Primary School · St James Church, Haslingden · Friends of Whittaker Park
Cmt16	Support the Local Strategic Partnership deliver actions which matter to local people	Communities	<p>A newly formed 'Rossendale Forum' met for the first time on 17th January 2011 chaired by the Leader of the Council.</p> <p>The partnership model has been widened to enable greater community involvement, ensuring it is in touch with local views, through positioning its local Neighbourhood Forums at the core of the partnership and delivering what matters to local people.</p> <p>The membership adopted new Terms of Reference and agreed to pilot two Rossendale Rossendale Issue Groups(RIGs) addressing alcohol and accessibility in terms of transport. They also agreed to hold a borough wide partnership conference on 23rd September 2011 which will start to identify the priorities for the Neighbourhood Forums and RIGS as we move into 2012.</p>
Cmt17	Refresh and Implement Community Safety Plan inc. related Actions and performance management	Communities	<p>Over the year 85 properties have benefited from target hardening for victims of domestic burglary and domestic abuse supporting our action to reduce serious acquisitive crime, fear of crime and repeat victims of domestic abuse.</p> <p>Eight 'Stay Safe' Operations were carried out with 379 young people having been spoken to by the Police, 29 of which were taken to a place of safety. There have been 31 youth referrals and both alcohol and drugs seized. The Partnership has secured funding from a number of sources to ensure these Operations continue.</p>

		<p>Test Purchase Operations are carried out regularly and a lot of work has been done with licensees with regard to under age and proxy sales. In July the Partnership held a very successful Licensing Conference for the Borough with inputs from Partner Agencies including Police, Local Authority, Trading Standards, Fire Service and Health Service. In the afternoon 'Award in Responsible Alcohol Retailing' Course attended by 28 candidates from various Licensed premises (both on and off) with 25 passes.</p> <p>In April, as part of the new contract for Lancashire DAAT and new Drug and Alcohol Service Centre was opened in Rawtenstall. The Partnership has been working for many years to secure a local service for residents of the Borough. This now means that clients will no longer have to travel to Burnley or Hyndburn. This in turn will help with achieving our targets to get people into treatment. The figures from the service has shown an increase in referrals from both partner agencies and through self referral.</p> <p>The extension of the Town Centre CCTV System in Rawtenstall should be completed by over the next 6-8 weeks with 4 cameras covering the main areas.</p> <p>Throughout Alcohol Awareness Week in October, the Partnership engaged with local high schools with an education programme relating to the misuse of alcohol. Over 300 young people completed evaluations following the input.</p> <p>We worked in partnership with our neighbouring East Lancs authorities to produce a successful marketing campaign to promote Domestic Violence Awareness throughout the World Cup. A much lower than expected number of reports was received by both Police and Domestic Violence Services across East Lancs throughout the duration of the tournament.</p> <p>In conjunction with the Fire Service, a number of Mosques were visited to promote road safety awareness with the young people. Fluorescent arm bands were distributed to the children.</p> <p>The Partnership has now adopted the ASBRAC (Anti Social Behaviour Risk Assessment Conference) which is a multi agency meeting to discuss high risk anti social behaviour cases across the Borough.</p>
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Cmt8	Deliver environmental improvements to David Street Branch Street including alley gating improvements to refuse collection arrangements.	Communities	Plans have been approved for alley gating back Herbert and Branch Street. Walkway at the bottom of Herbert, Branch and David Street to be made good and paved. Awaiting planning approval for a bin store on Branch Street Residents and one at the bottom of David Street for David Street Residents.
Cmt9	Deliver Community Events that encourage and build cohesive communities	Communities	<p>It has been agreed that a small number of high profile events will be delivered by the Communities Team. The main event in the last quarter was the Pride In Rossendale Community Awards held in February. The Communities Team are also delivering the 3rd Parklife event in Stubblelee Park on 16 April. Support is being provided for groups wishing to hold Royal Wedding events - funding is available through the Neighbourhood Forums. This was promoted on Rosendale Radio by the Community Engagement Officer Gemma Rooke who was a guest on Rosendale Radio on Friday 8 April.</p> <p>The main event delivered in quarter 4 was the Clogs On't Cobles Christmas event and street fair on 28 November. The event was held in conjunction with Rawtenstall Chamber of Commerce, Rossendale Hospice, local churches, traders and Rawtenstall market.</p> <p>Entertainment included brass bands, Britannia Coconut Dancers, carol singing, Pantomime performers and a clog maker. The Christmas lights were also switch on as part of the event and there were a variety of street stalls selling food, local produce and products. Children's entertainment included rides and Santa's Grotto.</p> <p>In addition, a successful Christmas lights switch on event was held in Haslingden library with a big band from Haslingden High School. Several high profile events were delivered over quarter 3. Feast Your Eyes on the Halo attracted 289 visitors and included picnics, brass bands, kite flying, all centred around the Halo and an art commission based on the theme of light. A successful Art Market was held in Bacup and the Gardening Competition Awards were held at the Riverside in Whitworth in conjunction with Greenvale Homes. Plans are underway for the Clogs on t' Cobbles Christmas event and lights switch on in Rawtenstall.</p> <p>Other events that have been delivered in the quarter 1 include:</p> <ul style="list-style-type: none"> - Family Fun time in Whittaker park as part of National Family Week - Pride Education Programme has been delivered to 13 schools across the Borough - Rossendale Gardening Competition is being judged later this week - Open Shop Project which saw 72 night visitors to Rossendale Museum

			<ul style="list-style-type: none"> – Rossendale Women's Forum was attended by 35 women from the BME community.
CS&IC T5	Review update and relaunch the customer complaints and feedback procedure ensuring that it links with the council's equality strategy.	Customer services	The Council's ICT team is currently looking to implement share point. It is proposed that complaints are incorporated into this. Members of the ICT team will work with the SAT to set up the new process. Because of this the project will be carried over into the next financial year.

CS&IC T6	Review update the council's customer service standards	Customer Services	All work has now been completed on this project and we are in the process of rolling out the new Customer Service Standards which will help improve the customer experience and the different needs of our customers.
E1	Produce an Annual Equalities Monitoring Report.	P&P	The process of producing an annual equalities and progress report is embedded. Further action has also been undertaken to improve the quality of the report.
E10	Ensure that equality and diversity training forms part of the induction process and core training requirement for all staff. This is an ongoing Action.	P&P	This is embedded into the induction process. Completion of regular equality and diversity training/awareness is compulsory, and any specific training /learning needs will be identified through the one to one and annual appraisal process.
E11	Provide update training on 'Equality & Diversity in Procurement' for Managers following revision of the Procurement Strategy.	Procurement	Training and Development has been provided for Managers on the 17th February 2011, in relation to the contract procedure roles. An element of this training included incorporating equalities into the procurement process and monitoring compliance through the contract monitoring process. Any further equality & procurement related training needs will be identified through the personal development review/plan process with line managers. Further action will be undertaken as required.
E12	Review Member Equalities Champion arrangements and Performance Management Arrangements of E&D and Cohesion to ensure stronger link between Policy and Performance O&S.	P&P	This process has been reviewed and Councillor Amanda Milling was appointed as the 2010-11 Equalities Member Champion, and is kept regularly informed and involved by the P&P team. The Champion role is working well, Councillor Milling introduced the recent Equality & Diversity Member training in March and ensured that the attendance levels were high. The Annual Equalities report will be submitted to the both Performance & Policy O&S Committees for review.
E16	Undertake a CIA regarding none payment of council tax.	Customer Services	The arrangements in relation to the none payment of Council Tax have been reviewed and as part of this process a Community Impact Assessment was prepared and considered by Cabinet January 2011.

E17	Improving and understanding equality information and needs in relation to our customers and community.	P&P	<p>This action brings together activity and progress undertaken across all service areas into one corporate overarching action.</p> <p>A number of pieces of work are ongoing related to this action. In particular capturing equality information from customers within the Customer Relationship Management (CRM) strand of the Unified Intelligent Desktop (UID) solution to improve service delivery. Funding has been secured for this customer relationship management software, implementation is dependent on delivery at Chorley first.</p> <p>We will consider a business case for Mosaic software once it has been updated following the imminent Census. Other work around customer insight is currently on hold pending the delivery of efficiencies.</p> <p>In addition, as part of the Council Collaborative Research and Consultation Services (CRACS) partnership, an update of the Ward profiles has been commissioned once the 2011 Census data has been published.</p>
E2	Ensure all policies and procedures meet the requirements of the forthcoming Equality Bill. This is an ongoing Action.	P&P	<p>New Equality Act passed in April 2010. Implementation of first phase of requirements from October 2010 has been undertaken. Employees and members have been kept informed. Further work is being undertaken as the next phases of the Act come into force from April 2011 and April 2012.</p> <p>Parts of the Equality Act remain under consideration by central government and have not yet come into force.</p>
E21	Monitor planning policies in Annual Monitoring Report (AMR) for their impacts on certain groups, in line with Corporate priorities.	Forward Planning	This information will not be available until December 2011.

E22	<p>Establish Customer Satisfaction Surveys, associated monitoring and evaluation arrangements annually for Property Services</p> <p><i>Need to establish Customer Satisfaction Surveys and associated monitoring annually in the following area:</i></p> <ul style="list-style-type: none"> · Garden Lets · Garage Plot Lets · Rent Land · Industrial Unit and Shop Lets · Sale of Assets/Land/Property <p><i>Customer Base of Development</i></p>	Michael Forster	<p>Property Services has established Customer Satisfaction Surveys and Equalities Forms for PLRs garages and gardens and this will be extended to all other areas of customer contact such as Letting of industrial units, shops and sales of land. All these forms will be evaluated at the year end and a summary report will be prepared. This will inform service deliver changes and improvement going forward.</p>
E23	<p>Further understand and be able to monitor how, why and who is accessing our services within Property Service as part of the update to telephony system and ICT infrastructure as well as other service areas across the Council.</p>	Michael Forster	<p>Property Services currently keep files and logs of all enquiries regarding Council Property, including website enquiry forms and Member Enquiries which are reviewed and updated on a regular basis and Customer Service Standards applied. We also keep records of general enquiries received by telephone or e-mail and how the query was dealt with. We hope to utilise the new corporate IT Customer Management software when this is introduced.</p>
E24	<p>Ensure Members understand the importance of considering all equalities cohesion elements when analysing CIAs when scrutinising new/reviewed policies.</p>	P&P; C&MS	<p>Member training took place at the start of the year through Overview and Scrutiny on Community Impact Assessments and the importance of review through Policy Scrutiny. Community Impact Assessments are reviewed as a key part of policy & performance committee meeting agenda items. Further, an in house equalities training session was delivered in March which was open to all elected members, Co-opted Members and Whitworth Town Councillors and was well attended.</p> <p>Further training will be delivered as required/need identified.</p>
E25	<p>Continue to improve the Member Satisfaction survey in order to obtain relevant/valuable information and improve response rates.</p>	C&MS	<p>The Member Satisfaction Survey was reviewed and improvedThe results will be taken to the March Member Development Working Group.</p>

E3	Improve and refresh Elected Members awareness of and involvement in Equality & Diversity issues through annual equality and diversity training/refreshers. This is an ongoing Action.	P&P	<p>An annual equality & diversity awareness/training session, open to all councillors, took place on 2nd March 2011 and was well attended.</p> <p>As per the Member Development Strategy and the Council's commitment to equality and diversity all Members are required to undertake regular training on equality and diversity. Equality & Diversity Training and a briefing overview has now been incorporated into new elected Member inductions. Overview & Scrutiny training for Member also includes an equalities awareness element. Members are kept informed of E&D training and learning opportunities and encouraged to attend.</p> <p>Another equality & diversity session will be run for new elected members and for other councillors to refresh their learning and development. This is an ongoing action.</p>
E4	Publish an annual update of the Community Impact Assessment Schedule and an annual CIA progress report.	P&P	This process has been embedded. Reported as part of the Annual Equalities Report. In addition, information on community impact assessments undertaken are published on the Council's website.
E5	Undertake a review of the taxi licensing procedure /service and its implications arising from the DoT consultation on enforcing requirements of Disability Discrimination Act in relation to vehicles.	PPU	<p>The taxi policy has been written and consultation has taken place over a six weeks period with the taxi trade and public. The Policy has been reviewed by the Policy Overview and Scrutiny Committee on the 18th January, 2011 and by the Licensing Committee on the 24th January, 2011 who recommended minor changes. The Policy was considered at full council on 23rd March and approved. This has now been communicated to the taxi community and the policy implemented on 1st May 2011.</p> <p>The taxi DDA accessibility requirement is still being reviewed by government as part of the wider implementation of the Equality Act 2010. Once this has been confirmed any further action required will be undertaken.</p>
E6	At least one member of staff on all recruitment episodes to be trained in recruitment and selection with an equal opportunities element.	P&P	The Recruitment and Selection Policy was updated in 2010. Identified Recruitment and Selection Training /refreshers are planned for 2011. Further training needs across the Council will continue to be identified via the personal development review process.

E7	Promote the Council as an employer of choice to create a diverse workforce which is reflective of the Borough. This is an ongoing Action.	P&P	<p>The Council has entered into a partnership arrangement with North West Employers to promote Rossendale as an employer through Jobs Portal. A range of promotional material will be developed to promote Rossendale as an employer of choice. This information will also be used to promote Rossendale on its own website.</p> <p>The Council has/continues to support Future Jobs Funds and Get Britain Working initiatives, and continues to explore and support opportunities for apprenticeships.</p> <p>Despite the economic decline the Council is committed to offering apprenticeships where possible. One opportunity has been created and appointed to within the Public Protection Unit, in addition to the two opportunities within the Parks and Open Spaces Team. Work is progressing with ACROSS to establish an apprenticeship scheme within the Operations Team in relation to Environmental Services.</p> <p>The Council has been successful at offering over 50 placements during 2010 to unemployed people through the Future Jobs Fund. During 2011, the Council has entered into a partnership arrangement with Lancashire County Council and the Job Centre in relation to the Great Britain Working initiative which offers work experience to young people. A potential for twenty placements have been identified.</p> <p>The Council has been working with the probation service to create opportunities in relation to Community Payback.</p>
E8	Increase the knowledge, understanding and relevance of individual human rights to by officers and members when talking about equality and diversity. And implement straightforward Human Rights guidance section on the intranet	P&P; Legal	<p>Human Rights awareness is being enhanced within the development of E&D training and awareness for employees and members.</p> <p>A Human Rights overview briefing has been created and communicated to all staff and members. This includes links to the main/most useful official guidance on human rights, including 'easy read' access document and a guide to considering impacts on human rights when making decisions.</p>

E9	Ensure there is a range of equality & diversity learning opportunities available to meet needs at all levels. This is an ongoing action	P&P	<p>E&D learning and training needs are identified through the Council's personal development reviews for all employees, and as part of the Organisational Development Plan. Development and implementation of an accredited E&D course is being explored with ACROSS for all employees that do not have a formal E&D qualification to embed a consistent level of knowledge and understanding of E&D and employees responsibilities in line with the public sector equality duty. This will be taken forward during 2011-12 onwards. Initially this will be undertaken as a pilot with the P&P team, then on a phased approach across the rest of the Council.</p> <p>Other specific training from providers will be considered on identification of need.</p>
EFLG10	Ensure that all community organisations understand/are aware of how and where to access information from the Council which could support them. And review processes in relation to the payment and longevity of grant-aid, to ensure transparency and sustainability of projects which directly support local people.	Communities	<p>The Council has reviewed it's arrangements for allocating grants, as part of the development of the new proposals community and voluntary groups were consulted. The new arrangements should ensure that grant allocations are more aligned to Council priorities. While the new proposals were developed, essential services to particularly vulnerable groups were maintained: the STAR Centre and the Magdalen project. The new arrangements have been communicated to the community and voluntary groups via the web, by post and via the community network. All those groups have received any form of funding in the past were spoken to on an individual basis. Community groups who continue to seek support are advised to contact the communities team who inform them of the grant allocation process.</p>
EFLG12	Review processes in relation to the payment and longevity of grant-aid, to ensure transparency and sustainability of projects which directly support local people.	Communities	<p>The process the council undertakes to allocate and distribute grants to third sector groups has dramatically changed and developed this past year in order to further enhance fairness and transparency.</p> <p>To ensure the process is as fair as possible to all eligible groups that are either based in the valley or work in the valley, a new application system was developed. The main focus of this was to provide a framework which would clearly outline to applicants what they would be scored on, how they will be scored and how each question will be weighted in terms of importance. The other significant change was we devised 3 different forms, each with 9 questions on the same theme, but each asking for a different level of information dependant on how much funding was requested. This was so those asking for smaller amounts did not need to provide as much evidence as those asking for much larger amounts – a more proportionate approach.</p>

			<p>We undertook consultation in order to inform this process, asking all groups currently receiving funding from us what they think is important for us to ask them, in terms of grant funding. We also met with Calico Enterprise and Burnley Borough Council to look into their systems and explore how they undertake similar activities, in addition to showing members all the drafts of grant forms and the scoring matrix.</p> <p>The new system allowed groups to be able to receive fair, honest feedback and did not allow decisions to be made on anything but the merit of the groups' application. In line with the Council's Public Sector Equality Duty, a new question was added around the group's equality and diversity policies and practices, requiring all applications to enclose either their statement or proof that they were working towards one. Those who didn't have one were given advice and support on how to develop one and an understanding as to why this is important. All applications were marked and assessed by three officers, six members and an independent member of Overview and Scrutiny. These scores could all be compared to ensure consistency across the board.</p>
EFLG1 3	Ensure that the Council methods of community engagement engage with hard to reach groups.	Communities & P&P	<p>The Council has as a community Engagement Strategy and Community Engagement and Toolkit guidance and best practice has been developed and is shared through the Council's Corporate Policy Steering Group.</p> <p>The Council has successfully promoted a number of initiatives to engage Young People in the democratic process to Young People through Democracy Week. Despite some financial challenges these will continue through 2011.</p> <p>In addition, the Children's Trust has commissioned the Communities Team to undertake some consultation and engagements with Young People in relation to what matters to them.</p> <p>The Communities Team are actively engaged and supporting a Rawtenstall Asian Women's Group (36 members). The group identify their own needs and the Communities Team support them by facilitating training and information sessions. This has led to the delivery of food hygiene training provided by Environmental Health and support from the Community Health Team which has provided information in relation to health promotion, guided walks. Other partners services have also been promoted to their services to the group e.g. Help Direct.</p>
EFLG1 6	Ensure the CIAs are discussed with community stakeholders, involving them	P&P	<p>The Council has an embedded community impact assessment (CIA) process which also accompanies committee/council reports.</p>

	more directly in the process of impact assessments.		Part of this if identifying/demonstrating what consultation and engagement activity (and with whom) has been undertaken to inform policy/decisions and the CIA assessment.
EFLG1 7	Ensure the business plans and Impact Assessments establish objectives which have a positive impact on equality groups are measurable.	Management Team	This will be delivered as part of the development of equality objectives aligned with Public Sector Equality Duty requirements during 2011-12.
EFLG1 8	Consider how the Council can further develop CIA linkages to the business planning cycle in order to ensure consistency across the board.	Management Team	In line with the new public sector equality duty requirements, the Council is currently reviewing its community impact assessment processes.
EFLG1 9	Explore how to further equip managers to provide leadership on both workforce and service delivery based monitoring – especially in relation to the “newer” Strands where there may still be reservations about providing information.	P&P	<p>This is being up with a refreshed guidance on equality monitoring, information briefings to managers on the Equality Act and via employee training and awareness. EHRC guidance on equality information will also be utilised to support/inform managers.</p> <p>We are also utilising informal arrangements to communicate information and familiarise staff in relation to the newer protected equality groups.. For example the Red Nose Day Quiz included Equality Questions. The Team Brief regularly contains extract information to promote debate and discussion within Teams and tips and guidance from promoting and considering equality & diversity.</p>
EFLG2	Consider how the Council can strengthen local information/knowledge about its Lesbian, Gay, Bisexual and Transgender (LGB&T) community e.g. Civil partnership registrations	P&P	<p>Information from the Census and Lancashire Civil Partnerships Registrations Service is now used where available. It is still recognised that this does not necessarily provide a full and accurate picture of our LBG and T communities locally; however, there is a gap nationally of robust data sources on LGB and T figures. Further, the Census 2011 did not include questions in relation to sexual orientation or gender identity.</p> <p>Awareness has also been raised through staff and member quizzes, asking questions in relation to equality & diversity issues.</p> <p>There currently isn't an active LGB or T group locally that we are aware of.</p>
EFLG2 0	Update the Equality Monitoring Guidance in line with the Equality Act.	P&P	Good progress is being made with the update and refresh of this policy and guidance, and will be completed by Summer 2011, subject to Management Team scheduling and

			<p>agreement. A new information leaflet 'why do we ask so many questions' to explain why the Council asked monitoring questions and they way it will be used, has been produced internally and has been made available at the Council's OSS and for service managers to utilised when undertaking customer surveys or monitoring.</p> <p>Also, an equality monitoring update exercise is currently being undertaken with employees and elected members. The equality monitoring form template has been updated in line with the extended protected characteristics of the Equality Act 2010.</p>
EFLG3	<p>Review and update where necessary the Council's definition of Trans in its equality scheme to reflect and align with broader national policy.</p>	P&P	<p>Currently being looked at to align with Equality Act 2010 and national definition accepted and used by the Government Equalities Office (GEO). RBC equality documents will be streamlined during 2011 and the wider national definition of transgender or 'trans' will be adopted as well as the definition of gender reassignment and transsexual as per the Equality Act</p> <p>GEO 'what we mean by 'transgender': While there is no agreed definition of transgender (trans), it is generally an umbrella term used to describe people whose gender identity (self-identification as being a women, man, neither or both) differs from the sex they were registered with at birth. The term includes, but is not limited to, transsexual people.</p> <p>Gender identity and transgenderism are different and separate from sexual orientation. Sexual orientation is how someone defines there sexual attraction and is not linked to how one defines their internal sense of gender. Tansgendered people can identify themselves as gay, lesbian, bisexual or heterosexual.</p> <p>Equality Act 2010 specifies 'gender reassignment' as a protected characteristic. This means that legislation will provide protection for transsexual people from discrimination and harassment in various areas, such as at work or the provision of good and services.</p> <p>The Act states "that a transsexual person is someone who proposes to, starts, or has completed a process (or part of a process) to change his or her sex. For instance a person who was born physically male and has decided to spend the rest of his life as a woman would have the protected characteristic of gender reassignment for the purposes of the Act."</p>

			<p>“The Act does not require a person to be under medical supervision to be protected – so a woman who decides to live permanently as a man but does not consult a doctor or undergo any medical procedures would be protected.”</p>
EFLG9	Develop a future strategy/guidance for understanding and tackling the issues facing our rural based population.	Communities & Customer Services	<p>This will progress during 2011-12. The Rural Workshop held in Feb 2010 identified a number of areas and actions - which would form the basis of the action pan – some have been addressed on an individual basis – an overall plan is still emerging.</p> <p>Currently the Rawtenstall Neighbourhood Plan includes the action to:</p> <ul style="list-style-type: none"> – Work with rural communities to establish a Rural Forum to take forward issues raised at the Rural Workshop in February 2010 and develop an action plan. – Develop rural page on the website <p>The new Locality Teams in Communities will be working more closely with our communities to tackle their issues – including the rural communities.</p> <p>Further, the Council has successfully bid for funding from NWIEP to launch STAN - Services to a Neighbourhood. The STAN bus is a partnership venture with Pendle and Ribble Valley Councils which offers accessible services to rural and hard to reach communities . The services offered by the bus have had a positive impact and achieved significant outcomes to local people by signposting to partner agencies, support and help.</p>

EH1	Improving food standards across the borough and health inequalities	HHR	<p>Child minders Promotion The Environmental Health team invited childminders registered in the borough to come to free drop in events held across the borough during October 2010.</p> <p>The main aim of the events was to allow childminders who provide food to collect a Safer Food Better Business pack along with obtaining help and advice from the Environmental Health team regarding how to complete it. These open sessions allowed attendees to ask any questions regarding food safety and hygiene. Safer Food Better Business is designed to help childminders:</p> <ul style="list-style-type: none"> · Make safer food · Protect the health of the children they look after · Comply with food hygiene regulations <p>Recognising the needs of the target group the team also invited key partners who could provide relevant information tailored to the event. These partners included:</p> <ul style="list-style-type: none"> · The community dietician, providing healthy eating ideas and nutritional advice · East Lancs Primary Care Trust Change4Life team, offering help and ideas about healthy lifestyles and activities within the borough · NHS Oral Health, giving advice and information to promote good oral health <p>The events were very well received with all attendees finding the information and advice both helpful and informative. The events enabled the attendees to not only build upon their existing knowledge base but further develop their understanding of how to provide not only safe food but healthy and nutritional food. Providing this information is part of the Councils ongoing strategy to enable the provision of healthy and safe food for all within the borough, and furthers our work with the Rossendale Food Forum.</p> <p>Food Safety Week – Promotion at a number of locations to about prevention of cross contamination during BBQ. Tied it with a world cup theme. Hygiene awareness presentation was also undertaken with an Asian ladies group in Haslingden.</p> <p>‘Healthy Start’ voucher scheme - The Council’s Environmental Health Department alongside the NHS East Lancashire’s Neighbourhood Health worker for Rossendale, have</p>
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		<p>been holding events throughout Rossendale to help inform parents how they can save money and give their children a healthier start in life. Through the Healthy Start scheme, qualifying families receive weekly vouchers (each voucher has a value of £3.10) which can be exchanged for liquid cow's milk, fresh fruit, fresh vegetables and infant formula milk at any registered food outlet. The scheme was promoted during the Easter Holidays with stands held in participating retail outlets throughout Rossendale. As part of the teams work with the Rossendale Food Forum the department has also been working to encourage qualifying retailers to become part of the Healthy Start scheme, which increases the accessibility for families who are receiving the Healthy Start vouchers. As part of this campaign, the team also delivered other important health messages too such as the importance of Smoke Free Homes, and promoted the NHS online LifeCheck service. NHS LifeCheck is a free, easy to use, online health service that will help individuals to assess their lifestyle and improve their future health. Further information can be found at: www.nhs.uk/lifecheck.</p> <p>The Foods Standards Team also took to the streets as part of National Food Safety Week (07 June - 13 June) via the markets to promote food safety particularly concentrating on BBQs. The promotion went well and definitely provided a scope for delivering further promotional campaigns from the Council's markets and the STAN Bus which will be available from September 2010.</p>
EH5	Address health inequalities in the Borough	<p>Over the last 12 months we have also been developing strong links through a work based initiative in partnership with the NHS East Lancashire Primary Care Trust to promote the health and wellbeing of employees within the workplace. With employees being a vital part of a business, it is important that they are fit and well to ensure they are at their most productive. The healthy workplace scheme has been visiting participating businesses in the Bacup area to carry out health needs assessments. The outcomes of the assessments will enable targeted health promotion events to be delivered to their staff. Examples of such programmes may be:</p> <ul style="list-style-type: none"> · Healthy eating · Smoking cessation · Stress / mental health · Healthy lifestyles · Health Checks <p>Training of the HSE stress management tool is also offered and promoted to managers and</p>

			<p>owners of businesses within the Rossendale area. It is a tool to allow managers to assess whether they currently have the behaviours identified as effective for preventing and reducing stress at work; its aim is to help managers reflect on their behaviour and management style.</p> <p>Life Check Life check was promoted and all of the supermarkets in the valley during the early part of the year. Some of these events were supported with smoke free homes as joint promotion. Life check was also promoted as part of the childminder food promotion. Officers to part in Balleden Children's Group open today to promote life check.</p>
FP4	Encourage the delivery of affordable housing	HHR & Planning	The Core Strategy sets out the Council's approach to private market housing of affordable housing. The Core Strategy is undergoing Public Examination Hearing Sessions which commenced on Tuesday 5th April 2011 at The Business Centre, Futures Park, Bacup. For the period 2009-10 there were 47 affordable (all social rented), 42 Green Brook Court and 5 mortgage rescue.
Op10	Develop a revised action plan for the Play Strategy to provide improved play areas to meet the needs of local communities.	Operations/ Communities	<p>Consultation with stakeholders completed. Previous action plan within the strategy has been reviewed and new action plan is currently being developed. This new action plan and accompanying report will be submitted to the Council's Management Team shortly. The Action plan will be influenced by availability of funds and existence of active community groups. However, feedback from groups is positive and we envisage that play area development will actively continue in the future.</p> <p>This will progress during 2011-12.</p>
Op14	Improve accessibility of the cemeteries	Operations/ Communities	This is part of ongoing works to provide better quality surfaces to footpaths in key sites (parks and cemeteries) ensuring improved public safety. Work on Rawtenstall Cemetery is completed, Bacup Cemetery footpath works in progress and expected to be completed by 21st March 2011. All planned works will have been completed for this period.
Op4	Undertake a customer satisfaction survey for assisted bin collections	Operations	From Mid February 2010 to the end of March 2010 the Operations Team ran a project to update the Assisted Bin Service records. This project is in partnership with Help Direct who provided support to update our assistance records. The subsequent updated records will then help identify possible vulnerable residents in Rossendale; who may need extra support services in times of need such as adverse weather condition, service disruptions, etc.

Op5	Develop and undertake a customer satisfaction survey for one aspect of the parks and open spaces service.	Operations/ Communities	<p>We are investigating the use of electronic survey system previously used within the Communities Team. The format of this survey may determine which aspect of the Parks and Open Spaces Service is selected as the survey topic.</p> <p>Work on this action will will continue to be explored during 2011-12.</p>
Op8	Promote Parks and open spaces as a place of learning	Operations/ Communities	<p>The purpose of this action was to deliver a partnership program with local schools and colleges providing horticultural skills and opportunities to a minimum of 20 students. As well as supporting other work initiatives. It has been a successful year and action includes:</p> <ul style="list-style-type: none"> • Employing and training “Future Jobs Fund” candidates on the parks team (3 intakes). In total the operations team have taken on 29 FJF placements. • Support the new “Friends of Victoria Park” Groups. • Horticulture students from Alder Grange Technology College have resumed practical work on site [they break for winter]. Another student placement was undertaken from Bacup and Rawtenstall Grammar School and another placement from Alder Grange for a young person with learning disabilities has been provided. There is one apprentice in post in the services area • Continued support of Horticulture Diploma Students work programme and Incredible Edible. • Signed up to taking on Community Payback offenders, currently 10 places per week are accommodated within the Operations Team. <p>10th March 2011 Jason Foster and Tamzin Percival attended presentation about 'Get Britain Working' scheme whereby 18-21 year olds are offered work placement of two to eight weeks duration the potential to provide opportunities within the parks team will be explored.</p>
Op9	Implement access audits in all 8 parks to identify areas form improvement of accessibility for customers	Operations / Communities	Whitaker Park and Victoria Park audits completed. Practical auditing on site will commence March 2011. Audits are expected to be completed by end of April 2011.
P&P10	Develop a policy on flexible retirement	P&P	A policy has been drafted to ensure it meets both the business need and the needs of staff in line with the Equality Act 2010.

P&P11	Review staff engagement activities to improve staff moral and performance	P&P	<p>A range of action has been undertaken regarding this.</p> <p>All employees attended “News from the Chief Executive” sessions which were well received. Opportunities for staff to ask questions face to face and anonymously were give. These questions formed a Q&A from the Chief Executive that was circulated to all staff.</p> <p>Following feedback from employees a Staff Matters Forum has been developed and is now active.</p> <p>Following a staff suggestion, building on the Council’s ‘Magic Suggestion’ scheme we have now introduced a ‘Thrifty Thread’ suggestions scheme and other departmental mechanisms to identify medium term financial savings for staff to be able to put forward ideas and suggestions, this is reported to Management Team and is reported back via the Staff Matters Forum.</p> <p>Team Brief is being used to keep staff informed about the implications of the medium term financial strategy as well as a means of sharing other information about what is going on across the council/in other areas.</p> <p>The Staff Matters Forum has introduced "sweet messages" to celebrate success.</p>
P&P15	Revise Workforce Planning information	P&P	<p>Workforce planning information has been revised as at December 2010 and this information has been built into Business Plans. This will enable a clear understanding of the organisations workforce profile and its ability to meet organisational objectives.</p>

P&P17	Promote a range of diversionary events for young people on behalf of the Children's Trust.	P&P	<p>The purpose of this action is to provide participative activities across Rossendale and to reduce risk taking behaviour in young people, linked to reduce antisocial behaviour.</p> <p>A key element of this has been the Summer Fun planning for 2011 which is underway and will be being advertised shortly.</p> <p>We have also supported the Children Trust in bidding for £130,000 for early intervention and prevention, bid successful. Prepared tender document for Early intervention and Prevention family support project in Rossendale.</p> <p>Rossendale Children's Trust awarded grants to a number of projects supported Children with Educational and Special Needs including:</p> <ul style="list-style-type: none"> - £333 to Haslingden High for 3 electronic kindles to support young people. - £5605 to ACCROSS to develop actions to support 10 young people from the NEET group with Special and Educational needs. - £1000 to the Maden Centre to support 3 young people access the Holiday Club. £4259 to Torview to support 30 places for 4-19 year olds participate in the Holiday Club. - £4295 to the Horse and Bamboo to create a multi sensory light show.
P&P4	Review and rewrite the flexi time policy	P&P	<p>A policy has been drafted, submitted to JCC in May.</p> <p>This policy will ensure it meets the needs of the business and the individual.</p>

Rg12	Improve Private Rented Sector Housing to vulnerable people.	HHR	<p>The new Private Sector Housing Strategy will be reviewed by O&S Policy and Corporate Policy before adoption by Cabinet in 2011/12. The strategy will be supported by several strategies and documents including the Vacant Property Strategy, Pennine Lancashire Affordable Warmth and Housing Enforcement Policy. Over the last year 2010/11 the Environmental Health Residential Section received:-</p> <ul style="list-style-type: none"> · 148 requests to investigate housing conditions within the Private Rented Sector and of those 57 were deemed Urgent Inspections (those faults which are potentially harmful to an occupier such as no heating; no hot water etc.). · 3 reported requests regarding illegal eviction and harassment. · 2 full inspections of Houses in Multiple Operation – Registered Properties in Rossendale. · 16 empty properties boarded up by the Team. <p>The Team have also been working closely with the Green Vale Homes Housing Options Team to develop a robust policy and protocol for dealing with illegal evictions and harassment by landlords as well as the provision of consistent advice through joint training sessions with the teams.</p>
Rg13	Reduce fuel poverty through the delivery of energy efficiency measures.	HHR	<p>A new energy efficient element to the Council's website has now been added to promote energy efficient measures to homeowners and businesses. The Be A Rossendale Saver (www.rossendale.gov.uk/bears) section provides a hand on guide to help residents identify different ways they can make their homes more energy efficient. Residents are able to answer a series of questions about their circumstances and be provided with information on what they can do to their homes to improve energy efficiency as well as what schemes and incentives they are eligible for. Residents who cannot access the website will be able to still indirectly access services by phone, email, post or in person. We are currently working with Pennine Lancashire partners to develop a Pennine Lancashire Affordable Warmth Strategy and on a Lancashire basis to establish a referral scheme for energy efficient measures identified through frontline staff and a potential approved cavity wall insulator scheme.</p> <p>The Be A Rossendale Saver scheme has for the past year provided free loft insulation to around 300 properties in Haslingden and Bacup.</p>

Rg6	Improved access and delivery of a choice of affordable and decent, housing across Rossendale	HHR	<p>Delivered through a Choice Based Lettings Scheme and an Affordable Housing Strategy and Programme.</p> <p>The next phase of Choice Based Lettings an improved service which generates a housing plan for customers while also look to address worklessness of tenants (in partnership with the Job Centre) has now been launched. Work is ongoing to look at installing a standalone CBL kiosk in the One Stop Shop which would allow customers to generate their own housing plans.</p> <p>Officers are working with several support agencies to link supported tenancy accommodation with empty properties. Through partnership working with the Rochdale Housing Initiative, Stepping Stones and Regenda we are looking at suitable empty properties across the Borough which could provide suitable accommodation for vulnerable tenants.</p>
Rg8	Improved Homelessness Service for Rossendale through the development of an Enhanced Housing Options Service providing the best offer for customers and the public purse.	HHR	<p>Following a decision by Cabinet to return the Homelessness Service back in-house (previously operated by Green Vale Homes), a working group was established comprising staff from all departments and the existing team to manage the smooth transition of the service back to the Council. The team transferred over prior to the 1st of April 2011, in order to iron out any issues that may arise so that the service was a seamless transition to the Council from April. The Team are based in the One Stop Shop.</p>
Rg9	Improved delivery of support mechanisms and assistance for vulnerable people	Philip Hollows; Ann McCue	<p>Delivery of DFG Programme.</p> <p>Further, we are currently playing an active role in contributing to the Stakeholder Consultation on Shaping Housing Related Support for People at Risk of Social Exclusions which is currently being undertaken by LCCs Supporting People Services. This model will then be merged with details of current provision and funding available to deliver the necessary support requirements to the vulnerable groups and district needs.</p> <p>The Council is now the owner of a supported housing unit. The unit was being placed at risk due to the potential sale of the building which would have resulted in the closure of the service. Number 1 will now undergo a full refurbishment programme funded through a grant from the Homes & Communities Agency (HCA) and will provided 14 self contained units for homeless young people.</p>

		<p>Rossendale BC has taken the lead and has secured the £180,000 funding from DCLG to assist joint working between housing departments and Children's Social Care in Lancashire. In April 2010, case law in relation to homeless 16 and 17 year olds confirmed that assessment under the Children's Act 1989 should take precedence before any homeless duty under Part 7 of the Housing Act 1996. This prompted the development of a protocol for joint working between district housing authorities and Children Social Care, but there have been a great deal of practical difficulties in its implementation across the county. In view of these difficulties Rossendale Borough Council approached the CLG Young People's Specialist Advisor and put a bid together on behalf of the other housing authorities across Lancashire and with the support of the Head of Children Care; to secure £180,000 of funding. Rossendale BC is 'hosting' the funding at the moment whilst the details of the project are being finalised.</p> <p>The aim is that this funding will pump prime a long term homelessness prevention/joint assessment team across three localities which will be funded in the longer term by cost savings secured from reducing the number of looked after children in expensive and sometimes inappropriate accommodation. As a direct result of the CLG funding, the Head of Children Services has offered to second three posts into the project and it is intended that the project will work very closely with councils' housing options teams and its work will integrate with the LCC Early Intervention Strategy.</p> <p>Rossendale BC's planned refurbishment of Clare House young people's supported housing project is an important ingredient in this approach, in that the refurbished scheme will provide some new direct access, 'crash pad' accommodation where young people will be able to stay short term up to 4-6 weeks respite to receive intensive support and assessment by the new joint Team.</p>
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