

The Royal Borough of Kensington and Chelsea - Equality Scheme Action Plan 2007-2010

Refreshed May 2008

The Royal Borough has a clear policy that sets out its commitment to promoting equality and respecting diversity, by delivering fair, accessible and relevant services and equal opportunities in employment.

These commitments are underpinned by a challenging set of objectives contained in our Equality Scheme, which the Council has pledged to deliver in partnership with local organisations from all sectors.

The original Equality Action Plan set out the specific actions that the Council planned to take over the three years (2007 to 2010) to contribute to the achievement of these objectives, and the targets to be used to measure success.

This version of the plan has been reviewed and refreshed, and now includes new items, and an indication of progress or status for each item. These include:

156 items which continue unchanged.

41 items which have been amended or adjusted.

30 new items.

These items now form the active elements of the refreshed plan.

61 items which are complete.

14 items which have been removed, or replaced by something substantially different.

10 items which have been discontinued or deferred.

These items, whilst no longer active, are still shown in the plan in order to demonstrate our progress to date. They are shown with a grey background.

The plan addresses the six principal equality strands and the additional strand of deprivation, and the inequalities to be addressed by particular actions and targets are shown against each item.

This version of the plan is organised under the following headings:

THEME	One of five overall themes
AIM REF	A reference letter to identify each aim
AIM	One of 45 broad aims
A/T REF	A reference number for each action or target
WE WILL DO THIS BY...	A description of the specific action or target
INEQUALITY	The inequalities which this item should address
ACTION / TARGET	A indicates an Action / T indicates a Target
LEAD OFFICER	The council officer with overall responsibility for delivery of each item
STATUS	Progress or status for each item [see above]
BUSINESS GROUP	The part of the council with principal responsibility for delivery of an item - these are:
	CS Corporate Services
	FCS Family and Children's Services
	HHASC Housing, Health and Adult Social Care
	P&BD Planning and Borough Development
	TELS Transport, Environment and Leisure Services

THEME	AIM REF	AIM	A/T REF	We will do this by / <i>Our target is</i>	Inequality to be addressed							Action / Target	Lead Officer	Status	Business Group			
					Ethnicity	Disability	Gender	Age	Faith / Belief	Sexuality	Deprivation							
					E	D	G	A	F	S	De							
1: INFORMATION, COMMUNICATIONS AND CONSULTATION	A	Our aim is to improve and diversify the ways in which we communicate with residents and service users, to take account of their different needs and language abilities.	001	implementing the translation and interpreting review and launch new service in May 2008. Service will be reviewed after six months of operation which will lead to further actions.	✓								A	Steven Evans	Amended or Adjusted	CS		
			002	providing a video link to British Sign Language interpreters to help us communicate with deaf customers, and publicising this service widely to increase take-up.		✓								A	Steven Evans	Complete - objective achieved	CS	
			003	using improved management information from new service provider to make decisions about most required languages.	✓										A	Steven Evans	Amended or Adjusted	CS
			004	publishing essential information about the Council's services (including our interpretation and translation offer) on our website in each of the six main minority languages, sign-posted from our homepage.	✓										A	Trevor Ridley	Discontinued or Deferred	CS
			005	providing assistance to people who wish to understand all or part of a Council publication, and have difficulty reading English or have a visual impairment; and advertising this offer in appropriate publications.	✓	✓									A	Steven Evans	Continues	CS
			006	continuing to meet national standards for the accessibility of our web content to help make our website simple and easy for all to use, including those with English as an additional language and those with learning difficulties.	✓	✓	✓	✓	✓	✓					A	Trevor Ridley	Amended or Adjusted	CS
			007	working with learning disability service users to identify which forms they want us to prioritise for simplification, and transforming these into examples of good practice for their accessibility during 2008-09.		✓									A	Paul Rackham	Amended or Adjusted	HHASC
			008	improving the distribution of the Royal Borough newsletter to ensure that information reaches the maximum number of residents.	✓	✓	✓	✓	✓	✓					A	Martin Fitzpatrick	Continues	CS

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			009	carrying out an audit of the Council's existing methods of communicating with hard to reach groups during 2006-07, and a full equalities impact assessment of our communications during 2007-08.	✓	✓	✓	✓	✓	✓		A	Martin Fitzpatrick	Complete - objective achieved	CS
			010	Our website is accredited by the Plain English Campaign, meets the RNIB "See it Right" standard and level Double-A of the W3C Web Content Accessibility Guidelines.		✓						T	Trevor Ridley	Continues	CS
			011	An increase in the proportion of residents who say that they regularly receive the Royal Borough newsletter from 30% to 60% by March 2009.	✓	✓	✓	✓	✓	✓		T	Martin Fitzpatrick	Continues	CS
			012	A year-on-year increase in the use of telephone interpreting services in our customer receptions and telephone lines.	✓							T	Steven Evans	Continues	CS
			013	A year-on-year increase in the use of BSL video interpreting services.		✓						T	Steven Evans	Continues	CS
B		Our aim is to be consistently polite, courteous and helpful when dealing directly with the public.	014	monitoring and reporting annually on our performance against our customer service standards and levels of customer satisfaction and using the results to identify priorities for future service improvements.	✓	✓	✓	✓	✓	✓		A	Steven Evans	Continues	CS
			015	consulting deaf customers on their satisfaction with our services during 2006-07, working with the Royal Association for Deaf People, and using the results to inform future service provision.		✓						A	Steven Evans	Complete - objective achieved	CS
			016	carrying out a mystery shopping exercise of services for those with English as a second language during January 2007, and using the results to inform future service provision.	✓							A	Steven Evans	Complete - objective achieved	CS

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			017	ensuring front line staff receive training in customer service standards, including diversity awareness, and providing additional training to help staff meet the needs of specific groups of customers, to include workshops on physical disabilities, hidden impairments and learning disabilities during 2007-08.		✓							A	Steven Evans	Complete - objective achieved	CS
			018	At least 85% of front line customer service staff receive training in customer service standards, including diversity awareness, by December 2007.	✓	✓	✓	✓	✓	✓			T	Steven Evans	Complete - objective achieved	CS
			019	A year-on-year improvement in performance against our quantitative customer service standards (such as waiting times for appointments), and against qualitative indicators that assess customer satisfaction with how face-to-face and telephone enquires are handled.	✓	✓	✓	✓	✓	✓			T	Steven Evans	Continues	CS
C		Our aim is to consult effectively with all parts of the local community.	020	ensuring that consultation documents are offered in alternative formats and languages on request.	✓	✓							A	Melanie Marshman	Continues	CS & HHASC
			021	publicising opportunities to participate in consultation on our online "Vital Messages" database and, depending on the type of consultation, through additional routes such as posters and newsletters.	✓	✓	✓	✓	✓	✓			A	Melanie Marshman	Continues	CS
			022	using a variety of consultation methods to target different sections of the community with the most appropriate method, in accordance with our statement of consultation principles.	✓	✓	✓	✓	✓	✓			A	Melanie Marshman	Continues	CS
			023	ensuring all online surveys are fully accessible and compatible with screen readers.		✓		✓					A	Melanie Marshman	Continues	CS
			024	offering support to consultees to enable wider participation, for instance by reading documents for people with visual impairments, providing an interpreter for people with hearing impairments or who speak English as an additional language, or providing assistance with transport.	✓	✓	✓	✓	✓	✓			A	Melanie Marshman	Continues	CS

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			025	ensuring members of the Residents Panel are broadly representative of the local community.	✓	✓	✓	✓	✓	✓		A	Melanie Marshman	Continues	CS
			026	holding all consultation events in venues that meet the specific access requirements of participants.		✓		✓				A	Melanie Marshman	Continues	CS
			027	<i>A 6% increase in the percentage of residents who agree that the Council consults local people on the decisions it takes by 2008-09.</i>	✓	✓	✓	✓	✓	✓		T	Melanie Marshman	Continues	CS
D		Our aim is to provide effective information about how the Council works, the services we deliver, and the opportunities we offer for residents to get involved in and influence decision-making.	028	hand-delivering an "A to Z" directory of local services to each household in the borough every 12 to 18 months.	✓	✓	✓	✓	✓	✓		A	Martin Fitzpatrick	Amended or Adjusted	CS
			029	introducing a "Have Your Say" section on our website to set out opportunities for residents to get involved in decision-making, and producing an updated "Have Your Say" leaflet for members of the public.	✓	✓	✓	✓	✓	✓		A	Martin Fitzpatrick	Amended or Adjusted	CS
			030	running regular Council and Scrutiny meetings on topical themes of interest and encouraging members of the public to get involved.	✓	✓	✓	✓	✓	✓		A	Robert Sheppard	Continues	CS
			031	provide opportunities for members of the public to influence key decisions by providing information on forthcoming decisions through the Council's website and an e-bulletin for subscribers.	✓	✓	✓	✓	✓	✓		A	Robert Sheppard	Continues	CS
			032	issuing guidance to encourage departments to undertake early consultation on key decisions, before the formal report is produced.	✓	✓	✓	✓	✓	✓		A	Robert Sheppard	Continues	CS

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E		Our aim is to use a range of methods to gauge levels of satisfaction with services among different groups.	033	collecting information about ethnicity, disability and gender as standard in satisfaction surveys, so that the results can be disaggregated and compared.	✓	✓	✓						A	Melanie Marshman	Continues	CS		
			034	further investigating the impact that asking people how they would best describe their faith and sexual orientation has upon the number who respond, and using the findings to inform consideration of whether to collect this information as standard in satisfaction surveys.					✓	✓				A	Melanie Marshman	Amended or Adjusted	CS	
			035	identifying and using alternative methods of examining satisfaction with Council services, including using our Resident Reviewers panel to "mystery shop" services, facilitating discussion groups and holding meetings	✓	✓	✓	✓	✓	✓					A	Melanie Marshman	Continues	CS
			036	participating in the Annual Survey of Londoners, to enable us to benchmark levels of satisfaction in Kensington and Chelsea against levels of satisfaction in other boroughs.	✓	✓	✓	✓	✓	✓					A	Melanie Marshman	Continues	CS
F		Our aim is to support and develop community life and leadership by bringing together the Forum of Faiths as a demonstration of tolerance, respect and the value of diversity, to address issues of common concern.	037	bringing together the Forum of Faiths six times a year, and ensure that its sub-groups function effectively and meet six times a year.					✓				A	Abdelghafour Dahbi Skali	Continues	CS		
			038	ensuring that the Forum of Faiths publishes an on-line multi-faith "Chaplaincy Guide", which will provide contact details for all of the faith leaders in the borough, by September 2007.					✓					A	Abdelghafour Dahbi Skali	Discontinued or Deferred	CS	
			039	ensuring that the Young People Dialogue Group meets four times a year to support young people from different faiths to get to know each other better and reporting annually on progress against the actions that the Group has agreed to progress.				✓	✓					A	Abdelghafour Dahbi Skali	Discontinued or Deferred	CS	
			040	ensuring that the Women Dialogue Group meets five times a year to support women from different faiths to get to know each other better and annually on progress against the actions that the Group has agreed to progress.			✓		✓					A	Abdelghafour Dahbi Skali	Discontinued or Deferred	CS	
			041	<i>an increase in the % of people who believe people from different backgrounds get on well together in their local area.</i>	✓					✓					T	Harriet Cain	Amended or Adjusted	CS
			042	<i>An increase in the number of consultation exercises that the Forum of Faiths considers and submits a response to from two in 2005-06 to at least four in 2006-07.</i>						✓					T	Abdelghafour Dahbi Skali	Complete - objective partially achieved	CS
G		Our aim is to enable people to get the advice and information they need to tackle	043	seeking to ensure a pattern of good quality independent advice provision across the borough through grant aid.	✓	✓	✓	✓	✓	✓			A	Deborah Wallworth	Continues	CS		

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		challenges, including dealing with harassment and discrimination.	044	All independent advice agencies funded by the Council demonstrably engage with hard-to-reach groups. We will monitor and report the percentage of their aggregate client group that has a disability; and the percentage that is from a BME community.	✓	✓							T	Deborah Wallworth	Continues	CS
			045	All independent advice agencies funded by the Council are awarded the national Quality Mark for the management of their service following independent assessment.	✓	✓	✓	✓	✓	✓			T	Deborah Wallworth	Complete - objective achieved	CS
	H	Our aim is to provide accurate local information to counter inaccurate and occasionally irresponsible reports in the local and national media.	046	continuing to work with other members of the Kensington and Chelsea Partnership to establish a robust process for identifying and rebutting inaccurate reports that have a detrimental impact on the local community by correcting the facts.	✓	✓	✓	✓	✓	✓			A	Tony Redpath	Amended or Adjusted	CS
	I	Our aim is to support efforts to assist those who find it hardest to be heard, get involved or get organised.	047	providing information on good governance, fundraising opportunities and local services (through FundingLink events, e-bulletins and other routes) to small voluntary and community groups, including ethnic and faith based organisations.	✓	✓	✓	✓	✓	✓			A	Monsur Khan	Continues	CS
			048	organising the annual community relations forum to provide opportunities for residents to discuss key themes.	✓				✓				A	Monsur Khan	Continues	CS
			049	ensuring that voluntary and community organisations are aware of and comply with the BME Code of Practice.	✓								A	Deborah Wallworth	Continues	CS
			050	seeking to support small ethnic and faith based organisations across the borough through grant aid.	✓				✓				A	Monsur Khan	Continues	CS
			051	seeking to ensure a pattern of good quality infrastructure organisations that promote capacity building and social inclusion for hard-to-reach groups across the borough through grant aid.	✓	✓	✓	✓	✓	✓			A	Deborah Wallworth	Continues	CS
			052	At least ten minority ethnic and faith organisations receive capacity building support during 2006-07.	✓				✓				T	Monsur Khan	Complete - objective achieved	CS
			053	At least 70% of those attending FundingLink, receiving e-bulletins or attending the annual community relations forum are "satisfied" or "very satisfied" with the event / information provided.	✓	✓	✓	✓	✓	✓			T	Monsur Khan	Continues	CS

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			054	All voluntary and community organisations funded by the Council achieve at least level 1 under the Charities Evaluation Services Practical Quality Assurance System for Small Organisations (PQASSO).	✓	✓	✓	✓	✓	✓		T	Monsur Khan	Continues	CS
	J	Our aim is to support active citizenship and widen participation in community decision-making, especially among young people and others who are often under-represented on governing bodies.	055	further developing a programme of activity to increase community engagement over the period to 2008-09.	✓	✓	✓	✓	✓	✓		A	Liz Daughters	Amended or Adjusted	CS
			056	providing the Kensington and Chelsea Partnership with funding totalling £310,000 over the period to 2008-09 to support additional community empowerment projects.	✓	✓	✓	✓	✓	✓		A	Liz Daughters	Continues	CS
			057	monitoring the percentage of residents who agree that the Council consults local people on the decisions it takes, using results disaggregated by age, gender, disability and ethnicity, and carrying out an in-depth investigation if the results are consistently and significantly different for different groups.	✓	✓	✓	✓				A	Liz Daughters	Continues	CS
			058	encouraging residents associations to ensure that their membership is broadly representative of the areas they cover.	✓	✓	✓	✓	✓	✓		A	Liz Daughters	Continues	CS
			059	establishing a new post within the Council to support efforts to widen the participation of children in decision-making.	✓	✓	✓	✓	✓	✓		A	Sue Yardley	Complete - objective achieved	FCS
			060	A 6% increase in the percentage of residents who agree that all residents are encouraged to take an active role in their communities by 2008-09.	✓	✓	✓	✓	✓	✓		T	Liz Daughters	Continues	CS

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					E	D	G	A	F	S	De				
			061	A 15% increase between 2006-07 and 2008-09 in the percentage of children aged 5-13 who are satisfied with opportunities to influence important decisions.				✓				T	Sue Yardley	Continues	FCS
			062	Achieve the "Established" level under the "Hear By Right" standard for the Council's involvement of children aged 5-13 years by March 2009, as assessed by young people and supported by independent validation.				✓				T	Sue Yardley	Continues	FCS
			063	840 children aged 5-13 receive a certificate for participation in decision making bodies for children's services over the period 2006-07 to 2008-09.				✓				T	Sue Yardley	Continues	FCS
			064	A 30% increase by 2008-09 in the percentage of 5-13 year olds participating in decision-making bodies for children's services who are from hard-to-reach groups.				✓				T	Sue Yardley	Continues	FCS
			065	An increase in the number of 13-19 year olds that are active members of the Youth Forum to 35 and establish a Children's Forum, with at least 20 active members by 2008-09.				✓				T	Sue Yardley	Continues	FCS

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2: PHYSICAL ACCESS TO LOCAL SERVICES AND FACILITIES	K	Our aim is to ensure the physical soundness of and access to arts venues managed by the Council.	066	conducting a feasibility study of options to improve the seating structure for Opera Holland Park and provide access that meets modern day standards, by March 2007.		✓							A	Hamish Pringle	Complete - objective achieved	TELS		
			067	implement phase two review recommendations regarding disabled access to Leighton House Museum and secure funding for phase three.		✓									A	Hamish Pringle	Amended or Adjusted	TELS
	L	Our aim is to improve the quality and accessibility of all public open spaces within the borough by providing high-quality parks and open spaces that all people can use.	068	introducing an audio description of facilities within Holland Park for visually impaired visitors by April 2008.		✓								A	Hamish Pringle	Complete - objective achieved	TELS	
			069	providing a scooter service in Holland Park one day each week, to enable a wider range of residents, including many older people, to access and enjoy Holland Park.		✓		✓							A	Hamish Pringle	Complete - objective achieved	TELS
			070	consulting with local people and organisations, including families with young disabled children, in developing plans for each of the borough's parks.		✓		✓							A	Hamish Pringle	Complete - objective achieved	TELS
			071	complete an access audit of each of the Council's parks and open spaces, and develop priorities for early action, in consultation with the local user-led disability organisation ADKC, by March 2007.		✓									A	Hamish Pringle	Complete - objective achieved	TELS
			305	progressing the DDA capital works on the parks resulting from the above audit during 2008/09.		✓									A	Hamish Pringle	New	TELS
			309	installing a new ramp for disabled users at St Luke's park in 2008/09.		✓									A	Hamish Pringle	New	TELS
			308	implementing a range of environmental and community engagement initiatives through the North Kensington Environment Project (NKEP) whose aim is to enhance the physical environment and to actively engage the community in the process.		✓		✓				✓			A	Neil Herbert	New	TELS
	M	Our aim is to improve the quality and accessibility of sports and leisure provision for all in the borough and encourage participation in physical activities by ensuring that services are accessible to all.	072	carrying out an access audit of all Council run sports facilities within the borough during 2006-07, and bidding for capital funding to support essential works to improve access.		✓								A	Mary Mackle	Complete - objective achieved	FCS	
			310	undertaking Disability and Discrimination Act works at Kensington Leisure Centre and Chelsea Sport Centre during 2008/09.		✓									A	Hamish Pringle	New	TELS

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			073	increasing participation amongst young disabled people by ensuring that youth sports provision is extended.		✓		✓				A	Mary Mackle	Continues	FCS	
			074	We will establish a baseline for participation of disabled young people in youth sports development activities by December 2006 and set a target to measure our success in increasing participation from April 2007.		✓		✓				A	Mary Mackle	Continues	FCS	
	N	Our aim is to improve the accessibility of buildings within the borough.	075	commissioning access audits that consider physical and communication barriers for all disabled people from qualified experts for all of the Council's existing facilities and buildings by March 2008.		✓						A	Steve Howe	Complete - objective achieved	CS	
			076	ensuring that the new Town Hall reception improves the environment for disabled people - including counters at the right height for wheelchair users, automatic doors, disabled toilets and toilets with baby changing facilities for men and women.		✓	✓						A	Steve Howe	Complete - objective achieved	CS
			077	addressing the need for clear inclusive access policies that consider people's diverse needs, in a manner that benefits the entire community, in our Local Development Framework.		✓							A	Steve McCormack	Continues	P&BD
			078	requiring applications for both outline and full planning permissions to be accompanied by a Design and Access Statement in all developments (except those meeting strict criteria specified in our planning guidance) from August 2006 onwards.		✓							A	Steve McCormack	Continues	P&BD
			079	issuing all licensed premises in the borough with free disability awareness raising material, produced by DisabledGo in partnership with Mencap, RNID, RNIB, MIND and the British Council of Disabled People, by March 2007.		✓							A	Neil Herbert	Complete - objective achieved	TELS

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			080	increase the proportion of qualifying buildings that are accessible to all to 25% in 2006-07; 28% in 2007-08; and 30% in 2008-09, as measured by the national performance indicator (BVPI 156).		✓		✓				T	Steve Howe	Continues	CS
			081	increase the percentage of Council buildings with public areas that have completed costed access audits and are taking follow-up action to 75% by March 2007, and 100% by March 2008 (RBPI 3205).		✓		✓				T	Steve Howe	Continues	CS
			082	continuing to increase the percentage of qualifying buildings that offer either 'good' to 'excellent' accessibility or alternative ways for users to access services, as measured by our local performance indicator (RBPI 3206).		✓		✓				T	Steve Howe	Amended or Adjusted	CS
			083	From April 2007, we will expand the list of qualifying buildings assessed under our local performance indicator to include all Council-owned buildings that we consider to have public access - including some education buildings that are excluded from the national performance indicator - and update our improvement targets accordingly.		✓						T	Steve Howe	Complete - objective achieved	CS
O		Our aim is to improve the accessibility of the streetscape within the borough.	084	working with Transport for London and with the local community to ensure that appropriate facilities for the disabled are made available wherever possible at controlled crossings as part of our major development schemes in South Kensington.		✓						A	Graeme Swinburne	Amended or Adjusted	TELS

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			085	consulting thoroughly with disabled people and their organisations when planning and designing new streetscape developments. We will ensure that consultation includes people with visual impairments, and seek their views on the use of tactile paving, warnings and lighting.		✓							A	Graeme Swinburne	Continues	TELS
			086	promoting our telephone helpline - "Streetline" – as a means for disabled residents and their organisations to report obstructions, damage, inaccessible kerbs and other streetscape dangers to the Council.		✓							A	Neil Herbert	Continues	TELS
			087	working with commercial businesses to prevent obstructions on the pavement by removing unnecessary street furniture, in line with our Streetscape policy.		✓							A	John Goode	Continues	TELS
			088	working with the local police to tackle pavement cycling through our Safer Neighbourhoods teams in every ward where local people tell us it is a priority, and taking preventative action through our cycle education and road safety awareness initiatives		✓		✓					A	John Goode	Continues	TELS
			089	continuing to promote and RADAR's National Key Scheme to enable disabled people to access toilets out of hours, and to provide keys to eligible residents.		✓							A	Graeme Swinburne	Amended or Adjusted	CS
			307	investigating the possibilities of upgrading the 'poor' public lavatories (South Kensington and Sloane Square automatic toilets) to make them accessible for disabled people.		✓							A	Sharon Ross	New	TELS
			090	<i>an increase in the percentage of controlled crossings with facilities for the disabled (drops, tactile paving and audible signal or tactile button) from 87% to 95% by 2010 (BVPI 165).</i>		✓							T	Graeme Swinburne	Continues	TELS
			091	<i>all residential streets and 50% of major roads are well lit with "white light" by 2010, thereby improving visibility for people with visual impairments and making the streets safer for all in the community.</i>	✓	✓	✓	✓	✓	✓			T	Graeme Swinburne	Continues	TELS
	P	Our aim is to work with strategic and operational partners to enhance the public transport system for the whole community, by expanding services were needed and by improving the passenger experience.	092	bringing together representatives of the local disabled community with transport operators on a regular basis from April 2007, in addition to our annual Safe and Accessible Transport events for older and disabled transport users.		✓		✓					A	Graeme Swinburne	Complete - objective achieved	TELS
			093	auditing the accessibility of all bus stops within the borough and identifying those for priority action, in consultation with the representatives of the local disabled community mentioned above, during 2007-08.		✓		✓					A	Graeme Swinburne	Complete - objective achieved	TELS

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			094	To make an additional eight bus stops within the borough accessible for wheelchair users seeking to board and alight from buses each year from 2007-08.		✓							T	Graeme Swinburne	Replaced	TELS	
			295	working to ensure 50% of all bus stops on borough roads are compliant with TfL accessibility standards.		✓							A	Graeme Swinburne	New	TELS	
			294	exploring the feasibility of creating up to 10 new pedestrian crossing facilities.		✓		✓					A	Graeme Swinburne	New	TELS	
	Q	Our aim is to ensure that recreational, educational, health and shopping centres are easily accessible by public transport.	095	lobbying Transport for London to persuade them of the case for new and expanded bus routes to improve the bus network in relatively poorly served areas of the borough.	✓	✓	✓	✓	✓	✓			A	Graeme Swinburne	Replaced	TELS	
			296	working with TfL to improve bus accessibility of North Kensington Sport Centre.	✓	✓	✓	✓	✓	✓				A	Graeme Swinburne	New	TELS
			096	using our planning powers to direct development of recreational, educational, health and shopping centres towards areas that are well served by public transport.	✓	✓	✓	✓	✓	✓				A	Graeme Swinburne	Complete - objective achieved	TELS
	R	Our aim is to provide specialist transport services to those unable to access mainstream provision.	097	including transport and mobility needs in individual needs assessments.		✓							A	Yvonne Heard	Continues	HHASC	
			098	providing a range of statutory and discretionary accessible transport services, both directly and through voluntary organisations, and working with local agencies providing accessible transport to identify gaps in provision and encourage joint development of services.		✓		✓						A	Yvonne Heard	Continues	HHASC
			099	carrying out a review of the options for changes to the existing Taxicard service in consultation with disabled people and the organisations that represent them during 2007-08.		✓								A	Yvonne Heard	Continues	HHASC
			100	working with partners to investigate the introduction of a single central London badge scheme, to improve accessibility for inner-London borough disabled badge holders in the longer term		✓								A	Yvonne Heard	Complete - objective achieved	HHASC
			306	maintaining with our partners the new bluebadgelondon website which provides help to all Blue Badge holders visiting the central London area, and has an interactive map to find blue badge parking bays as well as an on-line form to request new bays.		✓								A	Graeme Swinburne	New	TELS

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					E	D	G	A	F	S	De				
			101	A 10% increase in the number of disabled parking bays for blue badge holders by December 2009.		✓						T	Graeme Swinburne	Continues	TELS
			102	90% of taxis that are pre-booked through the Taxicard scheme arrive within 15 minutes and 90% of "as soon as possible" bookings arrive within 30 minutes.		✓		✓				T	Yvonne Heard	Continues	HHASC

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3: FAIR, RELEVANT AND ACCESSIBLE SERVICES	S	Our aim is to take account of people's diversity when delivering services and information to them.	103	embarking on a new round of EIAs, seeking evidence of improved outcomes, and using learning from the first round to enhance our processes and programme.	✓	✓	✓	✓	✓	✓		A	Tony Redpath, working with Executive Directors	Amended or Adjusted	CS	
			104	Attain the national "Equality Mark" following independent assessment during 2007-08.	✓	✓	✓	✓	✓	✓		A	Tony Redpath, working with Executive Directors	Replaced	CS	
			297	preparing to measure our performance against the new local government equality standard, and contributing to the development of this standard.	✓	✓	✓	✓	✓	✓	✓	A	Tony Redpath, working with Executive Directors	New	CS	
	T	Our aim is to operate a robust and effective complaints procedure.	105	ensuring that Business Groups learn lessons from internal complaints and, where necessary, make improvements to working practices to limit the number of complaints about the service.	✓	✓	✓	✓	✓	✓		A	Gifty Edila, working with Executive Directors	Continues	CS	
			106	reporting annually to the Cabinet and the lead OSC on the performance of Business Groups in relation to complaints; and on the lessons to be learnt from this data and from the Ombudsman's annual report.	✓	✓	✓	✓	✓	✓		A	Gifty Edila, working with Executive Directors	Continues	CS	
			107	continuing to handle complaints that are referred to the Ombudsman in an efficient manner.	✓	✓	✓	✓	✓	✓		A	Gifty Edila, working with Executive Directors	Continues	CS	
			108	To have an average response time to Ombudsman's complaints of no more than 28 days.	✓	✓	✓	✓	✓	✓		T	Gifty Edila, working with Executive Directors	Amended or Adjusted	CS	
			109	To settle Ombudsman cases in 90% of all cases.	✓	✓	✓	✓	✓	✓		T	Gifty Edila, working with Executive Directors	Continues	CS	
	U	Our aim is to deal effectively with incidents of illegal discrimination and harassment.	110	launching and publicising a confidential telephone line for members of staff and of the public to report racial incidents by March 2007.	✓								A	Monsur Khan	Discontinued or Deferred	CS
			298	continuing to monitor the former BVPI 174, "Racial incidents per 100,000 population" as a local performance indicator.	✓									A	Monsur Khan	New
111			launching and publicising online electronic racial incident reporting for members of staff and of the public by March 2007.	✓									A	Monsur Khan	Discontinued or Deferred	CS

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in Homes and Housing	V	Our aim is to eliminate unjustified discrimination in services received by people from different ethnic, faith and other minority groups.	112	ensuring that our arrangements for reporting and investigating racial incidents reflect the guidance contained in the national Code of Practice.	✓								A	Monsur Khan	Continues	CS		
			113	working in partnership with the police to increase detection rates and reduce number of hate crime offences against disabled people.		✓								A	Graham Taylor	Amended or Adjusted	CS	
			114	working in partnership with the police to continue to provide crime prevention outreach services to disabled people and their organisations.		✓									A	Graham Taylor	Continues	CS
			115	carrying out a review of crime against disabled people in the borough and how it might be reduced during 2007-08.		✓									A	Paul Rackham	Complete - objective achieved	HHASC
			116	100% of reported racial incidents result in further investigation.	✓										T	Monsur Khan	Continues	CS
	117	encouraging social landlords to adopt the CRE code of practice in rented housing and monitoring their progress through "The Guide to Developing and Managing Social Housing in RBKC", compiled annually on the basis of performance returns from the TMO and the largest housing associations.	✓										A	Pam Sedgwick	Continues	HHASC		
	118	monitoring and comparing levels of satisfaction with housing services amongst BME tenants and leaseholders of the largest ten social landlords in the borough from 2006-07.	✓										A	Pam Sedgwick	Continues	HHASC		
	119	supporting the BME Landlords Group to improve the performance of social landlords in Kensington and Chelsea in respect of diverse communities and their access to and experience of housing services.	✓										A	Pam Sedgwick	Continues	HHASC		
	120	using next tri-annual Tenants Satisfaction Survey in 2009/10 to monitor satisfaction and use for benchmarking.	✓	✓	✓	✓	✓	✓					A	Pam Sedgwick	Amended or Adjusted	HHASC		
	121	monitoring access to Supporting People services by diversity group and taking action where necessary to ensure that under-represented groups have fair and equal access.	✓	✓	✓	✓	✓	✓					A	Pam Sedgwick	Continues	HHASC		
	122	The Commission for Racial Equality's code of practice in rented housing is adopted by all social landlords in the borough by 2008-09.	✓										T	Pam Sedgwick	Continues	HHASC		
123	The proportion of Supporting People service providers that achieve grade "B" or above in the "fair access, diversity and inclusion" strand of the national Quality Assessment Framework rises from 34% to 80% by April 2009.	✓	✓	✓	✓	✓	✓					T	Liz Zacharias	Amended or Adjusted	HHASC			

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W		Our aim is to engage with traditionally excluded groups, such as young people and black and minority ethnic groups, so that they become more involved in decision-making.	124	consulting existing service users about physical and service remodelling of Bina Gardens, St Luke's and Redcliffe Gardens by December 2007.	✓	✓	✓	✓	✓	✓		A	Liz Zacharias	Complete - objective achieved	HHASC	
			125	involving service users – particularly those with visual impairments, learning disabilities and different language needs – in the design of the Supporting People web page by October 08, and in reviewing the same by April 09.	✓	✓							A	Liz Zacharias	Amended or Adjusted	HHASC
			126	consulting with younger service users on the development of a joint commissioning strategy for supported housing and housing support by April 2007.				✓					A	Liz Zacharias	Replaced	HHASC
			299	developing a supported housing joint commissioning strategy and protocols.				✓					A	Liz Zacharias	New	HHASC
			127	consulting with disabled service users on the development of outcome based contracting which takes account of disability issues by December 2007.		✓							A	Pam Sedgwick	Complete - objective achieved	HHASC
			128	developing a quality assurance training scheme for Supporting People service users in which the accessibility of services is covered by April 2008, and ensuring that it evaluates how service users are involved in decision making processes.	✓	✓	✓	✓	✓	✓			A	Liz Zacharias	Complete - objective achieved	HHASC
			129	running monthly surgeries for BME residents on TMO estates in the north of the borough, and launching monthly surgeries for BME residents on TMO estates in the south of the borough by March 2007.	✓								A	Pam Sedgwick	Replaced	HHASC
X		Our aim is to prevent homelessness and ensure temporary accommodation is of a suitable standard by targeting support for those at risk and increasing the number of vulnerable people accessing support including young people, the elderly, ex-offenders, asylum seekers and substance users.	130	carrying out regular inspections to assess the standard of temporary accommodation.							✓	A	Amanda Gill	Continues	HHASC	
			131	employing a Temporary Accommodation Support Officer to assist families placed out of borough to access services in their area.								✓	A	Amanda Gill	Continues	HHASC
			132	providing support and services to meet the housing and support needs of adults who are homeless, substance users, have mental health problems, have an offending history, and who have physical or learning disabilities.	✓	✓	✓	✓	✓	✓			A	Amanda Gill	Continues	HHASC
			133	examining the scope for developing a single assessment for accessing Supporting People services so that services are targeted according to need by December 2007.	✓	✓	✓	✓	✓	✓			A	Amanda Gill	Complete - objective achieved	HHASC
			134	publicising floating support services amongst people from vulnerable groups including young people, older people, ex-offenders, asylum seekers and substance users and reviewing the impact upon take up amongst vulnerable groups by September 2007.	✓	✓	✓	✓	✓	✓			A	Liz Zacharias	Continues	HHASC

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					E	D	G	A	F	S	De						
			135	working with the BME Housing Forum to establish the need for specialist housing support services for BME groups.	✓								A	Pam Sedgwick	Replaced	HHASC	
			300	setting up a working party to review support to BME groups in the borough.	✓									A	Pam Sedgwick	New	HHASC
			136	<i>An increase in the take up of the generic floating support service by vulnerable people, including young people, older people, ex-offenders, asylum seekers and substance users, from 80% to 100% by March 2008.</i>								✓	T	Liz Zacharias	Complete - objective achieved	HHASC	
	Y	Our aim is to meet the housing needs of disabled residents.		137	categorising all social rented homes in the borough by their level of accessibility, and developing IT systems to enable the information to be accessed by potential tenants thus enabling them better informed choice - data collection to be completed by April 2009.		✓							A	Amanda Gill	Amended or Adjusted	HHASC
				138	launching a "Mobility Property Move-on Scheme" by April 2007, to encourage and support social tenants living in homes that are accessible (or could be adapted) to move and free up homes to meet the needs of people with specific access requirements.		✓							A	Amanda Gill	Replaced	HHASC
				301	monitoring the number of properties that become available for re-let via the "Mobility Property Move-on Scheme".		✓							A	Amanda Gill	New	HHASC
				139	completing and implementing a comprehensive review of the allocation system for social housing using the Social Model Of Disability, to ensure that it is effective in meeting the needs of disabled people, during 2007-08.		✓							A	Amanda Gill	Continues	HHASC
				140	supporting the development of a London-wide Accessible Housing Register.		✓							A	Amanda Gill	Continues	HHASC
				141	monitoring the effectiveness of new DFG policy arising from review, including take-up of new 'Accident Prevention Grant', new fee structure, pricing schedule and publicity drive.		✓							A	Ann Ramage	Amended or Adjusted	HHASC
				142	consulting with disabled residents before properties are adapted, to ensure the adaptations meet their access needs.		✓							A	Amanda Gill	Continues	HHASC
in Culture, Arts and Leisure	Z	Our aim is to widen the range of residents who enjoy the Council run museums, libraries and galleries, and Opera Holland Park.	143	funding DisabledGo to provide and maintain a free online guide to the accessibility of key venues within the borough (selected in consultation with the local community) by March 2007.		✓							A	Paul Rackham	Complete - objective achieved	HHASC	
			144	reviewing the feasibility of establishing a Shopmobility scheme for High Street Kensington as part of future refurbishment to the Town Hall car park.		✓							A	Yvonne Heard	Complete - objective achieved	HHASC	
			145	encouraging cinemas within the borough to offer subtitled screenings of films.		✓							A	Amanda Smethurst	Complete - objective achieved	TELS	
			146	putting in place an audience development plan to improve access to the Council's museums and galleries by April 2007.	✓	✓	✓	✓	✓	✓			A	Daniel Robbins	Complete - objective achieved	TELS	

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	AA	Our aim is to ensure that the Royal Borough has a strong reputation for high-quality culturally diverse arts.	147	supporting a peer support network run by artists for artists and promoting funding and training opportunities to the culturally diverse artistic community in the borough.	✓	✓	✓	✓	✓	✓		A	Amanda Smethurst	Continues	TELS
			148	continuing to develop the expanded Black History Season within the borough over the next three years, based on evaluation of the 2007 season.	✓							A	Amanda Smethurst	Amended or Adjusted	TELS
			149	encouraging local arts and cultural organisations to use the race and disability equality toolkit that we have developed for the sector as part of our "Arts for All" project.	✓	✓						A	Amanda Smethurst	Complete - objective achieved	TELS
			312	working with London Notting Hill Carnival Ltd to meet targets for the third year of Local Area Agreement target 16: 1. A total of six 'carnival events' held in non-traditional venues. 2. A total of 50 people from Carnival communities trained in arts or events management. 3. A total of three people from Carnival communities receiving relevant tertiary level training. 4. Full implementation of Audit report reforms.	✓						✓	A	Peter Ramage	New	TELS
			150	To ensure that one third of the funding available through the Council's Arts Grants Scheme is awarded for culturally diverse artists or projects each year from 2006-07 onwards.	✓	✓	✓	✓	✓	✓		T	Amanda Smethurst	Continues	TELS
			151	To publicise at least twenty examples of high-quality culturally diverse arts projects, including work by disabled artists, on www.theSeer.info over the five years to 2010-11.	✓	✓	✓	✓	✓	✓		T	Amanda Smethurst	Continues	TELS

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			152	<i>To develop a visible and active network of disabled artists by January 2008.</i>		✓							T	Amanda Smethurst	Complete - objective partially achieved	TELS
	AB	Our aim is to increase the use of libraries, especially by those traditionally under-represented amongst library users.	153	analysing our customer base for the Home Library service and developing a targeted marketing plan to increase take-up, particularly amongst people who are male and/or from black minority ethnic groups, by December 2008.	✓		✓						A	Jane Battye	Amended or Adjusted	FCS
	154		developing new promotional material and carrying out a programme of visits to organisations and community groups to promote and encourage take-up of the Home Library service by December 2008.	✓									A	Jane Battye	Amended or Adjusted	FCS
	155		targeting people who are aged 50 or over and/or who are lone parents for the BOOST Skills for Life project through personal contact and other publicity by March 2007.					✓					A	Jane Battye	Complete - objective achieved	FCS
	156		working with the chosen contractor to ensure that the refurbishment proposal for the Central Library fully incorporates access requirements identified in consultation with users and potential users by December 2008, and ensuring delivery of the agreed access requirements by December 2010.		✓		✓						A	Jane Battye	Amended or Adjusted	FCS
	157		promoting the Summer Reading Challenge in all schools and publicising it through an annual launch event, online publicity on the libraries website and related book displays in libraries.					✓					A	Jane Battye	Complete - objective achieved	FCS
	158		establishing new distribution venues through which to promote "Bookstart", developing online promotion materials and increasing the frequency of contact with all health visitors, as our partners in the scheme.					✓					A	Jane Battye	Complete - objective achieved	FCS
	159		<i>To increase take-up of the Home Library service from 11% to 17% of the potential customer base by December 2008. In doing so, to increase take-up amongst under-represented groups by ensuring that: 25% of additional users are from a BME group. and 10% of the additional users are male.</i>	✓		✓							T	Jane Battye	Amended or Adjusted	FCS
	160		<i>To ensure that 15 people who are aged over 50 or are lone parents receive individual training in reading, writing, numeracy, literacy and ICT through the BOOST Skills for Life project by March 2007.</i>					✓					T	Jane Battye	Complete - objective achieved	FCS
	161		<i>To improve the accessibility of the Central Library as part of refurbishment work - in consultation with users and potential users, including young people, disabled people and older people - by December 2010.</i>		✓		✓						T	Jane Battye	Amended or Adjusted	FCS

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			162	By 2008-09, to increase the percentage of children who start the Summer Reading Challenge to 5% of the eligible population; the percentage who complete it to 55% of starters; and the percentage who join the library to 15% of non members who start.				✓					T	Jane Battye	Continues	FCS
			163	To ensure that 75% of 0-4 year olds receive a "Bookstart" pack by March 2009.				✓					T	Jane Battye	Continues	FCS
	AC	Our aim is to encourage participation in physical activities as a means of improving quality of life and well-being, especially for children, young people, the elderly and the disabled.	164	carrying out a review the leisure card service provided to older people, disabled people and those on lower incomes to identify ways of increasing usage of the service amongst the target groups by March 2007.		✓		✓				✓	A	Hamish Pringle	Complete - objective achieved	TELS
			165	providing a targeted exercise programme designed to increase physical activity amongst target groups (including older people, women only groups and BME groups).	✓		✓	✓					A	Hamish Pringle	Continues	TELS
			166	promoting physical activity for disabled people by encouraging youth centres to emulate the good practice we have established at Lancaster Youth Centre, which gives priority to disabled people on Wednesdays and provides fully integrated activities for the rest of the week.		✓							A	Mary Mackle	Continues	FCS
			167	working with ADKC to support our local wheelchair basketball team (Raiders), which competes in the national league.		✓							A	Hamish Pringle	Continues	TELS
			168	ensuring that all leisure centre staff employed by our contractors continue to receive equality training.	✓	✓	✓	✓	✓	✓			A	Hamish Pringle	Continues	TELS
			169	To increase the percentage of young people participating in the School Sports Partnership programme that undertake at least two hours of high quality physical activity a week from 50% to 88% by 2008-09.				✓					T	Mary Mackle	Continues	FCS
			170	To ensure that 40 young people obtain qualifications as sports coaches by March 2009.				✓					T	Mary Mackle	Continues	FCS
in Health and Social Care	AD	Our aim is to ensure that physical health, diet and exercise are addressed in care planning for people with disabilities or mental health problems.	171	ensuring that all people with learning disabilities who receive a care plan have a "Health Action Plan".		✓							A	Paul Rackham	Continues	HHASC
			172	ensuring that appropriate information leaflets on health promotion initiatives are provided to people with physical, sensory and hidden impairments when they receive a needs assessment, from September 2007 onwards.		✓							A	Paul Rackham	Continues	HHASC

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			173	supporting mental health users to access sport and exercise through direct payments, and through helping them to access GP referrals to sport and exercise.		✓						A	Toby Dickinson	Continues	HHASC
			174	ensuring that healthy eating options are made available and are promoted within all specialist mental health day care settings providing food.		✓						A	Toby Dickinson	Continues	HHASC
			175	working with local sports centres to facilitate access to sports for mental health service users through subsidies and through the provision of sports taster sessions.		✓						A	Toby Dickinson	Continues	HHASC
	AE	Our aim is to reduce inequalities in health and to work with the community to improve our understanding of residents service needs.	176	consulting widely on a five year Public Health Strategy to be launched in April 2007.	✓	✓	✓	✓	✓	✓		A	Ann Ramage	Complete - objective achieved	HHASC
			177	reporting regularly on progress against our Public Health Strategy, "Choosing Good Health Together", including through a programme of "health events" provided each year to 2012.	✓	✓	✓	✓	✓	✓		A	Ann Ramage	Amended or Adjusted	HHASC
			178	identifying, supporting and regularly consulting with at least one service user forum for each of the social care client groups that we serve (older people; people with learning disabilities; people with physical disabilities; mental health service users; substance misusers; and people with HIV/AIDS).		✓		✓				A	Jim Mullany	Continues	HHASC

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					E	D	G	A	F	S	De				
			179	monitoring and providing an annual analysis of complaints reported to senior managers.	✓	✓	✓	✓	✓	✓		A	Nadia Husain	Continues	HHASC
			180	<i>A reduction in the gap between the average life expectancy of Royal Borough residents and that of the bottom quartile of the local population by 2012.</i>	✓	✓	✓	✓	✓	✓	✓	T	Ann Ramage	Continues	HHASC
			181	<i>An increase in the percentage of residents who report that their health is good by 2012.</i>	✓	✓	✓	✓	✓	✓	✓	T	Ann Ramage	Continues	HHASC
			182	<i>An increase in the percentage of residents who report that they find it easy to make healthy and informed choices about smoking, physical activity and the food they eat by 2012.</i>	✓	✓	✓	✓	✓	✓		T	Ann Ramage	Continues	HHASC
	AF	Our aim is to improve continuity between child and adult services to facilitate seamless delivery of services.	183	having timely, robust, multi-agency plans in place to help young people make the most of life as they move into young adulthood.		✓						A	Richard Holden	Continues	FCS & HHASC
			184	establishing a centre for children with disabilities and their families by summer 2008 - both to provide specialist services, including after school and holiday play, and to promote and enable disabled children to access mainstream services – and using it as a resource from which to provide a transitions programme for young disabled people up to 25 years old.		✓						A	Richard Holden	Continues	FCS
			185	doubling existing after school care for disabled children, and more than doubling provision for school holidays, by providing holiday play five days a week to any child with a disability who requests it from autumn 2006.		✓						A	Richard Holden	Continues	FCS
			186	funding a voluntary sector organisation to provide transition services and after school support.		✓						A	Richard Holden	Continues	FCS
			187	interviewing three families with disabled children each year to get feedback on their experience of the transition process and using the findings to inform service improvement planning.		✓						A	Paul Rackham	Continues	HHASC

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			188	including improved access to services for young people with a disability in the criteria for expenditure of the Youth Opportunities Fund and Youth Capital Fund from September 2006.		✓						A	Brendan O'Keefe	Continues	FCS
			189	ensuring that Connexions appoints a specialist worker with a thorough understanding of the social model of disability who is able to co-ordinate the transition process for disabled young people.		✓						A	Brendan O'Keefe	Continues	FCS
			190	clarifying and improving the co-ordination of transition planning procedures for education, social care, Connexions and other services.		✓						A	Richard Holden	Continues	FCS & HHASC
			191	ensuring that all staff within youth and transition services receive appropriate user-led training in disability equality and the social model of disability.		✓						A	Richard Holden	Continues	FCS
			192	<i>All children with disabilities aged 14+ have a transition plan to support their move from children's services to adult services from 2006-07 onwards.</i>		✓						T	Richard Holden	Continues	FCS & HHASC
AG		Our aim is to work with community and voluntary organisations to enable service users and potential users (especially those who are hardest to reach) to improve their own health and influence the way services are delivered.	193	ensuring that at any one time, at least 25 mental health service users and carers are trained to take part in the recruitment of Council staff		✓						A	Toby Dickinson	Continues	HHASC
			194	training a further three physical disability service users, during 2007-08, to take part in the recruitment of Council staff.		✓						A	Paul Rackham	Complete - objective achieved	HHASC
			195	training five older service users to carry out "discovery interviews" with their peers, to help us to improve care by understanding patient and carer experiences and needs better, during 2007-08.				✓				A	Fran Pearson	Complete - objective achieved	HHASC
			196	supporting our local Centre for Independent Living, and user-led disability support services, in accordance with the joint protocol developed by the National Centre for Independent Living and the Association of Directors of Social Services.		✓						A	Paul Rackham	Continues	HHASC
			197	supporting families with disabled children to understand the Social Model of Disability.		✓		✓				A	Richard Holden	Complete - objective achieved	FCS
			198	piloting a self-assessment tool for older people and disabled people during 2007-08.		✓		✓				A	Stella Baillie	Complete - objective achieved	HHASC
			199	piloting a self-assessment tool for users of occupational therapy services with simple equipment needs during 2007-08.		✓						A	Sue Smith	Complete - objective achieved	HHASC
			200	<i>Achieve the following levels of service user and/or carer participation in recruitment to health and social care service posts from 2008-09 onwards: 50% of advertised posts within the Learning Disability Service; 50% of advertised posts within the Physical Disability Service; 70% of advertised posts within the Mental Health Service; 50% of advertised posts within the Older People Service.</i>		✓		✓				T	Stella Baillie	Continues	HHASC

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			201	At least 50% of tendered projects in adult social care services involve service users in the selection process from March 2008 onwards.		✓		✓				T	Stella Baillie	Continues	HHASC
			285	implementing a new commissioning process for voluntary organisations to improve outcomes - process to be more robust, transparent and integrated, and aligned with the CYPP.		✓		✓				A	John Wilkinson	New	FCS
	AH	Our aim is to increase accessibility to and participation in learning and development, by supporting schools to identify challenging targets that reduce the risk of underachievement and to develop a wide ranging, broad, balanced and exciting curriculum that engages all pupils.	202	supporting schools to set and deliver challenging targets for pupil achievement by providing guidance, support from School Improvement Advisers and professional development in the effective use of data to inform target setting.	✓							A	Rebecca Matthews	Continues	FCS
			203	supporting schools to implement their Access Plans, which address the findings of the access audits that we have carried out of all our school premises.		✓						A	Rebecca Matthews	Continues	FCS
			204	implementing our Accessibility Strategy, which seeks to ensure that at least one school within each of six areas can accommodate pupils with a wide range of disabilities, including physical disabilities, language and communication needs and hearing and visual impairments.		✓						A	Rebecca Matthews	Continues	FCS
			205	ensuring that all of the schools in our capital programme – including the new Holland Park School – are designed to meet modern day access standards.		✓						A	Rebecca Matthews	Continues	FCS
			206	seeking to meet the educational and access needs of deaf children within mainstream provision, in line with our policy on special educational needs, and providing specialist services where this is not possible.		✓						A	Rebecca Matthews	Continues	FCS

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					E	D	G	A	F	S	De				
			207	at least 86% of all pupils, 80% of Black African pupils and 81% of Black Caribbean pupils achieve Level 4+ in English and mathematics tests at Key Stage 2.	✓							T	Rebecca Matthews	Amended or Adjusted	FCS
			208	at least 90% of all pupils, 82% of Black Caribbean pupils and 86% of Black African pupils achieve Level 5+ in English tests at Key Stage 3.	✓							T	Rebecca Matthews	Amended or Adjusted	FCS
			209	at least 88% of all pupils, 80% of Black Caribbean pupils and 84% of Black African pupils achieve Level 5+ in mathematics tests at Key Stage 3.	✓							T	Rebecca Matthews	Amended or Adjusted	FCS
			210	at least 84% of all pupils, 76% of Black Caribbean pupils and 80% of Black African pupils achieve Level 5+ in science tests at Key Stage 3.	✓							T	Rebecca Matthews	Amended or Adjusted	FCS
			211	at least 69% of all pupils, 64% of Black African pupils and 60% of Black Caribbean pupils achieve five A* - C grades at GCSE.	✓							T	Rebecca Matthews	Amended or Adjusted	FCS
	AI	Our aim is to work with the NHS and other partners to provide more integrated services, especially for children with high educational needs and disabilities.	212	implementing the recommendations of the Children with Disabilities Review by 2008-09, to ensure that children:		✓						A	Richard Holden	Continues	FCS
			213	> have their 'say' in plans and decisions that affect them, and a chance to shape how services are developed in the future.		✓						A	Richard Holden	Continues	FCS
			214	> are included in the every day childhood activities that most families take for granted		✓						A	Richard Holden	Continues	FCS
			215	> are able to use a common assessment process, so that they do not need to keep 're-telling their story' to different professionals		✓						A	Richard Holden	Continues	FCS
			216	> have their own worker as a consistent point of contact - to agree with them a personalised, 'wrap around' support plan when a number of different services need to be involved.		✓						A	Richard Holden	Continues	FCS

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			217	integrating the Council, NHS and other partners' arrangements for commissioning services, including by establishing a joint commissioning team. We will begin this process in April 2007.		✓		✓				A	Richard Holden	Continues	FCS
			218	carrying out a review of the way in which therapy services for children are commissioned to ensure equality of access to those services by September 2007.		✓		✓				A	Richard Holden	Complete - objective partially achieved	FCS
			219	improving the co-ordination and tracking of individual cases across Council, NHS and other partners by ensuring each child is allocated a lead professional who is responsible for all aspects of their case from March 2009.		✓		✓				A	Richard Holden	Amended or Adjusted	FCS
			220	developing and implementing a strategy to improve the provision of information about available services to parents by March 2009.		✓		✓				A	Richard Holden	Amended or Adjusted	FCS
			221	adopting a Common Assessment Framework by April 2008 to improve information sharing between the Council, the local NHS and other partners and support more integrated service delivery.		✓		✓				A	Richard Holden	Complete - objective achieved	FCS
AJ		Our aim is to promote high educational achievement for looked after children.	222	ensuring every looked after child has a school placement, and preventing school changes.				✓				A	Chris Luke	Replaced	FCS
			223	improving the identification of looked after children's educational needs and reducing the gap in educational achievement between looked after children and their peers.				✓				A	Chris Luke	Replaced	FCS
			224	<i>An increase in the percentage of young people leaving care aged 16 or over with 5 or more GCSEs at grade A*-C or a GNVQ from 17.2% in 2005-06 to 20% in 2006-07.</i>				✓				T	Chris Luke	Discontinued or Deferred	FCS
			225	<i>An increase in the percentage of young people leaving care aged 16 or over with at least 1 GCSE grade A*-G to 60% in 2008-09 and 2009-10, and to 62% in 2010-11.</i>				✓				T	Chris Luke	Amended or Adjusted	FCS
			226	<i>An increase in the percentage of looked after children who were year 11 pupils eligible for GCSE (or equivalent) examinations who sat at least one GCSE equivalent exam from 83.3% in 2005-06 to 85% in 2006-07.</i>				✓				T	Chris Luke	Discontinued or Deferred	FCS

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			227	<i>A reduction in the percentage of looked after children of compulsory school age who missed 25 days schooling or more during the previous school year from 10.8% in 2005-06 to 9% in 2006-07.</i>				✓				T	Chris Luke	Discontinued or Deferred	FCS	
			286	developing alternative strategies to get non-attenders into education, in partnership with other agencies.				✓				A	Chris Luke	New	FCS	
			287	evaluating existing use of Virtual School resources that impact on educational attainment.				✓				A	Chris Luke	New	FCS	
			288	developing a LAC specific web-site that enables e-learning for all LAC.				✓				A	Chris Luke	New	FCS	
			289	reviewing PEP process, including post-PEP follow up and monitoring of effectiveness.				✓				A	Chris Luke	New	FCS	
			290	generating a range of educational alternatives for LAC not benefiting from mainstream education by capitalising both on the 14-19 Strategy and the Worklessness Strategy.				✓				A	Chris Luke	New	FCS	
			291	strengthening Pathway Planning for post-16 so that education is central.				✓				A	Chris Luke	New	FCS	
AK		Our aim is to secure and coordinate a broad range of complementary community-based learning opportunities, including supplementary schools, that meet the needs of the community.	228	providing information, advice and guidance to all supplementary schools in the borough as part of our programme of Extended School Services.	✓			✓				A	Paul Williamson	Replaced	FCS	
			302	leading a review by out of school hours learning service on how best to support supplementary schools, with all key partners.	✓			✓				A	Paul Williamson	New	FCS	
			229	supporting young people to access: community language teaching, core curriculum subject and homework help, informal support and mentoring and cultural and historical awareness through partnership work with supplementary schools and key partners as part of the Varied Menu of Activities strand of the Extended Services Core Offer.	✓			✓				A	Paul Williamson	Amended or Adjusted	FCS	
			230	providing adult learning opportunities in community locations.				✓				A	Paul Hoffman	Continues	FCS	
			231	<i>200 young people each year receive family language training, history and cultural teaching, and homework and basic skills support.</i>	✓			✓				T	Paul Williamson	Complete - objective achieved	FCS	

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			232	1,850 adult learners receive training and skills development (including training in English for Speakers of Other Languages, ICT skills and recreational courses) in community locations between August 2006 and July 2007.	✓			✓				T	Paul Hoffman	Complete - objective achieved	FCS	
			233	An additional 200 adults and 110 children receive training in family language, literacy and numeracy skills, or wider family learning such as improved food and nutrition, through the family learning programme between August 2006 and July 2007.				✓				T	Paul Hoffman	Complete - objective achieved	FCS	
			292	focusing on quality assurance with supplementary schools as per DCSF framework.				✓				A	Paul Williamson	New	FCS	
	AL	Our aim is to widen participation in learning, especially by traditionally underrepresented groups of adults, to improve their choices, lifestyles and their economic well-being.	234	funding the employment of a member of staff at the user-led disability organisation Action Disability Kensington and Chelsea (ADKC), to: provide a programme of pre-employment training for disabled people; and support other Adult and Community Learning providers to develop additional programmes that meet the needs of disabled people.		✓						A	Paul Hoffman	Continues	FCS	
			235	commissioning SMART to provide a programme of training and support to help residents with mental health problems to gain the skills and confidence to gain employment by July 2007.		✓						A	Paul Hoffman	Complete - objective partially achieved	FCS	
			236	Reductions in the proportion of learners for whom equality data is "not known" or "not provided" by July 2007: from 12.1% to 7% for ethnicity, from 13.4% to 7% for age, and from 12.1% to 8% for disability.	✓	✓		✓				T	Paul Hoffman	Complete - objective achieved	FCS	
			237	An increase of 5% in the proportion of people participating in adult and community learning programmes who live in the 17 most deprived super output areas.							✓	T	Paul Hoffman	Continues	FCS	
			238	At least 90 disabled people receive pre-employment training, through the ADKC training programme funded by the Council, by July 2007.		✓						T	Paul Hoffman	Complete - objective achieved	FCS	
			239	At least 133 residents with mental health problems receive pre-employment training, through the SMART programme funded by the Council, by July 2007.		✓						T	Paul Hoffman	Complete - objective achieved	FCS	
	AM	Our aim is to reduce the numbers of young people who are not in education, employment or training.	240	providing Personal Advisors through our Connexions service to support young people to enter education, employment and training, and recruiting a specialist Personal Advisor to work with hard to reach groups.				✓				A	Brendan O'Keefe	Continues	FCS	
			241	Reduce the percentage of 16-18 year olds that are not in education, employment or training to 8.5% by 2008-09.				✓				T	Brendan O'Keefe	Continues	FCS	

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			242	<i>Achieve the following increases in the proportion of young people from hard to reach groups that are in education, employment or training by 2008-09: 63% of young offenders leaving institutions; 57.1% of looked after children leaving care; and 65% of teenage mothers.</i>				✓				T	Brendan O'Keefe	Continues	FCS	
in Work and Business	AN	Our aim is to improve the employment prospects of residents - including by ensuring that refugees have the support they need to access appropriate training and employment to enable them to become economically active, and that there are opportunities for them to convert their existing qualifications.	243	reviewing Portobello Business Centre funding agreement for 2008/2009 to insure services cater for all demographics and business industries.	✓	✓	✓	✓	✓	✓		A	Harriet Cain	Amended or Adjusted	CS	
			244	providing pre-employment training to under-represented groups in the media sector, particularly young people from BME groups and women.	✓								A	Harriet Cain	Replaced	CS
			303	Providing pre-employment training to residents from groups experiencing difficulties in entering the labour market in both the retail and media sectors eg ESOL speakers, young people particularly from BME backgrounds and older people.	✓								A	Harriet Cain	New	CS
			245	supporting disabled people to apply for and obtain work placements through our Kensington Recruitment service.		✓							A	Harriet Cain	Continues	CS
			246	influencing local partners - including Jobcentre Plus and Connexions – to maximise the support for disabled people to access training and employment.		✓							A	Harriet Cain	Continues	HHASC
			247	<i>Fund Portobello Business Centre to deliver, by April 2007: 60 business start-ups, of which at least 15 are by people from BME communities; 1200 business support sessions, of which at least 300 are for businesses run by people from BME communities; 200 training days for RBKC residents, of which at least 50 are for people from BME communities.</i>	✓	✓	✓	✓	✓	✓			T	Harriet Cain	Complete - objective achieved	CS
			248	<i>Provide work placements for 80 people from groups that are underrepresented in the media sector - particularly women and young people from BME groups - and secure job outcomes for 64 between August 2006 and July 2007.</i>	✓		✓	✓					T	Harriet Cain	Replaced	CS

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			304	<i>to provide pre-employment training opportunities for 150 people who experience difficulty in entering the labour market by March 2009 and to secure job outcomes for 60 people by June 2009.</i>	✓		✓	✓				T	Harriet Cain	New	CS
			249	<i>An increase in the number of work placements provided for disabled residents through our work with Kensington Recruitment from 15 to 20 each year by March 2008.</i>		✓						T	Harriet Cain	Complete - objective achieved	CS

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4. COMMUNITY LEADERSHIP: INFLUENCING OUR PARTNERS AND SUPPLIERS	AO	Our aim is to strive to follow best practice advice from the Commission for Racial Equality when procuring services from voluntary and private sector providers.	250	reviewing and if necessary updating our equalities procurement guidance during 2008/09.	✓	✓	✓						A	Andrew Lee	Amended or Adjusted	CS	
			251	carrying out an annual audit of a sample of contracts, from 2007-08 onwards, to ensure that: contracts are consistent with our equalities procurement guidance; the performance of contractors against equality criteria is being monitored; and contractors are meeting the equality criteria in their contracts.	✓	✓	✓							A	Andrew Lee	Continues	CS
			252	reporting the results of contract audits and setting improvement targets as necessary following annual audits.	✓	✓	✓							A	Andrew Lee	Amended or Adjusted	CS
	AP	Our aim is to work with partners to implement voluntary and community sector codes of good practice.	253	raising awareness of the Compact and Codes of Practice among statutory and voluntary sector partners through newsletters and a range of forums including the Annual Meeting; the Voluntary Organisations Forum; internal forums within the Council; and the Kensington and Chelsea Partnership.	✓	✓	✓	✓	✓	✓			A	Deborah Wallworth	Continues	CS	
			254	ensuring our staff adhere to the Compact and Codes of Practice when working or consulting with the voluntary sector, and monitoring feedback from the Compact Implementation Group, Voluntary Sector Policy Group and the Borough / Voluntary Organisations Advisory Group.	✓	✓	✓	✓	✓	✓			A	Deborah Wallworth	Continues	CS	
			255	facilitating the Compact Implementation Group, ensuring good representation from all sectors, improving its links with the Kensington and Chelsea Partnership and supporting it to deliver its Action Plan.	✓	✓	✓	✓	✓	✓			A	Deborah Wallworth	Continues	CS	
			256	updating the Compact and Codes of Practice to reflect good practice, in consultation with voluntary and community sector partners.	✓	✓	✓	✓	✓	✓			A	Deborah Wallworth	Continues	CS	
			257	<i>An additional 20 signatories to the Compact by 2008.</i>	✓	✓	✓	✓	✓	✓			T	Deborah Wallworth	Complete - objective achieved	CS	
	AQ	Our aim is to work in partnership to remove barriers to inclusion for disabled people.	258	supporting a local resident with a learning disability to participate in the London-wide learning disabilities Big Partnership Board;		✓							A	Paul Rackham	Continues	HHASC	
			259	funding the Advocacy Project to help people with a learning disability to have their say, and providing four places for users on the Council's Learning Disabilities Partnership Board;		✓							A	Paul Rackham	Continues	HHASC	
			260	ensuring that disabled people are represented on the Kensington and Chelsea Partnership Steering Group (the Local Strategic Partnership);		✓							A	Paul Rackham	Continues	CS	
			261	funding the employment of a consultation expert at the user-led organisation Action Disability Kensington and Chelsea (ADKC);		✓							A	Paul Rackham	Continues	HHASC	
			262	supporting the volunteering project run by ADKC to provide disabled people with volunteering opportunities;		✓							A	Paul Rackham	Continues	HHASC	

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			263	developing a Bridge Building Team to support mental health service users to access mainstream services, rather than becoming dependent on specialist services;		✓						A	Paul Rackham	Complete - objective achieved	HHASC
			264	ensuring that users and carers continue to be represented on all key mental health planning and strategy groups;		✓						A	Paul Rackham	Continues	HHASC
			265	funding two work and training projects to support mental health users to develop work skills and experience.		✓						A	Paul Rackham	Continues	HHASC
			266	ensuring our panel of "mystery shoppers", who test the Council's services and inform improvement planning, continues to include disabled people.		✓						A	Paul Rackham	Continues	CS

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5. OUR WORKFORCE: REFLECTING THE COMMUNITY WE SERVE	AR	Our aim is to employ a labour force that broadly reflects the diversity of the population being served.	267	providing career development training for women (Springboard) and men (Navigator) in junior positions, with the aim that at least 41% of participants each year are from BME groups.	✓		✓						A	George Bishop, working with Executive Directors	Continues	CS		
			268	encouraging Springboard and Navigator graduates to participate in training for a nationally accredited "Team Leading" certificate.	✓		✓							A	George Bishop, working with Executive Directors	Continues	CS	
			311	using the TELS Workforce Development Programme to support the development of our junior BME and women staff to move onto roles with more responsibility, ideally within TELS, when those opportunities arise.	✓		✓								A	Neil Herbert	New	TELS
			269	conducting an in-depth investigation if data for any Business Group or for the Council as a whole consistently shows - when disaggregated by gender, ethnicity and disability - that people from a particular group are: less likely to be appointed than other short-listed candidates when they apply to us for jobs; receive fewer days training, or receive less developmental training than other staff; receive lower performance ratings than other staff; leave the Council after a shorter period of time than other staff.	✓	✓	✓								A	George Bishop, working with Executive Directors	Continues	CS
			270	providing training for 16-24 year olds with four GCSEs from Kensington and Chelsea and neighbouring boroughs through our "Headstart" programme, with the aim that at least 21% of participants each year are from BME groups and that at least 80% gain permanent employment.	✓			✓							A	George Bishop, working with Executive Directors	Continues	CS
			271	maintaining "Two Ticks" accreditation under the "Positive About Disability" standard, and participating in the Employer's Forum on Disability to ensure that we remain at the forefront of good practice in the employment of disabled people.		✓									A	George Bishop, working with Executive Directors	Continues	CS
			272	piloting a permanent home working post for a person with a disability who is unable to travel to work from April 2007, and assessing the potential to support the employment of disabled people by creating more permanent home working posts within the Council after six months.		✓									A	George Bishop, working with Executive Directors	Continues	CS
			273	<i>An increase in the proportion of top 5% earners that are women from 31.8% to 33.3% in 2006-07, 34.9% in 2007-08 and 36.4% in 2008-09.</i>			✓								T	George Bishop, working with Executive Directors	Continues	CS
			274	<i>An increase in the proportion of top 5% earners that are from BME groups from 5.5% to 6.3% in 2006-07, 7.1% in 2007-08 and 7.9% in 2008-09.</i>	✓										T	George Bishop, working with Executive Directors	Continues	CS
			275	<i>An increase in the proportion of top 5% earners that have a disability from 2.7% to 4.1% in 2006-07 and maintain it at least that level.</i>		✓									T	George Bishop, working with Executive Directors	Continues	CS

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			276	An increase in the proportion of all staff that have a disability from 4.7% to 5% in 2006-07, 5.2% in 2007-08, and 5.4% in 2008-09.		✓							T	George Bishop, working with Executive Directors	Continues	CS
			277	The proportion of all staff that are from BME groups (currently 28%) remains at least as high as the proportion of residents from those groups (currently 21%).	✓								T	George Bishop, working with Executive Directors	Discontinued or Deferred	CS
			293	providing a training scheme for the three years 2008 – 2011, (called 'Restart') aimed at helping back in to work local unemployed people over the age of 50. The scheme will aim to offer places to six trainees per year, with work and training tailored to their previous work experiences.									A	George Bishop, working with Executive Directors	New	CS
	AS	Our aim is to provide suitable training in diversity and equality issues for decision makers and staff at all levels.	278	providing diversity training for all staff and “Diversity for Managers” training as part of our corporate training offer, and evaluating the corporate diversity training and levels of take-up by March 2007.	✓	✓	✓	✓	✓	✓			A	Nick Alcock	Complete - objective achieved	CS
			279	encouraging managers to commission additional service-specific diversity training for their staff (such as the tailored courses provided for youth service staff in challenging homophobia, and for customer service staff in mental health, hearing and speech impairment awareness).	✓	✓	✓	✓	✓	✓			A	Nick Alcock	Continues	CS
			280	ensuring that all staff undertake a discussion with their line manager on their current diversity awareness and training needs, and reflect these in their Personal Development Plans for 2007-08	✓	✓	✓	✓	✓	✓			A	Nick Alcock	Continues	CS
			281	offering “bite sized” workshops on equalities issues for Councillors during 2007-08.	✓	✓	✓	✓	✓	✓			A	Tony Redpath	Replaced	CS
			282	launching an initiative to keep Councillors and staff up to date with developments in equalities legislation and Council policy from June 2007.	✓	✓	✓	✓	✓	✓			A	Tony Redpath	Replaced	CS

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			283	introducing explicit requirements for Business Groups to include consideration of equalities issues when providing Service Updates to elected members. Requirements to be clearly outlined in the new Members Development Programme.	✓	✓	✓	✓	✓	✓	✓	A	Tony Redpath	New	CS
			284	developing specific equalities content for the new member induction programme for 2010.	✓	✓	✓	✓	✓	✓	✓	A	Tony Redpath	New	CS