

Appendix A

Craven District Council Equality Objectives 6 April 2016 - 31 March 2020

Objectives and actions will be put in ten and monitored quarterly. Milestone dates to be added in due course.

Objective	Action Reference & Name	Timescale	Key Milestones	Key Outcomes	Success Criteria	By Who?
A – Ensure we embed equalities in the way we provide services	Deliver equality and diversity training to members	Annually	Yearly refresher training delivered to members at member training event	Members understand the importance of equality and diversity in relation to service delivery and their public role and the Councils practices.	Member training event held	Dem services
	Deliver equality and diversity training to staff	Annually	All new staff to receive equalities training as part of induction. Yearly refresher training delivered to staff	Staff understand the importance of equality and diversity in relation to service delivery and the workplace.	Staff training session delivered	HR
	Review EIA process as appropriate and use findings to inform EIA training refresher and EIA process & guidance.	2016	1) Undertake historic review of completed EIAs 2) Revise EIA template, guidance, training & wording in Committee report template. 3) Produce EIA report for CLT	Improved quality of EIA's informed by consultation and data collection leading to service improvements to address equality and diversity needs.	CLT Report produced Revised EIA guidance produced Committee report template wording revised	Communications & Partnerships
	All managers and other appropriate staff to undertake annual Equality Impact Assessment (EIA) refresher training	September 2016	All managers and other appropriate staff have received EIA training	Improved quality of EIA's informed by consultation and data collection leading to service improvements to address equality and diversity needs.	EIA refresher training session held 27 managers undertaking training	All Servicers Communications & Partnerships and HR
	Monitor the annual number of Equality Impact Assessment (EIA) carried out and report findings to CLT.	Annually	Annual EIA monitoring report produced for CLT	CLT report findings noted and used to improve services.	CLT report produced	CLT Communications & Partnerships

Objective	Action Reference & Name	Timescale	Key Milestones	Key Outcomes	Success Criteria	By Who?
B – Advance equality of opportunity and make sure our services are accessible to all	Service areas regularly collect equality and diversity information about their customers, where appropriate	Annually	Trends in customer information analysed and reported to CLT and published in Council Equality Report	Service areas use information gathered to improve future service delivery.	Customer information gathered is regularly analysed , reports produced and findings used to improve services.	All departments
	Review Monitoring Forms and data analysis	June 2016	Establish which service areas currently monitor customer information and how this information is used to improve services	CLT report findings noted and used to improve monitoring procedures if needed.	CLT baseline report produced	Communications & Partnerships
		September 2016	Review standard monitoring form for gathering customer information	Monitoring form helps us to gather data which will help improve our service delivery	Revised monitoring form produced	Communications & Partnerships
		October 2016	All managers to collect customer information using revised monitoring form	A standard set of information is collected about customers across the Council	Customer information gathered is regularly analysed , reports produced and findings used to improve services.	All departments
	Trends in customer information analysed and reported to CLT and published in Council Equality Report	Annually	Report produced for CLT	Services know their customer base, and ensure that services are accessible to all who wish to use them. CLT informed of customer accessibility information and enabled to make strategic improvements to services to improve access	Improvements in services can be linked to evidenced customer feedback.	CLT Communications & Partnerships