

## Appendix A: Key Corporate Achievements since December 06-07<sup>1</sup>

**Outcomes: Champion for promoting equality and celebrating diversity in the community and with our partners. Also recognise and value the diversity of Poole's visitors, residents and employees**

### All Equalities

- Created a new Elected Member Cabinet post in July 2007 for Equalities, Inclusion and Active Communities. (*Corporate Strategy (CS)– Improving efficiency and effectiveness*)
- Implemented the Poole Connects Programme, which has seed funded a range of community initiatives to the tune of £500,000 over a 3 year period. This helped start an older people's phone befriending service, an inter-faith forum, Poole Indian Cultural Society, inter-generational projects, brokered "donations" between businesses and the community, supported a regeneration area community development worker and a community centre review. (*CS – Strengthening our communities*)
- Supported and participated in a range of community events such as Bourne Free, International Women's Day, and Multi-Cultural Days, a health awareness day at a local Mosque, and PRO Disability's and Broadstone Access Group's Annual General Meetings. (*CS – Strengthening our communities*)
- Provided funding support to a range of organisations such as Dorset Race Equality Council, Help and Care, PRO Disability, Poole Mental Health Forum, Shopmobility, Body Positive Dorset, Bournemouth, Poole and District MIND and Poole Forum. (*CS – Strengthening our communities*)
- Funded, supported and ran in partnership with others a wide range of arts and cultural activities which have celebrated diversity. These include the "Beautiful" photographic project undertaken by older people in Poole Old Town and Parkstone; concerts for a wide range of school age children via "Cultural Hub"; and a pottery exhibition in the refurbished Museum created by people with learning disabilities. (*CS – Strengthening our communities/ Supporting children and young people/ Promoting health and well-being/ Meeting the needs of our ageing population*)
- Facilitated an increasing number of Civil Partnership and Civil Funerals<sup>2</sup> taking place from the newly renovated Guildhall. (*CS – Strengthening our communities*)

### Disability

- In December 2007, Cabinet approved the Council's Disability Equality Action Plan, as part of its Promoting Equality, Respecting Diversity Scheme. Poole Adult Learning and Poole Housing Partnership also introduced their own schemes. (*CS – Improving our efficiency and effectiveness*)

### Race

- Organised and hosted, with other Dorset Councils, the second Cosmopolitan Business Event. The aim of which is to improve dialogue with local Black and minority ethnic businesses and raise awareness of the help available to them. (*CS – Developing a dynamic economy*)

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<sup>1</sup> NB: some data is only available for financial year 06/07. Where this is the case dates are indicated.

<sup>2</sup> Defined a funeral which is driven by the wishes, beliefs and values of the deceased and their family, not by the beliefs or ideology of the person conducting the funeral

## **Faith**

- Invited other South West Authorities, churches, charities and others to a showcase of the Poole Chaplaincy service to share this innovative partnership, which has enabled dialogues between faiths, supported employees and involved churches in providing a range of new community services. *(CS – Strengthening our communities)*
- Provide a monthly opportunity for a group of older people from the local church to meet for Sunday lunch, followed by a service in Poole Day Care Centre. This enables a group from the community to have a Sunday lunch that they would not normally have, as well as enable the Centre's clients, who are unable to go to church, to worship.

## **Promote fair and equal access to services**

### **All Equality Strands**

- Relunched the Borough's website to an improved accessibility standard and signed up to the Plain English Campaign to help us be clearer in our communications. Continued to provide information in a range of languages and alternative formats, including support to school admission appeals, during the Elections and putting planning applications into Braille. *(CS – Improving our efficiency and effectiveness)*
- Ten Poole schools have now achieved the Poole Inclusion Mark. *(CS – Supporting children and young people)*
- The library service no longer requires those that wish to join a library to prove their address or fill in forms, as a way to remove barriers to joining. A state-of-the-art self-issue system has been introduced to the Central Library to improve the service and be more efficient. In the subsequent months since its implementation, both visitor numbers and issues have increased. *(CS – Improving our efficiency and effectiveness)*

## **Disability**

- Invested £300,000 in Montecute School to provide enhancements to its buildings and support its specialist status. The Borough has also been awarded a grant of £126,600 from the Department of Children, Schools and Families to develop the role of Montecute as a Trust School including support for improvements to services for children with complex needs. *(CS – Supporting children and young people)*
- Continued to promote and develop further 'Direct Payments' so that disabled people and parents of children with disabilities can have a greater choice over the social care services they receive. *(CS – Promoting health and well-being)*
- Made a number of improvements and adjustments to Council buildings, such as Poole Museum, Creekmoor Library, putting a hearing loop in the Tourism Welcome Centre, and worked in partnership with Dorset Scope to make sure polling booths were accessible in May's local elections. *(CS – Improving our efficiency and effectiveness)*
- Several improvements have been made to disabled access at recreational facilities around the Borough. For example, the Alderney Recreation project improved the access from Herbert Ave, as well as access and including fishing platforms at the fishing lake. Kingston Road play area development included a range of equipment designed for use by users of all ages and with a range of abilities. Improvements to play areas in Sandbanks and Whitecliff will be completed in the New Year. *(CS – Supporting children and young people/ Strengthening our communities)*

- Each of the three Leisure Centres refurbishments has been DDA compliant and included new purpose built areas for people with physical impairments. Each of the Centres has achieved 'Quest' accreditation, which means that they meet industry standards of programming, facilities, staffing, links to sports and community groups. *(CS- Promoting health and well-being)*
- In 2006-07 Poole Housing Partnership installed 91 level access showers and 35 over-bath showers. As well as 46 further adaptations, including an extension to a property, they also installed a large number of minor aids and adaptations, such as grip rails, lever taps and ramps. *(CS – Improving housing for local people)*
- In 2006/07 voluntary driver journeys increased, including 267 trips (previously 143) in the Council's wheelchair accessible Citroen Berlingo. *(CS – Strengthening our communities)*
- Poole Libraries have worked with health professionals to offer an approved range of books to support individuals who have been diagnosed with mild or moderate mental health problems. *(CS- Promoting health and well-being)*
- Commissioned 'Rethink' to provide housing related support to people with a mental health problem. *(CS- Promoting health and well-being)*

## Race

- Commissioned a supplementary study into the housing support needs of Gypsy and Travellers in Poole and Bournemouth, following the Dorset-wide Gypsy and Traveller Housing Needs Assessment. Borough of Poole has submitted a grant bid to the Department of Communities and Local Government to refurbish and remodel Mannings Heath site. Services and the environment for those currently on living of the Mannings Heath Traveller site have also been improved. *(CS – Improving housing for local people)*
- Continued to support Dorset Healthcare Trust's work on race equality and mental health for the local Black and Minority Ethnic (BME) population. Support was also given to Dorset Mind's Research Project focusing on Knowledge and Perceptions on the use of Compulsory Powers in Mental Health among BME communities in Bournemouth, Poole & East Dorset.<sup>3</sup> Provided community mental health services meeting needs of people with complex needs from BME backgrounds including asylum seekers. Outreach has been conducted with specific communities, e.g. an anxiety workshop was held for Chinese community, enabling the group to acknowledge & talk about their mental health symptoms and how they affect their lives. *(CS – Strengthening our communities / Promoting health and well-being)*
- At Key Stage 4 in schools, 100% of Black<sup>4</sup> students achieved 5+ A\* to C, including A\* - C in English and Maths, continuing the upward trend from 2005. The 'white other' group's attainment (including English as an Additional Language learners) increased from 27% to 54%. Although numbers were very small, there were individual success stories for both individual Gypsy Roma and refugee students. *(CS – Supporting children and young people)*
- Developed and published a strategy and policy for raising achievement of Traveller and Black and minority ethnic children and young people. One school has employed a Polish speaking teaching assistant to provide additional support. *(CS – Supporting children and young people)*

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<sup>3</sup> Both also relates to the Disability Agenda

<sup>4</sup> These are students who would categories themselves under the 'Black' census categories

- A partnership between Adult Learning and the Library Service has seen over 150 'English as Second Language' students introduced to the range of services available in Poole's libraries. Although some were already members, more than 40 chose to join and borrow specially obtained material, including 200 books in Polish. *(CS – Strengthening our communities)*

## Age

- The Partnership for the Older People's Project initiative in Parkstone and Poole Old Town has also successfully improved access to health and social care services in people's homes, which in turn has decreased avoidable hospital stays. Older People's Steering groups have led the development of new services, such as podiatry, exercise classes and a new range of community social care and well-being services. *(CS- Meeting the needs of our ageing population)*
- A new, accessible mobile library has improved the quality of service to residential care and nursing homes, and people who do not live near a static library. Established a reading group in a sheltered housing scheme and are trying to develop more. Continued computer skills taster sessions for older people at the library, and helped interested people move on to Adult Learning Classes. *(CS- Meeting the needs of our ageing population)*
- The Child and Family Book Scheme, a new range of books to support families, was launched in September 07 and nearly 250 books were issued in the first two months. These books have been recommended by professionals working with families and children and can help understanding of many of the common issues that families face. *(CS – Supporting children and young people)*
- In 2006/ 07, 93% of babies in Poole were given Bookstart packs at their 8 month health check, 96% of children were given Bookstart at 2yrs plus, 100% were given treasure chests at 3-4 yrs. These are above the national average distribution rates. *(CS – Supporting children and young people)*
- In 2007 a new vocational Hair and Beauty facility is being developed in Hamworthy's Carter Community School for the offer of taster sessions and the new 14-19 Vocational Diplomas. This will be extended to become a training centre for business and fitness and leisure vocational courses. This will be the only vocational training facility in the Hamworthy area, where there are acknowledged skills deficits. *(CS – Supporting children and young people)*
- Opened two Children's Centres and 50% of schools are now offering extended school activities, such as breakfast clubs, lunch-time and after-school activities. Both aim to provide parents, prospective parents and children with faster and easier access to services. *(CS – Supporting children and young people)*
- Through the Youth Opportunities Fund and Youth Capital Fund 65 young people have been involved in the grant making panels, 46 bids have been received involving 432 young people in the preparation with thousands more young people the beneficiaries of these funds. This includes a significant investment in the Bourne Valley Youth Centre. *(CS – Supporting children and young people)*

## **Improve participation of all equality groups in decisions that affect their lives**

### **All Equality Strands**

- Improved, via a new database, the sharing of outcomes from research and consultation across the Council to support its assessment of equalities issues and decision-making. *(CS – Improving our efficiency and effectiveness)*

### **Disability**

- Relunched Poole Forum, which gives a strong voice to people with learning disabilities, and continued to employ one of their members as a co-chair to steer the work of the Learning Disability Partnership Board. Poole Forum Members were actively involved in the recruitment process for an Adult Social Care and Well- Being Principal Officer. *(CS – Strengthening our communities)*
- Commissioned 'Coping with Chaos', a parent-led organisation, to inform the delivery of services to children with disabilities and special needs. *(CS – Supporting children and young people)*
- PRO Disability was awarded the support service contract for Direct Payments.
- Set up a fledging Disabled Employees Group. *(CS – Improving our efficiency and effectiveness)*

### **Race**

- Strengthened engagement with the Gypsy and Traveller community through the continued community development support and undertaking supplementary research on housing needs. *(CS – Strengthening our communities)*

### **Age**

- The 3<sup>rd</sup> 'Speak Out' Event held was in February 2007 attended by over 200 older people. They were actively involved in developing 'A Time of Our Lives' which is Poole's draft Older People Strategy for 2007-12. *(CS- Meeting the needs of our ageing population)*
- Poole Connects commissioned a piece of work from the Older People's project to engage with older people in Poole to review existing and potential learning opportunities. *(CS- Meeting the needs of our ageing population)*
- Published a Children and Young People's Participation Strategy, and have improved the effectiveness of the Children and Young People's Shadow Board by making it more representative, e.g. of the social inclusion group, young carers, looked after children. *(CS – Supporting children and young people)*

## **Identify and eliminate discriminatory behaviour and harassment**

### **All Equality issues**

- Launched and implemented new Prejudice Incident Reporting Process, covering the six equality strands, with partners. The Council continues to lead the work of Poole Without Prejudice, and links to Pan-Dorset Without Prejudice and the Lesbian and Gay Liaison Officer Group. *(CS – Strengthening our communities)*

- Poole Safe Together Partnership has funded the production of a DVD and teaching pack looking at prejudice and discrimination, "harassment journals" (an evidence diary to be used as court evidence), and Late Night Safety Training for Black and minority ethnic take away restaurants. *(CS – Strengthening our communities)*
- Poole Safe Together Partnership launched the Safer Neighbourhoods Initiative in Autumn 2007 in Hamworthy, Alderney, Poole Old Town and Oakdale wards with all sections of local communities. *(CS – Strengthening our communities)*

## Race

- Provided a black counsellor for a young person to help with identity issues in order to increase their ability to deal with racist incidents, reduce anger, help form appropriate relationships and improve educational attainment. *(CS – Supporting children and young people)*

## Gender

- On Domestic Violence issues the Borough has been involved in partnership working in the following areas:
- Multi-agency risk assessment conferences were launched June 2007. These enable partners to assess the risks to the victim, exchange information exchange and develop a risk management plan with focus on victim safety. To support the MARAC process GOSW have provided funding for a MARAC administrator and a restricted information database called Paloma, which will enhance the information sharing between agencies.
- Specialist Domestic Violence Courts were established across Dorset in April 07 to improve rate and consistency of sentencing and provide additional support and information to victims. Project supported by Poole and Bournemouth Domestic Violence Advisers (**IDVA's**) holistic support to victims including through prosecution process.
- **IDAP** Probation Service perpetrator programme for convicted high-risk offenders. The LAA Domestic Violence Stretch Target (pump priming) supports the IDAP project financially to fast track Poole offenders and support the women's safety worker.
- **BCHA Domestic Violence Refuge and Domestic Violence Outreach Project** (based at Ted Webster Family Centre) is funded for three years via Housing and Community Services
- The installation of sanctuary rooms and target hardening for victims to increase security within the home. Financed via Housing and community Services and the Safer and Stronger Communities fund.
- Clear referral and response procedures are in place between police and CYPSC in relation to children and young people at risk as a result of domestic violence. Lead operational officers identified in each agency.

*(CS – Strengthening our communities)*

## Age

- Environmental Consumer and Protection Services have run schemes with the Police in three areas of Poole to set up 'no cold calling' zones. These help prevent residents using rogue trades who sell goods and services door-to-door and prevent distraction burglaries affecting older people. *(CS- Meeting the needs of our ageing population)*

## **Promote fair and equal access to employment and career development opportunities**

### **All Equality Issues**

- The Council has published a workforce plan, which outlines the significant equalities issues that need addressing. The Council can report an increase in the proportion of employees from a minority ethnic background and of employees who consider themselves to be disabled, which better reflects the make up of the local community. (CS – *Improving our efficiency and effectiveness*)
- Provided a wide range of equalities and diversity training. (CS – *Improving our efficiency and effectiveness*)

### **Disability**

- Through Personnel and the Borough's Occupational Health Services, all Units across the Council can access & refer employees with a disability/ mental health issue to our specialist supported employment service, where they can receive advice, support & guidance on retaining their employment.

### **Gender**

- The Council has made very significant investments to ensure equal pay. Equal Pay audits already undertaken have been targeted at groups of female employees where there have been potential equal pay issues. An analysis undertaken indicates that 1662 employees have benefited from equal pay reviews already undertaken, including 1514 female employees (91%). The Council Medium Term Financial Plan has set aside an amount of £2,048,000 for equal pay reviews. Of this amount, £638,000 has already been committed to carry out the equal pay audits mentioned. The Equal Pay review is the most significant part of the Council's activities on equality in terms of financial resource and potential impacts. (CS – *Improving our efficiency and effectiveness*)

## **Integrate equality issues into the mainstream business planning and service delivery**

### **All Equality issues**

- Reviewed Equality Impact Assessment (EQIA) Guidance and provided further training to Service Units. Corporate Management Team now reviews new corporate policy developments for equality issues as they go to Cabinet. (CS – *Improving our efficiency and effectiveness*)
- Enhanced links have been made between corporate planning processes and leadership on the equalities agenda. For example, by undertaking workshops with portfolio holders and senior managers during the business planning processes to ensure equality and diversity was included in this. Equality Impact Assessments were timed so that the resulting action and resource implications could feed the 07/08 business planning round. The Chief Executive has been reinforcing the Borough's equality commitments through his recently introduced monthly newsletter to senior managers. (CS – *Improving our efficiency and effectiveness*)

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## Best Value Performance Indicators – related to Promoting Equality, Respecting Diversity<sup>5</sup>

Performance Indicators		Actual 2004/05	Actual 2005/06	Actual 2006/07	2 <sup>nd</sup> Quarter 2007	Target 2007/08	Target 2008/09
<b>Policy Directorate - Corporate Measures</b>							
BV2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	1	2	2	2	2	3
BV2b	The duty to promote race equality - percentage score against the RES check list.	57.8	52.6 <sup>6</sup>	57.9	57.9	68.4	73.7
<b>Personnel and Training Services</b>							
BV11a	*The percentage of top 5% of earners that are women.	41.12	44.25	43.25	43.04	46	46.5
BV11b	The percentage of top 5% of earners from black and minority ethnic communities. Amended from 2005	1.76	1.06	1.09	1.12	2.2	2.25
BV11c	Percentage of the top-paid 5% of staff who have a disability (excluding those in maintained schools).-New from 2005	-	7.99	6.57	6.70	2.5	2.5
BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	2.14	2.1	2.36	2.21	2.28	2.3
BV17a	The percentage of local authority employees from ethnic minority communities. (Amended from 2005)	1.32	1.08	1.5	1.22	1.6	1.62
<b>Property Services</b>							
BV156	* The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	29	35	38.89	38.78	38.89	38.89
<b>Transportation Services</b>							
BV165	* Percentage of pedestrian crossings with facilities for disabled people.	92	6.86	20.63	20.36	30	35
<b>Housing and Community Services</b>							
BV164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	Yes	Yes	Yes	Yes	Yes
BV174	The number of racial incidents recorded by the authority per 100,000 population.	16	14.59	12.39	7.3	16	16.5
BV175	* The percentage of racial incidents that resulted in further action.	100	100	100	100	100	100
BV225	Actions Against Domestic Violence - % of questions from a checklist to which a local authority can answer 'yes' The purpose of this BVPI is to assess the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence. (amendment from 2005 was		63.6	63.6	63.6	82	82

<sup>5</sup> NB There are other Service Unit indicators, egg Social Services PAF indicators that contribute to this agenda. Please note this data may change as a result of an audit.

<sup>6</sup> Performance against one of the indicator's 19 criteria

BV176)							
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