

Gender Equality Scheme Action Plan

| Eliminate Unlawful Discrimination | | | |
|--|--|---------------------|----------------------|
| Adult Care | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| <p>Carers need access to information, advice and support to enable them to understand their rights and entitlements.</p> <ul style="list-style-type: none"> Support the continued development of The Carers' Association (Heywood, Middleton, Rochdale, Pennines). | <p>Provide support to carers' groups to promote carers' rights across the borough.</p> <p>Success criteria of 1250.</p> | JM/JP | March 2011 |
| <p>Proportion of male carers accessing information, advice and support through carer's services does not reflect the proportions of male carers (42%, Carers UK)</p> <ul style="list-style-type: none"> Ensure that promotional events, activities and materials include reference to male carers. Provide bespoke activities to target recruitment of male carers. | <p>Increase the numbers of male carers accessing information, advice and support.</p> <p>Success criteria of 150.</p> | JM/JP | March 2011 |
| <p>Carers need access to information, advice and support to enable them to understand their rights and entitlements.</p> <ul style="list-style-type: none"> Promote carer's rights to an assessment. Advise and support assessment teams to ensure they have the capacity to fulfil carer's assessment targets. | <p>Increase the numbers of carers accessing a carer's assessment.</p> | JM/JP | Ongoing |
| <p>Increase the number of older people with mental health needs accessing intermediate care services via specialist multidisciplinary assessment from 0 to 300</p> | <p>More home-based reablement services and support in partnership with the PCT, to ensure a more holistic whole-systems approach to reablement to maximise independence and wellbeing. Also in terms of gender, continue to target females from BME communities where there is additional stigma around mental health needs.</p> | JM/PL | Quarterly monitoring |

Children's Social Care

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|-----------------|
| Improve access to services for minority groups including gender related groups (achieve targets in Service Equality and Diversity Plan 2010/11). | No gender based discrimination regarding service delivery. | KL | March 2011 |
| Ensure that services meet the different needs of men and women. | Service can assess and support the needs of families. Particularly recognising the changing family circumstances of those who would have traditionally had a primary caring role. Increased flexibility of services. Meet different needs of mothers and fathers. Ensure that services meet the different needs of men and women. | KL | Ongoing |

Impact Partnership

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|---|--|---------------------|-----------------|
| Review our policies and procedures (recruitment, maternity, paternity, flexible working). | Ensure policies up to date with regard to current legislation. | CC | Ongoing |
| Provide training (induction, e-learning, and tool kits). | Ensure policies and procedures are embedded throughout the organisation. | CC | Ongoing |

Customer and Communications Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|-----------------|
| Enhance employment opportunities by developing the use of the Job Shop, facilitate the Website, explore potential for Work Life Balance and Review and reconfigure the duties of vacant posts in Customer and Communications to facilitate the employment of people with disabilities. | (Specific Gender related) Explore potential to increase opportunity for Work Life Balance. | PC | Ongoing |
| Ensure all staff complete the on-line Equality and Diversity training course. | Staff have a good awareness and understanding of gender equality issues, and knows what their responsibilities are. | PC | April 2011 |

| Customer and Communications Service | | | |
|--|---|----------------------------|------------------------|
| Ensure equality and diversity issues form part of the team brief process. | Staff have a good awareness and understanding of equality issues, and know what their responsibilities are. | PC | Ongoing |
| Learners and Young People's Services | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Enhance employment opportunities by developing the use of the Job Shop, facilitate the Website, explore potential for Work Life Balance and Review and reconfigure the duties of vacant posts in Information and Libraries to facilitate the employment of people with disabilities. | (Specific Gender related) Explore potential to increase opportunity for Work Life Balance. | CD | Ongoing |
| Legal & Democratic Services | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| To ensure that staff are aware of their responsibilities in relation to gender issues, and specifically the Gender Action Plan. To ensure that staff understand specific actions taken by the service. To listen to issues and concerns raised by staff and consider taking action as appropriate. | Staff aware of responsibilities. Enhances service delivery. Fewer complaints. | CP | 31/12/10 |
| Review the Service/Team Planning Guidance Notes to include specific references to the Gender Equality Duty and how they should be included in Service/Team Plans. | Increase awareness of the Gender Equality Duty amongst staff. Promote equal opportunity for men and women. | CP | 31/12/10 |
| Impact Partnership | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Review our policies and procedures (recruitment, maternity, paternity, flexible working). | Ensure policies up to date with regard to current legislation. | CC | Ongoing |
| Provide training (induction, e-learning, tool kits). | Ensure policies and procedures are embedded throughout the organisation. | CC | Ongoing |

Link4Life

| Link4Life | | | |
|--|---|--------------------------------------|------------------------|
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Trust Board to adopt a fair recruitment & selection policy & procedures which promotes equality of access to employment within the Trust. | Workforce reflects Borough gender profiles. | PF | Ongoing |
| Ensure flexible working arrangements wherever possible within constraint of service needs to prevent discrimination against employees. % of employees able to work from home (access) in management team. | Balances workforce in terms of gender. Improve retention of staff. | PF | Ongoing |
| People Management Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Job evaluation exercise completed for implementation 1 October 2009, and development of pay structures to address issues of pay inequality. | Meet the requirements of the Equal Pay act commences from April 2007. | LG | Ongoing |
| Performance and Development Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Ensure working practices including management and supervisory practices adopted throughout the service do not discriminate against staff by gender. | Staff work in an environment free of discrimination. | SMT/ Performance Development Reviews | March 2011 |
| In developing policies and strategies, and improving services ensure people are not discriminated against because of their gender. | Services are developed that do not discriminate against stakeholders (service users, members, staff, etc) because of their gender | MB | March 2011 |
| Promote flexible working including working from home. | Staff are better able to balance work and home life. | SMT/ Performance Development Reviews | March 2011 |
| Listen to issues and concerns of staff and take appropriate action. | Speedy resolution of gender related issues. | SMT/ Performance Development Reviews | March 2011 |

Performance and Development Service

| | | | |
|---|--|---|-------------------|
| <p>Roll-out across the council and local strategic partnership a new evaluation framework and an integrated impact assessment framework to support the focus on customers and improving outcomes.</p> | <p>There are currently various approaches to undertaking equality impact assessments across the council and its partners. A single evaluation framework will ensure a coordinated approach to, and increased focus on; the wide range of equality and diversity issues relevant to the provision of all council and partnership services. This approach aims to ensure that no residents/service users experience disadvantage or dissatisfaction when in the receipt of services, and that all residents/ service users are able to access all relevant services to their satisfaction.</p> | <p>BB/Head of Service/SEC Group/Local Strategic Partnership</p> | <p>March 2011</p> |
| <p>Implement a new Families Development Programme which is aimed at improving customer focus on family needs.</p> | <p>Ensure involvement of people to help improve customer focus on family needs</p> | <p>HL</p> | <p>Ongoing</p> |
| <p>Lead a coordinated approach to consultation across the council, and ensure systematic feedback to customers on how we have changed service delivery in response</p> | <p>Customer consultation takes place by various services in an ad-hoc manner, leading to frequent duplication of questions asked of the same service users. This in turn leads to customer irritation and dissatisfaction, and costs and inefficiencies in officer time and resources. A coordinated approach will follow the "Collect Once, Use Many Times" principle of data collection, with services coordinating their public consultations. This supports efficiencies in data analysis, service response and customer feedback over a specified time-frame.</p> | <p>SA/Head of Service</p> | <p>March 2011</p> |
| <p>Implement a new, Boroughwide approach to customer insight using a series of targeted approaches to inform an overall approach.</p> | <p>The Council will continue to acquire detailed knowledge of its resident and transient population, and of existing, new and emerging communities. Although communities have generic service requirements, there are also some with substantial differences in service need. An improvement in customer insight will make the effective targeting of services to relevant customers more efficient.</p> | <p>AF</p> | <p>March 2011</p> |

Performance and Development Service

| | | | |
|---|--|--------------------|------------|
| Develop a coordinated approach to improving customer satisfaction and improve our ratings in the Place Survey | Some Council services are already performing well against National Indicators but public perception and satisfaction with council services is often quite poor. The coordinated approach will target those services which need to improve and will ensure that improvement is tangible and visible to service users. Those services which are already performing well will improve their public image and promote greater customer satisfaction. | Head of Service/KL | March 2011 |
|---|--|--------------------|------------|

Planning & regulation Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|--|---------------------|---|
| All recruitment is undertaken in strict accordance with the Council's fair recruitment policy. | No discrimination on race, disability, gender, or age. | SMT | Ongoing |
| Equality and Diversity training will be provided for all staff. | Staff will be aware and understand unlawful discrimination. | SMT | Reviewed March 2010 more action needed. |
| The service has undertaken the pay and grading review for all posts. | Equal pay will be established irrespective of race, disability, gender or age. | SMT | Ongoing |

Schools Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|-----------------|
| Incorporate all E&D training to schools. | No unlawful discrimination in schools. | SM | Ongoing |
| Provide training sessions on equality issues to governors, teaching and non teaching staff in schools. | To ensure there is a good awareness and understanding of equality issues, and know what their responsibilities are. Equality of provision in relation to teaching and learning. | SM | Ongoing |
| Involvement of children and young people in the design of the new post-16 centre for Rochdale centre. | Involve disabled people in consultation exercises and develop services that overcome barriers to services. | SM | Ongoing |
| Involve children and young people in the design of new secondary schools (BSF). | Involve disabled people in consultation exercises and develop services that overcome barriers to services. | SM | Ongoing |
| Listen to the voice of young people by analysing outcomes of Big Listen, TellUs Survey and Health and Well Being survey in identifying priorities and shaping of services. | Obtain the views of young disabled people to shape services to their needs. | SM | Ongoing |

Strategic Housing

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|-----------------|
| Extend Work Life Balance across all services where possible to ensure gender equality. | Ensure the scheme benefits both men and women equally. | AJ/SMT | March 2011 |
| Develop a new Equality and Diversity monitoring system which will comply with the statutory requirements and good practice. This has not been achieved yet but Equality Programme Board is now dealing with this matter. | A monitoring form will be produced to capture information about service users in relation to gender. The information collected will enable us identify and eliminate any gender discrimination. | AJ | Ongoing |

Business Partnerships

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|---|---|---------------------|-----------------|
| Respond to our customers and improve their satisfaction across all areas of the service. Develop creative ways of engaging with customers and key stakeholders. | Engage with customers to improve the quality of services. Diversify the ways to consult with customers and key stakeholders to ensure services reflect customer needs. | NB | Ongoing |
| Working with partners to ensure resident views are included in the shaping of our service provision. Undertaking regular consultation with partners and stakeholders to commission services which deliver quality outcomes. | Increase partnership working and deliver consultation events which will help shape our services around customer needs. | NB | Ongoing |
| Promote our workforce as one which reflects the diversity of our Borough. Actively encourage more people from minority groups to be users of our services and work with partners to increase participation in the services we offer directly or those we have commissioned. | Ensure the workforce reflects the diversity of the Borough. Ensure our services do not discriminate against service users. | NB | Ongoing |

| Theme 2 | Promote Equal Opportunities | | |
|--|--|---------------------|-----------------|
| Adult Care | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Providing Information in a variety of formats to promote access to people from a range of backgrounds and circumstances. | <ul style="list-style-type: none"> • Carers assessments are accessed appropriately. • Financial disincentive/charging issues are addressed. • Care work perceived as a valued career by men and women. • Support services provided to male and female carers. • Establish a business case. • Develop and agree a workplan. • Undertake work according to priorities. • Improve and update information according to service developments/ service user needs. | JM/CJ | Ongoing |
| Children's Social Care | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Ensure that services are accessible to the different needs of men and women. | Provision of appropriate web-based information. Care work perceived as a valued career by men and women Support services provided to both mothers and fathers. | KL | Ongoing |
| Environmental Management | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Introduce Work Life Balance across all services where possible to ensure gender equality. | Ensure the scheme benefits both men and women equally. | PC | Ongoing |

| Financial Services | | | |
|---|---|----------------------------|------------------------|
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Annually review the Work Life Balance Scheme and its application within Finance Services. | Ensure the scheme benefits both men and women with caring responsibilities. | RH | Ongoing |
| Impact Partnership | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Lead diversity from the top; make sure we model our values through the right mix of attitudes, attributes, and behaviours-providing challenge to each other. | Ensure equality issues followed. | CC | Ongoing |
| Review our traditional sources for recruits and monitor our selection process, also monitor leavers and reasons for leaving. | Improve recruitment and retention from under-represented groups. | CC | Ongoing |
| Set-up a Steering Group with business stream champions to take ideas forward throughout the business. | Deliver continued improvement on gender equality issues. | CC | Ongoing |
| Gather data to understand our current profile on gender and use this to monitor and measure progress. | Understand where we are now, and consider where we want to be. | CC | Ongoing |
| Customer and Communications Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Carry out the actions in the Libraries Community Engagement Actions that are designed to making a real impact on the most vulnerable members of society. | Increased take up of library services by all members of society. | PC | Ongoing |
| As part of the Council's Cross cutting reviews, expand partnerships with other council services, organisations and community groups. This will lead to increased service provision within libraries from partners, and introduce library services in other venues than libraries. | Library service is currently reviewing its partnerships with many services. Children's Centre staff provide services in numerous libraries, and library service are assessing the demand for library services within children's centres | PC | Apr 2011 |
| Maintain current work life balance scheme. | Support flexible working to help maintain a good gender balance in the workforce and remove/ reduce barriers for carers. | PC | Apr 2011 |
| Increase the range of flexible ways of working opportunities. Support and | Promote and ensure gender equality and improve staff retention. Have working | PC | Ongoing |

| | | | |
|--|--|----------------------------|------------------------|
| increase the number of staff involved in home working. | arrangements that are flexible and provide for an improved work life balance. | | |
| Learners & Young People's Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Investigate possibility of library provision in Children's Centres/promote children's library services in CCs. | Raised confidence, assertiveness and ability to access opportunities. | CD | Ongoing |
| Legal & Democratic Services | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| To produce a gender equality scheme that sets out tangible actions to promote equality for all regardless of gender. | Equality of opportunity for men and women is achieved. | CP | 31/12/10 |
| To ensure that the composition of Legal and Democratic Service more accurately reflects the gender balance within the Borough, thereby enhancing service delivery. | Access to a wider pool of talent. Recruitment of the best possible staff. Greater ability to engage with other services and with the wider public. Enhances service delivery. | CP | 31/12/10 |
| Link4Life | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Carry out annual customer profile/representiveness surveys to assess customer access to service in terms of gender. Develop performance management to reflect progress. | Implement appropriate actions with targets to improve any identified under-representation within Link4Life operational plans. | PF | Ongoing |
| Consult with service users and non-users to identify-possible barriers to participation in terms of gender related issues. Develop performance management to reflect progress. | Implement pro-active measures to address identified barriers to participation & improve access to services. | PF | Ongoing |

Regeneration Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|-----------------|
| <p>The Community Safety Service Action Plan item CSS 72 sets a target of improving drug and alcohol services for women. We:</p> <p>Ensure 30% of active clients are female.</p> <p>Provide services for the sex workers in the Borough (currently writing a prostitution strategy for the borough).</p> <p>Provide services to female drug users who are pregnant.</p> <p>Ensure that all people with alcohol related problems have access to appropriate treatment services but a Women's group has been set up via Alcohol and Drug Services (ADS) and links are provided to this group from satellite services.</p> | <p>Women are specifically targeted for services relating to drug and alcohol abuse.</p> | | <p>Ongoing</p> |
| <p>U-Nite, the service is the lead member for the Borough youth community cohesion group, which is actively targeting young Asian females as they are underrepresented in its activities.</p> | <p>Asian females and have a greater inclusion in Community Cohesion activities.</p> | | <p>Ongoing</p> |

People Management Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|--|---------------------|-----------------|
| <p>Work life balance, to continue to support carers and staff with family responsibilities through the extension of work life balance schemes and flexible working, the Child Care voucher scheme, the Job Share Scheme and generous maternity/paternity and adoption/fostering schemes.</p> | <p>People of all genders are more attracted to employment with the Council and more able to sustain their employment.</p> <p>Changes to legislation extending bank holiday entitlements into annual leave provisions have been implemented, benefiting adopters, fosterers and staff taking maternity leave. PMS will also review and develop policies in relation to more flexible working and support the movement of staff into the new building in 2011.</p> | <p>JO</p> | <p>Ongoing</p> |

People Management Service

| | | | |
|---|--|----|---------|
| To revise and update the Council's Maternity/Paternity Schemes. | To be in line with 2007 regulations. PMS will further review and develop policies relating to more flexible working to support the movement of staff into the new building in 2011. | JO | Ongoing |
| Recruitment and selection. To increase the % of top 5% earners that are women. | To remain in the Top Quarter of all England Authorities for this BV indicator. | SR | Ongoing |
| Review all policies and procedures to ensure they reflect the council's objectives. Specific measures to be identified over the next twelve months. | Ensure equalities is embedded in policies and procedures. | LG | Ongoing |

Performance & Development Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|--|-----------------|
| Promote Work Life Balance across the service. Annually review the Work Life Balance scheme and its application. | Working hours can be adjusted to cater for family/ caring commitments. | SMT | March 2011 |
| Implement actions to achieve corporate targets regarding the percentage of female staff in the top 5% of earners. | Female employees are encouraged to be high earners/have equal standing with male colleagues. | SMT/PDR encouragement to take up training and development opportunities. | March 2011 |
| In developing policies and strategies, and improving services ensure people of all genders have equal opportunities. | Services are developed that provide equal opportunities for stakeholders (service users, members, staff, etc) regardless of gender. | MB | March 2011 |

Schools Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|---|--|---------------------|-----------------|
| Analyse data and set targets for groups by gender as well as ethnicity. | Narrowed gender attainment gap where it occurs. | SM | Ongoing |
| Focus on particular groups such as, Pakistani and Bangladeshi boys and subject areas such as, Science and Maths identified through data by gender as well as ethnicity. | Narrowed gender attainment gaps within minority ethnic groups. | SM | Ongoing |
| Continue to implement work-life balance schemes. | Reduced sickness absence, easier recruitment and accommodation of employees with families. | SM | Ongoing |

| Schools Service | | | |
|---|--|----------------------------|------------------------|
| Incorporate six strands into the EIA process. | Ensure that all new strategies include an EIA. Measure the impact on equalities as an element of the strategy work plan. | SM | Ongoing |
| Strategic Housing Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Analyse service delivery take up by gender. | To ensure equal opportunities for all customers regardless of gender | AJ | March 2011 |

| Theme 3 | Eliminate Gender Related Harassment | | |
|--|--|----------------------------|------------------------|
| Adult Care | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Charging for services. <ul style="list-style-type: none"> Monitor charging policy and impact, identify and raise any gaps or risks identified. Ensure that risks are mitigated against in actions in 10-11. | Ensure that charging policies are carried out fairly and do not unintentionally disadvantage any service user on grounds other than means. | JM/SW/JJ | Ongoing |
| Gender imbalance in workforce roles relating to provision of care. <ul style="list-style-type: none"> Promote care as a valued career to men as well as women through Care Ambassador Scheme. Ensure that appropriate alternative provision is in place where a service user requires a male care worker. | Ensure that service users are able to access personal care services provided through a person of an appropriate gender. | JM | Ongoing |
| Carers need access to information, advice and support to enable them to understand their rights and entitlements. <ul style="list-style-type: none"> Using events, professional and community networking opportunities to engage carers to register for information, advice and support. | Increase number of carers registering to access information, advice and support to min. of 1600. Ensure that carers recruited are reflective of local community. | JM/ JP | March 2011 |

Adult Care

| | | | |
|---|--|-----------|--------------------------|
| <p>Adult Care staff at all levels need to sustain the awareness of equality and diversity issues which is integrated into their professional training.</p> <ul style="list-style-type: none"> • Ensure that all staff have accessed relevant professional training embedded with equalities prior to or upon take up of post within the service. Provide additional training and awareness sessions to enhance existing knowledge and skills. • Continue to monitor basic awareness in existing professional training. Brief managers on revised equalities framework. Encourage staff to undertake e-learning package. | <p>Ensure that all adult care staff access a minimum level of equality awareness training. Ensure that all relevant staff are able to carry out their duties as part of the SES, including undertaking EIAs.</p> | <p>JM</p> | <p>Ongoing</p> |
| <p>All new projects need to include equalities considerations from the strategic development stage.</p> <ul style="list-style-type: none"> • Include equalities as an element of the work required to develop a strategy or project plan. • Undertake EIA of personalisation based on data from projects which are closely linked to personalisation agenda (e.g. POPPs, SIU - as preventative services; Direct payments as provision). | <p>Ensure that all new strategies include an EIA. Measure the impact on equalities as an element of the strategy work plan.</p> | <p>JM</p> | <p>Ongoing 2010-2011</p> |

Adult Care

| | | | |
|--|---|----------------|---------------------------|
| <p>People who are not eligible for social care services but who are vulnerable or at risk due to social care issues require services which will provide support to achieve goals, minimise the likelihood or impact of crisis.</p> <ul style="list-style-type: none"> • Ensure that services that work with vulnerable adults deliver good quality and challenging outcomes which meet the needs and aspirations of a diverse range of vulnerable adults. • Continue to deliver and improve services which reach diverse groups of vulnerable adults. • Ensure that services maximise resources towards support which enables adults to fulfil their potential and achieve the Seven Adult Care outcomes. • Ensure that services continue to evidence that they are successfully engaging and delivering support to diverse groups of vulnerable adults. | <p>Provide services such as POPPs, SIU, Comple@t, Primary MH services to a wide range of vulnerable adults. Ensure that diverse groups of vulnerable adults engage with and value the services.</p> | <p>JM / DD</p> | <p>Ongoing</p> |
| <p>Vulnerable adults may require particular support to ensure their community safety; protect them from harassment or discrimination.</p> <ul style="list-style-type: none"> • Provide specific support to vulnerable adults who are at particular risk due to age, disability or health condition. | <p>Adults feel safe and free from harassment in a variety of settings. Adults who experience risk to their safety or wellbeing are protected.</p> | <p>JM</p> | <p>Ongoing monitoring</p> |

Adult Care

| | | | |
|--|--|--------------------------------|-----------------------------|
| <p>Need to ensure that there are no differences in key outcomes for different equalities strands (waiting times for assessment and length of time between assessment and service)</p> <ul style="list-style-type: none"> Continue to provide services which deliver reduced waiting times. Scrutinise the data by equalities strand to identify any differences or risks and take appropriate actions where necessary. | <p>Reduce waiting times (assessment and length of time between assessment and service). Ensure there are no differences in waiting times between equalities strands.</p> | <p>JM</p> | <p>Quarterly monitoring</p> |
| <p>Need to collect and analyse reliable performance data in order to fully assess the impact of equalities actions.</p> <ul style="list-style-type: none"> Collect and analyse data on take up, outcome and, where possible, satisfaction with service by operational team and equalities strand (G, R, D). Procure system able to run reports by team / equalities strand. The system also needs to be able to respond to future data needs, e.g. sexual orientation. Need a policy on "asking" for E&D data. | <p>Collect and analyse data on take up, outcome and, where possible, satisfaction with service by operational team and equalities strand (G, R, D).</p> | <p>JM</p> | <p>Quarterly monitoring</p> |
| <p>Work with vulnerable adults to ensure that they do not become victims of crime.</p> | <p>Greater partnership working with Rochdale Community Safety Partnership Board to ensure a joined up approach to empowering vulnerable adults and reducing the levels of crime.</p> | <p>JM / Safeguarding Board</p> | <p>Ongoing</p> |
| <p>Work with community safety to ensure that equality groups within the Borough including older people and disabled people are not victims of hate crime.</p> | <p>Increased reporting of hate crime indicates greater willingness to report these, and levels of hate crime and outcomes to be measured.</p> | <p>JM</p> | <p>Quarterly monitoring</p> |

| Environmental Management | | | |
|---|---|----------------------------|------------------------|
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Improve the perception of safety within public spaces, creating open and inviting landscapes by: Achieving Green Flag Status Increasing public satisfaction Providing a site-based staff presence Introducing a voluntary ranger scheme that targets women. | Increased perception of safety of all sexes in parks and open spaces. | PC | Ongoing |
| Financial Services | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Staff to attend corporate Gender Equality Duty training sessions. | Staff are aware of the Gender Equality Duty, understand how it will affect their work, and have the skills to implement the duty in their work. Create positive attitudes towards the transgender workforce and community. | RH | Ongoing |
| Impact Partnership | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Create a Guide to Diversity and Equality and a communication plan; generate case studies which celebrate diversity. | Ensure best practice is shared across the organisation. | CC | Ongoing |
| Customer and Communications Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Further develop the surgeries with the Rochdale Interagency Domestic Violence Forum in Customer Service Centres. | More women who are subjected to Domestic Violence know what support is available and where they can access it. | PC | Ongoing |
| Promote the existence of the Council's Harassment Policy. | Staff are aware of their rights and the actions they can take if they are experiencing harassment. | PC | Ongoing |
| Ensure all communications e.g. Council Website, Intranet, 'Local Matters' are free of gender based stereotyping. | Communications are free of negative gender stereotypes and promote positive images across all genders. | MJ | Ongoing |

Learners & Young People's Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|-----------------|
| Specific training for Youth Workers to deliver sessions to young people. | Less gender related harassment amongst young people and increased ability to deal with any incidents. | CD | Ongoing |
| Review Staff Induction and Training. | No incidence of gender related harassment. | CD | Ongoing |

Legal & Democratic Services

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|--|---------------------|-----------------|
| To review processes to retain staff, ensuring that suitable support mechanisms are in place. To consider the requirements of female and male staff and take actions as appropriate. To ensure that staff are aware of the importance attached to fair practice in the workplace, and confident that inappropriate conduct will be addressed. | Retention of female and male staff. Enhances awareness of equal opportunities and fair practice. Promotion of confidence in management. Reduced sickness absence. | CP | 31/12/10 |

Link4Life

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|---|---|---------------------|-----------------|
| Trust Board to adopt robust procedures to deal with reported gender related harassment. Monitor and Review effectiveness. | Guidance documents & procedures in place & disseminated to all staff. | PF | Ongoing |
| Trust to adopt policy to protect employees from harassment at work. Monitor and Review effectiveness. | Personnel trained to support employees. | PF | Ongoing |

Regeneration Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|---|---|---------------------|-----------------|
| Forced Marriage , investigate the frequency of, consult with communities and agencies, contribution to Borough-wide protocol and assist with agency training to support victims. This is carried out in conjunction with the child Protection Service, Domestic Violence Co-ordinator, and GMP to develop and monitor this facility and to tackle the wide range of crimes associated with it. | Reduce the incidence of forced marriages. Support victims of forced marriages. | HC | Ongoing |

| Partnership & Regeneration Service | | | |
|--|---|----------------------------|------------------------|
| Bogus Callers/Distracted Burglary- Working as a lead member with Trading Standards and GMP to tackle Doorstep Crime in all its formats via the borough-wide doorstep crime action plan. A particular focus is targeted at older single women as statistics show that they are the most frequent victims. | Reduce doorstep crime, particularly against older women. | HC | Ongoing |
| Dealing with Anti Social Behaviour- ASB drop-in sessions to raise awareness in regards to reporting and provision of contact details -24 drop-in sessions annually, 12 of which are for women only. | Raise awareness of ASB and how it may be reduced, particularly amongst women. | HC | Ongoing |
| Multi Agency Race and Hate Forum (MARHF)- the service plays a lead role in tackling the 5 offences classified as Hate Crimes, two of these are 'Gender and Sexual Orientation'. | Reduce hate crime of a gender and sexual nature. | HC | Ongoing |
| Self Defence Training- the service carries out this training in areas where there have been attacks of a sexual nature to provide reassurance to females within those communities. | Target self-defence training at vulnerable females. | HC | Ongoing |
| Internet- the service provides information to parents to help them understand the dangers relating to child sex. Although this is targeted at all young people, the most likely victims are young girls. | Make parents more aware and able to combat child sex crime, particularly against girls. | HC | Ongoing |
| Performance & Development Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Promote a working environment that excludes gender-based staff harassment. | A working environment free of gender-based harassment. | SMT | March 2011 |
| Planning & Regulation Service | | | |
| Action 10/11 | Outcome | Responsible Officer | Completion date |
| Harassment reports are fully investigated and action taken if proven. | Zero tolerance for gender harassment. | SMT | Ongoing |

Strategic Housing Service

| Action 10/11 | Outcome | Responsible Officer | Completion date |
|--|---|---------------------|--|
| Develop a new Equality and Diversity monitoring system which will comply with the statutory requirements and good practice. | A monitoring form will be produced to capture information about service users in relation to gender. The information collected will enable us identify and eliminate any gender discrimination. | AJ | March 2011 |
| Continue to raise awareness of Domestic Violence and the help/support available to women via community groups. | Increased awareness by women in the community regarding help and support to combat domestic violence. | IJ | ongoing |
| To monitor all Gender hate crimes reported to social landlords and ensure that appropriate action is taken against perpetrators. | Collect, report and monitor gender hate crime Incident Information from Social Landlords and provide ongoing support. | AJ | Ongoing (quarterly report is produced for MARHF) |
| Prevent homelessness amongst Asian Females | Prevent people from becoming homeless. | IJ | Ongoing |