

Appendix A

EQUALITIES AND DIVERSITY . PRIORITIES IN 2009-11

Based on a review of the priorities and experience within CMY during 2008/09, the recommendations of the independent inspection of KCC in 2008 against the former Equalities Standard for Local Government (ESLG), and the expectations of the new Equalities Framework in Local Government (EFLG) the following priorities for action have been identified.

EFLG THEME	PRIORITY	ACC
<i>Knowing your Community</i>	Complete the picture of current service users and non-users of Communities Services in terms of all equalities strands	Service managers
<i>Community Engagement</i>	Contribute to corporate developments in community engagement	Director P&R
<i>Responsive Services and Customer Care</i>	Ensure that consultation for planning and decision making involves all sections of the community	Service managers
“”	Develop a better understanding of the groups of people whose views are seldom heard and find ways of engaging with them	Service managers
“”	Embed the Directorate system for equalities monitoring relating to complaints	Service managers
“”	Lead on 5 Customer Impact Assessments (CIAs) using the new corporate methodology and then mainstream	Senior Policy Officer Service managers
“”	Review contracts and SLAs with external providers and vol. orgs to ensure E&D requirements are embedded and a monitoring system in place	P&R division
<i>Modern and Diverse workforce</i>	Promote better understanding of the diversity profile of the community of Kent in order to contribute to corporate targets on employment	P&R division
“”	Fully implement standards relating to equalities recruitment training	Service managers
<i>Capacity Building in CMY</i>	Develop and consolidate the role of DEG and Champions	DEG
“”	Induction; and general awareness raising	DEG
“”	Promote Specialist training in CIAs	DEG