

# Single equality scheme action plan

## Priority 1 - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Monitor complaints, harassment and discrimination by all equality strands - At 12.09.11 satisfaction has increased from 41% to 45.5%.	Ongoing	Ongoing / In progress	Reduced number of complaints received and increase in satisfaction levels	Jo Duckenfield	Corporate complaints strategy	All	New complaints database in development to enable monitoring by protected characteristics as defined in the Equality Act 2010
Improve corporate approach to complaints handling - as at 12.09.11 satisfaction has increased from 41% to 45.5%. There will be a continuous monitoring and surveys with customers.	Improve people saying the process is 'good' to 55% from 9/10 baseline (41%)	Ongoing / In progress	Measured by regular satisfaction survey	Dave Adams/Jo Duckenfield	Lead the implementation of the corporate complaints strategy	ALL	
Actively encourage reporting of harassment & discrimination & monitor satisfaction with outcomes	Ongoing	Ongoing / In progress	Increase of incidents reported	Rachel Dalby	Portsmouth Racist Crime Strategy 2009-12, Domestic abuse strategy 2009-12	ALL	Hate crime service has been established for people to report homophobic, transphobic and race hate crime
Ensure Equality impact assessments are carried out and their action are integrated into service plans	Ongoing	Ongoing / In progress	Increased take up of services	All heads of services	N/A	ALL	1. 56% of Equality impact assessments (EIA) are completed over the 3 year rolling programme. All EIA's are included into services business plans. 2. Ensure that LTP schemes undergo EIA if necessary.

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Develop suitable performance measures for equalities and embed into the council's performance management framework	2011/12	Completed	The council's performance in promoting Equality is visible to senior management and members and effective action taken where performance is unsatisfactory	Jon Bell	Corporate performance management framework	ALL	Performance measures have been incorporated into the Corporate performance management framework
Reducing homelessness and the use of temporary accommodation	2010/11	Ongoing / In progress	Number of homeless acceptances. of homeless preventions. Use of temporary accommodation	Owen Buckwell	Implement the council's homelessness strategy, which incorporates a range of initiatives to prevent homelessness and deal with its consequences	ALL	
Develop coherent children with disabilities service	TBC	Ongoing / In progress	Improved outcomes for children with disabilities	TBC	Education Children & Young Persons Directorate Business Plan	D	All Passenger Assistants on SEN transport currently receive Autism training
Narrow the gap between the most vulnerable children and young people and their peers	TBC	Ongoing / In progress	Increase in levels of attainment in English & Maths at key stages	TBC	Education Children & Young Persons Directorate Business Plan	ALL	
Agree SMART equalities targets and ensure these are reflected in service and business planning	2011/12	Ongoing / In progress	Increased take up of services	All heads of services	N/A	ALL	

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Alleviate poverty and break the cycle of deprivation	Ongoing	Ongoing / In progress	Increased take-up of services that alleviate poverty and services better focused on breaking the cycle of deprivation	Kate Kennard	Anti-Poverty Strategy	A, D, E, SE	The Anti-Poverty Strategy (renamed "Tackling Poverty in Portsmouth – A strategy for the city") has now been refreshed. A needs assessment has been completed from which an action plan was developed.
Provide support to those (mainly female) experiencing domestic abuse	MARAC established	Ongoing / In progress	Keep repeat victimisation level at MARAC to Under 30%	Sally Jackson	Community Safety & Violence against Women & Children strategy	ALL	The Multi-agency risk assessment conference is established

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## Priority 2 - Leaderships and partnerships

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Publish our equality & diversity Strategy 2010-13 including our Single equality scheme	July 2010	Completed	Implementation of the strategy across the authority	Dave Adams	N/A	All	The Equality and diversity strategy is being implemented across the organisation and the Single equality scheme action plan has been refreshed. The strategy can be found at this link: <a href="http://www.portsmouth.gov.uk/yourcouncil/equality-and-diversity.html">http://www.portsmouth.gov.uk/yourcouncil/equality-and-diversity.html</a>
Produce Carer's Strategy	To be published July 2010	Completed	Wide-ranging expansion & improvements to the support available to carers	Stephen Corrigan	National carers strategy	ALL	The strategy contains an action plan, the strategy can be found at this link: <a href="http://www.portsmouth.gov.uk/media/Portsmouth_Carers_strategy_2011-2015.pdf">http://www.portsmouth.gov.uk/media/Portsmouth_Carers_strategy_2011-2015.pdf</a>
Autism strategy	20011/12	Ongoing / In progress	Scoping work has begun and our strategy will be developed from the national strategy	Jackie Charlesworth	National Autism strategy	D	The Portsmouth Autism Strategy Implementation Board has been established as a multi-agency, multi-professional committee. The Board comprises half professionals and half people with an autistic spectrum disorder and family carers.

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The Strategy for an Ageing Population	January 2011	Completed		Margaret Geary	N/A	A	A steering group has been set up who will look at the actions to be completed in the coming year. The PEOPPLE project conducted by Portsmouth University will feed their information into the strategy.
Strengthen PCC's approach to equality & diversity issues	Strategy in place and implementation on target	Ongoing / In progress	Delivery of actions in strategy and SES, stakeholder feedback	Dave Adams/ James Sandy	Develop, deliver, and implement new equality & diversity strategy and Single Equality Scheme	ALL	

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## Priority 3 - Employment and training

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Support and promote our current staff groups, ensuring that they have input into our equality work and promote new groups in line with the equality strands	Ongoing	Ongoing / In progress	Number of groups established	Kay White	N/A	A, D, R, RB, SO	Learning and development looking to create some workshops for all staff to enable us to find out what they require/support from a staff group.
Work to improve the diversity of the workforce by making PCC more accessible & attractive	Ongoing	Ongoing / In progress	Quarterly monitoring by each service	Kay White	Workforce strategy 2010-13	All	Equality census produced and sent to all staff to inform us of the diversity of the workforce. People with a learning disability employed as meeters and greeters at the Civic offices. Outreach work ongoing with different equality groups across the city.
Monitor staff perceptions of equality via staff surveys & values work	Ongoing	Ongoing / In progress	Employee survey	Kay White	N/A	All	Employee opinion survey completed in 2010. Internal communications survey. Directors blog and marketplace introduced.
Ensure our mandatory E&D training reflects new legislation & government guidelines	Ongoing	Ongoing / In progress	Evaluations and number of courses available	Kay White	N/A	All	The mandatory Equalities and diversity course has been reviewed to incorporate new legislation.

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Equal pay audit	2011/12	Ongoing / In progress	Measures introduced to address any issues identified from the audit	Kay White	Central government legislation	All	The questions in the Equality census will contribute information for the equal pay audit.
Provide supportive, sustainable employment for people with disabilities through Portsmouth Craft & Manufacturing Industries(PCMI)	2011/12	Ongoing / In progress	Corporate commitments agreed with internal customers. Increased level of purchase from PCC. Increase all income by 5%.	Derek Christie	N/A	D	Some commitment agreed. 5% purchase agreed with PCC internal customers and exceeded. Overall income increased by 10%.
Provide jobs opportunities for long term unemployed young people through the Future Jobs Fund Project	2010/11	Completed	Create 128 jobs in Portsmouth. Support the development of 700 jobs in South Hampshire	Denise Vine	Department for work and pensions	A, SE	205 jobs created in Portsmouth. 700 created in South Hampshire.
Maintain multi-agency relationships and an outward looking focus to promote employment and skills as a priority both within Portsmouth and the City Region, including follow up on the findings of the Valuing Diversity survey 2009	2011/12	Ongoing / In progress	Complete the Local Economic Assessment, Worklessness Assessment and Work and Skills Plan. Lead on elements of the PUSH Skills for Employability and Growth Strategy action plan	Denise Vine	N/A	All	1st draft of the LEA has been completed and will feed into the Work and Skills plan. We are leading on these elements and are now working on the Solent LEP particularly actions for employment and skills within PUSH.
Provide skills for life training to NVQ levels 2 and 3 through the Learndirect programme	2010/11	Completed	Learners to achieve 260 Skills for Life qualifications. Learners to achieve 40 Level 2 NVQ qualifications. Help 50 lone parents to gain national qualifications	Brian McCreesh	Skills funding agency	A, SE	405 learners achieved Skills for Life qualifications 2010-11. 40 learners achieved L2 NVQs. 53 lone parents gained national qualifications.

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Support young people not in education, employment or training (NEETs) to develop skills, identify their options, prepare for work and achieve accredited learning	2010/11	Completed	Support 30 young people (NEET) through the programme. Progress 20 of these to further education or employment.	Brian McCreesh	Skills funding agency	A, SE	49 people young people supported through the NEET programme. 34 went into further education or employment.
Work with the Department of Work and Pensions (DWP) prime contractors and other local providers to ensure the national Work Programme meets local needs.	2011/12	Ongoing / In progress	"Success of the work programme in engaging people from disadvantaged communities. People assisted towards work through PCMIs involvement in the Work Programme."	Derek Christie	N/A	ALL	Delivery of the programme began on 18 July 2011.

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## Priority 4 - Service delivery and access

Action	Timescale	Status	Measures	Responsible office	Source strategy	Equality Strand	Progress to date
Work with services to identify and remove unintentional barriers to access our services	Ongoing	Ongoing / In progress	Customer feedback, surveys and increased take up of services	All heads of services	N/A	ALL	Community housing have widened monitoring categories to include full range of Equalities strands.
Ensure that the new equality strands are reflected in Pre-qualification questionnaires and contracts and ensure monitoring is in place	2011/12	Ongoing / In progress	Number of contractors and partners that are fully trained on Equality and diversity issues and work to PCC standards	Dave Pointon	N/A	ALL	Ethical Procurement Policy (in development)
Increase the number of PCC buildings to be physically accessible	2011/12	Ongoing / In progress	Increased % of buildings that are accessible for disabled people	Tony Nicholas	N/A	D	Figure for 2010/11 awaited. 4% increase from 2007/8 to 2009/10. A platform lift has been installed in the Guildhall square to enable disabled people access the Civic offices and the Central library.
Improve customer access to Local Taxation, Housing Benefit and related services in response to the needs of our residents, particularly the most vulnerable	2010/11	Ongoing / In progress	An annual review of Equalities Impact Assessments for all service teams	Ed Woodhouse	N/A	ALL	Equality impact assessments due to be reviewed in 2012.

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Encourage take up of Housing benefit & Council tax benefit	2010/11	Ongoing / In progress	Increased take up of benefits	Ed Woodhouse	Anti poverty strategy	ALL	In 2010/11 we helped 65 households into benefit or helped them to maximise their benefit directly through our work with EC Roberts and some claim review work. This resulted in awards totalling £37K, which when annualised would amount to £190K
Improve Customer contact and communications for everyone that accesses our services	Ongoing	Ongoing / In progress	Customer feedback, surveys and increased take up of services	All heads of services	Access strategy	ALL	
Use the commissioning role to ensure that Supporting People services are sustainable and meet local priorities.	2011/12	Ongoing / In progress	60% of Supporting People clients achieving independent living (NI141). 98% of clients supported to maintain independent living. (NI142).	Dominic Dew	Supporting People Programme	ALL	73% clients have achieved independent living. 98% continue to live independently with support.
Deliver adaptations under Disabled Facilities Grants (DFG) and a range of discretionary assistance packages	2011/12	Ongoing / In progress	Meet the demand for DFGs and deliver a range of discretionary packages to meet individual needs.	Bruce Lomax	"Housing Strategy Ageing Population Strategy"	A, D	"180 statutory home adaptations (DFG) delivered. 69 non-statutory home adaptations delivered."
Develop the Telecare service to enable more people to benefit from assistive technology.	2011/12	Ongoing / In progress	Year on year increase in the number of people benefitting from Telecare.	Alan Cuffley	N/A	A, D	14% increase in number of customers

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Identify and eliminate barriers to access of City Helpdesk services and identify and attempt to reach groups currently under-served by this service	Actions within plan on track at year end (2011/12)	Ongoing / In progress	Increase in customer contact with target groups not currently accessing service	Jo Duckenfield	Develop action plan based on findings of City Helpdesk EIA	ALL	There is an action plan from our EIA. CHD have actively been involved out in the Community. They have a desk at Southsea Library, attend Freshers Fayre, PCC's BME group, PCC's disability forum.
Improve methods of consultation to understand customer and their needs and give feedback - Community Engagement Statement and Guidance produced in August 2011 sets out objectives for improvement of council's approach to consultation.	Review every six months	Ongoing / In progress	Feedback from stakeholders	James Sandy/Dave Adams	Ensure that new community engagement framework includes specific plans to improve council approach to consultation	ALL	
Improve communications, with emphasis on less engaged groups - work on improving communication with younger people begun but had to be ceased due to lack of resource.	Baseline TBC	Not completed	Survey results - % feeling informed in target group - The work is based on resident survey statistics that corporate communications have no means of collecting.	Charlotte Smith	Development and delivery of a new communications strategy	ALL	
Publish regular council magazine/newsletter	Audio publication available – usage measureable	Ongoing / In progress	N/A	Debbie Button	Make Flagship available as an online audio publication.	A, D	

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Develop measures to support better understanding of customer needs and expectations	Much will be picked up through transformation workstreams and overall service review. Much will be picked up through transformation workstreams and overall service review.	Ongoing / In progress	All sections have better understanding of customer needs and expectations, with measures in place to assess.	All Managers	Use of satisfaction surveys, customer segmentation and analysis tools and all other appropriate feedback mechanisms	ALL	
Improve disabled facilities in principal public conveniences	2010-13	Ongoing / In progress	Number of toilets with disabled facilities-25	T. Neale	N/A	D	Improvements made to Tangier road/Baffins public toilet to include a disabled persons toilet facility which includes adult changing facilities for profoundly disabled adults
Tackling and prosecuting Blue Badge fraud and abuse.	Ongoing	Ongoing / In progress	Management assesment, feedback from Portsmouth Disability Forum.	Michael Robinson	N/A	D	
Increase the number of fully accessible bus stops from a baseline of 70 in March 2008 in liaison with bus operators and Colas	150 by March 2009, 230 by March 2010, 310 by March 2011, 390 by March 2012, 470 by March 2013, 550 by March 2014, 630 by January 2016	Ongoing / In progress	Improved accessibility to bus services	John Houghton	LTP3	A, D	On Target

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Increase the number of fully accessible buses (SLF) operating in Portsmouth from a baseline of 65% of buses in March 2008 in liaison with bus operators	75% March 2010 80% March 2011 85% March 2012 90% March 2013, 95% March 2014, 100% Jan 2016	Ongoing / In progress	Dependent on capital investment by First Hampshire & Dorset. All Stagecoach bus services in Portsmouth are fully accessible. Improved accessibility to bus services	Bus company's / Danny Johnson	N/A	A, D	74.5% SLF, 25.5% Non SLF-Below target
Improve passenger Information, publicity and promotion	Ongoing	Ongoing / In progress	More informed passengers.choice comprehensive timetable book, Public Transport Map and Hospital Buses leaflet available.	Danny Johnson / John Houghton	N/A	ALL	
Introduction of high quality bus shelters through the bus shelter contract.	95% complete March 2011	Ongoing / In progress	Improved passenger experience	John Houghton / Danny Johnson	N/A	ALL	
Increase the number of bus drivers who have obtained NVQ level 2 in Road Passenger Transport	March 2013 and ongoing	Ongoing / In progress	Improved passenger experience. All drivers are required to obtain NVQ 2 in Road Passenger Transport and forms part of the Drivers Certificate of Professional Competence legislative driver training.	Bus company's / Danny Johnson	N/A	ALL	Ongoing dependent on bus company progress

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text 4 times' service mobile phone texting (SMS) service, which allows people to get bus timetable information anytime, anywhere by sending a text message.	Complete and available at all bus stops. 150 bus stops have been physically marked up as of June 2011 Target for completion March 2013	Ongoing / In progress	More informed passengers.	Traveline / John Houghton	National initiative	ALL	All bus stops in Portsmouth have this facility now all are currently being marked with a sign, which includes a bus stop code.
Portsmouth Dial a Ride	Ongoing	Ongoing / In progress	Door to door transport service for people who find it difficult or impossible to use public transport.	Danny Johnson	N/A	A, D	This service is a contracted service with an end date of 2014 extendable by a further 2 years.
English National Concessionary Travel Pass and scheme. Since April 2011, 23,600 older and disable people have taken the pass. 33 people have also received a companion pass.	Ongoing	Ongoing / In progress	On Eligible Services; Between places in England; Between 0930 hours and 2300 hours on normal weekdays and at any time at weekends or on public holidays.	Danny Johnson / Wayne Layton	Statutory requirement	A, D	This service is a statutory requirement placed on the council but the Companion pass is a Portsmouth City Council initiative.
Ensure BME applicants have equal access to housing options service	January 12	Ongoing / In progress	Reinstate BME data collection and monitor	Elaine Bastable	N/A	RB, E	
Increase information to tenants and leaseholders	March 12	Ongoing / In progress	More tenants and leaseholders involved in the annual rent consultation, more information on website	Bill Moody	N/A	ALL	
Legacy programme work in the Arts, Health & Wellbeing project piloting different ways of engaging with people with mental health issues.	March 12	Ongoing / In progress	Each pilot is assessed at the end of the project through evaluation	Jane Leech	N/A	D	

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Portsmouth Interaction-using sport to positively impact on the health and social inclusion of those recovering from mental illness. Work with Adult Social Care to review provision and consider appropriate delivery models.	Ongoing	Ongoing / In progress	Participation, qualitative feedback	Simon Lindsey	Sport and physical activity strategy. National framework for sport & vision for 2020	D	
To support the Vision Impaired to access libraries develop and deliver the Vital Helpline.	Ongoing	Ongoing / In progress	Participation	Lindy Elliott	Library development plan & Library engagement strategy	D	
Investigate Libraries On-Line to increase access to the housebound and those that currently cannot access libraries	Ongoing	Ongoing / In progress	Participation	Lindy Elliott	Library development plan & Library engagement strategy	D	
Improving access for disabled users and carers in Southsea with the provision of a Changing Places facility at Southsea Library and Customer Service Centre.	N/A	Completed	Survey of success in February 2012	Lindy Elliott	Library development plan & Library engagement strategy	D	
Introduce vision impaired supportive technology for IT training in Libraries	Ongoing	Ongoing / In progress	Participation	Lindy Elliott	Library development plan & Library engagement strategy	D	
Continue Link free swimming initiative no longer centrally funded	March 12	Ongoing / In progress	Take up of activity & Customer feedback	Mark Woolnough	Sport and physical activity strategy & "Tackling Poverty in Portsmouth – A strategy for the city"	SE	

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Continue the Portsmouth Leisure Card scheme to enable the least well off residents on means tested benefit to access a range of cultural services with free entry, discounts and special offers to its users	Ongoing	Ongoing / In progress	Take up of each section of activities	Simon Lindsey	Sport and physical activity strategy & "Tackling Poverty in Portsmouth – A strategy for the city"	SE	
Continue to support the calendar of free events within the budget limits, such as Opera in the Park, broadening activities in the Guildhall Square, events on the seafront, Saturday and Sunday Bandstand.	March 12	Ongoing / In progress	Participation and satisfaction levels	Drusilla Moody, David Evans	Visitors, Economy strategy, Seafront strategy	SE	
Introduce Southsea Castle free entry programme. In partnership with Yellow Kite offer free admission to visitors and allow the Castle to be open for a longer period.	March 12	Ongoing / In progress	Participation and satisfaction levels	Jane Mee	"Tackling Poverty in Portsmouth – A strategy for the city", Visitors, Economy strategy, Aging population strategy	SE	
Analyse cost, travel and a lack of information about activities for targeted groups to further understand ways we can reach and make access to culture affordable.	Ongoing	Ongoing / In progress	Acorn profiling	Lindy Elliott , Jane Mee	N/A	SE	
Continue to develop the 60+ Festival to provide taster sessions to learn new skills.	March 12	Ongoing / In progress	Participation & breadth of courses	Drusilla Moody	"Tackling Poverty in Portsmouth – A strategy for the city", Aging population strategy	A	

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The Arts service to continue to provide professional development opportunity for dancers based in Portsmouth. Subsidised professional training in delivering integrated dance workshops with able-bodied and disabled dancers.	March 12	Ongoing / In progress	The network established and take up.	Jane Leech	N/A	D	
The Arts service to continue to support Touring Arts and Health projects with:  -Alzheimer's Society -Diverse Carers Groups -Russets Respite Service	March 12	Ongoing / In progress	The network established and take up.	Jane Leech	N/A	D	
Implement improvements to PCC's approach to customer service across range of service functions as part of PCC transformation programme - ensure changes widen customer access across all equality strands	Programme of activity through to 2014	Ongoing / In progress	Governance arrangements under development - regular reporting to SDB/members to be agreed	Dave Adams	Corporate Transformation Programme	ALL	
Young people aged 11-19 with a learning disability ( so any young person who is statement) on a Monday at Hillsea youth club	Ongoing	Ongoing / In progress	Number of young people participating	Sarah Read	N/A	D	
Young people aged 13-25 with a learning or physical disability on a Wednesday night at Hillsea youth club	Ongoing	Ongoing / In progress	Number of young people participating	Sarah Read	N/A	D	
The 4U project for gay, lesbian, bisexual , transgender or sexually unsure young people aged 12-21	Ongoing	Ongoing / In progress	Number of young people participating	Sarah Read	N/A	SO	

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Travel tokens	Ongoing	Ongoing / In progress	Travel tokens are issued free and can be used instead of money as payment for travel. Since April 2011 3,350 disabled people and 5,800 older people have taken travel tokens.	Danny Johnson	Members decision	A, D	This is a council discretionary element of travel concessions
To ensure equal access to housing services to all members of the community	Ongoing	Ongoing / In progress	Aim for 100% completion of customer satisfaction returns, Resident Participation plans to increase involvement	Owen Buckwell	Local Authority Business Plan	ALL	

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## Priority 5 - Promoting community engagement

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Ensure that involvement & consultation informs equality priorities & that there is an effective feedback process in place	Plan to conduct a review of activities from an equalities perspective from Sept 2011 to assess relevance and accessibility.	Ongoing / In progress	Factors will be developed in the Community engagement framework - Community Engagement Statement Objective (August 2011)	James Sandy	N/A	ALL	
Review and reform Neighbourhood Forums	Review document was considered by informal cabinet in June 2011.	Ongoing / In progress	Improve the response time of forums in dealing with issues raised and enhance the role of elected members in championing ward-wide issues	James Sandy	Develop and pilot new model through constitutional working group, ensuring member support.	ALL	New guidance issued on 15/08/11 which covers neighbourhood forums and wider community engagement activity. Guidance will be reviewed every 6 months. References to E&D strategy/SES within new model constitution for forums.
Implement Take Part Pathfinder	31 March 2011	Completed	Targets as per Take Part Pathfinder	James Sandy	L&D to encourage participation, including advanced level programme of activity for target audience.	ALL	Take part pathfinder project has now finished

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Develop and implement plan to fully comply with duty to involve	The Community Engagement Statement sets out our corporate approach and common principles for work with partner agencies and residents - this was issued Aug 2011.	Completed	Management assessment, feedback from Audit Commission, (partially) performance against relevant national indicators (eg from Place Survey) Assessment by management review	James Sandy/Dave Adams	Ensure that community engagement framework has due regard to statutory guidance	ALL	This duty is likely to be removed under the new Localism Act. However, elements of the duty remain and will be strengthened through the Health & Social Care Bill which is relevant to our LINK & Healthwatch activity.
Increase participation in volunteering	Volunteering figure of 20.5% as per 2010 Place Survey	Ongoing / In progress	NI 6 - monitored through Place Survey - Portsmouth City Council no longer undertakes Place Survey. Baseline to be developed through Inspire in September 2011.	Mandy Lindley	Inspire to support LSP's volunteering recession plan.	ALL	600 hundred people attended the volunteer fair in March 11. A campaign for promoting PCC volunteering is in development.
Develop opportunities for awareness of funding streams (Internal and external) for community groups and endorse them conditionally on groups evidencing their commitment to equalities.	December 2011	Ongoing / In progress	Research into wider funding opportunities for community groups. Requirement that all community groups have an equal opportunities policy that is in line with the requirements of the Equality Act 2010.	Mandy Lindley	N/A	ALL	

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