



# Plymouth City Council Social Inclusion Unit (SIU)



## Business plan – action plan - 2008/09 Annual Review

### Context

When we wrote our service plan we were taking the first step towards achieving excellence and to ensure that equality, diversity, community cohesion and social inclusion are at the heart of everything we do within the unit, across our council and with our partners for our citizens. Our business action plan covered all the fourteen corporate improvement priorities as our work is a cross cutting theme. We particularly focused on what we were going to do to “narrow the gap between our communities” and “improve our customers experience”.

Our top three unit priorities this year were	Where we are at the end of the year
Streamlining and simplifying our equality schemes and strategies through developing and implementing an Integrated Equality Scheme (IES) - (this will cover the six equality strands and incorporate our Disability (2006-09); Gender 2007-09 and Race Equality (2005-09) schemes and statutory responsibilities as well as our corporate equality plan)	This has been achieved as we had our Equality Scheme in place by May 2009.
Address inequalities through a programme of council wide Equality Impact Assessments (EIA's) and their action plans	Our ambitious three year programme of EIA's well underway, this year we have completed 110 this year alone – way above target.
Demonstrate our improvements by achieving level three of the Equality Standard for Local Government (ESLG)	We achieved this ahead of schedule in November 2008.

We also committed to making more progress on the housing needs of our Gypsy and Traveller (G&T's) communities and working is progressing. With our partners, especially the Local Strategic Partnership (LSP) we said we would deliver our financial inclusion income maximisation strategy (FIMS) and community cohesion (CC) initiatives. These are now in place.



<b>Corporate Improvement Priority 2008-09</b>	<b>Unit Wide Service Delivery Priorities</b>
<b>Improving access to high quality services</b> <ul style="list-style-type: none"> <li>Narrowing the Gap between our communities</li> </ul>	<ul style="list-style-type: none"> <li>IES</li> <li>EIA's</li> <li>ESLG</li> </ul>

What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Work with the LSP to develop the current race relations project into a wider "Community Cohesion - The Way Forward".	An agreed city wide vision backed by a set of actions to leading to improved perceptions of community cohesion.	National indicators - NI 1 – in LAA met.	Community Cohesion Officer (CCO) and LSP.	August 2008	<b>Achieved</b> – some slippage in terms of timeline - visioning event was held in Nov 2009.
					Evidence -A published vision and agreed action plan leading to outcomes.
Develop and deliver our Integrated Equality Scheme (IES).	A streamlined equalities planning process that is accessible and clear to follow leading to community and service delivery outcomes.	A scheme (informed by community involvement) for all six equality strands is published and its associated action plan is outcome focused.	Disability and Inclusion Officer (D&IO) and SIU.	June 2008	<b>Achieved</b> – Equality Scheme (ES) written and published in May 2008. Monitoring system developed. Specific annual review opened to consultation June 2009.
					Evidence – A published IES (ES) action plan with agreed outcomes that will monitored and evaluated.
Achieve Level 3 of the ESLG.	Improved equalities for our customers from diverse communities.	An external peer assessment confirms achievement.	Equality and Diversity Officer (E&DO) and partners.	March 2009	<b>Achieved</b> – ahead of schedule in Nov 2008.
					Evidence – peer assessment and results meeting the required criteria.
Co-ordinate a council wide programme of EIA's that have actions plan linked to service delivery.	Completion of quality EIA's that lead to internal function and service changes that address identified inequalities.	EIA programme completed and action plans published leading to service changes and specific outcomes.	E&DO.	March 2009	<b>Achieved</b> – Aim 103 EIA's - we excelled and did 110 (107%).
					Evidence - EIA programme completed. Action plans on line.

**Colour Key for priority and progress column**

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Review and update our Income Maximisation Strategy (IMS) to also include wider Financial Inclusion (FIS) actions.	Increased Welfare Benefit and Tax Credit Take-Up and links to other avenues than provide increased income.	Benefits take up and other agreed financial inclusion activity happens and corporate plan milestone met.	Financial and Inclusion Officer (F&IO).	Sept 2008	<p><b>Achieved</b> – some slippage in terms of timelines. IMS reviewed and signed off in November 2008. FIS agreed by cabinet in March 2009. Take up figures exceeded again. – see CEG end of year review.</p> <p>Evidence - IMS action plan expanded to include financial inclusion actions. Take up figures are as per targets.</p>
Identify gypsy and traveller sites.	Make progress towards meeting the assessed housing needs of G&T's. Reduced community tensions and costs caused by Unauthorised Encampments.	Potential sites identified in Local Development Framework (LDF). If possible site grant submission made.	Race Relations Officer (RRO) and commissioned Project Officer.	March 2009	<p><b>Achieved</b> – 2 further sites identified in LDF. Efford site in planning application stage and bid to be submitted June 2009.</p> <p>Evidence – project plan delivered. Application for govt grant considered. Sites in LDF.</p>

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Streamline and further develop our Translate Plymouth Service and link delivery to CC actions particularly in relation to ESOL.	Customer's access's to our and our partner's services and value for money in delivery is maximised.	Development plan produced and agreed actions on target.	Translate Plymouth Manager (TPM).	Sept 2008	<b>Slipped-</b> development plan at early stages. Day to day service well regarded. National plans for ESOL in hand.
					Evidence- Development Plan tasks completed to milestones.
Further develop our incident reporting systems about discrimination ensuring the established systems (racist and homophobic) performance is maintained and new systems (disabilist and faith/religion/ belief; trans) are actively promoted.	Reassurance amongst our diverse communities that discrimination will not be tolerated.	Numbers of reports on established system maintained/improved according to our local indicator. New reports received. Satisfaction and reassurance reported via customer feedback. Action taken if not.	CCO supported by relevant lead SIU officers.	Jan 2009	<b>Achieved –</b> System upgraded. Covers disablist; faith, religion. belief; homophobic; racist and transgender. DVD by SCOPE and service users to promote the disablist system in Apr 2009. Total reports: 34 corporate racist incidents, 140 schools racist incidents, 7 disablist incidents, 4 homophobic incidents; 2 trans incidents = 187. From the corporate incidents there is 89% satisfaction in how they were handled.
					Evidence – number of reports and customer satisfaction survey outcomes.

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Review and refresh our Asylum Seeker and Refugee (ASR) action plan as informed by our multi-agency forum.	Identification of priority services and then targeted service delivery and commissioning that is outcome focused.	Outcomes are achieved as identified in the Asylum Seeker and Refugee action plan.	RRO and statutory and third sector partners.	May 2008	<b>Achieved</b> – with some slippage. New action plan now in place and being monitored by the ASR forum. Evidence – ASR action plan tasks completed.
Further consider and develop the strategic actions required for transient communities.	A strategic approach to meeting the needs of our migrant workers and their families that is outcome orientated.	A strategic direction is agreed and partners are engaged.	RRO.	Oct 2008	<b>Some slippage</b> – draft action plan available – yet to be signed off and partners engagement not yet secured. Evidence – measurable outputs are in place as the foundations to outcomes in 2009/10
Support the work of the trustees at the centre for faith and belief and continue corporate work on faith and belief inclusion.	Co-ordinated and proactive involvement of our faith and belief communities in service delivery.	Consideration of the potential value of a faith and belief advisory council within the city.	E&DO.	Dec 2008	<b>Achieved</b> – there has been some considerations of a “council” Our relationship with the centre has moved into a commissioning arrangement. Evidence – support given to trustees and advisory council considered.

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Take our "Diverse Plymouth" community engagement initiative to the next milestones.	Genuine and active community participation in council service improvements and policy directions as per the corporate improvement plan.	Consultation taking place via established community led forums and equality considerations are mainstream consultation considerations.	Head of Service (HoS) and Corporate Performance Unit (CPU).	Nov 2008	<b>Some slippage</b> – the "diverse plymouth" initiative has met most milestones but has yet to be fully utilised. "Cuppa tea" meetings working well. Evidence – No of two way consultation events with faith and belief actions prioritised.
Review and update our commissioning to make sure we maximise customer involvement through service level agreements.	Active community engagement on a routine basis in the activities of SIU that lead to service improvements.	Level 3 ESLG confirmed and community representatives are engaged.	Social Inclusion Manager (SIM) and SIU officers.	March 2009	<b>Achieved</b> – all diverse groups engaged in ESLG. All SLA's contain "consultation" clause. Evidence – SLA's contain consultation clause as confirmed in Lvl 3 ESLG audit.
Provide expert advice and guidance in relation to social inclusion and community engagement.	Active and routine engagement of our communities of interest on in the activities of our directorates.	Level 3 ESLG confirmed.	SIU officers with lead responsibilities.	March 2009	<b>Achieved</b> – see above and SIU an integral member of CIP 2 delivery. Evidence – briefing/advice notes published. Quarterly Equality update available.

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Facilitate and lead the work of the Corporate Equality Group (CEG).	Equality outcomes for service users in each directorate.	Level 3 ESLG confirmed.	Social Inclusion Manager (SIM).	Feb 2009	<b>Achieved</b> – CEG meets quarterly. E-perform exceptional report monitors achievements. ESLG 3 achieved Nov 08.
					Evidence – CEG work plan delivered to agreed milestones.
Facilitate and lead task and finish project teams on specific equality objectives and targets e.g. GES and DES imp groups.	Equality outcomes for service users in each directorate as per the relevant schemes.	Level 3 ESLG confirmed.	E&DO and D&IO.	Feb 2009	<b>Achieved</b> – both GES and DES have been formally reviewed.
					Evidence – groups are meeting – objectives and targets are met.
Support and promote community of interest events.	A greater sense of shared belonging reported by our diverse cultures and communities.	Events held like disabilities festival; Chinese and Kurdish New year; Holocaust; women's week; Pride Event etc have been promoted.	Race Relations Manager (RRM).	May 2008	<b>Achieved</b> – all key events promoted. Unity Plymouth meets regularly.
					Evidence – yearly programme is published and auditable promotional activity and media coverage happens.

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Advice our third sector partners of funding opportunities and support their applications according to identified priorities and capacity.	Additional support to third sector and compact arrangements to maximise opportunities and value for money.	SIU has alerted our partners and given advice re funding opportunities and contributed to Compact - BME strand.	SIU officers according to lead areas.	April 2009	<p><b>Achieved</b> – all officers deliver this. RRM and HoS led on the BME compact.</p> <p>Evidence –Advice given; bids submitted and compact arrangements in place with SIU input.</p>
Contribute to attainment and safeguarding of children as per the priorities laid out in the Children's Plan and Youth Service reconfiguration.	Children and Young Peoples identity, cultural and inclusion needs are at the heart of our service delivery.	Contributions are made to our four children services departments that support equality and diversity considerations.	SIU officers according to lead areas.	Feb 2009	<p><b>Achieved</b> – SIU officers have supported children's services via the diversity group. There has been work on UASC policy and procedure and also racist/bullying issues.</p> <p>Evidence – SIU attend and contribute to Children Services Diversity and Equality groups and specific initiatives.</p>

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Contribute to the independence and well being of our older people by support to our adult social care service delivery; adult protection board and housing services.	Continued independence and safeguarding of our older people within communities of interest.	Social inclusion input assists in meeting service inspection requirements.	SIU officers according to lead areas.	Feb 2009	<p><b>Achieved</b> – support given to older people's strategy. HoS sits on safeguarding board. SIM, D&amp;IO and CCO contributed to CSCI inspections.</p> <p>Evidence –support given within service inspections and annual reviews to reach ESLG 3.</p>
Support our Development service with their work on waste minimisation; economy and infrastructure and inclusive transport.	The needs of individuals within our communities of interest are considered in the development of city wide economic and infrastructure improvements	Service developments and inspection reviews or outcomes include equality and diversity requirements.	SIU officers according to lead areas.	Feb 2009	<p><b>Achieved</b> – SIM supports transport projects. EIA's have been used to influence change. Risk assessment on life centre considered transport needs. D&amp;IO and TPM have been part of community transport review.</p> <p>Evidence – contributions to DMT's and service level business plans.</p>

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Contribute to the delivery of Local Area Agreements and Comprehensive area assessment.	Delivery of National Indicators 1 and 140.	Baselines agreed; targets set and being met.	CCO and RRM.	March 2009	<p><b>Some slippage</b> – PLACE survey needed to set deadlines and this has been delayed. A booster study has been created by RRM and is ready to roll when PLACE survey results are available for use.</p> <p>Evidence – target data in place, project milestones agreed and are on line.</p>

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Further develop our council wide programme of equalities and diversity learning opportunities including corporate induction, awareness raising training, specific events from and supported by SIU, and specialised sessions as required according to individual learning plan needs and organisational development ambitions.	A workforce that is competent and confident in their delivery of equality and diversity statutory requirements within their day job.	Equality and diversity is a core component of the organisational development strategy; workforce development ambitions; teams and individuals aspirations and that there is positive feedback on the learning and development opportunities in place.	E&DO and also SIU officers according to lead areas jointly with Learning and Development team.	March 2009	<p><b>Achieved</b> – Respect and Equality core corporate values. Workforce development plans analysed. IODA training still going well. EIA training mainstreamed. SIU contribute to corp induction. Specialised training re disability and learning disability in place. G&amp;T event held Feb 2009. Specific data available in CEG work plan annual review.</p> <p>Evidence – corp induction sessions delivered; IODA contract delivered; post IODA training requirements identified and plans to build on progress in place; specific and specialised learning opportunities being offered; L&amp;D processes deliver on E&amp;D learning needs.</p>

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Further promote and develop our staff forums.	A robust communication channel with our staff from communities of interest that self direct a programme of actions that contribute to cultural change.	Consultation will have happened and forums begin to offer ideas and solutions.	SIU officers according to lead areas.	March 2009	<p><b>Achieved</b> – four dates where offered for each forum. LGBT met 5 times. Disability forum twice and BME once. Ideas are starting to come forward to make arrangements more robust.</p> <p>Evidence - Staff groups will be held four times of year in at least three of the strands.</p>
Utilise multi-media communication techniques to inform our staff of equality and diversity expectations and achievements.	An understanding of how equality leads to quality/excellence within our organisation that leads to increased engagement and action around equality and diversity requirements.	Multi-media communications have been used and enquiries to find out more are received. ESLG level 3 is achieved.	SIU officers according to lead areas.	March 2009	<p><b>Achieved</b> –CEG communications annual review details achievements.</p> <p>Evidence – range of communication mediums used; number of articles submitted; quarterly equalities update produced; annual equality review published.</p>

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What are we going to do?	What do we want to achieve?	How will we know we have been successful?	Who will do it?	When will it be done?	Priority and Progress
Improve data and information on diverse communities and make it a more effective resource for business planning.	Additional knowledge and quantative and qualitative data about our diverse communities to ensure understanding within service delivery including value for money (VFM).	EIA's are well informed and CAA findings show positive appreciation of diverse communities. LSP data set covers equality and diversity requirements.	RRM with LSP office.	April 2009	<b>Achieved</b> – Advice and briefing notes updated and others produced EIA data and quality improving. LSP have completed equality mapping. EIA's on all LAA targets. Evidence – Advice and briefing notes; business planning guide; reviewed and updated EIA guide. CAA score. LSP data.
Ensure we fully contribute to cross-cutting corporate wide requirements (health and safety (H&S) Section 17 and community tension “duties”).	A key contribution to community perceptions that we live in a safe city with SIU seen as key council support service contributing to our council achieving recognition as “excellent”.	S17 activities has been audited and celebrated. Core SIU activities follow council wide H&S expectations. Emergency planning. Led on comm tensions monitoring.	CCO.	April 2008 and quarterly review	<b>Achieved</b> – with some slippage. Draft framework available. Comm safety activity happening. Comm tensions monitoring monthly with summer incident well managed. Evidence -S17 framework agreed & actions done. H&S and Comm Tensions actions happening

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