

FUNCTION/POLICY EQUALITY IMPACT ACTION PLAN
High Relevance Functions

FUNCTION	POLICY		ACTION	BY WHOM	BY WHEN
BUILDING CONTROL	<ul style="list-style-type: none"> • Building regulations • ODPM performance std 	1.1 1.2 1.3	<p>Review and implement monitoring arrangements.</p> <p>Review need to provide guidance notes/marketing information in other formats/languages.</p> <p>Review handling of third party complaints some of which have been judged to be racially motivated.</p>	SV SV SV	Mar 05 Jun 05 Feb 05
BUSINESS MANAGEMENT SERVICES	<ul style="list-style-type: none"> • Grants to voluntary bodies • Best Value Reviews • Consultation • Travel concessions – bus pass national policy 	2.1 2.2 2.3 2.4 2.5 2.6 2.7 2.8	<p>Review and implement monitoring arrangements</p> <p>Consult on current policy with minority groups and review policy</p> <p>Review tool kit to ensure sufficient challenge is made to impact upon equality.</p> <p>Review approved consultation strategy to incorporate the operation of an ethnic minority consultation forum.</p> <p>Ensure that all surveys gather information on gender, disability and race.</p> <p>Review application form to gather equality information.</p> <p>Monitor take up of vouchers</p> <p>Assess for equal impact</p>	IY IY IY IY IY IY IY IY	Mar 05 Oct 05 Apr 05 Apr 05 Jan 05 Mar 05 Mar 05 Dec 05
CARE SERVICES Wardens Service	<ul style="list-style-type: none"> • Allocations Policy/Sheltered Housing SK document 	3.1 3.2 3.3	<p>Implement monitoring arrangements</p> <p>Review for equal impact</p> <p>Implement new complaints procedure and include in process relevant equality information</p>	SC SC SC	Mar 05 Dec 05 Mar 05
Helpline Service	<ul style="list-style-type: none"> • Helpline Service Information Booklet 	3.4 3.5	<p>Review application for service form to include equality information</p> <p>Include equality information in satisfaction survey</p>	SC SC	Mar 05 Jan 05
CLEANSING & CONTRACT SERVICES Flytipping	<ul style="list-style-type: none"> • Statute 	4.1 4.2	<p>Review and implement monitoring arrangements</p> <p>Assess impact</p>	GK GK	Mar 05 Mar 06
COMMUNITY SERVICES	<ul style="list-style-type: none"> • Community Plan • Public Relations and Media Communications 	5.1 5.2	<p>Ensure that the objectives of the approved Generic Equalities Scheme are reflected in the Local community Plan.</p> <p>Utilise information of local diversity in order to enable the Council to more effectively communicate with all sectors of our community.</p>	JP JP	July 05 On-going

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CUSTOMER SERVICES Complaints	<ul style="list-style-type: none"> • Complaints Procedure • Reporting racial incidents • Customer Services Standard 	6.1 6.2 6.3 6.4 6.5 6.6 6.7	<p>Review complaints procedure and ensure equality data collected.</p> <p>Annual satisfaction survey of complaints handling – gather equality information.</p> <p>Examine information devised from monitoring for impact.</p> <p>Develop customer relations management (CRM) system to incorporate equality data</p> <p>Analyse monitoring outcomes</p> <p>Review procedure for reporting racial incidents.</p> <p>Widely publicise procedure.</p>	JM JM JM JM JM JM JM	May 05 May 05 Mar 06 Dec 05 Mar 06 Mar 05 Mar 05
DEMOCRATIC & LEGAL Electoral Registration & Elections	<ul style="list-style-type: none"> • Statute 	7.1 7.2	<p>Review customer satisfaction processes.</p> <p>Develop monitoring for equalities associated with complaints management.</p>	NG NG	Mar 05 Sept 05
Itinerant Travellers	<ul style="list-style-type: none"> • Statute on trespass 	7.3 7.4	<p>Monitor impact of policy.</p> <p>Assess outcome of monitoring.</p>	NG NG	Mar 05 Mar 06
DEVELOPMENT CONTROL Pre-application advice	<ul style="list-style-type: none"> • Approved plans 	8.1	Review how customer satisfaction measures could be sought.	RE	June 05
Processing Planning Applications	<ul style="list-style-type: none"> • Agreed processes 	8.2 8.3	<p>Introduce customer satisfaction survey (include equalities monitoring).</p> <p>Review outcome of survey in terms of equalities.</p>	RE RE	Mar 05 Mar 06
Enforcement	<ul style="list-style-type: none"> • Statute 	8.4 8.5	<p>Review how customer satisfaction measures could be sought.</p> <p>Review for potential racially inspired complaints</p>	RE RE	Jun 05 Jun 05
ENVIRONMENTAL HEALTH & LICENSING Food Safety	<ul style="list-style-type: none"> • Food framework agreement. 	9.1 9.2 9.3	<p>Add information relevant to equalities to monthly customer satisfaction survey.</p> <p>Review outcome of monitoring</p> <p>Review provision of information in different formats and languages.</p>	RH RH RH	Dec 05 Dec 06 Apr 05

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Occupational Health and Safety	•	9.4	Develop written policy giving consideration to any equality issues.	RH	Jul 05
Alcohol Licensing	• Licensing Policy	9.5 9.6	Develop customer satisfaction surveys incorporating equalities Carry out customer surveys and act on outcomes.	RH RH	Mar 06 Jun 06
Noise Control	• Noise control procedures	9.7 9.8	Develop monitoring arrangement for complainants and those complained against. Review outcomes	RH RH	Mar 05 Mar 06
Hackney Carriage Registration	• Appropriate procedures	9.9 9.10	Monitor origin of applicants in current drivers. Review testing arrangements for adverse impact.	RH RH	Ongoing Apr 05
FINANCIAL SERVICES Procurement	• Procurement Strategy	10.1 10.2 10.3 10.4	Review standard conditions of contract to ensure race equality elements are specifically outlined. Review existing contracts for race equality compliance Develop a specific policy for procuring from small/medium sized firms. Identify contractors by ethnicity following the guidance provided by the guide for public authorities published by the Commission for Racial Equality.	LY JB JB JB	Mar 05 Jun 05 Sep 06 Sep 05
HOUSING Homelessness	• Statute • Homelessness Strategy))) 11.1			
Allocations & waiting list	• Allocations Policy))) 11.2	Include equality monitoring in customer satisfaction surveys. Review and develop monitoring for equalities for housing applicants, complainants and those complained against.	PD	Mar 05
Estate management	• Tenants handbook • Tenancy Agreement)) 11.3 11.4	Analyse monitoring outcomes from 11.1 and 11.2. Liaise with housing associations on monitoring information to be provided for those applicants allocated properties via housing associations, following nomination by the authority.	PD PD	Mar 06 Mar 05

Strategy	• Housing Strategy)			
Antisocial behaviour	• Housing Services Anti-Social Behaviour Policy)	Analyse monitoring outcomes from 11.4.	PD	Mar 06
Private sector housing	• Private Sector Renewal Strategy)	Review need to provide guidance/information/application forms in other languages/format.	PD	Jun 05
New developments	• Section 106 Agreement)	Develop consultation mechanisms and encourage representation from ethnic minority groups eg tenants compacts, Landlords forum.	PD	Dec 05
Evictions	• Appropriate procedures)	Monitor ethnic representation on tenant compacts.	PD	Mar 06
Houses in multiple occupation inspections	• Statute)			

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LEISURE & CULTURAL SERVICES Arts Centres	• Cultural Strategy	12.1 12.2 12.3 12.4	Develop equality monitoring into interactive booking process. Assess for access to service. Ensure equalities data is collected through any customer satisfaction survey. Monitor participants in workshops by ethnicity, disability and gender.	JS JS JS	Mar 05 Jun 05 Mar 05
Arts education/outreach	• Cultural Strategy	12.5	Promote development of a social impact team.	JS	Sept 05
Play schemes	• Play Strategy	12.6 12.7	Review customer satisfaction processes Specifically consult hard to reach groups	JS JS	May 05 May 05
Leisure Centre & Sports Facilities and Sports Development	• Contract to supply leisure services. • Sports Strategy	12.8 12.9 12.10 12.11	Encourage gender, disability and racial mix in user groups. Ensure monitoring of customer satisfaction collects equality data Introduce ethnicity into customer database in order to monitor access. Develop social impact team.	JS JS JS JS	May 05 April 05 Mar 05 Mar 05
Community Activities	• Play Strategy	12.12	Extend consultation to ethnic minority consultation forum.	JS	May 05
Bourne Corn Exchange	• Cultural Strategy	12.13 12.14	Ensure that any customer satisfaction survey includes equalities monitoring. Ensure any potential adverse impact is reviewed.	JS JS	Mar 05 Mar 06
PLANNING POLICY Business Advice/Business Support		13.1	Business Survey to incorporate ethnicity of organisation. "Ethnicity" determined by reference to guidance offered by the Commission for Racial Equality	MS	Jul 05
Business Development Grants		13.2	Ethnicity to be included on application form.	MS	Mar 05

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Community Strategy	<ul style="list-style-type: none"> Community Strategy 	13.3 13.4 13.5 13.6	<p>Develop specific actions on equality and diversity issues for the community in the forthcoming review of the community strategy.</p> <p>Consider commissioning research into the composition and needs of minority groups in the district should the ODPM Capacity Bid for Lincolnshire fail.</p> <p>Encourage multi-agency working on equalities and diversity issues in the partnership.</p> <p>Ensure consultation on the revised strategy reaches ethnic minority groups, disability groups and organisations representing vulnerable people (e.g. victims of domestic violence).</p>	MS MS MS MS	Jun 05 April 05 Ongoing May 05
Planning Policy	<ul style="list-style-type: none"> Land Use Planning Policies Policies relating to use of land Statement of community involvement 	13.7 13.8	<p>Utilise statement of community involvement to promote good race relations.</p> <p>Extend consultation to Race Equality Consultation Forum.</p>	MS MS	Jun 05 Jun 05
Tourism	<ul style="list-style-type: none"> Tourism Strategy 	13.9	Incorporate equality monitoring into customer satisfaction surveys	MS	Mar 05
		13.10	Review outcome of monitoring	MS	Mar 06
Town Centre Development	<ul style="list-style-type: none"> Town Centre Development Plans 	13.11 13.12	<p>Encourage representation on management groups from ethnic minority representatives</p> <p>Encourage consideration of equality issues in development plans</p>	MS MS	Ongoing Ongoing
PROPERTY SERVICES					
Home repair grants	<ul style="list-style-type: none"> Private Sector Renewal Strategy 	14.1 14.2	<p>Introduce equality monitoring into complaints process.</p> <p>Review outcome of monitoring</p>	PS PS	Mar 05 Mar 06

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Housing Repairs	<ul style="list-style-type: none"> • Tenant Handbook 	14.3 14.4	Gather equality data from quality check questionnaires. Review outcome of monitoring.	PS PS	Mar 05 Mar 06
Renovation Grants	<ul style="list-style-type: none"> • Tenant Handbook 	14.5 14.6	Gather equality data from quality check questionnaires. Review outcome of monitoring	PS PS	Mar 05 Mar 06
Disabled Facilities Grant	<ul style="list-style-type: none"> • Private Sector Renewal Strategy 	14.7 14.8 14.9	Review marketing of grant availability for equal access Introduce equality monitoring into customer satisfaction questionnaires following grant application. Review outcome of monitoring	PS PS PS	May 05 Mar 05 Mar 06
REVENUES Customer Services	<ul style="list-style-type: none"> • Statute • Office Notes and Procedures)))			
Collection & Enforcement	<ul style="list-style-type: none"> • Statute • Office Notes and Procedures)))			
Fraud and Overpayments	<ul style="list-style-type: none"> • Statute • Office Notes and Procedures)15.1 15.2 15.3	Develop consultation process Develop customer relations management system (CRM). Review the need to publish leaflets in other languages and formats	KL KL KL	Apr 05 Dec 05 Jun 05
Council Tax & Benefits	<ul style="list-style-type: none"> • Statute • Office Notes and Procedures)))			
Banking Hall and Area offices	<ul style="list-style-type: none"> • Statute • Office Notes and Procedures)15.4	Review accessibility	KL	Apr 05