

EQUALITY ACTION PLAN 2022-2024 OUTTURN DRAFT

Equality Objectives	Actions	Performance Measures / Targets	Equality Outcome 2022/23 (if appropriate)	Equality Outcome 2023/24	Lead	By when
PEOPLE - PROVIDING YOU WITH A HIGH-QUALITY CUSTOMER EXPERIENCE						
Objective 1: Maintain high customer satisfaction about the quality of services we deliver	CP20/PE7 Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by Nov 2022	Residents Survey carried out February / March 2023. Satisfaction with the way Derbyshire Dales District Council runs things was 60%, an increase from the 2021 survey (58%).	Residents Survey carried out February / March 2023. Satisfaction with the way Derbyshire Dales District Council runs things was 60%, an increase from the 2021 survey (58%).	Director of Regeneration & Policy	November 2022
	CP20/PE7 Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by Nov 2023	Results were reported to the Governance and Resources Committee on 14 September 2023	Results were reported to the Governance and Resources Committee on 14 September 2023	Director of Regeneration & Policy	November 2023
	CP20/PE9 Maintain other customer access	Continue to maintain and publicise a variety of offline	Customer Access Strategy adopted in July 2023 with a new Customer	Customer Access Strategy adopted in July 2023 with a new Customer	Director of Corporate & Customer Services	Annually - ongoing

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	channels: during opening hours, you will still be able to phone us or drop by at the Town Hall in Matlock	customer contact channels for the District Council's services through Dales Matters and other media.	Charter which focuses on leaving no one behind in our service offer. Whilst the number of digitally excluded residents is low, the Council is committed to provide equality of service to all customers.	Charter which focuses on leaving no one behind in our service offer. Whilst the number of digitally excluded residents is low, the Council is committed to provide equality of service to all customers.		
	CP20/PE6 ability to access more service 24/7 online	Expand the number of services that are fully trackable by 20	More than 20 services were made available online and fully trackable	Action completed in 2022/23	Digital Transformation	March 2023
	Fully utilise the in cab software that links to SERCO and the CRM. The CRM to provide an improved customer experience and improved communication.	Fewer calls to the Council front desk, more automation Benchmark - telephone Calls received April 21 to March 22: <ul style="list-style-type: none"> Waste – 24,165 	Reduction on Benchmark. Telephone Calls received: April 22 to March 23: Waste – 15159 *	Achieved - Believe this is still a reduction with data missing from Jan 23 – Mar 23 in pervious column). Telephone Calls received: April 23 to March 24: Waste - 17469	Waste and Recycling Manager	December 2022

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		<ul style="list-style-type: none"> Garden Waste – 13,030 	Garden Waste – 5404 * * Only Apr 22 to Dec 22 data available, no data on Akixi for this period (Akixi data no longer available beyond 1 year)	Garden Waste – 7882		
	% of lost telephone calls handled by Customer Services	3% or less	Less than 3%	Achieved	Business Support [Corporate and Customer Services]	March 2023
	Deliver new website		Completed in December 2022 and compliant with accessibility standards set by the Government Digital Service	N/A	Comms & Marketing Manager [Corporate and Customer Services]	Dec 2022
	Publish the District Council's Equality information	Published on website by end Jan 2023	Published on website by end Jan 2023	N/A	Policy Officer	End Jan 2023

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	Publish the District Council's Equality information	Published on website by end Jan 2024	N/A	Published on website by end Jan 2024	Policy Officer	End Jan 2024
	Speed of processing new claims for Housing Benefit and Council Tax Support	24 days	11 days	13 days	Revenues and Benefits Manager	March 2024
	Speed of processing changes in circumstances for Housing Benefit and Council Tax Support	8 days	5.56 days	4.47 days	Revenues and Benefits Manager	March 2024
	% major planning application determined in 13 weeks or agreed extension of time (EOT) period	>75%	96% Excellent performance	100% An excellent performance from the team given the reduced staffing levels and vacancies.	Development Manager [Regulatory Services]	March 2024

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	% minor planning application determined in 8 weeks or agreed extension of time period	>77%	84% Excellent performance	86% Again an excellent result given the constraints within the team. 225 applications in total, of which 194 determined within 8 weeks or agreed EOT period.	Development Manager [Regulatory Services]	March 2024
	% of other planning applications determined in 8 weeks or agreed extension of time period	>90%	90.4% Target met.	92% Again an excellent result given the constraints within the team.	Development Manager [Regulatory Services]	March 2024
PLACE - KEEPING THE DERBYSHIRE DALES CLEAN, GREEN AND SAFE						
Objective 2: Implement the Derbyshire Dales Climate Change Strategy	Deliver a high quality waste/recycling service to residents	Waste & recycling collection - % satisfied with service	Survey completed.	Overall happiness with services this wave is 61.2%.	Director of Community & Environmental Services, Waste	March 2023

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		[contractor to complete]			and Recycling Manager	
	Deliver a high quality waste/recycling service to residents	Waste & recycling collection - % satisfied with service [contractor to complete]	Not Carried out	Survey not completed due to Route Optimisation.	Director of Community & Environmental Services Waste and Recycling Manager	March 2024
	Deliver the Sustainable Warmth competition (LAD3/HUG) grant funded works to reduce fuel poverty, improve the energy efficiency of homes and decarbonise heating	By March 2023	LAD3: 31 on-gas-grid properties treated with £412,000 (grant) and £469,776 (Council contribution). Installs included 13 properties receiving EWI and 18 receiving a mix of "Low Cost" measures. Tenures included 29 owner occupied and 2	NA	Climate Change Officer	

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			private rented properties. HUG1: 29 off-gas properties treated with £494,987 (grant) (ASHP, SOLAR PV, Loft, Cavity).			
	Apply for further rounds of Green Homes Grant funding as it becomes available (HUG2) and support housing associations in applications for future rounds of Social Housing Decarbonisation Fund	By March 2023	NA	HUG2: 7 homes were completed in FY1 of HUG2 to a value of £117,655 so far in the first year of the HUG2 scheme.	Climate Change Officer	
	Implement tree management project and measure the effectiveness of the action taken	Implement by April 2022 and measure effectiveness by April 2023	As for 2023/24	Surveys of trees across DDDC's estate completed and on-going identifying recommended	Development Manager & Trees and Landscape Officer	April 2023

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				works to manage tree-related risk to people and property. Issues addressed using external tree works contractors. Biodiversity/wildlife support measures implemented where appropriate. Requirement for additional staff to develop a DDDC Tree Service highlighted to Directors.		
Work with partners and communities to maintain high levels of community safety	Provide security equipment for victims and survivors of Domestic Abuse.	Provide funding to Crossroads DA Services to install appropriate equipment on an individual case basis to enable victims and survivors to feel safe in their homes. Equipment can	Number of households benefitting from enhanced security.	Number of households benefitting from enhanced security.	Neighbourhoods Manager Community Safety	March 2023

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		include cameras, door, window and gate locks and personal alarms.				
	Community Safety Reduction in the number of ASB reoffenders	90%	90.80% (49 offences and 5 reoffenders)	87.50% (43 offences and 5 reoffenders)	Community Safety [Community and Environmental Services]	March 2024
	Community Safety Hold at least one multi-agency Community Safety Event	2	ASB event in Ashbourne Recreation ground in July 2022	ASB event in Ashbourne Recreation ground in July 2023	Community Safety [Community and Environmental Services]	
	Community Safety - Communication campaign across the District signposting potentially victims to Services	By March 2023	ASB Awareness event in Ashbourne signposting victims of crime & ASB. Separate social media campaign promoting the ASB Hub. Dales Matters Article.	Completed in 2022/23	Community Safety [Community and Environmental Services]	March 2023

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Implement the Council's Climate Change Strategy and ensure that the benefits derive to vulnerable households across the District	Insulation / greener homes		We have received government funding in the last two years and are applying for the future rounds of government funding. SMART targets will be defined once the criteria for future rounds are clear	Continue to deliver government funded retrofit housing schemes in the latest iteration (Warm Homes: Local Grant) applied for in 24/25.	Climate Change Officer	June 2022
To work with Derbyshire County Council to understand where the need is within District which would benefit from the installation of EV charging points	To provide options and any associated costs for Members to make a decision on the way forward with a view to introduce more publicly accessible EV charging points within Public Car Parks	Increased number of EV charge points within the district, in response to consultation results	Consultation has closed. Analysis of results to follow.	Link to a summary of the results of the survey below: EV charging points - Derbyshire Dales District Council	Neighbourhoods [Community and Environmental Services]	March 2023

PROSPERITY - SUPPORTING BETTER HOMES AND JOBS FOR YOU

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Objective 3: Promote housing Development that meets the needs of the present and future population of the District	CP20/PR10 Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of 70 disabled people by March 2023	68 adaptations provided, thereby improving access into and around the homes of disabled people	N/A	Director of Regulatory Services	March 2023
	CP20/PR10 Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of 70 disabled people by March 2024	68 adaptations provided, thereby improving access into and around the homes of disabled people	53 adaptations to the homes of disabled people were fully completed in total. Several more adaptations have been completed onsite but invoices have not been received and paid for the works so the cases cannot be marked as fully completed. Necessary re-configuration of partnership working has brought about some delays.	Director of Regulatory Services	March 2024

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	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 300 vulnerable households by March 2023	The service continues to support vulnerable and disabled adults impacted by the cost of living crisis. We have provided debt and welfare advice to 381 cases.	N/A	Director of Housing	March 2023
	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 300 vulnerable households by March 2024	The service continues to support vulnerable and disabled adults impacted by the cost of living crisis. We have provided debt and welfare advice to 381 cases.	Achieved 448 cases supported in total (need to add CAB). HO Support team, Age UK and CAB have supported clients with £1,274,134 in total.	Director of Housing	March 2024

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	CP20/PR8 Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations	The Council will acquire 10 additional homes and deliver 33 homes with housing association partners in 2022/23	The council is delivering the Afghan and Ukraine housing scheme with 11 of 17 homes secured	The programme increased to 20 properties and these were secured by the end of March 31 st 2024.	Director of Housing	March 2023
	CP/PR 8 Commence the programme to build/acquire new Council homes to rent by March 2022		25 homes have been acquired since the programme started	40 homes have now been acquired with allocations to homeless households, Ukrainian refugees and Afghan refugees	Housing	March 2024
	% of new homes built on previously developed land	75%	Service Plan Published	43%	Planning Policy Manager/ Technical Assistant	March 2024
	Net additional homes provided	300	Service Plan Published	155	Planning Policy Manager/ Technical Assistant	March 2024

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	The total no. of net additional dwellings that are deliverable as a % of the planned housing provision for the 5 year period	100%	Service Plan Published	76.4%	Planning Policy Manager/ Technical Assistant	March 2024
	% of new homes built during the year, which are affordable housing	15%	10%	19%	Planning Policy Manager/ Technical Assistant	March 2024
	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation		Reported in the Corporate Plan KPI (79.9% average across the 4 quarters.)	81.8%	Homeless team [Housing]	March 2024

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	CP20/PR13 Delivering a permanent site to meet identified traveller needs by March 22		Work continues to identify a suitable site	Work continues to identify a suitable site	Director of Housing	March 2024
Objective 4: Seek to attract investment that supports the local economy including the provision of jobs for younger people	Having a positive impact on young people – support three diversionary projects using £17,000 of funding provided by the Police Crime Commissioner	3 Youth diversionary project funded to operate weekly sessions in the ASB hotspot areas of Matlock and Ashbourne	Three regular youth diversionary projects - Matlock, Ashbourne & Darley Dale. Positive feedback received from police and local people.	Three regular weekly youth diversionary projects in identified hotspot areas of Matlock, Ashbourne & Darley Dale. Positive feedback received from police, Whitworth Centre, Town Council and local people.	Neighbourhoods Community Safety Community Development Manager	March 23
	Employ an apprentice to provide training and experience to support their qualification.	Employ one apprentice by March 2023		Completed and about to get another one for 2024/2025.	Clean and Green	March 23

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ONE TEAM, ONE COUNCIL, ONE PURPOSE						
Objective 5: One team, working together as one Council with one purpose	Agree and progress the corporate programme of priority Equality Impact Assessments for 2022/23	EIA programme for 2022-23 complete <ul style="list-style-type: none"> • Controlled Substances at Work Policy • Monitoring & Surveillance Policy • £150 energy rebate • Text Payment System • Live streaming of council meetings • Clean and Green review depending on recs • PSPO dependent on data 	Completed: Freedom Leisure [reducing costs] Land at Bakewell Road, Matlock UKSPF Funding bid Ashbourne Reborn LUF bid	N/A	Directors of Services	March 2022

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		<ul style="list-style-type: none"> • Parks survey – dependent on results • Car park review – dependent on review outcomes • Community Governance Review – on agreed changes • Land at Bakewell Road, Matlock • UKSPF Funding bid • Ashbourne Reborn LUF bid 				
	Agree and progress the corporate programme of priority Equality Impact	EIA programme for 2023-24 complete <ul style="list-style-type: none"> • Local Plan 	EIAs successfully completed for all policies or procedures identified as requiring one.	EIAs successfully completed for all policies or procedures identified as requiring one.	Directors of Services / Corporate Policy Officer	2023-24

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	Assessments for 2023/24		Local Plan EIA will continue into 2024-25.	Local Plan EIA will continue into 2024-25.		
	Implement the Clean and Green Action Plan devised by the Clean and Green Manager and the Director of Community and Environmental Services.	Report and provide recommendations to elected members, develop and implement an improvement plan	N/A	Review completed and implemented.	Director of Community and Environmental Services	Has been delayed due to Covid. March 2023