

APPENDIX ONE

EQUALITY ACTION PLAN 2020-2022 OUTTURN

Equality Objectives	Actions	Performance Measures / Targets	Outcome	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 2020	Completed – report to the Governance and Resources Committee on 19 November 2020	Director of Regeneration & Policy	November 2020
	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	Completed – report to Governance and Resources Committee in Jan 22	Director of Regeneration & Policy	November 2021

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		Services by Nov 2021			
	CP20/PE9 Maintain other customer access channels: during opening hours, you will still be able to phone us or drop by at the Town Hall in Matlock	Continue to maintain and publicise a variety of offline customer contact channels for the District Council's services through Dales Matters and other media.	<p>Physical access to the Town Hall was not possible for much of the period from March 2020, due to Covid restrictions on public buildings. Business support provided the usual telephone service.</p> <p>The Town Hall reception was re-opened during the morning on 11th October 2021, as per government guidance and following alterations to the reception area at the Town Hall.</p> <p>Visitors were asked to make an appointment where possible, if they wished to see an Officer. Oct to April visitors to all agencies in the Town Hall totalled 1131.</p> <p>70 for benefits 30 Age UK 4 RAD 76 CAB 49 to pay Council Tax 131 to leave information /appointments and other reasons for Council Tax 194 in relation to Gold Cards [180 were leaving information and/or evidence to support eligibility] 23 deliveries</p>	Director of Corporate & Customer Services	Annually - ongoing

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			<p>Others were generally dropping things off, or for appointments with specific sections within DDDC.</p> <p>During Covid, communication with the public took place via telephone, our media outlets, publications such as Dales Matters, and via our e-newsletter.</p> <p>DDDC communicates with 10,000 customers via the e-newsletter and 92,232 customers via social media channels (Twitter, Facebook and Instagram).</p> <p>All signage outside the Town Hall encourages visitors to do their business with us online if possible, with a URL link to www.derbyshiredales.gov.uk/DoltOnline</p> <p>Since the launch of the CRM in April 2020, we have averaged 92% of CRM submissions being completed online via Self Service. We also saw a 43% increase in CRM submissions in year 2 when compared with year 1. At the end of April 2022 we have had just over 200,000 submissions within the CRM since its launch.</p>		
PLACE - KEEPING THE DERBYSHIRE DALES CLEAN, GREEN AND SAFE					
Objective 2: Implement the Derbyshire	Deliver a high quality waste/recycling	Waste & recycling collection - % satisfied with	NOT completed before end March 22 by Serco Question asked in the Online Panel residents' survey 2020.	Director of Community & Environmental Services	March 2021

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Dales Climate Change Strategy	service to residents	service [contractor to complete]	76% were either very or fairly satisfied		
	Deliver a high quality waste/recycling service to residents	Waste & recycling collection - % satisfied with service [contractor to complete]	NOT completed before end March 22 by Serco Question asked in the Online Panel residents' survey 2021. 30.3% were either very or fairly satisfied. This low figure is a result of poor service by Serco	Director of Community & Environmental Services	March 2022
Work with partners and communities to maintain high levels of community safety	Raise awareness of domestic abuse and promote support services	Children's Counselling Provide counselling service for children Use social media to increase reach to residents of the Dales	Supported 5 children through counselling for up to a 12 week period. Targeted advertising through Facebook was viewed by over 800 people in the Dales.	Director of Community & Environmental Services	March 2022
Implement the Council's Climate Change	Insulation / greener homes NB: 11 Non Traditional		The Local Authority Delivery [LAD] Phase 1A programme was completed in August 2021. 48 owner occupied homes received External Wall Insulation, 4 Alms Houses had a complete retrofit and 56 Platform properties	Director of Housing	June 2021

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Strategy and ensure that the benefits derive to vulnerable households across the District	homes insulated on Hurst Farm (Phase 1), 26 further properties in Phase 2 (Hurst Farm, Oker estate Darley Dale and Tansley)		received a range of measures from insulation to solar panels LAD 2 have progressed with; 6 owner occupied homes benefiting from External Wall Insulation in Hognaston, 2 Almshouses completed in Matlock and a 3 rd on site in Calver. Up to 27 owner occupied homes in Matlock to benefit from EWI are still being appraised after changes in the national technical guidance. Platform have installed 7 PV systems and 1 Air Source Heat Pump so far with another 41 properties to be carried forward in 2022/23		

PROSPERITY - SUPPORTING BETTER HOMES AND JOBS FOR YOU

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 50 disabled people by March 2021	Exceeded target - 71 adaptations completed	Director of Regulatory Services	March 2021
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Equality Objectives	Actions	Performance Measures / Targets	Outcome	Lead	By when
	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 2022	59 adaptations completed. A further 19 grants remain approved but not yet completed. The reduced number of completions in 2021/22 is a delayed reflection of the slowdown in referrals received during the pandemic. Whilst this is disappointing it is worthwhile noting that all District Council actions have been completed in a timely manner and no application has been delayed as a result of our processes.	Director of Regulatory Services	March 2022
	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 350 vulnerable households by March 2021	Partially achieved - 259 Total: CAB supported 10 existing clients and 25 new clients with 333 debt issues and managed debt of £105,054. Adullam HA supported 29 existing clients and 17 new clients, affecting debt of £44,941 and generating £33,670 in benefit and £27,211 in other financial gains Age UK have 155 existing clients and supported 23 new clients generating £32,521 in new (weekly) benefits and £3,768 in one off payments A total of	Director of Housing	March 2021
	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 350 vulnerable households by March 2022	CAB: 60 new clients, 1089 debt issues tackled, £415,846 debt managed Adullam: 127 clients, £249,964 debt managed, £140,151 in financial gains Age UK supported 83 new clients with total financial gains of £300,187 Combined outturn; • 270 clients supported	Director of Housing	March 2022

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			<ul style="list-style-type: none"> • £665,810 debt managed • £856,184 financial gains <p>Note – the service provided by Adullum has been taken in house in the last quarter.</p>		
	<p>CP20/PR8</p> <p>Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations</p>	<p>Complete 51 new affordable homes by March 2021 NB: Likely only 12 new affordable homes (note delays to 2020/21 target due to Covid19)</p>	<p>12 homes completed due to Covid</p>	<p>Director of Housing</p>	<p>March 2021</p>
	<p>CP/PR 8</p> <p>Commence the programme to build new Council homes to rent by March 2022</p>	<p>Commence the programme to build new Council homes to rent by March 2022</p>	<p>3 homes were purchased in 2021/22 with 7 more due to handover in May 2022/23 in Ashbourne.</p>	<p>Director of Housing</p>	<p>March 2022</p>

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	CP20/PR13 Identify opportunities for the provision of permanent Traveller site and conclude negotiations with landowners by July 2020.	Identify opportunities for the provision of permanent Traveller site	Potential sites identified at Q2, negotiations ongoing. Delegated authority to proceed with application for planning permission, given to Director of Housing.	Director of Regulatory Services Director of Housing	July 2020
	CP20/PR13 Delivering a permanent site to meet identified traveller needs by March 22	Identify opportunities for the provision of permanent Traveller site	Site was identified and investigations, planning permission processes took place. The geotechnical and land contamination surveys were completed and a report received in March 2022. Council determined that due to the ecology and ground conditions, to cease the development of this site for travellers. Site provision remains a corporate goal.	Director of Housing	March 2022
Objective 4: Seek to attract investment that supports the local economy including the	Support the Derbyshire Careers Enterprise Co, to strengthen links between education and employers	Deliver 2 partnership events to support employers with recruitment issues and	Not completed due to Covid	Director of Regeneration & Policy	March 2021

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provision of jobs for younger people		develop better links between employers and schools			
ONE TEAM, ONE COUNCIL, ONE PURPOSE					
Objective 5: One team, working together as one Council with one purpose	Ensure a One Team approach to the Council's statutory equality duties	Review and update the Equality & Diversity Policy	Achieved – after consultation with the employee group, CLT and members it was approved at the Governance and Resources Committee meeting on 30 Sept 21	Director of Regeneration & Policy	November 2021
	Ensure a One Team approach to the Council's statutory equality duties	Deliver a tailored Equality & Diversity mandatory training programme for Members including via the Council's Learning OnLine Anywhere	Achieved – training delivered via Zoom in Nov 2020 AND Nov 2021	Director of Regeneration & Policy	May 2021

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		(LOLA) resource			
	Ensure a One Team approach to the Council's statutory equality duties	Deliver a tailored Equality & Diversity mandatory training programme for Senior Management Team including via the Council's Learning OnLine Anywhere (LOLA) resource	Achieved – training delivered via Zoom in Nov 2020 AND Jan/Feb 2022	Policy Officer & Human Resources Manager	November 2021
	Retain the Disability Confident standard	Undertake self-assessment to retain the Disability Confident standard	Re-registered with Disability Confident in February 2022	Human Resources Manager	March 2022
	Agree and progress the corporate	Programme for 2020-22	1. Housing Allocation Policy - COMPLETED 2. Local Council Tax Support Scheme – COMPLETED	Directors of Service responsible	March 2022

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	programme of priority Equality Impact Assessments for 2019-20	<p>completed including</p> <ol style="list-style-type: none"> 1. Housing Allocation Policy 2. Local Council Tax Support Scheme 3. Review of the Council's Car Parking Order] 4. Card payment for car parks 5. Local Plan 	<ol style="list-style-type: none"> 3. Review of the Council's Car Parking Order]- NOT COMPLETED 4. Card payment for car parks [-AWAITING OUTCOME 5. Local Plan – Formal review completed and approved by Council in January 2022. Additional work required to determine whether growth ambitions can be achieved has resulted in Council approving a new timetable which does not now envisage modifications and adoption of new Local Plan being completed until December 2024. Brailsford and Ashbourne Neighbourhood Plans completed <p>EIAs completed but not in plan:</p> <ul style="list-style-type: none"> - ASB Policy - Black's Head - CT Backdated Case wrote off - GDPDR Policy, procedure, guidance - PSPO - Flexible Working Policy - Test and Trace payments - Public conveniences opening - Covid discretionary grant - Sex entertainment venues - Bakewell Market re-opening - Empty Homes premium - Derbyshire Clause 	for identified EIAs	

Equality Objectives	Actions	Performance Measures / Targets	Outcome	Lead	By when
			<ul style="list-style-type: none"> - Data matching CT + NDR - Reward and recognition policy 		
	Service Reviews – any potential equality impacts to be identified through EIAs	Service Reviews	Clean and Green review underway – report expected to end June 22 [delayed due to Covid]; EIAs to be identified after this date. Core standards review: following June report recommendations, during 2022/2023, Officers will be working from the approved recommendations to be agreed by Committee. Once the recommendations have been agreed, the SMART objectives can be established.	Director of Community and Environmental Services	March 2022