

Actions	Dates	Lead Officer
Review and restart Equalities Steering Group as 'Passionate about People' embedded into customer care.	April '08	SMc
Ensure customers, contractors, partners, members, staff, and Unison remain aware of the issues through, for example, publicity, training seminars, information sheets, and welcome training for new employees. Direct mail to existing contractors	Ongoing review via steering group April '08	PJ/KJ/Smc
Maintain a profile of our local community and commence service customer profiling.	April '08	JG
Monitor the Social Inclusion proofing tool actions as used on Council front-line services and ensure targets are set and met.	Ongoing	PJ
Refine monitoring systems for employment/councillors service delivery to meet level 2 of the Equalities Standard.	Completed	KJ
Maintain Officer Champions in each Directorate	Ongoing	SMc
Review equalities outputs from the formal complaints process.	At Steering Group	SMc
Monitor recruitment for the major Equality "Strands"	Ongoing	KJ
Set up and develop Intranet information for staff on the 'Equality and Diversity scheme and also website information for the public.	Ongoing	PJ
Retain a Member Champion for Equalities work.	Ongoing	DP
Develop a programme of training in all services on Equalities Impact assessment and a follow up facilitated workshop.	Sept 07	SMc
Prioritise policies through Equality Impact Assessment and create plans of action.	April '08	SMc
Seek views from EDDC employees, Members, 'Speak Now' groups, focus groups and representative organisations for people relating to each equalities standard.	Annual	KJ
Carry out a full customer 'systems thinking' review (Equalities embedded) in Planning, and Benefits (as first priorities)	Sept '08	PJ
Follow the project plan of work to enable the Council to reach level 2 of the Equalities Standard by the end of the year 2008 including Equality Impact Assessments.	Dec '08	PJ
Undertake a risk management assessment of Equalities work.	Completed (review annually)	PJ/TC
Roll out a Customer Services Centre with policies which respect the particular needs of people of each main Equality Strand.	As per CSC roll out plan	DP/CF/CP/DL
Corporate Customer Care Standards published and Customer Assistants Training Scheme rolled out.	Reviewed by Sept '08	KJ/DL

Actions	Dates	Lead Officer
Liaise with multi-agency groups for equalities work across the County.	Ongoing	SMc
Use the new Committee template to test for equalities impacts (and to permit annual monitoring).	From June '08	PJ/DP
To promote the "LIFT" support on equalities work to all staff.	Completed	PJ
To monitor the incidence of 'hate crime' for East Devon via the policy.	Ongoing	PJ
Ensure each service planning process reflects a commitment to Equalities Diversity working including 'SMART' targets and appropriate budgeting	Nov '08	BD

*This section relates to all of the equality strands of Gender, Disability, Race, Age, Sexuality and Faith but also relates to diversity generally.

Equality, strand specific work in addition to the general actions.

Actions	Dates	Lead Officer
Gender Create and promote an EDDC Domestic Violence policy	Completed	PJ
Race To work with the 'East Devon Race Focus Group' organised by DREC	Ongoing	PJ
Embed the Race Equality Standards for housing work	Sept '08	JG
Support DREC work in East Devon through grant aid	Ongoing	PJ
Work with the East and Mid Devon diversity group to promote the needs of migrant workers and disseminate basic information rights and responsibilities	Ongoing	SMc
To meet the traveller site needs for East Devon	Dec '09	KL/SS
To review our translation service and policies	Sept '08	CF
Disability To provide hearing loop systems for our reception and Committee Room areas and for mobile use	Sept '08	KJ
Age To work with the local groups of the Senior Council for Devon to identify key issues	Ongoing	PJ/KJ
To meet the Council's priority actions for youth (including "Hear by right")	As per Corporate Strategy	PJ/JG
Sexuality To disseminate information on transgender issues and facts to officers and Members	Completed	PJ
Faith To incorporate information on faith and festivals on the Council's website	July '08	PJ