

**WIRRAL COUNCIL**

**COMMUNITY AND CUSTOMER ENGAGEMENT OVERVIEW AND SCRUTINY COMMITTEE**

**REPORT OF THE CORPORATE EQUALITY AND DIVERSITY CO-ORDINATOR**

**ACHIEVING LEVEL 3 OF THE EQUALITY STANDARD FOR LOCAL GOVERNMENT (ESLG)  
– QUARTER 3 2008 / 2009 PROGRESS REPORT**

## **1. Introduction**

Please find attached (as Appendix 1) the latest progress report on reaching Level 3 of the Equality Standard for Local Government, for the period 1 October 2008 to 31 December 2008.

Please note the % ratings on progress on pages 3 and 4.

JACQUI CROSS  
CORPORATE EQUALITY & DIVERSITY CO-ORDINATOR  
CORPORATE SERVICES

**EQUALITY STANDARD FOR LOCAL GOVERNMENT (ESLG)****QUARTER THREE 2008/2009 PERFORMANCE MONITORING REPORT****DATE: 16/01/09****OFFICER: JACQUI CROSS (Corporate Equality & Diversity Co-ordinator)****Introduction**

Welcome to the third quarterly monitoring report for 2008 / 2009. Within this report you will find details of the equality and diversity work undertaken across the whole council.

Once again, numerous achievements have been documented across all departments.

**Contents**

Summary of progress towards level 3 of the ESLG Pages 2 - 3

Quarter 3 departmental equality and diversity progress (in detail) Pages 4- 31

**Notes**

1. No information was provided by Technical Services
2. Department of Adult Social Services is moving through a period of considerable transformation and change. This has had an impact on the work of the Departmental Equality Group (DEG), and as a result the implementation of the Department's Equality and Diversity Action Plan has been affected.
3. For equality and diversity issues Corporate Services still includes HR, Law and Asset Management Department.

### ESLG Level 3: Summary of Progress

ESLG Key Element	% Complete	Recommendations
1. Corporate Approach to Equality	92%	<p>Chief Officers to sign off their Departmental Equality Group Action Plans</p> <p>All employees to be made aware of the above</p>
2. Corporate Equality & Inclusion Group	90%	<p>CEIG needs to review the diversity profile of the workforce</p> <p>CEIG to formally request a review of the Key Issues Exchange process in order to incorporate equality behaviours</p>
3. Corporate Equality Policy & Strategy	85%	<p>Policy and Strategy to be refreshed once a Single Equality Scheme has been agreed</p> <p>Chief Officers and Service Managers to be briefed on any changes to the Policy and Strategy</p>
4. Corporate Participation Strategy	40%	<p>The Council's Corporate Engagement Strategy to be completed and implemented, and includes how diverse community groups will be invited to help to improve services and how those groups will be supported to build capacity</p> <p>Establish an Equality Watch Review Group which includes a cross section of diverse communities</p>
5. Equality Impact Assessments (EIA)	90%	<p>A corporate approach to involving diverse communities during the EIA process to be established</p>
6. Performance Management System	60%	<p>The PIMS system to include equality indicators and targets</p>
7. Partnerships	75%	<p>Partners to be encouraged to develop shared equality objectives</p>
8. Risk Management	75%	<p>Cabinet to agree Task Group recommendations</p>

9. Customer Satisfaction	60%	Customer satisfaction to be corporately recorded and analysed on a quarterly basis
10. Fair Staff Policies & Procedures	75%	<p>Equality guidance and training to be provided for interview panels</p> <p>A corporate equality and diversity training framework to be established</p> <p>CEIG to formally request a review of the Key Issues Exchange process in order to incorporate equality behaviours</p> <p>Task Group recommendations to be implemented</p>
11. Procurement Practices	75%	Cabinet to agree Task Group recommendations
12. Equality & Diversity Training	70%	A corporate equality and diversity training framework to be established
13. Equality Objectives and Targets	100%	
14. External Assessment	30%	Complete the IDeA's tasks list for Level 3 assessment

## Equality Standard for Local Government (ESLG)

## Quarter Two 2008 / 2009 Achievements & Hotspots

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>1. Corporate Approach to Equality</b>	<b>Regeneration</b> <ul style="list-style-type: none"><li>• Departmental objectives and targets for E&amp;D have now been incorporated into Dept Plan 2009/10</li><li>• E&amp;D continue to be standard agenda items at DMT and team briefings</li><li>• Dept Plan will be used as part of the KIE appraisal system making staff aware of the E&amp;D objectives and targets</li></ul> <b>Corporate Services</b> <ul style="list-style-type: none"><li>• Draft Equality Watch scheme public consultation commenced</li></ul>		
<b>2. Corporate Equality &amp; Inclusion Group</b>	<b>Regeneration</b> <ul style="list-style-type: none"><li>• Department has been represented at all CIEG</li></ul>		

(CEIG)

- meetings
- E&D targets and objectives identified at Manager's Awayday (27/10/08) and subsequently incorporated into Departmental Plan 2009/10
- Responsibility for completion of the actions has been detailed in the Plan together with timescales for achievement
- Resource implications (Financial, Physical and Financial have been included in the Dept Plan.

**ESLG Key Element**

**Achievements**

**Hotspots**

**Recommendations**

**3. Corporate Equality Policy & Strategy**

**Children & Young People**

- Departmental Equality Group meetings agreed and scheduled for 2009/10 to monitor departmental progress.

**Regeneration**

- In the Dept Plan the department commits to ensuring equality of

opportunity and promoting diversity are at the core of everything it does as an employer, service provider, commissioner and in its community leadership role.

- The department has an equality action plan in place as part of this framework, which takes into account any actions identified through the Equality Impact Assessment process.

#### **Corporate Services**

- Development of the Equality Watch Scheme has clarified the Council's strategic aims in relation to E & D, providing the basis for a refreshed policy and strategy from April 2009.

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>4. Corporate Participation Strategy</b>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"> <li>• Youth Parliament provided opportunity for young people to meet and question elected members</li> <li>• Equality &amp; Diversity open day, held at Wallasey Town Hall, attended by staff from Children &amp; Young Peoples Department.</li> <li>• CiC held their Panto in December, which was well attended. Attendees included the Mayor, Chief Executive and elected members.</li> <li>• CiC undertaking Duke of Edinburgh's Award. 6 Children went to Prague as part of the Gold Award to study Social Care &amp; Fostering and are producing a DVD of their trip. 6 children undertook an expedition in the UK as part of their Bronze Award.</li> </ul>	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Need for implementation of corporate community engagement strategy in order</li> </ul>	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Completion of corporate community engagement strategy</li> </ul>



to agree protocols, co-ordinate activity and avoid omission or duplication

- Once strategy in place, Customer Services can integrate the approach into the Customer Access Strategy

### **Regeneration**

- The department as a whole and service areas individually involve designated community, staff and stakeholder groups on their EIA's and service delivery. There continues to be considerable engagement with the community and stakeholders providing avenues for further consultation and participation

### **Corporate Services**

- Action planning underway in relation to corporate community engagement activities in line with the principles of the draft Comprehensive Engagement Strategy to provide a framework for activity

### **Corporate Services**

- No overarching framework in place

### **Corporate Services**

- Draft Comprehensive Engagement Strategy will be going out for public consultation during February – April 2009

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>5. Equality Impact Assessment (EIA)</b>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"> <li>• Schedule for completing Equality Impact Assessments over the next three years drawn up to include all Services, Functions, Policies and Procedures. Progress to be monitored by the Departmental Equality Group</li> <li>• Action plan for 2009/10 created, informed by completed Equality Impact Assessments. Progress to be monitored by the Departmental Equality Group</li> </ul> <p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Customer Services have now completed a review (using the new template) of the initial Equality Impact assessments carried out last year</li> <li>• EIA action plans integrated</li> </ul>	<p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• Setting up review and monitoring of actions falling out of initial EIAs</li> </ul>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"> <li>• The Children &amp; Young Peoples Department to organise a focus group of young people to consult with on the action plan developed from EIA's.</li> </ul> <p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• Review initial EIAs &amp; establish functions of Department as a result of Transformation to ensure EIAs are carried out on all new areas of work.</li> </ul>

into overall department action plan

- DEG has identified EIA programme for 09/10

### **Regeneration**

- 100% service areas, policies and strategies have undergone EIAs
- A review of EIAs has taken place
- An action plan drawing out the main points of the EIAs has been produced and incorporated into the Departmental Plan

### **Corporate Services**

- 100% EIA's completed in Law, HR and Asset Management

### **Regeneration**

- Need to be vigilant to ensure new policies and strategies undergo EIA as and when they are produced
- New joint Trading Standards enforcement policy will need an EIA

### **Corporate Services**

- Ensuring that all departments contribute to the development of the EIA programme for 2009/10

### **Regeneration**

- Set up system to ensure that new policies, strategies and procedures undergo EIAs

### **Corporate Services**

- EIA action plan to be incorporated in the departmental plan
- 2009/10 EIA list to be drawn up of new/emerging policies and strategies

<b>ESLG Key Element</b>	<b>Achievements</b>	<b>Hotspots</b>	<b>Recommendations</b>
<b>6. Sound Performance Management System</b>	<p data-bbox="454 248 837 272"><b>Children &amp; Young People</b></p> <ul data-bbox="501 288 969 799" style="list-style-type: none"> <li data-bbox="501 288 969 539">• The Children &amp; Young Peoples Department has drawn up an action plan that links to the Corporate Objectives for 2009/10 and PIMS and National Indicators, were appropriate.</li> <li data-bbox="501 587 969 799">• Information strategy developed to collect and collate information to clarify the nature of the area within which each Children's Centre operates.</li> </ul> <p data-bbox="454 847 573 871"><b>Finance</b></p> <ul data-bbox="501 895 969 1445" style="list-style-type: none"> <li data-bbox="501 895 969 1445">• Customer Services will be represented at the launch of the Wirral Ethnic Health Advisory Group Information &amp; Resource file launch due to be held Friday 23rd January 2009. The purpose of the Information &amp; Resource File is to provide information on the various ethnic communities on the Wirral including cultural, health, and religious needs for each community. The event is being held at Wirral Multicultural Centre and key</li> </ul>	<p data-bbox="1003 248 1386 272"><b>Children &amp; Young People</b></p> <ul data-bbox="1050 288 1485 387" style="list-style-type: none"> <li data-bbox="1050 288 1485 387">• Youth Service have issues around data which they are working through.</li> </ul>	<p data-bbox="1554 248 1937 272"><b>Children &amp; Young People</b></p> <ul data-bbox="1601 288 2056 616" style="list-style-type: none"> <li data-bbox="1601 288 2056 504">• The Children &amp; Young Peoples Department to organise a focus group of young people to consult with on the action plan developed from EIA's.</li> <li data-bbox="1601 552 2056 616">• Need to resolve Youth Service Data issues.</li> </ul> <p data-bbox="1554 847 1673 871"><b>Finance</b></p> <ul data-bbox="1601 887 2056 1445" style="list-style-type: none"> <li data-bbox="1601 887 2056 1174">• Regularly report progress to Finance DMT through quarterly monitoring reports. Revised performance and risk management and monitoring process to be agreed by DMT February 2009</li> <li data-bbox="1601 1254 2056 1445">• DEG action plan and EIA programme to take account of Access to Services inspection report and integrate with action plan</li> </ul>

speakers include The Mayor of Wirral (Councillor Adrian Jones), who will launch the Information and Resource File, Mr Stephen Hesford MP, Mrs Frances Street – Chair of NHS Wirral, and Mr John Webb – Director of Social Services, Wirral Council.

- Customer Services will be involved in the forthcoming review of the interpreting contract with a view to improving the functionality of the service and the way it is delivered taking on board experience gained during the initial contract period.
- Customer Access Strategy reviewed annually with quarterly progress reports to Cabinet (as part of Change Programme)

### **Regeneration**

- E&D objectives and targets have been integrated into the performance management framework through their inclusion in the Departmental Plan
- Targets to be regularly monitored at DEG and as part

of departmental performance management framework

- Performance Information including national figures will be fed back to senior management and Members on a quarterly basis

### **Corporate Services**

- Introduction of consistent action plans for DEGs

<b>ESLG Key Element</b>	<b>Achievements</b>	<b>Hotspots</b>	<b>Recommendations</b>
<b>7. Partnership (internal and external)</b>	<b>Children &amp; Young People</b> <ul style="list-style-type: none"><li>• Inclusion award presented to St Agnes Preschool by Steven Hesford MP, for there inclusive practice, the Wirral Globe was also present. This award scheme is part of a process set up to recognise inclusive behaviour in the children's sector.</li><li>• Staff from the Social Inclusion Branch have trained 17 Access Officers that are part of a team across Merseyside linked to Museums &amp;</li></ul>		

Galleries. These staff are offering consultancy and training advice to staff in museums and galleries around SEN inclusion issues.

- Plans presented and approved by the Children and Young Peoples Strategic Partnership Board for the redesign and building of improved Children & Families Health services on the Arrowe Park Hospital site.
- Proposals presented and approved by the Children and Young Peoples Strategic Partnership Board for male circumcision to be commissioned to meet religious, cultural and social needs in Wirral.
- Hate Crime Workshop attended to address all hate crime stands using a MARAC approach.

#### **Finance**

- New Polish outreach service launched 5th January 2009, in conjunction with CAB and PCT. This gives access to a polish speaking outreach

#### **Finance**

- Liaison with external partners is not co-ordinated across the council – resulting in over and under representation and inconsistent approach (see

#### **Finance**

- Improve communication and co-ordination (links with the corporate community engagement strategy)

worker at various One Stop Shops across the borough. The service provides free advice on issues such as debt, welfare benefits, housing, employment, consumer problems and community care. Particular emphasis is placed on reducing stress and anxiety caused by unfamiliarity with the language and benefit system.

- One Stop Shops are working with Age Concern to promote awareness of the problem of elder abuse. One Stop Shops are currently hosting an Age Concern display at different sites. Customer Services are liaising with Age Concern on a bereavement support scheme where older customers identified as having suffered a recent bereavement can be referred for a home visit from a support worker.
- One Stop Shops will be hosting a joint working event for WPH w/c 23rd Feb where various agencies including Pensions Service will be

also section 4. Finance Hotspots)



providing a presence across all of the equality strands.

### **Regeneration**

- There is considerable community and stakeholder engagement within the department as the department has forged partnerships across a range of services and service agencies.

### **Corporate Services**

- Full participation from across departments for Equality Watch staff diversity day
- Special edition of Equality Watch newsletter to celebrate Council's first staff diversity day produced and placed on Council's intranet
- Council's E&D section of website is currently under development
- Additional initial EIA's published on Council's website
- Economic Policy Team have led on co-ordination of good partnership activity aiming to support disadvantaged groups and tackle worklessness, child poverty

### **Regeneration**

- Not all partnership arrangements make reference to the Corporate Equality Policy

### **Corporate Services**

- Ensure appropriate representation on Inter-departmental equality group
- Draft Comprehensive Engagement Strategy will be going out for public consultation during February – April 2009
  
- Economic Policy team to continue to co-ordinate partnership activity through involvement in the LAA, City Employment Strategy and emerging Multi Area

and wider deprivation.

Agreement.

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>8. Risk Management</b>	<p data-bbox="454 547 837 576"><b>Children &amp; Young People</b></p> <ul data-bbox="501 587 954 759" style="list-style-type: none"><li data-bbox="501 587 954 759">• The Departmental Equality Group action plan has links into the Risk Management procedure and identifies and monitors risks.</li></ul> <p data-bbox="454 807 577 836"><b>Finance</b></p> <ul data-bbox="501 847 976 1134" style="list-style-type: none"><li data-bbox="501 847 976 1134">• The Change Team has looked at the documentation around Risk Management to try and ensure that more consistent practices are taken when using Project Management documentation around the Council</li></ul> <p data-bbox="454 1182 658 1211"><b>Regeneration</b></p> <ul data-bbox="501 1222 976 1436" style="list-style-type: none"><li data-bbox="501 1222 976 1321">• E&amp;D risks are included in the risk planning element of the Departmental Plan</li><li data-bbox="501 1332 976 1436">• These will be monitored as part of the risk performance monitoring process to check</li></ul>		

whether the planned contingencies are still appropriate and adequate.

<b>ESLG Key Element</b>	<b>Achievements</b>	<b>Hotspots</b>	<b>Recommendations</b>
<b>9. Customer Satisfaction</b>	<p data-bbox="454 580 837 616"><b>Children &amp; Young People</b></p> <ul data-bbox="501 624 972 951" style="list-style-type: none"><li data-bbox="501 624 972 951">• Marketing strategy developed and implemented to raise the profile of Children Centers, in particular to under represented groups to improve accessibility. A range of publicity materials provided to the full spectrum of community venues.</li></ul> <p data-bbox="454 991 577 1026"><b>Finance</b></p> <ul data-bbox="501 1034 972 1430" style="list-style-type: none"><li data-bbox="501 1034 972 1430">• Wirral Drug Action Team (DAT) held an event in November 2008 to explore the provision of their service away from the traditional town centre locations. OSS offered as possible option for delivery of service to all sectors of the community in neighbourhood locations</li></ul>		

**Regeneration**

- Some service areas monitor customer satisfaction

**Corporate Services**

- Meeting with Finance colleagues to discuss customer segmentation
- Customer satisfaction is now a regular agenda item at Customer Services Group meetings

**Regeneration**

- Need to set up systems and procedures to ensure customer satisfaction is measured in a more uniform and consistent manner

ESLG Key Element	Achievements	Hotspots	Recommendations
10. Fair Staff Policies & Procedures	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"><li>• Staff have started to undertake Cylix (Elumos) equality and diversity training.</li></ul> <p><b>Finance</b></p> <ul style="list-style-type: none"><li>• Recruitment to Customer Services this month has resulted in progress being made around the objective of closing the ethnicity gap</li></ul>		

between the customer service workforce profile and the ethnicity profile of the population in general.

- A member of the Change Team is involved in reviewing Staff Policies as a member of the Employee Equality Forum

### **Regeneration**

- A limited number of staff take advantage of work life balance protocols

### **Regeneration**

- All staff are not aware of equality related policies and procedures
- Equality and diversity training is not provided to short-listing panels and interviewers
- Appraisal of managers and relevant staff does not include competency and behaviours to implement the Equality Standard for Local Government
- Not all managers and relevant staff have received equality and diversity training

### **Regeneration**

- All equality and diversity training to be reviewed
- All staff to undergo Cylix (Elumos) training and corporate base E&D training
- Specific training to be provided for front of house staff, managers and panel members and interviewers
- Publicise the opportunities for work life balance more widely in the department

### **Corporate Services**

- Updated forms (grievance, capability, disciplinary and work-life balance) for collection of employees E&D data
- Presented list of HR Policies

under review within next 6-12 months and feedback proforma to Employee Diversity Forum for future consultation

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>11. Procurement Practices</b>	<b>Children &amp; Young People</b> <ul style="list-style-type: none"><li>Proposals presented and approved by the Children and Young Peoples Strategic Partnership Board for male circumcision to be commissioned to meet religious, cultural and social needs in Wirral.</li><li>Primary Review Consultation completed.</li><li>Secondary Review consultations started.</li></ul> <b>Adult Social Services</b> <ul style="list-style-type: none"><li>Department ensures that equality &amp; diversity issues are considered as part of tendering processes</li></ul>	<b>Children &amp; Young people</b> <ul style="list-style-type: none"><li>Issues around restructuring of Birkenhead secondary school provision with the possibility of an imbalance developing between girls and boys in mixed sex provision.</li></ul>	<b>Regeneration</b> <ul style="list-style-type: none"><li>All procurement for goods</li></ul>

and services to be in accordance with corporate E&D guidance and procedures.

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>12. Equality &amp; Diversity Training</b>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"> <li>• Staff have started to undertake Cylix equality and diversity training.</li> <li>• Training programme implemented for appropriate school staff and across the partnership and VCF sector to increase the understand of data (neighbourhood data) and the effects of poverty on achievement.</li> <li>• Training provided to staff on the transition of children with a disability to Adult Social Care.</li> </ul>	<p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• To make E&amp;D training available to all staff alongside e-learning software.</li> <li>• To make Equality Impact</li> </ul>	<ul style="list-style-type: none"> <li>• Young People involved in recruitment need to be provided with Equality Training.</li> </ul>
	<p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• Programme of E&amp;D Training as part of the MDP programme been successfully delivered in 2008.</li> </ul>		<p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• Implementation of Equality &amp; Diversity training for all staff</li> </ul>

Assessment training available to all staff.

- As above

### **Finance**

- Majority of OSS staff have now completed level 1 & 2 of the Elumos Equality training package. Anticipate all staff will have completed by end of this month, ahead of schedule. CC staff also on target to meet March deadline for delivery of training.

### **Regeneration**

- Training has been carried out for some managers to complete EIAs
- 40% of staff have successfully completed module 1 of Cylix (Elumos)

### **Regeneration**

- E&D training is patchy in the department

### **Regeneration**

- Ensure all staff undergo Cylix (Elumos) training and basic corporate E&D training
- Ongoing EIA training for new managers
- Managers and staff undertaking interviews to be prioritised for corporate training.

### **Corporate Services**

- E&D taster sessions delivered to Wirral's foster carers
- Facilitated Redeployment Training Support Day for redeployees. TU Learning Reps and Lifelong Learning were present – promoting basic skills
- ELUMOS – on-line training



- completed to date:  
 Corp Serv – level 1 33%,  
 level 2 70%, level 3 55%  
 Law, HR & Asset – level 1 44%,  
 level 2 57%, level 3 20%
- Attended Real Equality Training Event “Everything you wanted to know about gender identity and transgender but were afraid to ask”

ESLG Key Element	Achievements	Hotspots	Recommendations
<b>13. Equality Objectives &amp; Targets</b>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"> <li>• The Children &amp; Young Peoples Department has drawn up an action plan that links to the Corporate Objectives for 2009/10 and PIMS and National Indicators, were appropriate</li> </ul> <p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• Development of Hate Crime/Incident reporting procedure</li> </ul>		<p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>• To implement the Hate Crime / Incident reporting procedure</li> </ul>

### **Regeneration**

- Targets and objectives are now integral to the service and performance planning process
- Further targets and objectives have been set in the Workforce Development Plan
- Many of the NI and Local/Departmental performance indicators for which this department is responsible for relate directly to E&D issues

<b>ESLG Key Element</b>	<b>Achievements</b>	<b>Hotspots</b>	<b>Recommendations</b>
<b>14. External Assessment &amp; Validation</b>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"><li>• The Children and Young Peoples Department achieved a 4 (Excellent) for positive contribution as part of the recent inspection of children's services, due to the efforts made in engaging young people.</li></ul> <p><b>Regeneration</b></p> <ul style="list-style-type: none"><li>• The Department is making preparations the external assessment.</li></ul>		<p><b>Regeneration</b></p> <ul style="list-style-type: none"><li>• Need to identify managers and staff for assessment</li></ul>



ESLG Key Element	Achievements	Hotspots	Recommendations
<b>15. Other Activities</b>	<p><b>Children &amp; Young People</b></p> <ul style="list-style-type: none"> <li>A range of intervention strategies have been developed to support under-achieving and under-attaining groups of pupils. Plans produced for each school or cluster of schools and activities planned for vulnerable groups either within the Authority or the North West.</li> </ul> <p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>Positive Action Scheme x 2 trainees</li> </ul> <p><b>Regeneration</b></p> <ul style="list-style-type: none"> <li>Will utilise the Equality Data produced by the senior research and information officer to inform service impact review.</li> <li>Review of PSH action plan, with focus on vulnerable and disadvantaged households.</li> <li>Deliver over 230 affordable and supported housing units in 2008-2011.</li> <li>Ambassadors employed from the Bengali community,</li> </ul>		<p><b>Adult Social Services</b></p> <ul style="list-style-type: none"> <li>Implement Positive Action Scheme</li> </ul>

Arabic speaking community, Polish community, Chinese speaking community to promote and deliver stop smoking sessions in their own language

- A Polish Christmas event with music and food was organised and delivered by Wirral Council and the Wirral PCT Stop Smoking Service to launch the quit and win campaign.
- Halloween & Winter Wonderland events held at 2/4 Laird Street. Engaged residents and allowed those involved to partake in activities and breakdown barriers between individuals and groups within the community.
- Review of principle of applying fees in connection with assistance policy correctly applied to clients 60+ by Supporting People Team.
- Meeting held with Wirral Change to discuss Equity Loan compliance with Sharia Law or any Islamic cultural issues.
- Homemovers Service assisting non English

speaking clients to access property ownership through HOUSED Scheme.

- Staff received training in imported food standards
- Fair Trading Staff received training in safeguarding vulnerable adults
- Developing a Hate Crime MARAC to integrate reporting system within the community.

### **Corporate Services**

- Questionnaire on E&D for Youth Parliament
- E&D embedded in new LSP website
- All contacts on E&D community database have been written to in order to update records
- Equality Watch distribution list increased to 265 members
- Rotating Chair agreed by Wirral Equalities Forum (WEF)
- E&D article for One Council completed
- Working Wirral activity is being commissioned in line with Economic Policy team priorities. This will support particularly disadvantaged groups and deprived areas in Wirral.

### **Corporate Services**

- Feedback required from Youth Parliament

- The impact of declining economic conditions and the economic downturn are of concern. Evidence indicates an increase in worklessness and lower employment levels,

plus higher levels of debt and financial exclusion. This will clearly have a negative impact on levels of deprivation and inequality. The work of the Economic Policy team continues, to gather intelligence about the impact and to inform and influence appropriate policy responses.

