

# Merton Council

## JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS AGENDA

### Membership

Councillors Edith Macaulay (Chair), Fidelis Gadzama, Marsie Skeete, Abdul Latif, Adam Bush

### Ethnic Minority Organisations

African Educational Cultural & Health Organisation (AECHO)

Deputy

Ahmadiyya Muslim Association

Asian Diabetic Support & Awareness Group

Asian Elderly Group of Merton

Asian Youth Association

Bangladeshi Association of Merton

Deputy

Bengali Association of Merton

Deputy

Bengali Women's Association of Merton

British Muslim Association of Merton

Ethnic Minority Centre

Euro Bangla Federation

Deputy

London South West Chinese Community Association

Merton African Organisation

Merton Somali Community

Merton Unity Network

Mitcham Filipino British Association

Deputy

Morden Citizen's Advice Bureau

Pakistan Cultural Association of Merton & Wandsworth

Pakistan Welfare Association

Deputy

Positive Network

South London Somali Community Association

South London Tamil Welfare Group

Victim Support Merton and Sutton

Wimbledon Mosque

Revd Mrs H Neale

Mr S Ahmad

Mrs N. Shah

Mr M S Sheikh

Mr T Hassan

Mr. N. Islam

Mr J Choudhury

Mr M Rahman

Mrs M Ahmed

Mr I Rizvi

Mrs Sabitri Ray/Mr A Savage

Mr Q Anwar

Ms L Saltoon

Mr C J Lusack

Mr A. Ali

Ms P Anderson

Ms A Colquhoun

Ms C Batallones

Ms J Gillies

Mr M A Shah

Mr S U Sheikh

Mr H Ejaz

Ms G Salmon

Mr A Musse

Dr P Arumugaraasah

Mr S Vukalic

Mr I Khan

A meeting of the Joint Consultative Committee with Ethnic Minority Organisations will be held on **18 June 2014** commencing at **7.15 pm** at **Merton Civic Centre, London Road, Morden, in the Council Chamber.**

This is a public meeting and attendance by the public is encouraged and welcomed. For more information about the agenda and the decision making process contact the Policy, Strategy and Partnerships Team by email at [diversity@merton.gov.uk](mailto:diversity@merton.gov.uk) or telephone 020 8545 3156 / 4637.

Press enquiries: [press@merton.gov.uk](mailto:press@merton.gov.uk) or telephone 020 8545 3181.

Email alerts: Get notified when agendas are published  
[www.merton.gov.uk/council/committee.htm?view=emailer](http://www.merton.gov.uk/council/committee.htm?view=emailer)

For more information about Merton Council visit [www.merton.gov.uk](http://www.merton.gov.uk)

# JCC with Ethnic Minority Organisations Agenda

## 18 June 2014

	<b>Page</b>	
1	Declarations of interest (see note1)	-
	Councillors and co-opted members must declare if they have a personal or prejudicial interest in any of the items on this agenda at the start of the meeting, or as soon as the interest becomes apparent to them.	
2	Apologies for absence	-
3	Minutes of the meeting held 19 March 2014	1
4	Matters arising	-
5	Election of Vice-Chair	-
6	Update on new initiative for the Credit Union in Merton including the Pollards Hill pilot project	-
7	Police update	-
8	Equality Strategy 2013-17 progress report	6
9	Feed back from the Safer Neighbourhood Board	45
10	Any Other Business	-

---

Future meeting dates: 24 September 2014, 10 December 2014,  
11 March 2015

### Note1: Declarations of interest

Councillors and co-opted members who have a personal or prejudicial interest in relation to any item on this agenda are asked to complete a declaration form and hand it to the Democratic Services Officer. Forms, together with a summary of guidance on making declarations of interest, will be available around the meeting table. If further clarification is needed members are advised to refer to "The Code of Conduct – Guide for members May 2007" issued by Standards for England, which will be available at the meeting if needed.

**JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
19 MARCH 2014**

**TIME:** 7.15 to 9.15

**PRESENT:** Edith Macauley (Chair) Stan Anderson, Councillor Laxmi Attawar, Logie Lohendran  
Mr Sheikh, Mr Rizvi, Mr Savage, Mrs Ray, Mr Vukalic, Mrs Anderson, Dr Arumugaraasah, Mr Islam, Mr Rahman, Mr Hadi, Mr Dawson, Ms Appleby, Mr Dawson

**ALSO PRESENT:** Evereth Willis, Equality and Community Cohesion Officer, Councillor Agatha Akyigyina, Mrs Fudahunsi, Ms Appleby  
Revd Andrew Wakefield, Chair Merton Community Policing Partnership  
Dr Andrew Murray, Merton Clinical Commissioning Group  
Ms Susie Colville, Merton Clinical Commissioning Group  
Mr Kris Witherington, Consultation & Community Engagement Manager  
Mr Stephen Byfield, PPS Group

**1 DECLARATIONS OF INTEREST**

No declarations were made.

**2 APOLOGIES FOR ABSENCE**

Mr Ejaz, Mr Khan, Mrs Khan, Revd Mrs Hannah Neale, Mr Jerry Hall, Mrs Ahmed

**3 MINUTES OF THE MEETING HELD 4 December 2013**

**4 MATTERS ARISING**

Evereth confirmed that she had circulated the welfare training date provided by David Keppler.

**5 LEISURE FOR MORDEN**

**JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
19 MARCH 2014**

Stephen Byfield from the PPS Group presented on the proposed redevelopment of Morden Park pool. He explained that PPS specialises in community engagement and will lead the consultation with local residents on what facilities should replace Morden Park pools.

Mr Byfield informed the meeting that the council is using a Sport England Model that will include a sports hall, swimming pool and health and fitness suite at a cost of £8.4 million. The council's budget for the redevelopment is £10 million so there is scope to add to the national model.

The consultation will include letters being sent to residents, an article in 'My Merton', a press release and the use of social media. There will also be a series of exhibitions to come and look at the proposals and give comments. The JCC representatives were also urged to participate in the online survey. The consultation closes on 4 April. PPS will then prepare a report of the consultation findings and provide the council with the details.

It was suggested that the redevelopment include a community hall.

Evereth undertook to send an email address to JCC members with Stephen Byfield's contact details.

**RESOLVED: Evereth to circulate Stephen Byfield's contact details.**

**6. Expert Patients Programme**

Susie Colville presented on the Expert Patients Programme (EPP) which is a 6-week, self-management programme for any one living with a long-term condition or Carers. The programme is adapted from the national Chronic Disease Self- Management Course.

Due to the ageing population in England there are now 15 million people living with a Long-Term Health Condition (LTC) who account for 50% of GP appointments and 70% of health and social care expenditure. Therefore there is a need to change the design and provision of services.

A commissioning priority is supporting self-management of symptoms. There is evidence to support self-management and empowering people to better understand their illnesses and how it can be managed in partnership with health professionals.

The EPP sessions are held for two and a half hours once a week for 6 weeks. The sessions are led by tutors who are also living with LTCs and are held in a community setting in groups of 12 to 18 people. Participants will take part in problem solving discussions and exercises and will develop action plans and get practical tips and

**JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
19 MARCH 2014**

advice.

Any one interested can get it touch with Susie Colville for further information.

A question was asked about how hard to reach groups could be informed about the programme. Ms Colville explained that she is going to GP practises and working with Health Advocates and leaflets have been produced in Polish and Tamil

**RESOLVED: Evereth agreed to circulate Susie Colville's details**

**7. Safer Neighbourhood Boards**

Andrew Wakefield the Chair of Merton Community Policing Partnership updated the meeting on the proposed changes to consulting with the community on policing matters. He outlined that a Safer Neighbourhood Board would replace the current structure in April 2014 and a shadow board meeting is being held on 26 March 2014.

A BAME representative was needed for the board and Andrew asked for the JCC to nominate a representative. Abeyah Savage was elected as the representative and Mr Sheikh was elected as the deputy for the board.

**8. Call to Action**

Dr Andrew Murray presented on the Call to Action and asked for the JCC's views and encouraged members to participate in the survey.

He outlined that health inequality is an issue in Merton. The challenges for the Clinical Commissioning Group (CCG) are:

1. Health and social care services working together
2. Improving access to primary care
3. Self-care management
4. Delivering care close to home

Improving Primary care and accessing G.P.s is being looked at as a priority. There is also a financial challenge and issues of disproportionate expenditure. The growing population in the borough will result in an annual increase of 4% in demand on health and social care services. Therefore Consultant led care is seen as the way forward.

Dr Murray outlined that £4 billion savings is required between 2015 and 2020.

The CCG is consulting on the way forward and is keen to hear the views of the voluntary and community sector.

**JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
19 MARCH 2014**

Questions

How can you bring care into the community?

Dr Murray replied that the lack of joined up funding between hospital, G.P.s, Social Worker. He also informed the meeting managing long term conditions is done better in Primary Care. The new Nelson Car Centre will be a community facility.

Going forward Social Workers and Health Care staff will work better together. There is no extra funding; instead funds will be reallocated that are currently not working properly.

A question was asked about weekend appointments for G.P.s and Dentists? Dr Murray replied that G.P. services will need to change to improve access.

Concern was expressed about longer G.P. waiting times impacting on people's health. Dr Murray acknowledged that G.P. access and being seen quicker needs to improve. He added that NHS England is leading discussion about G.P., but locally we need to think about how things can be improved.

A question was asked about co-production and working with the voluntary and community sector and making use of technology, e.g. E-Prescriptions available on smart phones. Dr Murray confirmed that these are all options to consider.

It was suggested that transport should be a key consideration in the planning of services because it is an area that is often overlooked. Dr Murray confirmed that this will be considered to improve the links with social care.

Concern was expressed about the West of the borough seemingly being better developed than the East. Dr Murray replied that this was partly due to legacy because the Nelson improvements were planned more than 10 years ago. The CCG will be funding working with all 3 clusters.

[\\Ntserver\\_it1\ce\\_users\Policy and Partnerships\Policy, Strategy and Partnerships Team\1 - Equalities and Community Cohesion\JCC\140319\Our Call to Action in Merton final.pdf](\\Ntserver_it1\ce_users\Policy and Partnerships\Policy, Strategy and Partnerships Team\1 - Equalities and Community Cohesion\JCC\140319\Our Call to Action in Merton final.pdf)

**9. Annual Residents Survey**

Kris Witherington presented on the Annual Residents Survey. <H:\Policy and Partnerships\Policy, Strategy and Partnerships Team\1 - Equalities and Community Cohesion\JCC\140319\Final Papers\Item 9 Annual Residents>

**JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
19 MARCH 2014**

[Survey JCC March 2014.pdf](#)

The results were on the whole positive with no significant differences in the views of BAME respondents compared to White respondents.

**10. Developing voice and capacity building in the BAME community**

Evereth presented a paper on developing voice and capacity building in the BAME community. The representatives expressed frustration and disappointment that the council felt it necessary to engage a consultant to review what is necessary to develop BAME in the borough.

The main issues of concern were:

1. Funding is an issue because the Council has stopped funding BAME organisations
2. We are just going around in circles – it is not necessary to fund a consultant to tell the council what it already knows
3. The money could be better spent by giving it to a local group
4. Concerns about the proposed timescales – it will be 2015 before any thing is put in place
5. People volunteer and give up their time (including attending the JCC) and this is not recognised
6. The community feels that it is not being listened to, unappreciated and extremely frustrated
7. A bit of help is needed from the council to move forward. –financial and asset transfer
8. Services that support the BAME community are being with drawn at a time when the BAME community is growing
9. The BAME Strategic Plan, Community Mapping and the Census has all the information that the council needs
10. There is a feeling that BAME organisations are being left to fail due to lack of support from the council
11. 35% of the borough's community is being badly treated at a time when this section of the population is the highest that it has ever been.

**11 AOB**

Cllr Macauley gave details of a Health Watch event taking place on 31 March 2014.

**Committee:** Joint Consultative Committee (JCC) with Ethnic Minorities

**Date:** 18 June 2014

Agenda item:

Wards: All

**Subject:** Progress report on implementation of the Equality Strategy 2013-17

Lead officer: Kate Herbert, Head of Policy, Strategy and Partnerships

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: n/a

Contact officer: Evereth Willis, [evereth.willis@merton.gov.uk](mailto:evereth.willis@merton.gov.uk); 020 8545 4637

---

**Recommendations:** That members of the JCC:

- A. Note and comment on the progress made on the implementation of the Equality Strategy 2013-17.
- 

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To provide the JCC with a progress report on the implementation of the Equality Strategy 2013-17.

## 2. DETAILS

### Background

#### Progress on the implementation of the Equality Strategy and action plan

- 2.1 The Equality Act 2010 introduced the Public Sector Equality Duty (PSED) which requires the local authority, when exercising its functions, to have due regard to the need to eliminate discrimination, harassment and victimisation and to advance equality of opportunity and foster good relations between persons who share a “protected characteristic” and those who do not. “Protected characteristics” are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 2.2 The Equality Act 2010 also requires the council to publish equality objectives every four years to demonstrate how it will meet the PSED. The equality strategy outlines the Council’s ‘Equality Objectives’ as the following five themes:
- Tackling Inequality
  - Service Access
  - Improving Engagement
  - Promoting Community Cohesion
  - Workforce Development



- 2.3 Council approved the Equality Strategy 2013-17 in February 2013. The strategy is a four-year strategy that sets out what we will do to tackle discrimination and inequality and promote equal opportunities in Merton. The strategy also sets out the council's equalities objectives as required by the Equality Act 2010.
- 2.4 The Equality Strategy Action Plan sets out the actions we will take to meet our equality priorities both corporately and departmentally.
- 2.5 The approach of the strategy is a departure from the structure of the previous Corporate Equality Scheme. Instead of including objectives against each protected characteristic, generic themes have been identified and they in turn were informed by using available statistical evidence and priorities highlighted in departmental service plans.
- 2.6 Delivery against the Equality Strategy action plan is monitored by the Corporate Equality Steering Group through regular updates from departmental equality representatives, and an annual report to the Overview and Scrutiny Commission.

### **Progress to date**

- 2.7 The Equality Strategy action plan (attached at Appendix I) includes activities that are linked to departmental service plans.
- 2.8 Key developments to note include:
- A workshop was held to brief commissioning and procurement staff on embedding equalities considerations into the procurement process. All contracts include equalities considerations that are assessed at tender evaluation
  - Detailed analysis of the census data has fed into the Policy Network and departments are being given information to aid them to support service planning and consider the implication of demographic change on future service needs.
  - All fire fighters in Merton have now been trained and referral pathways are now being finalised to enable them to signpost residents that may want support to lead healthy lifestyles e.g. stop smoking.
  - Merton's School Improvement Service continues to give support to schools to improve achievement levels for all and to close the gap in achievements for target groups. Merton school achievement data for the 2012/13 academic year shows a rise in the attainment of 5+GCSEs A\*-C to 63%; this is above the national average of 59%. At key stage 2, Pupil Premium pupils, and Looked After Children (LAC) in Merton schools, exceed the national average for their groups in progress and attainment. Merton's BME pupils also exceed the national average for their group with the exception of Black pupils who are below national for progress in maths and for key stage 2 attainment, and 'mixed' pupils who are also below for the latter. At key stage 4, Pupil Premium pupils are above national for progress, and for attainment of 5+GCSEs A\*-C. Looked after children are above national for progress. BME pupils' attainment is above national for their ethnic group, with the exception of Black pupils (56% compared to 58% nationally). Non-statemented pupils' (School Action) progress and attainment is above national groups.

- Merton's Short Breaks Service continues to work to ensure sufficient and suitable short breaks provision to enable parents and carers of disabled children to continue to care, and/or provide more effective care for their child, and so that disabled children and young people have the chance to do something they enjoy. Work in 13/14 has focused on developing and updating the written statement of short breaks offer and preparation for the offer of individual budgets from April 2014. The team has managed to ensure improved take-up of the on site service at Cricket Green Special School by Tamil parents. Equalities work is now focusing on a needs analysis of provision segmenting take up by 'race' and by type of disability.
- Our Children's Centre services continue to work to increase take up of services by families from deprived areas, in order to improve outcomes for all young children in the foundation years, with a focus on those most requiring additional support to secure good outcomes. The take up of services overall by target families, and the completion rate of evidence based parenting programmes, are both on track to meet end of year targets. The Children's Centre offer includes a service specifically for Polish families and for Tamil families, and these are both well used. The take-up rate of 2 year old funded nursery places is increasing and work is focused on raising awareness of the programme amongst parents and practitioners.
- Our Access to Resources team works to increase the capacity of local placements to meet the needs of Looked After Children (LAC). Being placed locally gives looked after children the best chance of continuing in the same school, and having appropriate contact with family and friends. The LAC Placements Sufficiency Strategy 2012 identified a number of actions for improvement based on an analysis of data from March 2012. Actions included a need for more foster carers for teenagers, and for Asian children. The refreshed strategy (2014/15) based on March and September 2013 data shows that: fewer children are placed more than 20 miles from Merton, in spite of an overall increase in the number of LAC; more teenagers (age 11-15) are placed locally; more Asian children are placed locally; and the proportion of Asian or Asian British foster carers is in line with the looked after child population. The strategy has informed a refreshed improvement action plan for the coming year.

- We continue to support the range of participation opportunities for young people to ensure that they have a voice in decisions that affect their lives, and develop skills and confidence to make a positive contribution. Our young advisors programme has trained a new set of advisors this year to focus on health and well-being matters in the borough. The 'One Mitcham' Young Advisors were awarded the 'best new team' award by the National Young Advisors Charity, and have been supported to feedback issues on anti-social behaviour to a number of MPs. The work of the Young Advisors has included: Mitcham regeneration; the refresh of the Merton Community Plan; youth volunteering strategy; health and well-being; and anti-bullying. Merton's Youth Parliament meets every 2 weeks and is following a schedule of discussions on a range of topics. They were involved in a formal debate with local council party leaders and other local MPs on a range of issues of importance to young people. This year the Your Shout group for young people with learning disabilities has contributed issues to the Transition Review, finalised a leaflet to promote their work and encourage broader membership of the group, and started work on a DVD which will be used to raise awareness of issues for disabled young people. Our Children in Care Council (CICC) for looked after children (LAC) now has a set programme of regular meetings in each school holiday; levels of attendance have also improved. Meetings this year have focused on reviewing and improving the CICC website to improve LAC children and young people's access to information. Care leavers have been involved in a range of activities including independence courses, driving experience, work experience, and a summer day trip.
- Merton's Youth Justice Service continues to implement programmes to ensure high risk children and young people, and their families, take part in interventions which prevent the onset of anti social behaviour and youth offending, and reoffending. Current data shows that first time entrants to the youth justice service is set to be below the target set for the year.
- The roll out of the Schools and libraries Reading initiative has been implemented in 26 schools to date with 9826 children signed up and actively using their local library.
- Health Watch was a key partner in the Merton Partnership conference on health inequalities
- We currently have 31 Apprentices in Merton (4 of whom were Looked After Children)

2.9 The following areas are a key focus for the remainder of 2013/14 and will continue to be addressed in 2014/15:

- Improve outreach to Small/Medium Enterprises and BAME organisations
- Increase the take up of learner support fund to support childcare costs
- Raise awareness of mental health issues to ensure all employees and managers have an understanding of the impact in the workplace
- Raise the priority for disabled access to Raynes Park and Motspur Park stations with Network Rail
- Utilising Census data to inform service planning



### **3. ALTERNATIVE OPTIONS**

- 3.1 The Equality Act 2010 requires the council to prepare and publish equality objectives and subsequently at least four-yearly. Failure to do so would mean the Council is not fulfilling its legal obligations and could be subject to legal action.

### **4. CONSULTATION UNDERTAKEN OR PROPOSED**

An update on the progress made to implement the Equality Strategy was presented to the Overview and Scrutiny Commission on 11 March 2014.

### **5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 5.1 Delivery of the Equality Strategy action plan is within existing resources.

### **6. LEGAL AND STATUTORY IMPLICATIONS**

- 6.1 On 6 April 2011 the Equality Act 2010 introduced the Public Sector Equality Duty (PSED) which requires the Local Authority, when exercising its functions, to have due regard to the need to eliminate discrimination, harassment and victimisation and to advance equality of opportunity and foster good relations between persons who share a “protected characteristic” and those who do not. “Protected characteristics” are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 6.2 Delivery of the commitments in the Equality Strategy action plan and the publication of an Equality Strategy setting out our equality objectives fulfil the Council’s legal obligations relating to equalities legislation.

### **7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 7.1 By setting out its equalities commitments in the Equality Strategy the Council is re-affirming its commitment to human rights, equality and community cohesion.

### **8. CRIME AND DISORDER IMPLICATIONS**

- 8.1 There is a risk of increased hate crime activity directed towards certain groups if there is no commitment to eliminate discrimination and harassment.

### **9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 9.1 There is a risk to the Council’s reputation if it fails to produce and publish equalities objectives. Additionally there is a risk of claims of discrimination based on age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

### **10. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- Appendix I – Progress update of the Equality Strategy 2013-17 Action Plan

### **11. BACKGROUND PAPERS**

- Equality Strategy 2013-17

[http://www.merton.gov.uk/council/plansandpolicies/equality\\_strategy\\_2013-17\\_final\\_v2.pdf](http://www.merton.gov.uk/council/plansandpolicies/equality_strategy_2013-17_final_v2.pdf)



Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
<b>Equality Objective 1- Tackling inequality</b>				
<b>1.1 Schools attainment - improving attainment levels for all and narrowing the gap in achievements for some groups</b>				
<p>1.1.1 Deliver support to schools to narrow gaps in progress and achievement.</p>	<p>Deliver training, and provide support, including pupil tracking, to improve the progress and outcomes of all pupils, including those from target groups: those from Black and minority ethnic groups (BME), Pupil Premium (those eligible for free school meals and Looked After Children), non statemented pupils with Special Educational Needs, and LAC.</p>	<p>Key stage progress measures for target groups. Key stage outcomes for target groups.</p>	<p>Children Schools and Families - Merton School Improvement</p>	<p>Performance data - 2012/13 academic year.  <b>Key stage 2</b> – Expected progress for pupil premium pupils is above national for all subjects (reading writing and maths), and 68% attained expected level at key stage 2 compared to 63% nationally. Attainment and progress for LAC in Merton schools exceeds national. -BME pupils achieved above national for their ethnic group in all progress and attainment levels, with the exception of Black pupils who are behind the national for progress in maths (87% compared to 89%) and for key stage 2 attainment (72% compared to 73%), and ‘mixed’ pupils who are behind national for the latter (73% compared to 77%).  <b>Key stage 4</b> – Expected progress, and attainment of 5+GCSEs A*-C, is above national for pupil premium pupils and LAC. Non- statemented pupils’ (School Action) progress and attainment is above national groups. BME pupils’ attainment is above national for their ethnic group, with the exception of Black pupils where</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
				56% compared to 58% nationally achieved 5+GCSEs A*-C. The CSF Department equalities plan for the coming year is being drafted; Black pupils and Pupil Premium pupils will remain a focus of targeted work.
<b>1.2 Improving outcomes - targeting services to improve the outcomes for those most in need.</b>				
1.2.1 Continue to develop a spectrum of short break provision for children and young people with SEND/challenging behaviour.	Continue to commission and contract manage service providers ensuring that provision has the capacity to meet the range of needs of Merton's disabled children and young people, from moderate to severe.	Take up of short breaks.	Children Schools and Families Special Educational Needs and Disabilities Integrated Service.	Work in 13/14 has focused on developing and updating the written statement of short breaks offer and preparation for the offer of personal budgets from April 2014. The team has managed to ensure improved take-up of the on site service at Cricket Green Special School by Tamil parents. Equalities work is now focusing on a needs analysis of provision segmenting take up by 'race' and by type of disability.  December 2013 data: 459 children and young people participated in a commissioned short break; this equates to 1361 activities/contacts.
1.2.2 Monitor data to improve inclusion or performance of specific groups of learners.	Review data on achievement and provide support to under-performing groups in order to bridge the gap.	Successful outcome of enrolments and courses running	Community and Housing – Merton Adult Education (MAE)	Data will be captured within the end of academic year self assessment report.

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	Review data on protected characteristics that are collected and reported on and measure against targets set. Address any imbalance.			
1.2.3 Discuss community issues / relations in respect of harassment and hate crimes in safeguarding meetings.	Discuss the gathering of information for those protected characteristics currently not recorded and identify the best way forward.	Successful outcome of enrolments and courses running	Community and Housing – Merton Adult Education (MAE)	MAE support service group to discuss / capture at monthly meetings.
1.2.4 Develop courses to challenge typical stereotyping and market appropriately i.e. Men in the Kitchen – encouraging men to take up childcare courses and women into woodwork etc	<p>Monitor support (ALS or other) provided for learners and measure impact through learner achievement.</p> <p>Set challenging goals across departments and monitor results.</p> <p>Review Census results data and how our community is</p>	Successful outcome of enrolments and courses running	Community and Housing – Merton Adult Education (MAE)	Curriculum framework being developed for the 14/15 academic year due to be completed by July 2014.



Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	<p>reflected.</p> <p>Discuss performance in equality meetings and action plan for renewed activity if not being met.</p>			
<p>1.2.5 Collection of customer profile data (e.g. ethnicity) at point of referral</p>	<p>Inputting appropriate information onto initial contacts and analysis of information</p>	<p>Numbers and profiles of customers being referred for assessments will be known and inequalities highlighted</p>	<p>Community and Housing – Access and Assessment</p>	<p>A baseline for current performance is to be established and monitoring will be put in place to demonstrate improvement.</p>
<p>1.2.6 Merton Employment team to undertake some equality analysis of referrals for the past 12 months. Especially with regard to age, gender and race.</p>	<p>The analysed data will be used to identify groups that are currently being underrepresented or not being referred for employment opportunities</p>	<p>Increased marketing and referral for employment opportunities, for the identified groups.</p>	<p>Community and Housing - Direct Provision</p>	<p>Initial indications show an under-representation of females and BME groups.</p>
<p>1.2.7 Assess extent to which providers meet the requirements</p>	<p>Use of contract monitoring tools (such as audit visits and customer surveys) to</p>	<p>Appropriate services are available to all customers</p>	<p>Community and Housing - Commissioning /Procurement</p>	<p>On-going</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
of customers from all equality groups	evaluate contract compliance and implement provider improvement plans where necessary.	including those from specific equality groups		
1.2.8 Ensure that equality issues are appropriately considered in each tender evaluation process	Assessment of bidders for minimum compliance to equalities requirements at the evaluation stage.	Compliance to minimum tender equality evaluation requirements.	Community and Housing - Commissioning /Procurement	On-going
1.2.9 An Equality Analysis (EA) to be completed for all procured services	If appropriate, a Method Statement to be devised specifically to the service relating to the outcomes of the EA and this to be evaluated according to an agreed evaluation criteria	Method Statement submission to be evaluated in line with the pre-determined tender evaluation matrix.	Community and Housing - Commissioning /Procurement	From April 2014
1.2.10 Improve availability of specialist providers for complex and challenging customers	Identify providers who can meet the needs of customers, conduct a market research/development exercise, with possibility to move to contracted services	Create own local indicators to measure improved service to complex and challenging customers	Community and Housing – Commissioning Brokerage	Ongoing market development work in progress to identify new providers and negotiate cost.
1.2.11	Brokerage to enter	A single tariff for	Community and Housing –	Negotiations completed with BME day

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
Standardise charges for day services between Direct Payments and commissioned day services for BME customers	into negotiations with providers to establish a consistent tariff for this service	day services for BME customers, whether they are council commissioned or Direct Payments	Commissioning Brokerage	services to reduce daily rate to £31.37 for commissioned service only. Providers currently not willing to honour reduction via Direct Payments.
1.2.12 Tackle inequality through organisational commitment and responsive services	<p>Equality objectives to be included in new Homelessness Strategy.</p> <p>Meet the required standard for the Customer Service Excellence (CSE) Accreditation's equality strand</p> <p>Monitor equality outcomes of Housing Strategy, Homelessness Strategy, Tenancy Strategy, and other strategy action plans e.g. Affordable Warmth, Older People</p> <p>Monitor equality outcomes for projects – MASH and A10 Project</p> <p>Maximise development</p>	<p>Equality objectives set</p> <p>CSE standard met</p> <p>Equality outcomes highlighted in action plan monitoring reports</p> <p>Project outcomes analysed by equality categories</p> <p>Monitor completions</p> <p>RDS viewings monitored by</p>	Community and Housing - Housing	<p>Review of Homelessness Strategy currently underway and equality objectives being developed.</p> <p>Achieved CSE Accreditation in 2013.</p> <p>Outcomes of strategies monitored annually.</p> <p>Monitoring of projects completed.</p> <p>All housing developments are required to meet targets of 100% Life Time Homes &amp; 10% wheelchair accessible.</p> <p>Completed</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	of wheelchair accessible units and Life Time Homes Record all RDS viewings by equality categories to enable equality monitoring of RDS outcomes	equality categories		
1.2.13 Improve reading attainment levels for all Merton Primary School children	Roll out the Schools and libraries Reading initiative to all schools by July 2014.	95% of children in Merton Primary Schools are active users of their local library	Community and Housing - Libraries and Heritage Service	Implemented in 26 schools with 9826 children signed up and actively using their local library. Further roll out is planned in the coming months.
1.2.14 To ensure National Child Measurement Programme (NCMP) data is used to inform and target resources for tackling obesity	To ensure that commissioned services and other programmes to reduce obesity are effectively targeting those in need  To produce a report identifying areas and schools with highest need	Monitor uptake of weight management services amongst those families with highest need	Community and Housing – Public Health	Reports to Children’s Trust Board and Health and Wellbeing Board. Data used to target Healthy Schools. Data also to be used to prioritise re-commissioning of Children’s Weight Management Services 2014/15.
1.2.15	Managing the delivery of drugs services and	As defined by the planning grids	Environment and Regeneration - Safer Merton	Services continue to be delivered to a high standard and this service will

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	ensuring high quality interventions	and performance targets set for the project		revert to Public Health (PH) in April 2014 when this action will become the domain of PH.
1.2.16	Ensuring equal access and services for those experiencing domestic abuse	As defined in the Domestic Violence (DV) action plan for the SM partnership	Environment and Regeneration - Safer Merton	Currently there is an audit commissioned to review services to DV victims across the council and partnership this in turn will improve the offer of services to victims.
1.2.17 increase the independence and mobility of disabled people by improving accessibility in the public realm in Merton	Progress issues identified by the Corporate Public Transport Liaison Group meetings Ensure that all new development complies with mobility requirements in respect of Planning and Building Control	TBC	Environment and Regeneration - TBC	All public transport providers are invited to this meeting and we use that to ensure they are informed of any issues.  We are currently trying to raise the priority for disabled access to Raynes Park and Motspur park stations with Network Rail.
<b>1.3 Anti-poverty initiatives</b>				
1.3.1 Increase take up of children's centre services by families (with 0-4 year olds) from 30% most deprived areas.	-Improve completion of parenting programmes, and take-up of children's centre services and early years provision, by the most needy families through targeted outreach.  -Continue to roll out	-Increase take up of children's centres services by target families.  -Increase the proportion of parents completing parenting	Children Schools and Families - Early Years and Children's Centres Service.	December 2013 data shows the following:  -Take up of children's centre services by families from areas of deprivation is 68.5%, this is well placed to meet the end of year target  -Of parents taking an evidence based parenting programme 75% completed the course. This is well placed to

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	strategy for funded childcare places for identified 2 year olds	programmes.  -Ensure good take up of 2 year old places.		meet the end of year target.  -Take up of two year old funded nursery places is 413.
<b>1.4 Health inequality - reducing health inequality and the issues affecting particular communities</b>				
1.4.1 Develop a network of community champions who will work within existing voluntary sector groups (with a focus on the East) to support residents to lead healthy lifestyles.	Work with HRCH (LiveWell provider) to commission Merton Voluntary Services Council to deliver health champion programme, train 25 health champions and increase the number of residents from East Merton accessing health improvement services.	Contract signed 25 health champions in place and number of residents engaged.	Community & Housing -Public Health	The first cohort of groups are now being approached to take part in the programme, with training due to take place before the end of March 2014.
1.4.2 Introduce a more targeted approach to the NHS Health Check programme which gives priority to vulnerable groups at increased risk of cardiovascular	Plans to procure a software solution which will identify and invite eligible patients from vulnerable groups to have a check first over a rolling period	Software with this capacity procured and installed onto Providers systems  GPs prioritise and provide NHS health checks for residents who	Community and Housing – Public Health	Proposal for software solution submitted to Local Medical Committee.

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
disease.		meet prioritisation criteria		
1.4.3 To develop a Healthy Schools Programme targeting school clusters in areas of highest deprivation	To develop and commission a programme of practical support to schools in East Merton to deliver a range of Healthy Schools prevention activities.	Monitor uptake of weight management services amongst those families with highest need	Community and Housing – Public Health	Agreed to commission to co-create with schools and partners a programme for 2014/15. Commissioning an obesity prevention programme for 20 schools in East Merton.
<b>1.5 Economic development – supporting business during the economic recession and encourage economic growth</b>				
1.5.1	Implement the Economic Development Strategy	As defined by the action plan referenced in the Economic Development Strategy	Environment and Regeneration – Future Merton	Work is on going in line with the strategy Reviewed at the sustainable communities board.
<b>1.6 Access to employment - developing the Employment and Skills plan</b>				
1.6.1	Implement the Employment Skills Plan	As defined by the action plan referenced in the Employment Skills Plan	Environment and Regeneration – Future Merton	Work is on going in line with the strategy Reviewed at the sustainable communities board.
<b>Equality Objective 2 - Service Access</b>				
<b>2.1 Undertaking Equality Analysis (EA) and targeting the gaps identified</b>				
2.1.1 Increase the number and range of in house	Increase capacity and local placement choice to meet the	Recruit 3 x carer households for target group per	Children Schools and Families - Access to Resources Team.	Q3 data shows that 6 carer households have been approved this year, and 3 of these are for target

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
local foster carers, as identified by the LAC sufficiency assessment (2012-15).	needs of older children and teenagers.  Target recruitment of carers from an Asian background.	year  Recruit at least 1 x Asian carer household per year.		groups, which meets the end of year target.  In addition we are on target to recruit 16 carer households overall by the end of the year.
2.1.2	All Heads of Service will ensure that EAs lead to equality of service delivery	All reviews to be held at DMT each October prior to the new savings code commencement	All departments - Heads of Service across	EAs are being undertaken where appropriate.
2.1.3 Explore setting up service level agreements to secure regular placements with child minders, nurseries and other childcare providers to support learners with childcare needs.	Discuss with childcare settings who supply work experience placements for our existing courses	Achievement and completion of learners	Community and Housing – Merton Adult Education (MAE)	Achievement and completion of learners  In communication with one local nursery and in process of contacting NCMA for contact details of local childminders.  Dyslexia tutor has identified different resources to be used in classroom. i.e. materials to use for learners with dyslexia – different coloured card slide rules etc.
2.1.4 Promotion and awareness raising of equipment and	Practical demonstration and Classroom observations	Increased use of resources and learner success.	Community and Housing – Merton Adult Education (MAE)	Increased use of resources and learner success.



Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
resources available to support additional learning needs	Promote in staff briefing (newsletter)			
2.1.5 Collection of customer profile data re those receiving social care assessments	Analysis of numbers of assessments carried out for different groups of clients (e.g. BME, different parts of the borough)	Increased assessments of the harder to reach client groups/parts of the borough	Community and Housing - Access and Assessment	Increased assessments of the harder to reach client groups/parts of the borough  Need to establish baseline for current performance and monitoring for future improved performance.
2.1.6 Analyse outcomes of all nomination panels by equality client group for Supported Living service.	The outcomes for the past 12 months need to be collated.	The outcomes for the past 12 months need to be collated.	Community and Housing – Direct Provision	Work in progress
2.1.7 Ensure that services are accessible to all customers from different equality groups	Review of any formal & informal complaints received related to equalities and implement provider improvement plans where necessary	Increased uptake of services by customers from all equality groups	Community and Housing – Commissioning	On-going
2.1.8 Monitor service access to help ensure equality of	Produce annual equality monitoring report - lettings, supported housing,	Annual report completed and considered by HNMT	Community and Housing - Housing	Annual monitoring report completed and considered by HNMT  Outcomes for Young Persons

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
outcomes	<p>intermediate housing, homelessness, RDS, rough sleepers, affordable warmth, and develop actions to address any issues highlighted</p> <p>Analyse outcomes of all nomination panels by equality client group</p> <p>Complete analysis of housing-related Census 2011 data</p> <p>Include equality monitoring of Disabled Facilities Grant (DFG) in annual monitoring report</p>	<p>Annual monitoring report completed</p> <p>Analysis completed</p> <p>DFG outcomes added to annual monitoring report</p>		<p>Nominations Panel completed. Analysis of other panels yet to be completed.</p> <p>Analysis completed</p> <p>DFG outcomes to be added to annual monitoring report</p>
2.1.9 Increase access to libraries among older people and the working age population.	<p>Consult with older people and the working age population to ascertain how we can improve services and better engage with underrepresented</p>	<p>To increase access to library services among under-represented target groups by 10%</p>	<p>Community and Housing - Libraries and Heritage Service</p>	<p>Consultation work scheduled for December 2014. Scoping session with the consultation team planned for April 2014.</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	audiences.			
2.1.10 Gain a greater understanding of the current use and future needs of pharmaceutical service in Merton.	Commission a Pharmaceutical Needs Assessment (PNA) that drives service improvement in Merton pharmacies, including public health commissioned activity e.g. stop smoking services and Emergency Hormonal Contraception and Chlamydia		Community and Housing – Public Health	An organisation has now been appointed, with the first PNA steering group to take place early March 2014.
2.1.11 Development and expansion of existing sexual health service in community pharmacies in Merton. Pharmacies will be selected based on their location in the deprived wards.	Commission 2 pharmacies as a pilot to provide a sexual health suite of services to include Emergency Contraception, Chlamydia testing, Chlamydia treatment and condom provision.		Community and Housing – Public Health	Emergency Hormonal Contraception (EHC) Patient Group Directions (PGD) developed and approved. Chlamydia treatment Patient Group Directions (PGD) in process of being developed.
2.1.12 Development of	The service is now providing opt out HIV		Community and Housing – Public Health	Conducting a review of CASH (Contraception and Sexual Health)

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
Contraception and Sexual Health Service (CASH) provision in Merton.	testing and Chlamydia treatment, thereby offering more patient choice and access.			services to inform future commissioning. Discussions currently underway with Merton CCG and providers to negotiate 2014/15 specification.
2.1.13 Review of school nursing service	To ensure the service specification for school nursing services reflects the needs identified in the review		Community and Housing – Public Health	Discussions currently underway with Merton Clinical Commissioning Group and providers to negotiate 2014/15 specification.
<b>2.2 Business Planning</b>				
2.2.1	Savings all have Equality Analysis	100%	Corporate Services – Business Planning	Savings proposals accompanied by Equality Analysis.
<b>2.3 Prevention and independence (Direct payments)</b>				
2.3.1 Expand the Direct Payment Scheme to include Health Funding	A short life joint health and social care project group will implement personal health budgets via the Merton Direct Payments Team	Numbers of Merton residents receiving health funding via a personal budget	Community and Housing – Access and Assessment	The short life health and social care project group will be established by 14 March 2014.
<b>2.4 Building equality considerations into Public Value Reviews (PVRs)</b>				
2.4.1	PVRs all have Equality Analysis	100%	Corporate Services – Business Improvement	The future of the PVRs is being shaped by the information emerging from services' Target Operating Models. It is likely that this will become a targeted intervention that is deployed only where it adds value over and above the agreed programme of lean service/process

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
				reviews. Where it is deployed Equalities Analysis will still be an important element to any resulting implementation plan. In the meantime, three pilot PVRs have been undertaken and each review considered equalities issues as part of the process.
<b>2.5 Building equality considerations into the Commissioning process</b>				
2.5.1 Equality proof Contracts	The evaluation process includes an assessment of equalities	100%	Corporate Services - Commercial Services	Workshop held to brief commissioning and procurement staff on embedding equalities considerations into the procurement process. All contracts include equalities considerations where appropriate and these are assessed at tender evaluation.
2.5.2 Improve outreach work	Hold workshops with Small/Medium Enterprises and BAME organisations to advise on the borough's commissioning process	1 annual event	Corporate Services - Commercial Services	An event is planned for September 2014.
<b>Equality Objective 3 – Improving engagement</b>				
Priority Area	Key activity	Performance Measure	Department/Division	
<b>3.1 Young people – to ensure that the needs of all young people are represented.</b>				
3.1.1 Continue to support and develop	-Continue to support Merton's Youth Parliament and	No of young advisors trained and active.	Children Schools and Families - Youth Inclusion	An additional group of young advisors has been trained in 13/14 to focus on health and well-being matters.

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
participation/ governance opportunities for young people age 13-19.	Young Advisors to input into the planning and governance of services for children and young people.	No of members of Merton Youth Parliament.		<p>Another group will be trained by the end of the year. This builds on the work of two other groups of Young Advisors – one which focuses on regeneration work in Mitcham, and one on the borough’s youth volunteering strategy.</p> <p>Merton’s Youth Parliament meets every 2 weeks; there are 40 on roll with 25 regularly attending. This year’s activities have included a formal debate with local council party leaders and local MPs on a range of issues of importance to young people.</p>
3.1.2	Support delivery and development of the Your Shout Group and its contribution to the work of the Transition Partnership Board (TPB).	Your Shout to be represented at all Transition Partnership meetings.	Children Schools and Families - Youth Inclusion	The Your Shout Group continues to meet every month, and has been represented on 2/2 of the Transition Partnership Board meetings this year.
3.1.3	Establish clear and age appropriate material and accessible media to promote membership and attendance of Merton’s Children in Care Council.	Improved levels of participation in Merton’s Children in Care Council.	Children Schools and Families - Permanency, Placements and LAC	<p>Merton’s children in care council has improved the regularity of meetings and over the year have met during every school holiday.</p> <p>In addition the levels of attendance at each meeting has improved.</p> <p>Care leavers are involved in regular activities including independence courses, driving experience, and work</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
3.1.4 Increase take up of learner support fund to support childcare costs  Meeting the needs of learners with childcare needs via the discretionary learning support grant.	Schedule mini open days taster sessions and engagement in events in communities with under represented	Spending childcare support fund	Community and Housing - MAE	experience,  To arrange text message to all eligible learners to inform them of support with childcare costs.  New claims being processed due to promotion of childcare support in recent advice and guidance sessions.
3.1.5 To proactively engage young people in the shaping and delivery of library services.	To develop key volunteering roles for young people.  To develop and deliver a programme of events for young people.	Ten young volunteers support the delivery of events in libraries.  Eight young people events are hosted in libraries across Merton.	Community and Housing – Libraries and Heritage Services	New marketing and events work experience roles have been created and four young people have been recruited to these roles.  Three YP events organised and delivered to date.  Plans currently underway to deliver a comprehensive programme of YP events including writing, marketing and publishing workshops as well as poetry recitals, celebration events and more.
<b>3.2 Disabled people</b>				

## Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
3.2.1 All Saints Day centre to undertake an analysis of the stakeholders who use the premises for community events.	Collation of the types of activity and the stakeholders using the centre.	Opportunities could be identified for wider engagement and involvement in activities for hard to reach groups.	Community and housing – Direct Provision	The data is currently being compiled
3.2.2	Conduct a survey of disabled clients' use of transport services, analyse the results to produce an action plan	Annual survey	Environment and Regeneration – Transport Services	We also have Community Plan Transport Group which has reps from Older persons forum and Disability – there is a conference where this will be discussed in March 2014.
<b>3.3 Carers/Links and other groups, Older People</b>				
3.3.1	To ensure that Healthwatch which starts in April 2013 reflects the diverse population of Merton	Contract award and specification 2012-13.	Community and Housing – Public Health	Health Watch launched and reporting regularly on work programme to Health and Wellbeing Board.
<b>3.4 BAME engagement e.g. BAME Governors</b>				
3.4.1	Work in partnership with MUN to ensure BAME engagement embedded in service improvement	BAME Plan link in thematic partnership plans	All Departments – Heads of Service	Where appropriate the priorities identified in the BAME plan have been embedded in partnership plans.
<b>3.5 Voluntary and Community Sector support for engagement</b>				
3.5.1 Ensure that any forum or consultative group has a true representation of the local	Review membership of all existing customer forums	Representation of all groups in the local community within customer forums	Community and Housing - Commissioning	To be incorporated in the Customer Engagement Framework which is being developed for implementation in 2014/15.



Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
community				
3.5.2 Establish an Adult Social Care Customer Engagement Framework	Detail all customer forums, frequency, membership, aims & objectives, communication channels e.g. social networking	More effective and equitable customer engagement	Community and Housing - Commissioning	This is being developed for implementation in 2014/15.
3.5.3 Ensure actions from the consultation and Engagement Strategy is implemented		Monitored via the Departmental Equalities Group	Community and Housing - Commissioning	On-going
3.5.4 Improve engagement through user consultations & satisfaction surveys	<p>Continue engagement with older people through the Older People's Housing Forum</p> <p>Identify housing and support need of older people</p> <p>Collect equalities data for all satisfaction surveys</p> <p>Analyse Housing Options Survey by equality categories</p> <p>Visit one new</p>	<p>Forum meetings held</p> <p>Needs assessment completed</p> <p>Survey analysed by equality categories</p> <p>Evidence obtained from providers</p> <p>Satisfaction survey completed</p>	Community and Housing - Housing	<p>Forum meetings held</p> <p>Needs assessment scheduled for early 2014-15</p> <p>Data collected</p> <p>Survey analysed by equality categories</p> <p>Evidence obtained from providers</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	housing schemes a year after completion to assess satisfaction			
3.5.5 Forge new partnerships within the community to meet the needs of our learners.	<p>Enhance 'wider participation' and 'bridging the gap' plans to keep abreast of our changing community and their requirements.</p> <p>Gather feedback from partnerships and action / implement changes where needed.</p>	Capture progress via the termly self assessment review process and detail key finding within the annual self assessment report	Community and Housing - MAE	Reviewed current widening participation strategy due to complete by June 2013
3.5.6 Provide updates on the diversity of learners and staff for those protected characteristics currently recorded.	<p>Support a wide range of local community events that bring people from different backgrounds together. Eg Mitcham carnival.</p> <p>Celebrate and inform on a range of subjects in respect of equality and diversity.</p> <p>Improve evidence gathering on partnership work and community cohesion</p>	Capture progress via the termly self assessment review process and detail key finding within the annual self assessment report	Community and Housing - MAE	<p>Established a new CV Fresh start employability project supporting young people living in disadvantaged wards back into work. Since commencement in early Feb have signed up 34 young people, many of whom have secured interviews.</p> <p>Diversity data captured in the annual self assessment report 12-13 academic year report due for completion in March 2014</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	<p>and document in SAR appendices.</p> <p>Gather evidence on balancing diverse and sometimes conflicting interests.</p> <p>Enhance communication of how different groups of learners are able to access learning.</p> <p>Finance work already being done in line with Neighbour Learning for Disadvantaged Communities grant funding guidance.</p> <p>Display posters and informative information across college, and within briefings on subjects such as Black History Month, LGBT week etc.</p>			<p>New ESOL and Health courses being developed due to be launched in April with courses taking place out in the community including at the Morden Mosque.</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
3.5.7 Work with Health Watch to consult on all Public Health work, especially Joint Strategic Needs Assessment (JSNA)	Public Health uses consultations (e.g. focus groups) to ensure that needs/public health services reflect different communities	All needs assessments incorporate feedback from consultation exercises and used in service design	Community and Housing – Public Health	Public Health consultation event on the JSNA in partnership with Health Watch held autumn 2013. Health Watch also a key partner in Merton Partnership Conference on Health Inequalities.
3.5.8 Improve engagement with the community and the work delivering crime and disorder interventions.	Setting up new partnership engagement methods	Number of meetings number of attendees	Environment and Regeneration – Safer Merton	Currently setting up the local safer neighbourhood board in partnership with the Metropolitan Police Service (MPS) and the Mayors Office for Policing and Crime (MOPAC).
<b>3.6 Lesbian Gay Bisexual and Transgender (LGBT) community</b>				
3.6.1 Increase the civic participation of the LGBT community	Regular consultation and involving the LGBT forum in discussions about strategies and changes to council policy.	Quarterly meetings to be attended by officers cross the council to consult service issues	All departments – Heads of Service	The LGBT forum receives items to consult on, most recently Scrutiny panel review topic suggestions.
<b>Equality Objective 4 – Promoting Community Cohesion</b>				
Priority Area	Key activity	Performance Measure	Department/Division	
<b>4.1 Celebrating diversity</b>				
4.1.1	To ensure that all local demographic changes are fed into		All Departments – Heads of Service	Detailed analysis of the census data has fed into the Policy Network and departments are being given

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	the service plans, user surveys and customer charters to improve service delivery			information to support service planning.
4.1.2 Use locality structure as a springboard for adopting a community outreach/asset based approach to supporting customers	<p>Maximise social capital, informal networks, focus on strengths and abilities of customers</p> <p>Promote connectedness through the Ageing Well Programme and locality based social work and occupational therapy teams</p>	<p>Reduced reliance on funded statutory services</p> <p>Positive outcomes from the Ageing Well Programme</p> <p>Reduced customer isolation</p> <p>Increase in signposting, information and advice</p>	Community and Housing – Access and Assessments	Existing metrics for the Ageing Well Programme, Health Integration, Mertoni and customer feedback from Satisfaction Surveys to be collated as evidence of improvement.
4.1.3 Increase opportunities for integration	<p>Work with Faith in Action to improve engagement with people from A10 countries</p> <p>Publish Merton's Gypsy &amp; Traveller</p>	<p>A10 Project outcomes monitored</p> <p>Strategy published</p> <p>Mapping of</p>	Community and Housing - Housing	<p>A10 Project outcomes monitored</p> <p>Strategy to be updated and published</p> <p>Mapping of schemes initiated</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	Strategy  Promote employment and training opportunities for young people through MYSHF	schemes completed		
4.1.4 To develop and deliver a programme of activities that promotes community cohesion and interfaith dialogue and engage underrepresented groups.	Celebrate diversity by supporting a range of key initiatives such as Black History Month and Celebrating Age.	30 events held in libraries across Merton to promote community cohesion	Community and Housing - Libraries and Heritage Service	Extensive events programme delivered including: 19 BHM events 24 Celebrating Age events 12 events for the blind and partially sighted 3 LGBT events 9 celebratory events to bring together the local community.
<b>4.2 Maximising the opportunity to work in partnership with each other in the community</b>				
4.2.1 Continue work to prevent First Time Entrants (FTE) to the Youth Justice system.	Implement diversionary programmes and out of court disposals.	-Reduction in FTE to the Youth Justice system. -No of out of court disposals.	Children Schools and Families - Youth Justice Service	December 2013 data shows 65 first time entrants to the youth justice system. This is low and likely to end the year at below target set.  The rate of out of court disposals will be reported at the end of 2013/14.
4.2.2 Develop a network of community champions who will work within	Engage community groups to work with community members as health champions	Contract signed, 25 health champions in place and number of	Community a Housing - Public Health	The first cohort of groups are now being approached to take part in the programme, with training due to take place before the end of March 2014.

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
existing voluntary sector groups (with a focus on the East) to support residents to lead healthy lifestyles.		residents engaged.		
4.2.3 To support communities to take greater control over their lives, to include an understanding of key health issues.	8 additional ESOL classes with health messages will be offered in the community	Uptake of ESOL classes	Community a Housing - Public Health	Health Needs Assessment undertaken for East Merton. Partnership work on engaging communities currently being planned including Community Audit.
4.2.4 Work with Alzheimers Society and Imagine to ensure they are promoting community cohesion	Via Contract monitoring and commissioning	Reduced reliance on funded services and increased partnerships between provider organisations and the local community	Community and Housing - Commissioning	From May 2014, a formal contract monitoring framework will be established for these services and this action will be assessed through this.
<b>4.3 Community Cohesion Strategy</b>				

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
4.3.1	Monitor the delivery of Community Cohesion Strategy action plan	Achieve annual targets	Corporate Services - Policy, Strategy and Partnerships	Implementation of the strategy is well underway. A progress report was presented to the Safer and Stronger Strategy Group in October 2013
<b>4.4 Using the Annual Residents Survey (ARS) results to inform service delivery and improving perceptions</b>				
4.4.1	Analyse ARS results to inform publicity campaign	Report produced and made available on the intranet	Corporate Services - Communications	The ARS 2013 results have been analysed and a report produced that is available on the council's web site.
<b>4.5 Addressing demographic change</b>				
4.5.1	Ensure Census 2011 information is made available locally	Briefings provided internally and to partners.	Corporate Services - Communications	The Policy, Strategy and Partnerships team has undertaken detailed analysis and produced Ward Profiles that are available on the Intranet.
<b>4.6 Equal access to volunteering opportunities</b>				
4.6.1	Promote volunteering opportunities using a variety of media	Quarterly	All Departments - Heads of Service	<p>There is on going discussion within the Target Operating Model work stream about how volunteering can improve service delivery across departments.</p> <p>The council continues to work with Merton Voluntary Services Council to promote volunteering to residents and staff through various media e.g. the Employee Volunteering Scheme.</p>
<b>Equality Objective 5 – Workforce Development</b>				
Priority Area	Key activity	Performance Measure	Department/Division	
<b>5.1 Be an employer that recognises diversity and the talents that being different brings to the organisation and service delivery</b>				
5.1.1	Implement and utilise the self service	Mini survey issued to the	Corporate Services - Human Resources	The section in I-Trent has been developed where staff are able to list



Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	element of Learning and Development module	workforce to gather feedback on how the organisation utilises the skills they possess  Relationship to results from Staff Survey on Question 65 (It's your ability that counts)		their skills. Will ensure this is measured by the biennial staff survey.
5.1.2 Establish a diverse workforce that is fair, consistent and supports equal opportunities.	Monitor workforce profiles  Set up training modules on MOODLE to make it accessible to all staff regardless of the working arrangements	Evidence of completion (e.g certificate, staff records) ensuring staff compliance	Community and Housing - MAE	Moodle training to be organised with the Head of Support Services.
5.1.3 Ensure staff understand how to apply equality responsibilities to their day-to-day work	Arrange equality & diversity training / talk for all HN&E staff through team meeting	Staff completed training	Community and Housing - Housing	Session to be arranged for 2014.
5.1.4 Develop and	Equality and diversity training rolled out to	100% of library volunteers	Community and Housing - Libraries and Heritage Service	Volunteer E&D training scheduled for June 2014.

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
deliver equality and diversity training for library volunteers.	all library volunteers.	receive training in equality and diversity.		27 staff have received Mental Health Awareness training with 15 more staff scheduled to complete this training by end March 2014.
5.1.5 Establish a diverse workforce profile that is reflective of the local community it serves in accordance with the Equalities Act 2010	Set up systems and processes to identify gaps of inequality and disadvantages between local communities and the social care workforce	Detailed analysis of workforce profile	Community and Housing – Adult Social Care Commissioning	Analysis of workforce profile underway as part of the Current Operating Model (TOM People Layer). First draft submitted on 10 February 2014.
5.1.6 Develop an inclusive learning and development action plan	<p>Develop or adapt competency framework to ensure workforce’s thorough understanding of equality and diversity and it’s application in service delivery</p> <p>Raise the standard of care and support in the sector by ensuring that care and support workers keep their</p>	<p>Measurements against competency framework post training and evaluation, robust supervision sessions and annual appraisals</p> <p>Data on uptake and post-programme</p>	Community and Housing – Adult Social Care Commissioning	<p>Competency Framework is currently a Work In Progress</p> <p>First draft of qualified social worker supervision policy and procedure drawn up in conjunction with CSF</p> <p>Methods for up-skilling staff and managers currently being explored.</p>

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	skills up-to-date  Build managers' confidence and skills in managing a diverse workforce	evaluation  Increased confidence for managers when seeking advice and guidance		
5.1.7 To support front line staff from a range of services to support health improvement agenda.	Train fire-fighters, gym staff and council staff to be able to identify and signpost those residents that may want support to lead healthy lifestyles e.g. stop smoking.	Number of staff who are trained in Merton.	Community and Housing – Public Health	All fire fighters in Merton have now been trained and referral pathways are now being finalised.  Training for library staff, gym staff and other front line staff is now being planned.
5.1.8 To create a healthy work environment for staff	To promote and provide opportunities for staff to become healthy through understanding challenges staff face and coordination of sessions tailored for staff	Survey complete  Number of activities provided for staff  Uptake to activities	Community and Housing – Public Health	A number of initiatives are underway including a stop smoking group for staff and a Livewell clinic at the Civic Centre.
<b>5.2 Learning and Development - developing staff from under-representative groups into senior management roles</b>				
5.2.1	To ensure recruitment strategy has strong	Short and long lists that are	Corporate Services - Human Resources	Departments need to look at their workforce profile to identify under

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
	focus on delivering staff profile more reflective of the communities we serve at all levels.	representative of all the equality strands where possible		representation and Recruitment and HR managers can insert a welcome clause that encourages application from the particular group.
5.2.2	To deliver equalities training to all staff	Annual Training Report	All Heads of Service	Online diversity training available for managers and staff. Pilot in Legal Services
<b>5.3 Pathways into employment for disabled residents i.e. work experience/ mentoring</b>				
5.3.1	Work with partners and disabled residents to raise awareness of employment pathways across all directorates	Taster sessions to be run in February 2013.  Success of taster sessions evaluated and action plan developed and in place	Corporate Services - Human Resources Chair of Disability Employees Forum, All Heads of Service	Taster session will take place in Sept/October 2014.  A mentoring programme will be launched in September to support participants.  Create opportunities where participants can have 'real' experience – built into recruitment training programme.
<b>5.4 Apprenticeships for young people (e.g. looked after children, those with mental illness, young offenders)</b>				
5.4.1	Increase the number of young people in apprenticeships with sustainable jobs	Work with both internal and external partners to ensure recruitment processes are effective and efficient  Incorporate evaluation from	Corporate Services - Human Resources	We have currently 31 Apprentices in Merton (4 from the LAC)  We have 3 vacancies at interview stage – 2 in Accountancy and 1 in Future Merton  Within the last year 1 apprentice has gained FT employment with the Council and 1 a fixed term contract

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division	Update
		apprentices, partners and appointing managers to develop an action plan to support the sustainability of the programme.		
<b>5.5 Raising awareness of mental illness</b>				
5.5.1	Raise awareness of mental health issues to ensure all employees and managers have an understanding of the impact in the workplace	Bite-size sessions established to raise awareness for managers and employees  The feedback from managers and employees incorporated into a programme that meets the needs of the organisation.  Evaluation to take place up to and including Level 3	Corporate Services - Human Resources  Chair of Disability Employees Forum	Workshops planned in May for managers. The session will be delivered by HML – the Council’s Occupational Health provider.
<b>5.6 Valuing staff diversity / staff appreciation of diversity in the community</b>				

Equality Strategy Action Plan – Appendix 1

Priority Area	Key activity	Performance Measure	Department/Division		Update
5.6.1 Improve capacity of managers to operate effectively as leaders of a diverse workforce, delivering services to a diverse customer base.	Deliver values driven leadership programme to managers.	Completion of programme	Children, Schools and Families - Commissioning, Strategy and Performance.		This was completed in 2012/13.  The focus of continued work is to deliver individual coaching to key managers.
5.6.2	Develop a programme to give all staff diversity training.	Evaluate the impact of the diversity training	Environment and Regeneration -Merton	Transport Services	Diversity workshops have been delivered in Transport Services at Garth Road and is continuing to be undertaken in partnership with HR.

## **Brief Report for The JCC on the newly formed Safer Neighbourhood Board**

### **Background:**

The Mayor of London, Boris Johnson in his election manifesto committed to replacing the traditional method of which the Metropolitan Police engaged with community groups and residents at a borough level, known as Community Police Engagement Group, to the new Safer Neighbour Board. (SNB)

### **Aims:**

To ensure communities are more closely involved in problem solving and crime prevention

To respect the view that local people will know best what is needed at the local level

To provide greater public accountability of policing or hold the police to account, monitoring complaints about police, stop and search and supporting neighbourhood watch.

### **Membership of the Board:**

Expected to be between 12 – 25 members to ensure its effectiveness. The board will adhere strictly to the equality and diversity policy and in particular to the race relations (amendment) Act 2000

Business – representative from from the Chamber Commerce; voluntary sector; 3 elected councillors from Local Multi Agency Problem Solving (LMAPS); JCC (BME); faith groups; young people; disability; LGBT; neighbourhood watch, word panel and probation.

**Role of Board Members:** To represent their community voice on the board

To bring issues from their community as directed from that community

Feed information back to their community on the work of the board

To actively participate in meeting and to read all papers prior to the meeting

To share all consultations and information documents with their community

**Meetings:** Quarterly; one face the people; one open conference at which priorities and issues identified by members of the public can be raised

Chair elected Andrew Wakefield for a term of 3 years and deputy to be elected; quorum for meeting shall be 10

**Secretariat support:** This is being provided by Safer Merton; SNB will seek funding from Mayor's Office for Policing and Crime (MOPAC); finances will be managed by Safer Merton

Abayeh Savage JCC's Representative Safer Neighbourhood Board (SNB)