

## BRAINTREE DISTRICT COUNCIL EQUALITY ACTION PLAN 2013-14

The Equality Act 2010 imposes the following General Duties on Local Authorities to:

1. Eliminate unlawful discrimination, harassment and victimisation
2. Advance equality of opportunity
3. Foster good relations

It covers people who share the 'protected characteristics' of Age, Disability, Gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The following Actions are included in the Council's Annual Plan 2013/14

Priority	Duty	Protected Characteristic	Outcome
Establish a Health & Wellbeing Panel, working with others to identify priorities and take action to improve the health outcomes for all residents of the District	1,2	All	A Health & Wellbeing Panel has been established. The first meeting took place in July with organisations around the table who are able to tackle the public health priorities for the District
Progress the Witham Neighbourhood Budget Pilot by working with partner agencies and the Witham community to raise young people's level of attainment and aspiration through new initiatives and improved ways of working	1,2,3	Age	The Jump Start project launched in December is providing weekly presentations and workshops to help people on Job Seekers Allowance get back into work. It is estimated that 100 people have been through the programme to date. The Our Witham project has been successfully accepted onto the Government's Our Place Scheme and has been awarded £3,000 to support the preparation of the Our Witham Development Strategy to set the direction of the project for the year ahead and to identify projects and activities for consideration for funding in Year 2 of the Scheme.
Work with the Police and Crime Commissioner, Essex County Council and	1	All	The pilot to tackle domestic abuse has engaged with a total of 123 victims in the Braintree district. The cut it

other partners to pilot new ways to tackle domestic abuse across the District			out campaign has provided domestic abuse awareness training to 26 staff from 9 hairdressing salons across the District and a training programme is being set up for the volunteers to enable them to provide n-going support. A charity event organised in partnership with safer Places to help raise awareness of domestic abuse has raised £500.
Build stronger communities through engaging with community groups, the voluntary sector and parish and town councils, advocating community use and management of community assets, and providing support through the Rural Community Council for Essex for community and neighbourhood plans	2,3	All	Supported the development of 10 Community Led Plans including: 1 Neighbourhood Plan, 4 Parish Plans, 1 Town Estate Plan (Braintree East), 4 Village Design Statements
Generate opportunities for young people in the district not in education, employment or training through the creation and development of apprentice and pre-apprenticeship schemes.	1,2	All	A 'Passing Out' ceremony was held in February for the Green Team apprentices. Local employers have expressed interest in employing a couple of the apprentices and a further two jobs have been secured. The remaining apprentices continue to be supported by Groundwork to assist them in gaining employment.
Use a range of new technology to improve the way we deliver services and to make our services easier to access for our customers	2	All	Final testing of the public access module for licensing has been carried out and will go live in April for customers to view and comment on licensing applications on line.
Achieve the Customer Service Excellence Standard for remaining front line services, demonstrating our commitment to our customers	1,2,3	All	Achieved the Customer Service Excellence standard for key front line services, supporting our ongoing priority to deliver excellent customer service.
Maintain high levels of customer satisfaction seeking feedback from our customers to identify where we can improve services	1,2,3	All	Monitoring against corporate customer service standards is now in place for all front line services. The project to review the services standards will continue

			<p>into next year. Customer journey mapping has been carried out on a number of internal processes resulting in improvements to the services provided to our customers. Specific service customer satisfaction surveys were carried out throughout the year for internal and external customers as part of the Customer Service Excellence Standard and the feedback received will help inform improvements to service delivery.</p>
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