

## EQUALITY PEER CHALLENGE - IMPROVEMENT ACTION PLAN 2013 – 2016

Actions	FRS EF*	Incorporated in Service	Responsible Officer	Department Lead	Target Date
1. Broaden consultation and devise a more in-depth programme of communication on district plan, IRMP, service and safety plans increasing opportunities for partners (specifically voluntary sector), stakeholders, staff and community to influence service plans.	1	Improvement Plan/IRMP new actions	Area Manager Strategic Planning, Risk and Assets	Development and Review Manager	2014/15 Quarter 1/2
2. Triangulate consultation on district plans with other community plans.	3	Level 3 Plans/IRMP new actions	Area Manager Strategic Planning, Risk and Assets	Group Manager, Service Delivery	Annual Plan 2014/15 Quarter 2/3
3. Increase opportunities for all staff to influence/innovate/participate in the way the Service operates.	5	Improvement Plan/IRMP new actions	Area Manager Strategic Planning, Risk and Assets	Development and Review Manager/ Corporate Communications Manager	2014/15 Quarter 1/2
4. Consider a secure email facility for officers who may have to exchange sensitive information with other public sector partners to improve data sharing.	1	Level 3 Plans	Area Manager Strategic Planning, Risk and Assets	ICT Manager	Annual Plan 2014/15 Quarter 2/3
5. Review and update EIA process to include "socio economic" status to support future targeted work and to reflect Equality Act, Human Rights Act and Social Welfare Act 2012. Seek good practice from other organisations. <i>Contact Knowsley Metropolitan Borough Council re EIA toolkit, guidance and template.*</i>	1&4	Level 3 Plans	Area Manager, HR, Learning and Development	Equality and Resources Manager	Annual Plan 2014/15 Quarter 1/2
6. Further develop equality awareness programme and available resources to improve understanding of corporate policies and Service priorities across the organisation and reintroduce Watch/departmental visits by E&D staff.	2	Improvement Plan	Area Manager, HR, Learning and Development	Equality and Resources Manager	Annual Plan 2014/15 Quarter 1/2

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7. Explore the potential of creating further staff network groups to cover all protected characteristics building on the success of the LGBT and Disability networks.	1	Level 3 Plans	Area Manager, HR, Learning and Development	Equality and Resources Manager/Community Relationship Manager	Annual Plan 2014/15 Quarter 2/3
8. Ensure that Members are able to champion equality through their engagement at station level.	2	Improvement Plan	Area Manager, HR, Learning and Development & Area Manager Service Delivery	Group Manager Service Delivery/ Equality and Resources Manager	Annual Plan 2014/15 Quarter 1/2
9. Examine further mechanisms for checking understanding following equality and diversity training to ensure learning is embedded.	5	Level 3 Plans	Area Manager, HR, Learning and Development & Area Manager Service Delivery	Group Manager Learning and Development	Annual Plan 2014/15 Quarter 3/4
10. Review of Safecall including a cost/benefit analysis.	5	Level 3 Plans	Area Manager, HR, Learning and Development & Area Manager Service Delivery	HR Manager	Annual Plan 2014/15 Quarter 3/4
11. Review workforce development to ensure it reflects all protected characteristics and to widen internal ability to consider the needs of under-represented groups.	5	Improvement Plan	Area Manager, HR, Learning and Development & Area Manager Service Delivery	Group Manager Learning and Development	Annual Plan 2014/15 Quarter 1/2
12. Explore sustainability of and expectations of Community Safety Advocates and how other people/agencies can assist in their work including a review of the process for scheduling, planning and delivery of advocates work.	2&3	Level 3 Plans	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education	Annual Plan 2014/15 Quarter 2/3

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13. Broaden community engagement strategy to include more vulnerable groups out-with protected characteristics. Increase engagement with transient communities. <i>Contact Lancashire FRS for their work with the Polish community.*</i>	1&3	Improvement Plan	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education	Annual Plan 2014/15 Quarter 1/2
14. Explore formalising on-going joint work (specifically with the voluntary sector) and increase the use of joint agency approaches to deliver shared objectives. <i>Liaise with Derbyshire FRS re Handy Van Scheme multi-agency approach to improve Phoenix delivery.*</i>	3&4	Level 3 Plans	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education	Annual Plan 2014/15 Quarter 3/4
15. Broaden HSC referrals to include private landlords and consider using a common memorandum of understanding for partnership work with private letting agencies that can refer HSCs on to the Service at any change of tenant.	3	Level 3 Plans	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education	Annual Plan 2014/15 Quarter 1/2
16. <i>Contact Local Authority Housing organisations for information on any schemes they may be developing to put private landlords on a preferred list due to their compliance to be part of good practice standards compliance.*</i>	3	Level 3 Plans	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Community Safety	Annual Plan 2014/15 Quarter 1/2
17. Consider expanding services to address wider homecare needs beyond fire safety, broadening support functions for vulnerable people during HSCs (referrals to other agencies re risk of trips and falls, home security).	4	Improvement Plan	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education	Annual Plan 2014/15 Quarter 2/3

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18. Evaluate the potential of establishing a community inclusion board.	1	Improvement Plan	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education/Community Relationship Manager	Annual Plan 2014/15 Quarter 3/4
19. Contact Merseyside FRS for its involvement in city and regional local authority cohesion or local strategic partnerships groups*.	2	Level 3 Plans	Area Manager Service Delivery & Area Manager Community Safety	Group Manager Prevention and Education/Community Relationship Manager	Annual Plan 2014/15 Quarter 3/4
20. Contact Merseyside FRS regarding Insight (process which focuses on vulnerable people/localities where data analysis goes beyond the protected characteristics.)*	1	Level 3 Plans	Area Manager Service Delivery & Area Manager Community Safety	Community Relationship Manager	Annual Plan 2014/15 Quarter 3/4

\* Signposted as good practice by peer team.

### FRSEF Performance Areas:

1. Knowing your communities and equality mapping
2. Place shaping, leadership, partnership and organisational commitment
3. Community engagement and satisfaction
4. Responsive services and customer care
5. A modern and diverse workforce

### Progress Key:

	Complete
	In progress
	Not on target