



Sevenoaks

DISTRICT COUNCIL

Despatched: 19.03.12

SOCIAL AFFAIRS SELECT COMMITTEE COMMITTEE

27 March 2012 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks

AGENDA

Membership:

Chairman: Mrs. Cook Vice-Chairman: Ms. Lowe

Cllrs. Ayres, Ball, Bosley, Brookbank, Ms. Chetram, Eyre, Mrs. George, Horwood, Maskell, Mrs. Morris, Pett, Mrs. Purves, Raikes, Searles, Miss. Stack, Miss. Thornton and Towell

	<u>Pages</u>	<u>Contact</u>
Apologies for Absence.		
1. Minutes Minutes of the meeting of the Social Affairs Select Committee held on 24 January 2012.	(Pages 1 - 6)	
2. Declarations of interest.		
3. Formal Response from the Cabinet following matters referred by the Committee and/or requests from the Performance and Governance Committee (if any).		
4. Actions from previous meeting.	(Pages 7 - 10)	
5. Future Business, the Work Plan 2011/12 (attached) and the Forward Plan. Members will develop a schedule of work over the year to reflect the terms of reference of the Committee focussing on the Council's priorities for policy development. This includes opportunities to invite other organisations who provide services in the District to provide information to the Committee and discuss issues of importance to the Community	(Pages 11 - 12)	
6. West Kent Equality Partnership	(Pages 13 - 20)	Robin Hales Ext: 7394

7. **Improving the lives of young people** - Lesley Bowles
Ext: 7335
- Speakers:
- Connexions (Jan Fenning)
- VAWK (Voluntary Services Unit) (Mandy Wynne)
8. **Community Safety Strategic Assessment and Annual Action Plan** - Lesley Bowles
Tel: Ext 7335
- Verbal Presentation.
9. **Feedback from Members' Visits**
Youth & Community Centre, Swanley (To Follow)
10. **Programme of Visitors to Future Meetings of the Committee 2011/12** (Pages 21 - 22)

EXEMPT ITEMS

(At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.)

To assist in the speedy and efficient despatch of business, Members wishing to obtain factual information on items included on the Agenda are asked to enquire of the appropriate Director or Contact Officer named on a report prior to the day of the meeting.

Should you require a copy of this agenda or any of the reports listed on it in another format please do not hesitate to contact the Democratic Services Team as set out below.

For any other queries concerning this agenda or the meeting please contact:

The Democratic Services Team (01732 227241)

SOCIAL AFFAIRS SELECT COMMITTEE

Minutes of a meeting of the Social Affairs Select Committee held on
24 January 2012 commencing at 7 p.m.
at Sevenoaks Leisure Centre, Buckhurst Lane, Sevenoaks.

Present: Cllr. Mrs. Cook (Chairman)
Cllr. Ms. Lowe (Vice-Chairman)

Cllrs. Ball, Brookbank, Ms. Chetram, Eyre, Mrs. George, Horwood,
Maskell, Mrs. Purves, Raikes, Miss. Stack, Miss. Thornton and Towell.

Apologies were received from Cllrs. Ayres, Mrs Morris, Pett and
Searles.

22. MINUTES OF PREVIOUS MEETING (Item No. 1)

Resolved: That the minutes of the meeting of the Social Affairs Select
Committee held on 1 November 2011, be approved and signed by the
Chairman as a correct record.

23. DECLARATIONS OF INTEREST (Item No. 2)

Cllr. Mrs. Cook declared a personal interest as a member of the Sevenoaks District
Arts Council.

Cllrs. Eyre and Raikes declared personal interests as Trustees of the Stag Theatre.

Cllr. Raikes declared a personal interest in that he had attended a group choir
holiday which Gill Shepherd-Coates had also attended.

Cllr. Miss. Stack declared a personal interest in that she had a friend who
volunteered for the Alzheimers Society.

24. FORMAL RESPONSE FROM THE CABINET FOLLOWING MATTERS
REFERRED BY THE COMMITTEE AND/OR REQUESTS FROM THE
PERFORMANCE AND GOVERNANCE COMMITTEE (Report No. 3)

- (a) 2012/13 Budget and Review of Service Plans (*Response from Cabinet
– 8 December 2011*)

The response from Cabinet was noted. A Member asked whether the Police had
been approached for contributing man hours to the CCTV Control Room. The Head
of Community Development said she would talk to the Area Commander but
explained that at the moment they were embedding a new staffing regime.

*ACTION 1: Head of Community Development to approach the Area
Commander about contribution of man hours to the CCTV Control Room.*

25. ACTIONS FROM PREVIOUS MEETINGS (Report No. 4)

The Actions from the previous meeting were noted. The Vice Chairman reported that
she and the Chairman had met with Mumsnet to see how the scrutiny role could be

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potentially used to help with the Miscarriage Code of Care campaign. They were hoping to visit Darent Valley and Pembury Hospitals to see how far they were implementing the Code of Practice, and then meet with the representatives to discuss both their best practice and where any improvements could be made. The plan was to then write a report and feed it in to the Kent County Council (KCC) Health Overview and Scrutiny Committee chaired by County Cllr. Chard. Cllr. Miss. Stack and Cllr. Raikes also agreed to attend the visits to the hospitals.

ACTION 2: Visits to be arranged to Darent Valley and Pembury Hospitals in relation to the Miscarriage Code of Care campaign by Mumsnet.

26. OLDER PEOPLE'S STRATEGY ACTION PLAN (Item No. 6)

The Head of Community Development reported on the findings of the consultation process via the Older Peoples Forums. The results of the consultation would help form the priorities of the Action Plan following the themes of the Community Plan: Older People's contribution to the Community; Helping people to stay active and healthy in later life; The right support and services; Housing to meet needs; and, Safe and strong communities.

In response to questions, the Head of Community Development advised that the 50+ label of older people was a government one, however clearly the age range of 50–70 needed to be differentiated from the frail or elderly. Some discussion arose on the definitions. The frail and elderly were more easily identifiable and it was agreed that the target groups were difficult to define by age. It was generally felt that people would be self selecting by the services offered, and that there was a marked difference between those in full time employment, those retired and active and the more vulnerable, but that it was important to direct resources appropriately and to the right people.

28. COMMUNITY PLAN PRIORITY: MEETING THE NEEDS OF AN AGEING POPULATION (Item No.7)

The Chairman welcomed Carol Infanti and Sue Stower from Kent County Council (KCC), Viniti Seabrooke from Alzheimer's & Dementia Support Services (ADSS) and Gill Shepherd-Coates from Age UK to the meeting.

The Head of Community Development reported that by 2031, 25% of the population would be aged 65 and above whilst those in the age group 20 – 64 would decrease by more than 5%. Meeting the needs of an ageing population was one of the twelve priorities in the Community Plan. The District Council was currently helping meet the needs of the aging population by supporting the voluntary sector through it's grants programme and involvement in community safety and health and wellbeing initiatives. The Chairman advised that she had attended a tea dance and had been impressed by the lively jazz band. She suggested that the Committee attend a health walk, and urged all Members to help advertise these walks in their wards.

A Member asked whether consideration had been given to holding the Trickster Musical – a community safety initiative warning against letting strangers in the house, in locations other than The Stag Theatre. The Head of Community Development responded that this could be investigated further when it was looked at again in autumn. However, part of the experience was the trip to the theatre. It was quite

expensive to put on the show and was felt more prudent to transport as many people to one location as possible. The musical was publicised through local groups, press releases, working with the housing associations and advising voluntary groups.

Action 3: Investigate cost and feasibility of showing performances at alternative venues when the next Trixster Musical was planned.

Members considered and noted the visit report to Hollybush Court Day Centre ((Item No. 8) also refer to Minute 29 (b) below)). In response to a query as to the affordability of the service offered by the day centre, Gill Shepherd-Coates replied that it was set at the best level they could and was a historical charge. All walks of life used the centre and as yet no-one had not been able to afford the service offered, but there were funds for anyone in financial difficulties.

Viniti Seabrooke, Project Manager – Alzheimer's & Dementia Support Services (ADSS), addressed the Committee and tabled a report on the work of the group. It was a separate registered charity to the Alzheimer's Society based at Northfleet and operating in North West Kent covering the Dartford, Gravesham and Swanley area. It was a struggle to meet need and there were many people on their waiting lists for the services provided. They had a dedicated support worker for their Black and Minority (BME) Service Development Project and were currently focusing on the gypsy and traveller communities. The GP Early Intervention Project was lottery funded. A template had been formulated to help GPs assess patients on a more uniform basis for memory problems. There was a Carers Learning Group in Hextable and Gravesend and they hosted a Dementia Café each month in Dartford, Gravesend and Swanley. With regards to future developments, the Swanley Silver Dream Project was currently competing for lottery funding. There had been 1400 applications for the funding and 83 were through to the next round, with only 30 projects to be successful. She was pleased to report that they were through to the next round. The project would focus on gypsies, travellers and older people in the Swanley area. It would run for three days a week, and carers and patients would attend together but split up for different activities. The bid was currently for £160,00 and the main problem was locating an appropriate venue.

In response to questions she explained that it had not been easy trying to engage the gypsy and traveller communities but to achieve this they had been working closely with facilitators. Resources and appropriate venues were the main issues facing the charity. At the moment the day care service only had sixteen places and there was a long waiting list. Funding and services were not shared with Age UK but it may be time to investigate joint working. Funding was mainly through KCC, the lottery and donations, however the BME service development post was funded by the NHS. With reference to the GP Early Intervention Project and the template produced for GPs, this had initially begun as a pilot to engage with the BME population and was carried out at one surgery in North West Kent. From that it had been rolled out to the wider community. It was a five year project and was currently in its fourth year. The template had been developed because the Commissioners had asked for it as no two doctors were diagnosing the same way. With regards to the Befriending Scheme, it was just a social visit for the carer or patient. All volunteers were CRB checked, trained and vetted by the charity and observed working in the day centre first. It was suggested that the SDC Professional Services Manager may be able to help locate an appropriate venue.

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ACTION 4: The Professional Services Manager be asked to help identify appropriate premises.

Gill Shepherd-Coates from Age UK Sevenoaks and Tonbridge, took the opportunity to explain that as a result of the nationwide merger between Age Concern and Help the Aged, Age UK was formed. They took the decision to become a brand partner at an early stage and relaunched as Age UK Sevenoaks & District. Tonbridge did not take the decision until later. As a result of the changing landscape in public services, the decision was taken to merge forming 'Age UK Sevenoaks & Tonbridge'. Twenty-eight more Age Concerns were looking to move towards Age UK but Swanley was one of the centres that would not be able to in the first round.

Day Care was offered via the Centres at Hollybush Court (Sevenoaks), Townlock (Tonbridge), Sencio Leisure Centre (Edenbridge) and Meeting Point (Swanley). People were referred by their GPs, Social Services, relatives, friends or were even self referred. Within the Hollybush Court Day Centre they offered aromatherapy, bathing, chiropody, hairdressing, indian head massage, reflexology and reiki and a comprehensive range of support services. The bathing service was very popular and was used by daycare clients, and others in the community who for example were awaiting bathroom adaptations. There were seven lunch clubs organised in partnership with the local community and they were just starting one in Tonbridge. Advice services were funded by Age UK and there was a wealth of leaflets and booklets which could also be downloaded from the internet. Hollybush Court Day Centre also acted as an office for the Department of Work and Pensions (DWP) and could issue certain benefit claim forms, verify documents and fast-track claims. In Sevenoaks there was also a Computer Learning Centre open five days a week from 9.30 a.m. to 3.30 p.m, which could accommodate up to four people and offered one to one training for people at their own learning speed. Being able to use the internet etc to keep in touch with family and friends was very important, and Age UK had recently launched an online community. There was a trained Counsellor available as and when needed and they benefited from funding through Age UK from national lottery funding for their 'Fit as a fiddle' campaign to encourage healthy lifestyles. An advocacy worker had been engaged ready to launch an advocacy project that would also cover Swanley, and they had benefited from £5000 from a bid to the Home Improvement Agency and Social Services to help with repairs to people's boilers.

With reference to funding, KCC were responsible for 36% of their funding, which was being reduced by 5% year on year under a four year programme. Last year there had been a deficit of around £80,000 but a legacy had helped bridge the difference. Funding currently received was mainly for project work and not revenue funding for core services. However trading activities did provide some income via commission, under the arm of Age UK Enterprises, for selling insurance and funeral plans etc. The downside to this was the number of exams needed to pass to meet Financial Services Authority (FSA) regulations, but it was worthwhile because of the gain in extra revenue.

The challenges facing Age UK was the rising aging population which was set to increase by 50% over the next 25 years with 2 million with care needs and around 800,000 unable to get financial support or care because of qualification criteria being raised. Most enquiries received were concerns as to how to pay for long term care, with a rise in those that were asset rich but cash poor. People were trapped in their

large properties as many bungalows have been sold off and redeveloped. There were around sixty applications for every leasehold sheltered accommodation flat available. It was difficult to find appropriate leasehold accommodation within Sevenoaks. Mrs. Shepherd-Coates had recently received a report from Age UK on Care on the Community and would obtain further copies for the Committee. All reports and leaflets could also be ordered or downloaded from the Age UK website. Transport was also an issue. The Age UK minibuses were running at capacity. A Member pointed out that VAWK had some underuse of their transport and Age UK should perhaps liaise with them to see if they could help each other out.

Sue Stower, Head of Service for Older People and Physical Disability for South West Kent (covering Sevenoaks – not Swanley, Tunbridge Wells and Tonbridge – not Malling) addressed the Committee. Services were accessed by contacting the Kent Contact Assessment Service where trained workers would give an initial assessment of need. If the needs were relatively straight forward issues i.e. installation of a grab rail, they were dealt with at that stage quite easily. However the majority of cases needed more help, and assessment would be referred to an enablement team of Occupational Therapists and Social Workers – or ‘case managers’. The former home care service had been reconfigured and retrained as an enablement service – based on occupational therapy. This service was free for up to six weeks and very successful. 60% of those using it did not need ongoing care but could access the service for slightly longer. Teams would assess needs at home, and work out the client’s needs and desired outcomes of intervention. A managed service could be facilitated or a personal budget supplied to the client for them to access the services they required and be signposted to other organisations. Focusing on the clients’ needs and achieving their desired outcome was challenging especially in the current economic climate. They also provided assistive technology such as fire alarms or telecare sensors. This was very new technology which could study patterns of behaviour and help them tailor care support to the person’s waking patterns which was especially helpful with dementia.

Carol Infanti Strategic Commissioning Manager, KCC, was responsible for grant funding and contracting arrangements. There was a drive to support clients in their own homes, providing choice and empowering them to make their own decisions on their care. Occupational Therapists worked with the Council through facilities grants and with West Kent Housing on adapting homes. They provided capital project support to top up where a facilities grant was not enough. They were also keen to work with planners on housing and local plan policy, for example making sure that wheelchair access was available and the need for more sheltered accommodation. They worked very closely with health colleagues and one of the biggest challenges was timely discharges and avoidance of unnecessary hospital stays. In this particular area one of the challenges was the longer life expectancy and associated issues such as dementia.

A Member requested that she attend a meeting of the Services Select Committee’s Under-Occupation of Social Housing Working Group as they often felt that there was a lack of synergy between planning and care needs. In response to a question as to what role the Council could best play in supporting issues arising from longer life expectancy in the area, she advised that promotion and support of active lives and sharing of information regarding services and voluntary groups available would be important. Issues with care homes were affordability, choice and the fact that some

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people went in too early rather than receiving support to enable them to stay in their own home for longer. Extra care housing such as that offered at Emily Court in Wilmington, Dartford was a model of the way forward. Catering for a diverse aging population needed different ways of thinking. They were trying to get the private sector to respond to the emerging needs of the new older generation which would be achieved in part by the clients being able to fund services themselves via their direct payments.

ACTION 5. A Members Visit be arranged to Emily Court.

The Chairman thanked all the speakers who had attended and for a very interesting evening.

29. FEEDBACK FROM MEMBERS VISITS (Item No. 8)

(a) South East Ambulance Service

Members considered and noted the feedback report.

(b) Hollybush Court Day Centre

Covered under Minute 28 above.

(c) Voluntary Action Within Kent (VAWK)

Members considered and noted the feedback report which was tabled at the meeting.

30. FUTURE BUSINESS, THE WORK PLAN 2011/12 AND THE FORWARD PLAN (REPORT NO. 5)

The Committee discussed the Work Plan. It was agreed that the 'Future of NHS in the District' be moved to September and looked at with Kent Fire & Rescue Service provision and the Police.

31. PROGRAMME OF VISITORS TO FUTURE MEETINGS OF THE COMMITTEE (INCLUDING VOLUNTARY ORGANISATIONS) (Report No. 9)

The programme of visitors for future meetings was discussed and noted. Consideration would be given as to whether the next meeting could be held at the Swanley Youth & Community Centre. With reference to June's meeting it was agreed that consideration would be given as to whether the meeting could be held at the golf club or other leisure centre. The Community Plan priority for June would be 'Strong Active Communities' and September's 'Safe and Strong Communities,' with speakers to be invited from the Kent Fire & Rescue Service and Kent Police.

ACTION 6: Head of Community Development to look at alternative meeting venue for March and June meetings.

THE MEETING WAS CONCLUDED AT 9.30 P.M.

Chairman

ACTION SHEET - Actions from the previous meeting

ACTIONS FROM 24/01/2012			
Action	Description	Status and last updated	Contact Officer
ACTION 1	Head of Community Development to approach the Area Commander about contribution of man hours to the CCTV Control Room.	The Head of Community Development has approached the Area Commander, however there are currently no police resources to do this (as at 15.03.12).	Lesley Bowles
ACTION 2	Visits to be arranged to Darent Valley and Pembury Hospitals in relation to the Miscarriage Code of Care campaign by Mumsnet.	These will take place in April 2012 (as at 15.03.12).	Lesley Bowles
ACTION 3	Investigate cost and feasibility of showing performances at alternative venues when the next Trixster Musical was planned.	This will be investigated in late 2012 when planning for the next event will start (as at 15.03.12).	Lesley Bowles
ACTION 4	The Professional Services Manager be asked to help identify appropriate premises.	The Professional Services Manager is in direct contact with Alzheimer's & Dementia Support Services (ADSS), nothing has been identified as yet but he is looking out for suitable accommodation (as at 15.03.12).	Lesley Bowles /Jim Latheron

ACTION 5	A Members Visit be arranged to Emily Court.	The Head of Housing & Communications has contacted the provider. They are currently short staffed and would prefer a visit in the early summer (as at 15.03.12)..	Lesley Bowles
ACTION 6	Head of Community Development to look at alternative meeting venue for March and June meetings.	<p>It was agreed with the Chairman that the March meeting be held at the Council Offices in light of the clash of membership with another meeting being held on the same day at 5 pm (as at 27/02/12)</p> <p>A venue for the June meeting is still being looked into (as at 15.03.12).</p>	Lesley Bowles

Social Affairs Select Committee – Work Plan 2011/12

Topic	27 March 2012	June 2012	September 2012	November 2012
Personal Health (Lesley Bowles)			Future of NHS in the District	
Environmental Health (Richard Wilson)				
Social Inclusion (including Younger and Older People) (Lesley Bowles)	Impact on young people in the District of the closure of the Connexions Direct (advice on education, careers, housing, money, health and relationships for 13-19 year olds) in July 2011.			
Culture (Lesley Bowles)	Visit to Stag Theatre: discussion with Stag management	Presentation by STAG Chief Executive		
Community Plan				

Topic	27 March 2012	June 2012	September 2012	November 2012
Leisure (Lesley Bowles)		Presentation by Sencio Chief Executive Update on Olympic Arrangements		
Grants to Voluntary Organisations (Lesley Bowles)				
Community Safety (Lesley Bowles)	Strategic Assessment and Annual Action Plan		Fire Service Police	
Budget (Tricia Marshall)				

Possible items to be considered in the future (for items not yet timetabled in):

Leisure and culture

- an update on arts outreach work

Information Items – would Members please note that information items will be available electronically through the Members Portal.

WEST KENT EQUALITY PARTNERSHIP – AIMS AND COMMITMENTS FOR 2012-16

SOCIAL AFFAIRS SELECT COMMITTEE – 27TH MARCH 2012

Report of the: Chief Executive

Status: For Decision

Also considered by: Cabinet – 8 March 2012

Key Decision: Yes

Executive Summary: A document setting out aims and commitments for the West Kent Equality Partnership has been prepared and is being presented for approval. It will replace the Council's current Comprehensive Equality Policy and Scheme.

This report supports the Key Aim of the Community Plan.

Portfolio Holder Cllr. Bracken

Head of Service Chief Executive – Robin Hales

Recommendation to Cabinet:

- (a) It be resolved that Cabinet adopt the West Kent Equality Partnership Aims and Commitments for 2012-16.
- (b) It be resolved that Cabinet delegate authority to the Portfolio Holder for Safe and Caring Communities to respond to any comments by the Social Affairs Select Committee, in order to comply with the statutory timescale.

Recommendation to Social Affairs Select Committee:

- (c) It be resolved that Social Affairs Select Committee receive the West Kent Equality Partnership Aims and Commitments for 2012-16
-

Reason for recommendation: To ensure the Council complies with its obligations under the Equality Act 2010.

Introduction

- 1 The approval of the equality aims and commitments are within the Council's Policy Framework and a matter for the Cabinet.

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Equality Act 2010

- 2 Equality legislation changed in 2010, requiring the Council to take specific actions to ensure its legal obligations are met. The Act sets out a 'Public Sector Equality Duty' which requires public authorities to have 'due regard' to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people when carrying out their day to day work – in shaping policy, in delivering services and in relation to their own employees. As part of the duty, the Council is required to prepare and publish one or more objectives by 6th April 2012 and at least every four years thereafter. A statutory code of practice for the Public Sector Equality Duty is not due to be published by the Equality and Human Rights Commission until Spring 2012 but in the meantime we are required to comply with the statutory deadline and have taken non-statutory guidance into account.

West Kent Equality Partnership

- 3 The West Kent Equality Partnership was formed in 2010 between Sevenoaks District Council, Tonbridge and Malling Borough Council and Tunbridge Wells Borough Council. The partnership has developed a joint response to the requirement to publish equality objectives intended to support improved partnership working and to allow authorities to report shared outcomes against common objectives.

Aims and Commitments

- 4 The West Kent Equality Partnership Aims and Commitments 2012-16 are attached at Appendix A. These have been informed and developed by officers from all three authorities. This will replace the Council's existing Comprehensive Equality Policy and Scheme. The aims and commitments are set out in a more concise document which takes a proportionate approach in responding to the duty reflecting the demographic profile of our communities and current resource constraints. It also aims to support and strengthen the corporate priorities within each authority.

Key Implications

Financial

The implementation of actions to achieve the aims and commitments will need to be incorporated into appropriate service planning and service budgets.

Community Impact and Outcomes

The West Kent Equality Partnership Aims and Commitments are intended to have a positive impact on our communities and people who use our services. Outcomes will be reported on annually.

Legal, Human Rights etc.

The Council is required to comply with the Equality Act 2010. Failure to do so may result in action being taken by the Equality and Human Right Commission, including issuing a formal 'compliance notice' and possible court action.

Resource (non-financial)

Within existing resources.

Value For Money and Asset Management

The West Kent Equality Partnership is supported by a shared officer. Production of shared aims and commitments are also intended to streamline future progress reports.

Equality Impacts

Does the activity have the potential to cause adverse impact or discriminate against different groups in the community?

No. The aims and commitments are designed to address key areas of discrimination or disadvantage.

Does the activity make a positive contribution to promoting equality?

Yes. The aims and commitments are designed to deliver outcomes that will make a positive difference to our communities. These will be monitored and reported on annually.

Sustainability Checklist

The aims and commitments set out outcomes that support the Council's commitment to equitable access and services.

Conclusions

The West Kent Equality Partnership Aims and Commitments for 2012-16 set out the future direction for the partnership and demonstrates our compliance with the Equality Act 2010.

Risk Assessment Statement

If the aims and commitments are not adopted, the Council will not be able to demonstrate its compliance with the Equality Act 2010 and action may be taken against the Council by the Equality and Human Rights Commission.

Appendices Appendix A – West Kent Equality Partnership Aims and Commitments for 2012-16.

Background Papers: None

Contact Officer(s): Sarah Lavallie
West Kent Equalities Officer
Ext 7224 (part-time)

Robin Hales
Chief Executive
Ext 7394

Robin Hales
Chief Executive

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West Kent Equality Partnership Our Aims and Commitments for 2012-16

Sevenoaks District Council

Tonbridge & Malling Borough Council

Tunbridge Wells Borough Council



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This document sets out the aims and commitments for the three West Kent authorities – Sevenoaks District Council, Tonbridge & Malling Borough Council and Tunbridge Wells Borough Council - for 2012-16.

The aims and commitments in this document have been identified by taking a complete view of the factors that may lead to disadvantage. We want to make sure that people have the opportunity to reach their potential and that our services meet their needs.

This document supports and strengthens the corporate priorities within each Council by identifying common aims that we will all work towards. The commitments in this document apply to Councillors and staff and set standards for others who deliver services for our Councils.

As a Community Leader we will:

Work together to find and reduce the effects of reduced financial resources by:

- Taking informed decisions and being accountable for them;
- Asking for the views of local people, groups and representatives and responding to them;
- Delivering results that make a positive difference to people; and
- Leading by example when working with partners and contractors.

Aim	How will we measure our results?
We will make sure our events and activities are open to all and raise awareness.	<ul style="list-style-type: none">- We will assess peoples' experiences of our events and activities, including those linked to the 2012 Olympic/ Paralympic Games.- We will review access to and attendance at events and services, including Kent County Council's Integrated Youth Service.
We will record, monitor and respond to 'hate' incidents.	<ul style="list-style-type: none">- We will make data on reported cases available- We will deal with cases properly.

As a Service provider we will:

Work together to make sure our customers experience good customer service by:

- Helping everyone to make use of the services to which they are entitled;
- Giving information and advice in suitable ways; and
- Gathering feedback and information from all those entitled to use our services only where suitable and needed to inform the way we provide services.

Aim	How will we measure our results?
We will improve the way we give information.	<ul style="list-style-type: none"> - We will check we are using clear and concise language. - We will make sure customers don't need to return to us to understand our webpages, letters, emails or forms.
We will identify and deal with physical barriers to our services.	<ul style="list-style-type: none"> - We will publish details of measures we have taken to deal with barriers.
We will find ways to adapt our services and direct people more easily between services within resource limitations.	<ul style="list-style-type: none"> - We will publish details of where we can make improvements.

As an employer we will:

Make sure that our employment policies are fit for purpose and work together to turn these into practices which:

- Select, appoint and promote individuals only on the basis of merit;
- Encourage all staff to develop and reach their potential;
- Provide a safe and accessible workplace;
- Provide fair and open pay and reward systems; and
- Make sure staff treat each other with dignity and respect.

Aim	How will we measure our results?
We will establish the extent and nature of any issues about equal pay.	<ul style="list-style-type: none"> - We will publish details of any issues and how we have addressed these.
We will make sure we have a consistent way of giving flexible working and retirement.	<ul style="list-style-type: none"> - We will publish details of patterns of home working and flexible retirement and how we have addressed any issues

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Delivering our commitments

- We will produce joint annual reports setting out what we have done against these aims and commitments.
- We will continue with our programme of equality impact assessments and work together on these where suitable.
- We will develop an action plan setting out how we will deliver our aims and commitments.

Rights and Responsibilities

- The Chief Executive of each Council will have overall responsibility for implementing the aims and commitments in this document.
- Senior Managers will make sure their service areas comply with this document.
- Each member of staff has responsibility to read, understand and implement this policy statement and to take responsibility for their own behaviour. Each Councillor has responsibility to read, understand and make sure their behaviour has regard for this policy statement.
- Implementation of these aims and commitments will be monitored by the Corporate Equalities Monitoring Groups at each Council.

**If you require this document in large print or in any other format,
please contact:** *(phone numbers for each authority to be added).*

Social Affairs Select Committee – Programme of Visitors to Future Meetings of the Committee 2011/12

Meeting date	Community Plan priority	Visits for Members	Speakers	Questions to address
March	Improving the lives of young people	The Stag to hear about outreach programme Possible meeting at Youth & Community Centre, Swanley	Connexions (Jan Fenning) Kenward Trust VAWK (Voluntary Services Unit)	What single thing would be most effective to help local young people in the transition from school to work in this District? What is the most valuable thing that the District Council can do to support young people who get involved with drugs? How can we better celebrate the achievements of young people?
June	Strong and Active Communities	Possible meeting at another leisure centre or golf club	Chief Executive STAG Theatre Chief Executive SENCIO	
September	Community Safety		Police Fire Service	Future provision of Kent Fire & Rescue Services

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