

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

Sevenoaks District Council

Tonbridge & Malling Borough Council

Tunbridge Wells Borough Council



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

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).*