

APPENDIX THREE

EQUALITY ACTION PLAN 2022-2024

Equality Objectives	Actions	Performance Measures / Targets	Equality Outcome [reported annually]	Lead	By when
PEOPLE - PROVIDING YOU WITH A HIGH QUALITY CUSTOMER EXPERIENCE					
Objective 1: Maintain high customer satisfaction about the quality of services we deliver	CP20/PE7 Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by Nov 2022	Residents Survey carried out February / March 2023. Satisfaction with the way Derbyshire Dales District Council runs things was 60%,	Director of Regeneration & Policy	November 2022
	CP20/PE7 Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by Nov 2023	an increase from the 2021 survey (58%). Results were reported to the Governance and Resources Committee on 14 September 2023	Director of Regeneration & Policy	November 2023
	CP20/PE9 Maintain other customer access channels: during opening hours, you will still be able to phone us or drop by	Continue to maintain and publicise a variety of offline customer contact channels for the District Council's services through Dales Matters and other media.	Customer Access Strategy adopted in July 2023 with a new Customer Charter which focuses on leaving no behind in our service offer.	Director of Corporate & Customer Services	Annually ongoing -

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	at the Town Hall in Matlock		Whilst the number of digitally excluded residents is low, the Council is committed to provide equality of service to all customers.		
	CP20/PE6 ability to access more service 24/7 online	Expand the number of services that are fully trackable by 20		Digital Transformation	March 2023
	Fully utilise the in cab software that links to SERCO and the CRM. The CRM to provide an improved customer experience and improved communication.	Fewer calls to the Council front desk, more automation Benchmark - telephone Calls received April 21 to March 22: <ul style="list-style-type: none"> • Waste – 24,165 • Garden Waste – 13,030 		Waste and Recycling Manager	December 2022
	% of lost telephone calls handled by Customer Services	3% or less	Less than 3%	Business Support [Corporate and Customer Services]	March 2023
	Deliver new website		Completed in December 2022 and compliant with accessibility standards set by the Government Digital Service	Comms & Marketing Manager [Corporate and Customer Services]	Dec 2022

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	Publish the District Council's Equality information	Published on website by end Jan 2023	Published on website by end Jan 2023	Policy Officer	End Jan 2023
	Publish the District Council's Equality information	Published on website by end Jan 2024		Policy Officer	End Jan 2024
	% of new Council Tax Support claims processed within 14 days	60.0%	81.6%	Benefits Manager	March 2023
	% of new Housing Benefit claims processed within 14 days	65.0%	81.6%	Benefits Manager	March 2023
	% major planning application determined in 13 weeks or agreed extension of time period	>75%		Development Manager [Regulatory Services]	
	% minor planning application determined in 8 weeks or agreed extension of time period	>77%		Development Manager [Regulatory Services]	
	% of other planning applications	>90%		Development Manager [Regulatory Services]	

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	determined in 8 weeks or agreed extension of time period				
PLACE - KEEPING THE DERBYSHIRE DALES CLEAN, GREEN AND SAFE					
Objective 2: Implement the Derbyshire Dales Climate Change Strategy	Deliver a high quality waste/recycling service to residents	Waste & recycling collection - % satisfied with service [contractor to complete]		Director of Community & Environmental Services, Waste and Recycling Manager	March 2023
	Deliver a high quality waste/recycling service to residents	Waste & recycling collection - % satisfied with service [contractor to complete]		Director of Community & Environmental Services Waste and Recycling Manager	March 2024
	Deliver the Sustainable Warmth competition (LAD3/HUG) grant funded works to reduce fuel poverty, improve the energy efficiency of homes and decarbonise heating	By March 2023		Climate Change Officer	

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	Apply for further rounds of Green Homes Grant funding as it becomes available (HUG2) and support housing associations in applications for future rounds of Social Housing Decarbonisation Fund	By March 2023		Climate Change Officer	
	Implement tree management project and measure the effectiveness of the action taken	Implement by April 2022 and measure effectiveness by April 2023		Development Manager & Trees and Landscape Officer	
Work with partners and communities to maintain high levels of community safety	Provide security equipment for victims and survivors of Domestic Abuse.	Provide funding to Crossroads DA Services to install appropriate equipment on an individual case basis to enable victims and survivors to feel safe in their homes. Equipment can include cameras, door, window and gate locks and personal alarms.	Number of households benefitting from enhanced security.	Neighbourhoods Manager Community Safety	March 2023

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	Community Safety Reduction in the number of ASB reoffenders	90%		Community Safety [Community and Environmental Services]	
	Community Safety Hold at least one multi-agency Community Safety Event	2		Community Safety [Community and Environmental Services]	
	Community Safety - Communication campaign across the District signposting potentially victims to Services	By March 2023		Community Safety [Community and Environmental Services]	
Implement the Council's Climate Change Strategy and ensure that the benefits derive to vulnerable households across the District	Insulation / greener homes		We have received government funding in the last two years and are applying for the future rounds of government funding. SMART targets will be defined once the criteria for future rounds are clear	Climate Change Officer	June 2022

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To work with Derbyshire County Council to understand where the need is within District which would benefit from the installation of EV charging points	To provide options and any associated costs for Members to make a decision on the way forward with a view to introduce more publicly accessible EV charging points within Public Car Parks	Increased number of EV charge points within the district, in response to consultation results		Neighbourhoods [Community and Environmental Services]	March 2023
PROSPERITY - SUPPORTING BETTER HOMES AND JOBS FOR YOU					
Objective 3: Promote housing Development that meets the needs of the present and future population of the District	CP20/PR10 Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of 70 disabled people by March 2023	68 adaptations provided, thereby improving access into and around the homes of disabled people	Director of Regulatory Services	March 2023
	CP20/PR10 Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of 70 disabled people by March 2024	To be reported in 2024	Director of Regulatory Services	March 2024

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	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 300 vulnerable households by March 2023	The service continues to support vulnerable and disabled adults impacted by the cost of living crisis	Director of Housing	March 2023
	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 300 vulnerable households by March 2024		Director of Housing	March 2024
	CP20/PR8 Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations	The Council will acquire 10 additional homes and deliver 33 homes with housing association partners in 2022/23	The council is delivering the Afghan and Ukraine housing scheme with 11 of 17 homes secured	Director of Housing	March 2023
	CP/PR 8 Commence the programme to build new Council homes to rent by March 2022		25 homes have been acquired since the programme started	Housing	March 2024

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	% of new homes built on previously developed land	75%		Planning Manager/ Assistant	Policy Technical March 2023
	Net additional homes provided	300		Planning Manager/ Assistant	Policy Technical
	The total no. of net additional dwellings that are deliverable as a % of the planned housing provision for the 5 year period	100%		Planning Manager/ Assistant	Policy Technical
	% of new homes built during the year, which are affordable housing	15%		Planning Manager/ Assistant	Policy Technical
	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation		Reported in the Corporate Plan KPI	Homeless [Housing] team	March 2023

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	CP20/PR13 Delivering a permanent site to meet identified traveller needs by March 22		Work continues to identify a suitable site	Director of Housing	March 2024
Objective 4: Seek to attract investment that supports the local economy including the provision of jobs for younger people	Having a positive impact on young people – support three diversionary projects using £17,000 of funding provided by the Police Crime Commissioner	3 Youth diversionary project funded to operate weekly sessions in the ASB hotspot areas of Matlock and Ashbourne	Three diversionary youth projects. Number of young people engaging with projects.	Neighbourhoods Community Safety	March 23
	Employ an apprentice to provide training and experience to support their qualification.	Employ one apprentice by March 2023		Clean and Green	March 23
ONE TEAM, ONE COUNCIL, ONE PURPOSE					
Objective 5:	Agree and progress the corporate	EIA programme for 2022-23 complete	Completed	Directors of Services	March 2022

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One team, working together as one Council with one purpose	programme of priority Equality Impact Assessments for 2022/23	<ul style="list-style-type: none"> • Controlled Substances at Work Policy • Monitoring & Surveillance Policy • £150 energy rebate • Text Payment System • Live streaming of council meetings • Clean and Green review depending on recs • PSPO dependent on data • Parks survey – dependent on results • Car park review – dependent on review outcomes • Community Governance Review – on agreed changes 	Freedom Leisure [reducing costs] Land at Bakewell Road UKSPF Funding bid		
	Agree and progress the corporate programme of priority Equality Impact	EIA programme for 2023-24 complete <ul style="list-style-type: none"> • Local Plan 		Directors of Services	

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	Assessments for 2023/24				
	Implement the Clean and Green Action Plan devised by the Clean and Green Manager and the Director of Community and Environmental Services.	Report and provide recommendations to elected members, develop and implement an improvement plan		Director of Community and Environmental Services	Has been delayed due to Covid. March 2023