
**Cemeteries and Registration
Services Equalities and Diversity
action plan 2009/10**

Area of action	Timescale	Lead officer	Equality strand that the area of action is addressing	Outcome/objective
<p><u>Commitment to consult and monitor.</u></p> <ul style="list-style-type: none"> Continue to conduct, monitor and document customer/staff satisfaction surveys in all service areas in order to gather as up-to customer satisfaction data as possible 	<ul style="list-style-type: none"> August 2010 	<ul style="list-style-type: none"> Nathan Pritchard 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To ensure that all processes and procedures fully integrate the needs of all of our customers
<ul style="list-style-type: none"> Continue to conduct, monitor and document Mystery Shopping exercises 	<ul style="list-style-type: none"> August 2009 January 2010 	<ul style="list-style-type: none"> Nathan Pritchard 	<ul style="list-style-type: none"> Disability Ethnicity 	<ul style="list-style-type: none"> Ensure diversity in interaction with internal customers is met.
<ul style="list-style-type: none"> Create and monitor requests for documents to be produced in large print, Braille and community languages 	<ul style="list-style-type: none"> Within 7 days of the initial customer request 	<ul style="list-style-type: none"> Natasha Bradshaw Win Whiting 	<ul style="list-style-type: none"> Disability 	<ul style="list-style-type: none"> Ensure that customer translation needs can be translated into whatever format is required.
<ul style="list-style-type: none"> Continue to monitor and action 	<ul style="list-style-type: none"> April 2009 April 2010 	<ul style="list-style-type: none"> Natasha Bradshaw 	<ul style="list-style-type: none"> All 6 equality 	<ul style="list-style-type: none"> To help ensure that staff and external customers feel secure

complaints of all natures – including any racial, sexual harassment and disability complaints or incidents.		<ul style="list-style-type: none"> Win Whiting 	strands	in knowing appropriate action will always be taken for all complaints and incidents reported to/about our service.
<ul style="list-style-type: none"> Consult and involve all sections of our community in the development and monitoring of our policies and services in ways, which enable people to participate. 	<ul style="list-style-type: none"> See customer survey timetable 	<ul style="list-style-type: none"> Natasha Bradshaw Kelly Farringdon 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To ensure that all processes and procedures fully integrate the needs of all of our customers
<ul style="list-style-type: none"> Cemeteries and Registration Services are committed to achieve the Customer Service Excellence award 	<ul style="list-style-type: none"> Assessments will take place in October 2009 and April 2010 	<ul style="list-style-type: none"> Nathan Pritchard Natasha Bradshaw Win Whiting 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To provide all of our customers with an ongoing commitment to customer consultation, develop better internal and external processes and increase our customer focus.
Commitment to self assessment <ul style="list-style-type: none"> Ensure that all Equality action plans arising from Cemeteries and Registration Services IINAs, 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Departmental meetings 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To provide the opportunity for plans to be shared and scrutinized by senior management for further E & D actions as required.

<p>EINAs and E & D steering group meetings are scrutinized and approved by DMT, Council Support groups and ESSG (high impact IINAs/EINAs only) before going to SEEB for review</p>				
<p><u>Commitment to training</u></p> <ul style="list-style-type: none"> • Ensure all staff attend all appropriate modules of Rich Mix Equalities & Diversity training 	<ul style="list-style-type: none"> • All new staff to be nominated for training. 	<ul style="list-style-type: none"> • Nathan Pritchard • Natasha Bradshaw • Win Whiting 	<ul style="list-style-type: none"> • All 6 equality strands 	<ul style="list-style-type: none"> • To ensure that all staff are as up-to-date as possible with current legislation and E & D issues and their responsibilities.
<ul style="list-style-type: none"> • Ensure that front line staff are trained to: <ul style="list-style-type: none"> a - Know what to do if a customer with a hearing impairment requires help (via "Type Talk", the Minicom unit. Know how to sympathetically support visitors 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Nathan Pritchard • Natasha Bradshaw • Win Whiting 	<ul style="list-style-type: none"> • All 6 equality strands 	<ul style="list-style-type: none"> • Ensure equality in interaction with external customers when accessing services via 1 to 1 contact with the Atrium or on the telephone to the Call Centre

<p>with mental impairments</p> <p>b Know how to sympathetically support visitors with disabilities</p>				
<ul style="list-style-type: none"> Ensure that all front-line staff know how to appropriately deal with visitors who have particular religious needs 	<ul style="list-style-type: none"> As new members of staff are appointed. 	<ul style="list-style-type: none"> Nathan Pritchard Natasha Bradshaw Win Whiting 	<ul style="list-style-type: none"> Religion 	<ul style="list-style-type: none"> Ensure interaction with our diverse range of external customers is as effective as possible
<p><u>Commitment to disability access</u></p> <ul style="list-style-type: none"> Ensure that all those in the community are able to visit the Cemeteries Office and the Registry office. 	<ul style="list-style-type: none"> See Richmond Works timetable for milestones. 	<ul style="list-style-type: none"> Facilities management 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To ensure that all disabled customers and staff needs are met and ensure access to offices are in accordance with Equality & Diversity corporate policy
<p><u>Commitment to communication</u></p> <ul style="list-style-type: none"> Ensure corporate posters and all written material on equalities related issues are equalities and diversity related issues are put in 	<ul style="list-style-type: none"> As requested 	<ul style="list-style-type: none"> Nathan Pritchard Natasha Bradshaw Win Whiting 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To ensure that all staff are aware of current Equalities and Diversity related issues and to create a positive image

highly visible areas for all staff to view				
<ul style="list-style-type: none"> Regularly submit equality feedback reports to the Cemeteries and Registration Services team from CEDG and SEEB. 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Justine Dalton 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> To ensure that communications throughout groups is regular and up-to-date.
<p><u>Commitment as a procurer of goods and services</u></p> <ul style="list-style-type: none"> Demonstrate that all practicable steps are being taken to allow equal access and treatment in employment and service delivery for all, as appropriate to the nature of the contract concerned. 	<ul style="list-style-type: none"> As new contractors are appointed and annual checklists for compliancy. 	<ul style="list-style-type: none"> Management Team 	<ul style="list-style-type: none"> All 6 equality strands 	<ul style="list-style-type: none"> Ensure that all of our contractor's and potential contractor's are provided with the LBRUT Equalities & Diversity policy and ensure their compliance with our policy.