

Equality & Inclusion Action Plan

Ref.	Measure	
Objective 1 – Respect and value staff, customers, councillors and partners so that they are treated with dignity and respect		
Outcome – staff, customers and partners are respected and valued with all treated with dignity and respect.		
	Worcester City Council staff survey	
	% employees who have completed equality e-learning package	
	% employees who have completed equality induction programme	
	No. harassment and bullying incidents in Worcester City Council	
	Complaints feedback	
Objective 2 - Engage effectively with our communities so that people can influence decisions that affect their lives		
Outcome – the local community is engaged and active in making the decisions that affect their lives		
	Budget consultation	
	% residents who feel they can influence decisions in their own area (viewpoint survey)	
	% residents who feel informed about local public services overall (viewpoint survey)	
	User satisfaction rates for planning applications	
	% residents who feel the council acts on the concerns of local residents (viewpoint survey)	
Objective 3 - Empower people in their communities to shape and tackle local issues		
Outcome – people within Worcester are active in shaping the places that they live, work and play.		
	% residents who feel they can influence decisions in their own area (viewpoint survey)	
	% residents that are interested in getting involved by working with others to run things in their neighbourhood or local area (viewpoint survey)	
Objective 4 - Ensure services are centred on meeting the needs of our customers		
Outcome – services are focused on delivering services that meet the needs of the customer and this is reflected in their service planning and delivery.		
	Complaints analysis	
	Case studies from Areas of Highest Need 'Our Happy Place' Programme	
	Case studies from Armed Forces Community Covenant Scheme	
	Percentage of tenancy complaints regarding property condition resolved due to Local Authority Intervention	
	% residents that are satisfied with the way WCC runs things (viewpoint survey)	
	% key decisions that have considered equality & inclusion	
	% key decisions that can demonstrate consultation	
Objective 5 - Promote fair pay and equal access to employment, learning and development opportunities		
Outcome – Worcester is established as a place that supports employment, learning and development.		
	No. of people aged 16-24 not in education, employment and training	
	% employees who are women, % of employees who are disabled, % employees from ethnic backgrounds	
	No. of businesses taking on apprentices	

	No. of apprentices employed by the Council	
	Professional development within WCC including; training needs assessment, appraisals etc	
Objective 6 - Build a clear picture of local need based on what local people have told us and what we know about our customers		
Outcome – The council has a mature understanding of the needs of its customers and uses this information to inform service delivery. Changes to service delivery are driven by customer intelligence.		
	Resident satisfaction with local services	
	Profile of service users	
	Complaints analysis	
	Self Service Channel information (% transactions through self serve channels)	
	Customer Satisfaction survey	