

# CABINET – 16TH JANUARY 2020

## Report of the Chief Executive

### Part A

#### ITEM            CORPORATE PLAN 2020 - 2024

##### Purpose of Report

This report is to present the final version of the Corporate Plan for 2020 - 2024 for recommendation to Council.

##### Recommendations

1. That it be recommended to Council that:
  - a) the new Corporate Plan 2020-2024 attached at the annex to this report be approved;
  - b) delegated authority be given to the Chief Executive, in consultation with the Leader, to make minor amendments to the Plan;
  - c) delegated authority be given to the Chief Executive, in consultation with the Leader, to design the final document for publication.

##### Reasons

1.
  - (a) To enable the draft Corporate Plan to set out the direction for the Council for the period 2020-2024.
  - (b) To allow minor corrections and amendments to be made in a timely manner prior to publication.
  - (c) To ensure that a designed version of the Corporate Plan can be developed for public circulation.

##### Policy Justification and Previous Decisions

In February 2016 Cabinet agreed its Corporate Plan for 2016-2020, setting out the direction of the Council for that 4 year period. This plan has been tracked and reported on through the Council's performance management framework.

As the plan reaches its natural end in 2020 a new Corporate Plan has been developed for the period 2020-2024.

In developing the 2020-2024 Corporate Plan, the vision for the Borough has been reviewed and a new vision statement developed.

To support the delivery of the Corporate Plan a 4 year Business Plan will be compiled which will set out both the activities that services will undertake to deliver the objectives and the key corporate indicators that will be used to monitor progress.

## Implementation Timetable including Future Decisions and Scrutiny

The draft Corporate Plan will be submitted to Scrutiny Commission 13<sup>th</sup> January 2020.

The Corporate Plan will be submitted to Council on 24th February 2020. If approved it will be published and made available to the public and staff from the commencement of the new financial year. A communications plan will be developed to ensure that all staff are aware of the new plan and their role in ensuring its successful delivery.

Following approval of the Corporate Plan an 4 year Business Plan will be compiled which will outline the activity services will concentrate on and will link directly into the Corporate Plan. It is anticipated that the Business Plan will be submitted to Cabinet for approval on 12<sup>th</sup> March 2020.

## Report Implications

The following implications have been identified for this report.

### *Financial Implications*

There are no direct financial implications arising from this report.

Any costs involved in meeting the Corporate Plan objectives will be met from within the overall approved Revenue Budget and financial strategy.

### *Risk Management*

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
Failure to deliver activities within the Corporate Plan	Likely (3)	Serious (3)	Moderate (9)	The Corporate Plan will be part of the Corporate Performance Management Framework and subject to ongoing monitoring through the annual business planning and quarterly performance management processes
Actual funding levels from Central Government are lower than estimated in the financial	Likely (3)	Significant (2)	Moderate (6)	Regular monitoring of budgets and movement of resources to ensure

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
strategy over the life of the Corporate Plan				priority activities are fully funded.

### *Equality and Diversity*

An Equality Impact Assessment has been undertaken to consider the overall impact on our communities. As the Corporate Plan is focussing on both those areas that residents have identified as priorities and those areas that the Council recognises as requiring additional support, the plan should be beneficial for many of those within the community who need assistance from the Council.

The Corporate Plan sets out at a high level what the Council intends to do over the next 4 years (2020 - 2024) and at this level the overall impact can be considered to be positive. However, it is important that as specific initiatives are undertaken to deliver the plan that where appropriate they are assessed individually to ensure that the Council complies with its statutory duty to give due regard to the need to;

- Eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance Equality of Opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not
- Encourage participation by disabled people in public life and take account of disabled people's disabilities, even when that involves treating disabled people more favourably

In addition a version of the Corporate Plan will be available which is easier to read for those residents who may have visual impairments.

### *Crime and Disorder*

The Corporate Plan specifically covers crime and disorder within 'Theme 2 - Healthy Communities'. This reflects residents' priorities and concerns regarding feeling safe.

### *Sustainability*

The Corporate Plan has a strong commitment to sustainability, specifically within 'Theme 1 – Caring for the Environment.

Key Decision: Yes

Background Papers: Equality Impact Assessment  
Analysis of the Residents Survey 2019

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## Part B

### Background

1. The current Corporate Plan for 2016-2020 was approved in April 2012 and has set out the Council's aims and priorities for the past 4 years.
2. As the plan reaches its natural end in 2020 a new Corporate Plan has been developed for the period 2020-2024.

### Proposals

3. A new Corporate Plan has been developed over the past few months which outlines the direction for the Council for the period 2020-2024.
4. In compiling the document the Senior Management Team have ensured that the views of Cabinet, residents and staff have been considered.

### Development of the Corporate Plan

5. A residents' survey was conducted between 31<sup>st</sup> August and 21<sup>st</sup> September 2019. The survey included questions on preferred methods of contacting the Council, how Council Tax was spent, how easy residents found it to influence decision making and whether they were interested in volunteering.
6. The survey also asked residents for their feedback on which services they valued, where they had concerns and their satisfaction with services.
7. The areas which residents outlined as valuing the most have been fed into the Corporate Plan and these links are outlined in more detail in the table below.

<b>Residents Feedback</b>	<b>How this is addressed in the draft Corporate Plan</b>
Top priority – feeling safe in my home and the local area	Theme 2 – Healthy Communities We will continue to work with partners to make our towns and villages safer places to live, work and visit
Second priority – the cleanliness and tidiness of my local area	Theme 1 – Caring for the Environment We will help protect our environment by using all powers available to tackle those who threaten it, such as fly-tippers and litterers.
Third priority – my rubbish collected on a regular and reliable basis	Theme 1 – Caring for the Environment We will improve and develop our outstanding waste and recycling service to make it more efficient, more resilient and better for the environment.

8. The priorities of Cabinet were identified through informal consultation with Cabinet members.
9. In addition a workshop was held with the Corporate Leadership Team. The output from this workshop was collated and fed into the plan, therefore developing a set of themes that reflected common areas.
10. The content of the Corporate Plan was further refined to produce the objectives and initiatives described for each theme. The suggested text for the document can be found at Appendix 1.
11. In line with the Budget and Scrutiny Framework, the draft text has been available on the Council website for comment and consultation. No comments have been received.
12. The draft text was presented to Scrutiny Commission at its meeting on 13<sup>th</sup> January 2020.
13. A 4 year Business Plan will also be developed which will support the delivery of the Corporate Plan.
14. The Business Plan will be submitted to Cabinet for approval on 12<sup>th</sup> March 2020. If there are any amendments to the draft Corporate Plan as a result of the approval process these will be reflected within the Business Plan.
15. The delivery of the Corporate Plan, specifically 'Theme 4 – Your Council' will be managed through a range of Delivery Boards. These are identified as; Transformation and Efficiency Board, People and Workforce Development Board, Procurement and Contracts Board, Commercialisation Board and Growth and Regeneration Board.
16. A further document to support the Corporate Plan is being developed which will outline the strategic direction for the Council for the forthcoming 4 years.

## Appendices

- 1 Draft Corporate Plan 2020-2024 text
- 2 Equality Impact Assessment

## **Appendix 1; Draft Corporate Plan 2020-2024**

### **Leader introduction**

Welcome to Charnwood Borough Council's Corporate Plan 2020-24.

This strategy sets out what the Council will be doing over the next four years to make Charnwood a stronger and more vibrant place for people to live, work, visit and invest in.

The priorities and aims have been shaped by Members, employees and residents whose views in our latest residents' survey have helped identify what is important to them.

The plan is ambitious yet realistic as there are challenges ahead for local government finances. However, we are prepared.

We recognise that any future success will rely on closer collaboration with partners, other organisations and our communities.

The corporate plan outlines what the Council wants to achieve and is supported by a more detailed business plan which will be rigorously monitored to ensure we are on track.

I am confident that in four years' time Charnwood will be a stronger, more vibrant and a more prosperous place.

### **Cllr Jonathan Morgan, leader of Charnwood Borough Council**

#### **The vision**

Charnwood is a borough for innovation and growth, delivering high-quality living in urban and rural settings, with a range of jobs and services to suit all skills and abilities and meet the needs of our diverse community.

With a highly-acclaimed university, a thriving market town and a network of vibrant villages, and within easy reach of national and international markets, Charnwood provides everything a business needs to succeed.

At the forefront of technology while protecting our beautiful environment for future generations, Charnwood is a borough of contrasts, and provides a world of opportunity.

#### **Our values**

Employees and members will work together as one council, living and breathing our core values:

##### *Pride in Charnwood*

*We take pride in our work and our borough and are ambitious for improvement*

##### *Customer Focused*

*We listen to our customers and are focused on delivering excellent services*

##### *Working Together*

*We work together with pace and positivity as one council and in partnership with others*

### **Theme 1 - Caring for the environment**

We care deeply about the environment and we are committed to looking after it for future generations.

We have already reduced our carbon footprint and we have pledged to become a carbon neutral organisation by 2030 to help tackle **climate change**.

Our **parks and open spaces** are award-winning and treasured by our communities and we will continue to care for them so they can be enjoyed by everyone. We will also continue to develop and improve our open spaces, supported by our pledge to ensure 100,000 trees are planted.

We will help **protect our environment** by using all powers available to tackle those who threaten it, such as the fly-tippers and litterers.

We will improve and develop our outstanding **waste and recycling** service to make it more efficient, more resilient and better for the environment.

### **Theme 2 - Healthy communities**

We will continue to work with partners to make our towns and villages safer places to live, work and visit.

We will **support our communities** by investing in services to help those who are most vulnerable, while empowering people to make a positive difference in their local areas. Community cohesion will remain a priority.

We want **healthy and happy residents** and therefore we are committed to providing high-quality leisure facilities and sports activities for people and offer services to improve wellbeing, either directly or with our partners.

We are passionate about improving **housing** in the social and private sector and helping those in need of accommodation. We will continue to invest in our council homes and work with developers and the privately-rented sector to ensure high-quality homes are available to residents.

### **Theme 3 - A thriving economy**

We will continue to support and foster strong **economic growth** in Charnwood. Our draft Charnwood Local Plan sets out a vision of future growth up until 2036 and this will drive the local economy while delivering millions of pounds of improvements for local infrastructure and services.

The borough's economic strength will be further supported by the **regeneration** and growth taking place across Charnwood. From the Enterprise Zone to our rapidly-changing town centres, we are committed to leading, supporting and collaborating with partners and the private sector to ensure future generations have access to high-quality jobs. We want to grow Charnwood's reputation as a place where businesses thrive, particularly those in the innovation sector.



And while high streets are facing enormous challenges, we will help them become more diverse places, filled with homes, services and facilities as well as successful retail businesses. We will also respect the heritage of our town centres.

We will continue to use both business regulation and business support to help local companies.

The **tourism** sector will continue to play an important role in our local economy and we will help make Charnwood and its beautiful open countryside and thriving market towns a key destination for local, national and international visitors.

#### **Theme 4 - Your Council**

We will continue to improve **customer service** and **develop our staff** to help them deliver outstanding services.

Our services will be increasingly available at the fingertips of residents through our **digital channels**. However, the opportunity to talk to our staff in person will always be there for people who need it.

We will build our digital services using **technology** that will help us be more effective, efficient and flexible to meet customers' needs.

We will continue to carefully manage our budgets, particularly by using **effective procurement** and well-managed contracts.

We recognise there are **financial** challenges ahead for local government and we will use them as an opportunity to transform into a more efficient, effective and innovative organisation.

The Council will be more commercial in the future and **invest in commercial property** to generate income. This will support the delivery of frontline services and help offset reductions in funding from other sources.

We will **collaborate** with partners, in the public and private sector, in a variety of ways to bring improvements to our services and the borough of Charnwood.

Our employees and elected members will work together as one council to bring positive change to Charnwood.

And we commit strongly to **listening, talking and engaging** with residents as we work together to create a more vibrant and prosperous Charnwood.

## Charnwood Borough Council

### Equality Impact Assessment 'Knowing the needs of your customers and employees'

#### ■ Background

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identify and record gaps and actions.

#### ■ Legislation- Equality Duty

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion and belief
8. Sex (Gender)
9. Sexual orientation

What is prohibited?

1. Direct Discrimination
2. Indirect Discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

**Note: Complete the action plan as you go through the questions.**

■ **Step 1 – Introductory information**

Title of the policy	Corporate Plan 2020-2024
Name of lead officer and others undertaking this assessment	Helen Gretton Suzanne Kinder
Date EIA started	October 2019
Date EIA completed	December 2019

■ **Step 2 – Overview of policy/function being assessed:**

Outline: What is the purpose of this policy? (Specify aims and objectives)
The Corporate Plan 2020-2024 is a strategic plan which outlines what Charnwood Borough Council plans to deliver to the community over the next four years. It sets out the activity to be undertaken by the authority, and with partners, and identifies real and achievable targets, which in turn will create positive outcomes for individuals and communities in service design, delivery and employment.
What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?
The whole population of Charnwood will be affected. The Corporate Plan 2020-2024 is an overarching document which is designed to create positive impacts for people who live, work and visit in the Borough. It should not have an adverse impact on any groups or individuals as its purpose is to make the Council's practices and services more effective, fair and accessible for all.
Which groups have been consulted as part of the creation or review of the policy?
A resident's survey was undertaken for 12 weeks, from July- September 2019. This was an opportunity to consult with a cross range of residents, across each of the protected characteristics throughout the Borough. The survey was conducted by M.E.L Research, on behalf of Charnwood Borough Council, who ensured a quota sampling approach was used to ensure that the sample represented the population of Charnwood Borough. Independent quotas were set by ward, gender, age and ethnicity (White and BME) based on the 2011 census data, with 550 responses was set in order to achieve a margin of error of $\pm 4\%$ at the 95% confidence level (based on a population of 166,100).
A further 4-week consultation took place in December 2019 (in line with the Budget & Policy Framework) to consult with stakeholders on the final draft version of the Corporate Plan 2020-2024.
Results from other appropriate service specific consultations were also used to influence the content of the Corporate Plan 2020-2024.

### ■ Step 3 – What we already know and where there are gaps

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc. Data/information such as:

- Consultation
- Previous Equality Impact Assessments
- Demographic information
- Anecdotal and other evidence

1. Demographic information (based on Census 2011) which provides information on a range of the protected characteristics, in particular age, disability, race, religion or belief and sex.
2. Residents Survey (2019) which surveyed a cross range of residents across the borough of Charnwood.
3. Various information based on service specific consultations and monitoring of services.

What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

This information/ consultation informs the council of the specific needs and priorities of residents and service users across the Borough. The development of the Corporate Plan 2020-2024, ensures that the actions and objectives embedded within the Plan provide positive outcomes for everyone living, working and visiting the Borough.

The following information was highlighted as pertinent from analysis of the 551 responses to the Residents Survey (2019):

- 93% felt that their local area is a place where people from different backgrounds get on well together. However, this was statistically lower in the Rothley & Thurstaston ward.
- A difference was found between age groups, with respondents aged 18 to 24 significantly happier (99%) compared to those aged 35 to 44 (90%) and 55 to 64 (92%).
- *Being able to go to sports and leisure facilities:* Residents under 35 (57%) are less likely to be satisfied than those aged 35-44 (73%) or those aged 55-74 (74%).
- *Being able to go to sports and leisure facilities:* 65% of those without a disability report satisfaction compared to 81% of those with a disability (limited a lot).
- *Encouraging and investing in business and jobs:* Residents aged between 35-44 (67%) were more likely to be satisfied than residents in the 18-24 (46%) or 65-74 age group (51%).
- *Feeling safe in my home and the local area:* 83% of 35-44 year olds report satisfaction compared to 94% of 65-74 year olds.
- *Climate change and looking after the environment:* 70% of 45-54-year olds report satisfaction compared to 84%-85% of 18-44 year olds and 90% of those aged 65-74.
- *My rubbish collected on a regular and reliable basis:* 93% of 35-44 year olds report satisfaction compared to 100% of 18-24 year olds.
- *Availability of affordable housing to buy:* Residents aged 18-24 (52%) are less likely to be satisfied compared to older residents (64%-84%).
- *Availability of affordable housing to rent:* 35% of those with a disability (limited a little) report satisfaction compared to 63% of those without a disability and 68% of those with a disability (limited a lot).
- *Cleanliness and tidiness of my local area:* 91% of 18-34 year olds report satisfaction compared to 79% of 45-54 year olds.
- Significantly fewer white residents (71%) were satisfied with the variety of shops and markets available, compared to non-white residents (83%).
- *My rubbish collected on a regular and reliable basis:* 89% of those with a disability (limited a lot) report satisfaction compared to 96% of those without a disability.
- Only 29% of all respondents felt it was easy to influence decisions that might affect them and 36% were satisfied with how they can get involved in local decision making.

Where a potential adverse impact has been identified through consultation and engagement, this will either be addressed via mitigating action within the Corporate Plan (2020-2024) and/or the associated Business Plan, or where appropriate in specific Team Plans to address any inequality within specific service delivery.

Additionally, a further potential barrier is access to, and availability of, relevant information on sexual orientation and gender reassignment from within the Council and from other organisations. As the Corporate Plan 2020-2024 is an overarching strategic document, this will not create any adverse impacts on any diverse groups within the community, but when implementing the individual projects and initiatives within the plan it is important to consider collecting information in these areas in order to inform service delivery and to mitigate any potential adverse impact.

■ **Step 4 – Do we need to seek the views of others? If so, who?**

In light of the answers you have given in Step 2, do you need to consult with specific groups to identify needs / issues? If not, please explain why.

Not in this circumstance. The Corporate Plan 2020-2024 is an overarching strategic plan which includes a range of initiatives and different projects which are designed to provide positive outcomes for the wider community. Further consultation, with individuals of protected characteristics, will take place as part of the ongoing development and implementation of these specific projects and initiatives which make up the Corporate Plan 2020-2024.

■ **Step 5 – Assessing the impact**

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

	<b>Comments</b>
<b>Age</b>	<p>The actions and objectives set out in the Corporate Plan 2016-2020 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of age.</p> <p>Specific initiatives have been included in the Corporate Plan to support vulnerable members of our community, including younger people and older people. This should create a greater positive impact on this protected characteristic.</p> <p>However, given the disparity of some issues/ elements of service delivery, across different age ranges, which were highlighted in the Residents Survey 2019 any potential adverse impact will either be addressed via mitigating action within the Corporate Plan (2020-2024) and/or the associated Business Plan, or where appropriate in specific Team Plans to address any inequality within specific service delivery.</p>
<b>Disability (Physical, visual, hearing, learning disabilities, mental health)</b>	<p>The actions and objectives set out in the Corporate Plan 2020-2024 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of disability.</p> <p>Specific initiatives have been included in the Corporate Plan to support vulnerable members of our community, including</p>

	<p>people with disabilities. This should create a greater positive impact on this protected characteristic.</p> <p>However, given the disparity of some issues/ elements of service delivery, based on the protected characteristic of disability, which were highlighted in the Residents Survey 2019 any potential adverse impact will either be addressed via mitigating action within the Corporate Plan (2020-2024) and/or the associated Business Plan, or where appropriate in specific Team Plans to address any inequality within specific service delivery.</p> <p>The publication of the Corporate Plan 2020-2024 will be provided in an accessible format if required and requested by specific individuals/ community groups.</p>
<b>Gender Reassignment (Transgender)</b>	<p>The actions and objectives set in the Corporate Plan 2020-2024 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of gender reassignment.</p> <p>A potential barrier may be access to and availability of relevant information as there is little national and local information on gender re-assignment both within the Council and other organisations. Therefore, additional monitoring of this protected characteristic may be required.</p>
<b>Race</b>	<p>The actions and objectives set out in the Corporate Plan 2020-2024 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of race.</p> <p>The published Corporate Plan 2020-2024 will be available in alternative languages if required and requested by specific individuals/ community groups.</p>
<b>Religion or Belief (Includes no belief)</b>	<p>The actions and objectives set out in the Corporate Plan 2020-2024 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of religion or belief.</p>
<b>Sex (Gender)</b>	<p>The actions and objectives set out in the Corporate Plan 2020-2024 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of sex.</p>
<b>Sexual Orientation</b>	<p>The actions and objectives set out in the Corporate Plan 2020-2024 are likely to have a positive impact on individuals and communities with regards to the protected characteristic of sexual orientation.</p> <p>A potential barrier may be access to and availability of relevant information as there is little national and local information on sexual orientation both within the Council and other organisations. Therefore, additional monitoring of this protected characteristic may be required.</p>
<b>Other protected groups (Pregnancy &amp; maternity, marriage &amp; civil partnership)</b>	<p>The Corporate Plan 2020-2024 will provide positive impacts for all members of the community and this fully includes individuals within the protected characteristics of pregnancy &amp; maternity and marriage &amp; civil partnership.</p>
<b>Other socially excluded groups</b>	<p>The actions and objectives within the Corporate Plan 2020-2024 also cover a variety of other groups such as; rural</p>

<p>(carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)</p>	<p>isolation, deprived or disadvantaged communities (priority neighbourhoods), health inequality, asylum seeker and refugee communities. The specific actions in the Corporate Plan 2020-2024 are likely to have a positive impact on all individuals and communities.</p> <p>The Corporate Plan 2020-2024 aims to create inclusive communities and foster good community relations. Key initiatives are focussed on involving communities, giving them a voice and supporting them to be involved in decision making within their own communities. Therefore, there is likely to be a further positive impact on individuals and communities with regards to community involvement and cohesion.</p>
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Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

Further consultation for individual protected characteristics will take place as part of the ongoing development and implementation of these specific projects and initiatives which make up the Corporate Plan 2020-2024 and associated Business Plan.

Equality Impact Assessments will also be undertaken, where appropriate, on the individual elements of the projects and initiatives which make up the Corporate Plan 2020-2024 and associated Business Plan.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The Corporate Plan 2020-2024 aims to provide positive impact for all individuals living, working and visiting the Borough and therefore meets the Council's responsibilities in relation to equality and diversity.

**Step 6- Monitoring, evaluation and review**

Are there processes in place to review the findings of this Assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

If any negative impacts occur/ potential barriers arise then this will be monitored and evaluated via our Corporate Customer Complaints Procedure.

Where appropriate, individual Equality Impact Assessments will be conducted as part of the ongoing development and implementation of specific projects and initiatives which make up the Corporate Plan 2016-2020. This will seek to mitigate any barriers or adverse impact to any of the protected groups.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

All actions within the Corporate Plan are monitored through the Annual Business Plan via the Council's Performance Management System. This is monitored via the Council's Corporate Management Team, Senior Management Team and Performance Scrutiny Panel and any negative impacts will be picked up through this scrutiny process.

■ **Step 7- Action Plan**

Please include any identified concerns/actions/issues in this action plan:  
**The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan**

Reference Number	Action	Responsible Officer	Target Date
001	Further consider the protected characteristics of gender reassignment and sexual orientation when developing and implementing specific projects and initiatives within the Corporate Plan 2020-2024.	Heads of Service in all service areas across Charnwood Borough Council	Ongoing
002	Further consider consultation for individual protected characteristics as part of the ongoing development and implementation of specific projects and initiatives which make up the Corporate Plan 2020-2024.	Heads of Service in all service areas across Charnwood Borough Council	Ongoing

■ **Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?**

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Employees	✓	This EIA will be published on Charnwood Borough Council's webpage and intranet. Service users, partners and stakeholders can also request this EIA in alternative formats if required.
Service users	✓	
Partners and stakeholders	✓	
Others	N/A	N/A
To ensure ease of access, what other communication needs/concerns are there?	N/A	N/A

■ **Step 9- Conclusion (to be completed and signed by the Service Head)**

Please delete as appropriate
I agree with this assessment / action plan
If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
Signed (Service Head): Adrian Ward
Date: 04/12/19

[Please send completed & signed assessment to Suzanne Kinder for publishing.](#)