

**Priority Objective 1: Actions to eliminate discrimination, hate crime and harassment being experienced on any grounds eg. race, gender, impairment, homophobia etc.**

**Meets Council Priority:** Keeping people safe; looking after people

**Meets Strategic Objective:** People proud of their city and making a positive contribution; an attractive, sustainable and stimulating environment

Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Preventing incidents of discrimination occurring in the future</b>					
Promote existing festivals, events and activities open and accessible to all – celebrating the city, its neighbourhoods and diverse communities	2009-12	NI 1, 2, 4 and 23	Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL
Increase safe access to and use of public/green spaces at all times. Well designed and cared for green spaces bring communities together, provide meeting places, foster social ties and shape the cultural identity of an area	2009-12	NI 5, 17, 199 Customer feedback. Number of “Park watch” schemes	Parks and Open Spaces Manager	Safe City Partnership Plan 2009-12 Green Space Strategy 2008	ALL
Provide factual information to dispel rumour and misconceptions eg. by defining the contribution of migrant workers to the local economy or information on alternative lifestyle choices	2009-12	NI 1, 2 3, 4, 6	Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	R, GI, RB, SO
Continue to enable access to, and increase satisfaction with, our services across all communities	2009-12	NI 14, 128, 139, 140, 160, 199 Monitoring and customer feedback.	Head of Transactions and Customer Excellence/Head of Neighbourhood Management	Customer Access Strategy 2009-12	ALL
Encourage greater involvement of older people in public reassurance and community activities	2009-12	NI3, 6 and 7 Customer feedback.	Later Years Partnership Co-ordinator/Safer Communities Manager	Safe City Partnership Plan 2009-12	A

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Explore with Disabled People and older people their particular safety concerns	2010-11	NI 3, 6, 7 Customer feedback and revised actions.	Safer Communities Manager	Safe City Partnership Plan 2009-12	D, A
<b>Reducing the risk of hate crime and harassment occurring but where incidents do happen making sure the victims are appropriately supported</b>					
Co-ordinate actions across services and agencies to limit alcohol misuse, particularly linked to the night-time economy	2009-12	NI 21, 27, 39, 41, 115	Safer Communities Manager/Communities Manager/Joint Commissioning Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL
Investigate links between the night-time economy and hate crime and harassment including analysing data in respect of late night 'eateries', night-time transport and door staff at bars/clubs	2010-11	Analysis of incident reports	Safer Communities Manager/Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL
Reviewing the range and format of reporting options	2010	Number of incidents	Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL
Linking with partner agencies for joint promotion of reporting options and the positive changes that can follow from reporting incidents	2010	Customer feedback	Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL

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Improving support through effective partnership working and targeting training to front line staff	2010-11	Partnership protocols. Monitor training attendance. Customer feedback	Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL
Improving information sharing procedures between agencies and the level of information fed back to victims	2010-11	Partnership protocols. Reduced repeat incidents. Customer feedback	Communities Manager	Safe City Partnership Plan 2009-12 Hate Crime and Harassment Task Group Action Plan 2009-10	ALL
To have an anti-bullying policy and co-ordinator in all schools as well as an anti-bullying caseworker available to children and young people	2010-12	NI 69	Head of Safeguarding/ Head of School Standards	Children and Young People's Plan 2009-12 Safe City Partnership Plan 2009-12	R, D, G, GI, RB, SO

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**Priority Objective 2: Actions to tackle long-standing issues of inequality and disadvantage experienced in education, employment, health, housing etc.**

**Meets Council Priority:** Getting the city working; investing in education and training; keeping the city clean and green

**Meets Strategic Objective:** People proud of their city and making a positive contribution; learning and innovation at its heart; a dynamic business environment

Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Addressing inequality through better educational attainment and outcomes for children, young people, families and communities</b>					
Deliver the Building Schools for the Future programme	2009-12	Measures of inclusion/exclusion, attendance and standards eg. NI 73-78, 87, 97-101, 108, 114	Head of School Standards/Executive Director of Neighbourhoods	Children and Young People's Plan 2009-12 Corporate Property Strategy	ALL
Identify children and young people who are at risk of abuse or neglect because of domestic violence and increase support/therapeutic work with those who experience it	2009-12	NI 109	Head of Safeguarding/Safer Communities Manager	Children and Young People's Plan 2009-12	R, RB, A
Improve skills/qualifications to increase employment opportunities and address worklessness. To reduce the numbers of young people not in employment, education or training (including a particular focus on young people in care and Disabled People who are three times more likely not to be in employment, education or training)	2009-12	NI 110 117, 146, 151, 152, 153, 164, 165, 175, 176	Head of Young People and Community Support/Assistant Chief Executive Economic Development and Regeneration/ Head of Planning and Sustainability	Children and Young People's Plan 2009-12 Local Regeneration Strategy 2009-12 Economic Development Plan 2009-12	R, D, RB, A
Targeted information and project work with specific groups (young people, students, lesbian, gay, bisexual and transgender communities) to reduce underage drinking and people potentially making themselves more vulnerable to harm through drink	2010-11	NI 111, 115 Evidence of use of a range of enforcement tools.	Safer Communities Manager/Head of Young People and Community Support/ Joint Commissioning Manager	Safe City Partnership Plan 2009-12 Children and Young People's Plan 2009-12 Health and Wellbeing Strategy 2009-12	G, GI, SO, A

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Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Addressing inequality through better employment outcomes</b>					
Continue to ensure equalized pay within the council's workforce	2009-12	Employee turnover Employee satisfaction (staff survey) Market comparison	Head of Organisational Development	Workforce Strategy 2009-12	ALL
Increase apprenticeship opportunities eg. by working with the Skills Zone to increase apprenticeships and review long term vacancies for options to convert into apprenticeships.	2010-12	NI 110, 117, 146 Increase number of apprenticeships by 50 over two years	Head of Young People and Community Support/Head of Organisational Development/Head of Health and Adult Social care	Children and Young People's Plan 2009-12 Workforce Strategy 2009-12. Local Regeneration Strategy 2009-12	ALL
Establish a 'fit for work' service to enable a faster return to work for people with physical or mental health impairment and to prevent people from falling out of employment due to ill health	2010 -11	VSC07/NI 146 VSC08/NI 150 NI 22, 50, 106, 116, 173 Number of ill health retirements. DDA employee statistics	Head of Health and Adult Social Care/ Head of Organisational Development	Health and Wellbeing Strategy 2009-12 Workforce Strategy 2009-12 Children and Young People's Plan 2009-12 Local Regeneration Strategy 2009-12	D, A
Targeting support to families to enable them to prepare for and return to work eg. piloting the 'Passport to Success' project with Job Centre Plus and Children's Centres	2010-11	NI 22, 106, 116, 118	Parenting Commissioner/ Assistant Chief Executive Economic Development and Regeneration/Head of School Standards	Children and Young People's Plan 2009-12 Local Regeneration Strategy 2009-12	R, G, A

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Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Supporting better health and well-being outcomes</b>					
Reduce premature mortality linked to alcohol in neighbourhoods and communities across the city.	2010-12	NI 120	Children and Young People's Trust Board Associate Director/PCT Health Improvement Manager/Health and Wellbeing Strategy Manager	Local Regeneration Strategy 2009-12 Health and Wellbeing Strategy 2009-12	ALL
Increase opportunities for safer walking and cycling for all communities	2009-12	NI 47, 48, 175, 198	Travel and Transport Policy Manager	Health and Wellbeing Strategy 2009-12	ALL
Promote financial inclusion for people in priority neighbourhoods eg. access to bank accounts, affordable credit, face to face money/debt advice and access to insurance services	2009-12	NI 116, 118	Assistant Chief Executive Economic Development and Regeneration/Head of School Standards	Local Regeneration Strategy 2009-12 Children and Young People's Plan 2009-12	ALL
Reduce fuel poverty across all communities – but with a particular focus on supporting older people to receive income entitlements	2009-12	NI 187	Head of Housing Solutions/Head of Neighbourhood Management	Children and Young People's Plan 2009-12 Local Regeneration Strategy 2009-12 Housing Strategy 2007-11	A

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Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Continue to improve the quality of the living environment for everyone</b>					
Ensure all council housing meets the Decent Homes Standard (Government target) by the end of 2010. (Target for 70% of vulnerable people to live in decent private sector homes by 2012.) This will include increased insulation and use of renewable energy sources which can also help tackle poor health and reduce fuel poverty	2010-12	NI 158, 187	Head of Decent Homes/ Head of Housing Solutions	Housing Strategy 2007-11	ALL
Continue to improve the street scene and environment across all communities – so that it is safe, attractive and accessible eg. improving air quality, reducing levels of graffiti, litter and fly-tipping on green spaces, increasing energy efficiency and recycling and increase the re-use and sustainability of materials.	2009-12	NI 168, 169, 191-195, 197	Head of Waste and Fleet Transport/ Head of Neighbourhood Services/Head of Planning and Sustainability/Head of Estate Regeneration/ Head of Highways and Parking	Consolidated Waste Strategy 2009-10 Housing Strategy 2007-11 Green Space Strategy 2008 Estate Regeneration Programme 2009-12 Street Scene Strategy Transport Asset Management Plan Local Transport Plan 2006-11 Environmental Capital programme	ALL

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**Priority Objective 3: Actions to promote greater equality and increase participation in communities and across communities.**

**Meets Council Priority:** Providing good value, high quality services; looking after people

**Meets Strategic Objective:** People proud of their city and making a positive contribution; a dynamic business environment; an attractive, sustainable and stimulating environment; a unique sense of place

Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Continuing to promote equality of opportunity</b>					
Increase customer choice – through understanding more about how, why and when people want to contact the council	2009-12	NI 14, 60, 139, 140, 160, 181	Head of Transactions and Customer Excellence/Corporate Complaints Manager	Customer Access Strategy 2009-12	ALL
Increase customer control – particularly in respect of adult social care and in terms of shaping services	2009-11	NI 54, 63, 125, 128, 130, 139, 140, 142	Head of Transactions and Customer Excellence/Head of Housing Solutions/ Supporting People Programme Manager/ Head of Health and Adult Social Care	Customer Access Strategy 2009-12 Health and Wellbeing Strategy 2009-12 Housing Strategy for Older People 2009-14 Children and Young People’s Plan 2009-12	R, D, GI, RB, SO, A
Identify and addressing skills gaps in our workforce to continuously improve provision of good value, high quality services to all	2009-12	Number of days training. Number of employees with Level 2 qualifications	Head of Organisational Development	Workforce Strategy 2009-12	ALL
Promote flexible working and alternative work patterns that will create good work life balance and open new opportunities, as well as meeting our business needs	2009-12	NI 176	Head of Organisational Development	Workforce Strategy 2009-12	ALL
Increase access to quality information, advice and advocacy services across all communities	2009-12	NI 7, 135, 139	Head of Transactions and Customer Excellence/ Head of Health and Adult Social Care/ Later Years Partnership Co-ordinator/ Communities Manager	Customer Access Strategy 2009-12 Health and Wellbeing Strategy 2009-12 Cohesion Action Plan Local Regeneration Strategy 2009-12	ALL

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Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
Address inequality issues in transport – including increasing access to services and facilities by public transport, walking or cycling	2009-12	NI 167, 175, 176	Head of Planning and Sustainability/Licensing Manager/Head of Highways and Parking Services.	Local Transport Plan 2006-11 Children and Young People’s Plan 2009-12 Safe City Partnership Plan 2009-12	ALL
Improve the city’s highways, parking and street lighting infrastructure to help address inequalities and increase participation by keeping the city moving, providing safer streets and improved street scene	2009-12	NI 167 BVPI 215 a & b	Head of Highways and Parking Services	Transport Asset Management Plan (TAMP) Street Lighting PFI	ALL
<b>Continuing to develop projects and ways to increase understanding and respect for peoples’ differences</b>					
Use arts, culture and the built environment eg. by completing the Guildhall Square project	2009-12	NI 1, 2, 10, 11, 23, 35	Head of Leisure and Culture/Head of Planning and Sustainability		ALL
Increase intergenerational work to change attitudes to ageing and negative images of older and younger people	2009-11	NI 1, 2, 5, 6, 7, 23, 24, 25, 41, 138	Later years Partnership Co-ordinator/Head of Young People and Community Support/ Head of Neighbourhood Management		A

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Action	Timescale	Measures	Responsible Officer	Source Strategy	Equality Strand
<b>Development initiatives and supporting more opportunities for participation in and across communities</b>					
Help people from all communities acquire the skills to get involved	2009-12	NI 3, 4, 6, 7, 35	Communities Manager/ Head of Young People and Community Support/Head of Neighbourhood Management	Cohesion Action Plan Prevent Action Plan Local Regeneration Strategy 2009-12 Children and Young People's Plan 2009-12	ALL
Increase cross-cultural opportunities for people of different religions and of no religion to socialise/work together	2009-12	NI 1, 2, 23	Communities Manager	Cohesion Action Plan Prevent Action Plan Local Regeneration Strategy 2009-12	R, RB
Investigate corporate volunteering programmes eg. with Southampton Voluntary Services, Business Southampton and Business in the Community	2009-12	NI 6, 7 Numbers volunteering. Customer feedback.	Communities Manager	Local Regeneration Strategy 2009-12	ALL
Improve partnership working to create better outcomes for everyone by developing and adopting a new Compact for Southampton. (Compact is a partnership agreement on ways and principles to work between the public sector and the voluntary and community sector.)	2010-11	NI 6, 7	Communities Manager		ALL

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## Government National Outcome and Indicator Set – relevant indicators

Outcome	No.	National Indicator
Stronger Communities	1	% of people who believe people from different backgrounds get on well together in their local area
	2	% of people who feel that they belong to their neighbourhood
	3	Civic participation in the local area
	4	% of people who feel they can influence decisions in their locality
	5	Overall/general satisfaction with local area
	6	Participation in regular volunteering
	7	Environment for a thriving Third Sector
	10	Visits to museums or galleries
	11	Engagement in the arts
	14	Avoidable contact: The average number of customer contacts per received customer request
Safer Communities	17	Perceptions of anti-social behaviour
	21	Dealing with local concerns about anti-social behaviour and crime by the local council and Police
	22	Perceptions of parents taking responsibility for the behaviour of their children in the area
	23	Perceptions that people in the area treat one another with respect and dignity
	24	Satisfaction with the way the Police and local council dealt with anti-social behaviour
	25	Satisfaction of different groups with the way Police and local council dealt with anti-social behaviour
	27	Understanding of local concerns about anti-social behaviour and crime by the local council and Police
	35	Building resilience to violent extremism
	39	Alcohol-harm related hospital admission rates
	41	Perceptions of drunk or rowdy behaviour as a problem
	47	People killed or seriously injured in road traffic accidents
48	Children killed or seriously injured in road traffic accidents	
Children and Young People :Be healthy	50	Emotional health of children
	54	Services for Disabled children
:Stay Safe	60	Core assessments for children’s social care that were carried out within 35 working days of their commencement
	63	Stability of placements of looked after children: length of placement
	69	Children who have experienced bullying
	71	Children who have run away from home/care overnight

Outcome	No.	National Indicator
:Enjoy and achieve	72	Achievement of at least 78 points across the early years Foundation Stage with at least six in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy
	73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)
	74	Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold)
	75	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)
	76	Achievement at level 4 or above in both English and Maths at KS2 (Floor)
	77	Achievement at level 5 or above in both English and Maths at KS3 (Floor)
	78	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Floor)
	79	Achievement of a Level 2 qualification by the age of 19
	87	Secondary school persistent absence rate
	97	Progression by 2 levels in English between Key Stage 3 and Key Stage 4
	98	Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4
	99	Children in care reaching level 4 in English at Key Stage 2
	100	Children in care reaching level 4 in Maths at Key Stage 2
	101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)
	102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4
	106	Young people from low income backgrounds progressing to higher education
108	Key Stage 4 attainment for Black and Minority Ethnic groups	
109	Number of Sure Start Children Centres	
:Make a positive contribution	110	Young people's participation in positive activities
	111	First time entrants to the Youth Justice System aged 10-17
	114	Rate of permanent exclusions from school
	115	Substance misuse by young people
:Economic wellbeing	116	Proportion of children in poverty
	117	16-18 year olds who are not in education, training or employment (NEET)
	118	Take up of formal childcare by low-income working families

<b>Outcome</b>	<b>No.</b>	<b>National Indicator</b>
Adult health and wellbeing	120	All-age cause mortality rate
	125	Achieving independence for older people through rehabilitation/intermediate care
	128	User reported measure of respect and dignity in their treatment
	130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
	135	Carers receiving needs assessment or review and a specific carer's service, advice or information
	138	Satisfaction of people over 65 with both home and neighbourhood
	139	People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently
Tackling exclusion and promoting equality	140	Fair treatment by local services
	142	Number of vulnerable people who are supported to maintain independent living
	146	Adults with learning disabilities in employment
	150	Adults in contact with secondary mental health services in employment
Local economy	151	Overall employment rate
	152	Working age people on out of work benefits
	153	Working age people claiming out of work benefits in the worst performing neighbourhoods
	158	% decent council homes
	160	Local Authority tenants' satisfaction with landlord service
	164	Working age population qualified to at least Level 3 or higher
	165	Working age population qualified to at least Level 4 or higher
	167	Congestion – average journey time per mile during the morning peak
	168	Principal roads where maintenance should be considered
	169	Non-principal roads where maintenance should be considered
	172	VAT registered businesses in the area showing growth
	175	Access to services and facilities by public transport, walking and cycling
	176	Working age people with access to employment by public transport (and other specified modes)
181	Time taken to process Housing Benefit/Council Tax benefit new claims and change events	

Outcome	No.	National Indicator
Environmental sustainability	187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating
	191	Residual household waste per head
	192	Household waste recycled and composted
	193	Municipal waste land filled
	194	Level of air quality – reduction in NOx and primary PM10 emissions through local authority’s estate and operations
	195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly-posting)
	197	Improved local biodiversity – active management of local sites
	198	Children travelling to school – mode of travel usually used
	199	Children and young people’s satisfaction with parks and play areas