

Findern Parish Council

Internal Policy relating to the Delivery of Services

Introduction

This policy is designed to improve service delivery by Findern Parish Council to Findern and the surrounding areas residents by promoting initiatives which ensure that our customers receive services in a way that suits them, and their particular circumstances.

This commits Findern Parish Council to make sure that all its policies; practices and procedures reflect and incorporates its equalities objectives:

- A workforce that is informed and committed to the policy objectives.
- A recognition of the vital links between quality and equality within the Best Value framework
- An organisational structure that ensures effective management and implementation of the policy
- Involvement of service users/residents in guiding provision and decision making;
- Being responsive to the needs and concerns of the community when planning and delivering services

Policy objectives

- To promote equality of opportunities through high quality services,
- To involve service users/residents through consultation in decision making and monitoring arrangements.
- To fulfil Findern Parish Councils obligations under the various Laws and Legislations.

Statement of intent

Findern Parish Council aims to promote equality of access to services provided by or on behalf of us.

Findern Parish Council is committed to eliminating both direct and indirect discrimination. Within the resources available to it, Findern Parish Council will provide appropriate, sensitive and accessible services. It will not discriminate on grounds of age, disability, race or ethnic origin, gender, sexual orientation, religion, belief or on any other unjustifiable grounds.

The Policy

Equal Opportunities policies, in the past, have been seen to relate to employment issues. The more up to date approach taken by the Corporate Equalities Strategy includes the recognition and acceptance that discrimination exists and that some members of the community are unjustifiably denied equal access to services.

In adopting this service delivery policy Findern Parish Council seeks to ensure equality of access to services. Quality and equality are core values which underpin service provision throughout the Findern area.

Findern Parish Council will take any necessary action to discharge its legal obligations to ensure the elimination of unjustified discrimination. Action will be taken to ensure that fair access is at the heart of all service provision throughout the Findern area. This can be achieved by ensuring that all policies, practices and procedures reflect and incorporate the values stated in the Corporate Equalities Strategy

Promoting equalities through partnership

Findern Parish Council will promote good equalities practice:

- as a purchaser of goods and services
- within partnership arrangements
- through its representatives in outside organisations
- by the grants it gives to voluntary organisations
- through its ability to help form and guide opinion
- through its statutory powers and responsibilities.

Promoting equalities through consultation

Consultation is key to achieving equality of opportunity in service provision. Findern Parish Council will ensure that the needs and requirements of different disadvantaged groups are properly represented by using a variety of appropriate consultation methods.

Promoting equalities through training

Appropriate training for elected members, employees and others directly involved in the provision of Findern Parish Council services will be provided to ensure implementation of the Findern Parish Council's commitment to equality of opportunity.

Responsibility for policy and implementation

The Parish Councillors and the Clerk/RFO are ultimately responsible for delivering services that meet the diverse needs of the residents of Findern. Along with other organisations that the Parish Council may use in partnership from time to time.

Sensitive service delivery will be achieved through well trained and motivated staff who are responsible for their own behaviour. All staff are expected to be sensitive to the diverse needs of the community in Findern.

Monitoring and reviewing the policy

Findern Parish Council will monitor and review its policies and practices annually to ensure that they continue to reflect its objectives as well as current legislation. There are a variety of monitoring systems established which will assist in measuring the diversity of service users. This information will only be used to improve our services. In order to succeed we ask for the cooperation and understanding of our service users/residents.