

Fair Say Feedback



What we're doing as a result of the consultation

Outcome 1. Council services and information provided in a way that meets individual needs – simply, fairly and efficiently

You said that we should...	We will...	Timescale:
Help people who need it to complete forms.	Simplify forms as they are revised and provide guidance to help people complete them.	From now onwards
	Promote the fact that staff can help with filling in forms in reception areas and in Poole News.	December 2009
Make it clear what the Council does so customers know that they can expect from us	Carry out research to find out what equality groups know about our services; how they contact us, their experience of using our services and what can be done to improve this.	March 2011
	Provide Poole News in Easy Read and British Sign Language formats so that it is accessible to all.	March 2010
	Make it easier for you to find information about council services on our website boroughofpoole.com	December 2009
	Investigate using pictures and photos as part of the new 'Your Poole' portal on our website to help people to find information about our services.	December 2010
Improve access to services and information for Black and minority ethnic people	Develop and implement Corporate Guidance (including schools) on the use of face to face language interpreters	September 2010
	Commission research on the 'culturally specific' service needs of older Black Minority Ethnic people to encourage and enable older people from ethnic communities to access services.	December 2010
Reduce number of phone calls that are not transferred correctly	Provide staff with a simple 'desktop guide' to transferring and retrieving calls	November 2009
Improve the way we collect and use equalities data to inform our services	Provide guidance to schools on how to record information on and support parents with specific needs	March 2011
Improve access to Council buildings and services.	Enhance the Civic Centre reception map with photos and produce picture maps of Civic Centre for visitors	March 2010
	Use symbols and / or photos / pictures for future signs in Council buildings	From now onwards
	Consider 'Fair Say' findings when developing the disability access strategy for Council buildings	From now onwards
	Provide 'Fair Say' feedback on Crown Building reception in contract monitoring meeting	December 2010

Outcome 2. People can influence decisions that affect their lives and no community is considered 'hard to reach'

You said that we need to...	We will...	Timescale:
Develop stronger processes for enabling all residents to influence partnership priorities and services	Investigate working with Bournemouth and Poole Diversity Forum to shape and scrutinise our equality work.	March 2011
	Develop a Community Engagement Strategy, using the 'Fair Say' findings, to co-ordinate and improve the way partners work with and respond to communities so that no community is hard to hear	March 2010
Provide better feedback from consultation and improve information about the opportunities to get involved in decision-making	Develop a 'Fair Say' web portal to publicise opportunities to engage, provide feedback and information on equalities related consultation	March 2011
	Meet with/contact the organisations that took part in 'Fair Say' to publicise the Fairness for All scheme and opportunities to get involved.	December 2009
Promote equality of opportunity through our Member community leadership roles	Publicise the Councillors leading on equalities in Poole News and on www.boroughofpoole.com	December 2009

Outcome 3. Poole being a strong, safe and inclusive community where people from all backgrounds come together, get on well, and diversity is celebrated

You said that we should...	We will...	Timescale:
Celebrate Poole's diversity	Publish an annual programme of equalities events supported by the Council that considers the feedback from 'Fair Say'	December 2009
Develop strong local communities and neighbourhoods where people from different backgrounds come together and support each other	Review with Poole Council for Voluntary Service and through our community centre leases to ensure these centres are open and inclusive	September 2012
Provide positive activities for young people	Explore and promote options for affordable and accessible 'wet weather' activities for young people.	March 2012

Outcome 4. People trust and have confidence in us to tackle discrimination, abuse and report prejudice incidents, and are happy with how we deal with it

You said that we need to...	We will...	Timescale:
Make it easier for disabled customers to raise complaints about services	Publicise how prejudice incidents have been successfully dealt with	December 2009
Increase local people's confidence in how all agencies respond to prejudice incidents and crimes so that more incidents are reported and people who experience incidents are satisfied with the response	Review how well the Prejudice Incident Procedures work with the complaints and related employee policies	March 2011
	Share 'Fair Say' findings with Prejudice Free Bournemouth and Poole Group to inform development of their action plan	October 2009

Outcome 5. Services enable people to fulfill their potential and make choices about their lives and the services they use.

The comments raised under this Outcome have been shared with Service Units and we will provide feedback in November 2009.

Outcome 6. We are an employer of choice for all our community; promote fair pay and equal access to employment, training and career development opportunities

You said that we need to...	We will...	Timescale:
Increase representation of equalities groups amongst council employees.	Publish results of workforce monitoring and performance against targets	September 2010
	Encourage disabled people to work for the Council	March 2012