

Agency Diversity Action Plan

Relevant Key Performance Targets

Agency KPT 8 Meet the staffing needs of the Agency

Directorate KPT 25 Provide input into Scottish Executive initiatives that will impact on the Agency:
Liaise with the Scottish Executive, identify initiatives that will have a significant impact on the Agency and provide input to ensure that the initiatives provide maximum benefit to the Agency

Key Area/Task – priorities for the next 12 months	Responsibility /Lead	Action	Evaluation/monitoring	Communication plan	Time plan
Leadership and Corporate Commitment	Senior Management Team	Action Plan to be endorsed by SMT and all managers	Achieve targets on KPI and monitoring of statistics	Publish Action Plan and Operations Diversity Promoter responsibilities in newsletter	By 1 April when new Mandatory Objective is included in Performance appraisal year
		Demonstrate that objectives are included in corporate, business and team plans and are being promoted	Include question in SPPA staff survey to gain benchmark. Record all requests from staff on Diversity related issues	Publish survey results and encourage discussion of issues at team meetings. Use SMT process to cascade information and publicise current issues. Ensure that all staff are aware of Mandatory Objective (and why it is there) discuss when setting 07-08 objectives	Ongoing, but within 3 months of survey results being analysed. Regular opportunity to raise concerns at SMT
		Agree acceptable targets to be recorded as KPI's	Quarterly update from SE of progress towards central targets and how SPPA figures compare	Recorded in minutes of SMT and therefore accessible to all staff	On-going

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Leadership and Corporate Commitment	Senior Management Team	Equality issues incorporated in local Partnership arrangements	Ongoing item on Agenda for six monthly Partnership meetings		On-going
		Assess impact of new policies and procedures on different groups	Stakeholders to comment via survey. Record ratings to allow benchmark for future years. Consider suggestions and recognise opportunities to improve services to equality groups	Information collated by HR and survey team. Any relevant points highlighted to be recorded and actioned	Ongoing
	All Managers and All Staff	Improve leadership skills and develop awareness	Tackle inappropriate behaviour. Recognise and record ongoing issues. Lead by example and encourage open discussion and flexibility	Record issues confidentially within HR team as and when queries arise. Ensure all cases considered on an individual basis	Regular item on SMT and team meeting agenda (quarterly or as required)

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Training	Senior Management Team	Training for all staff	Compulsory training for all staff and through the induction process for new entrants	Include in Training strategy and record results in KPIs from annual training records	Ongoing over next 12 months for all current staff (50% already completed) thereafter included in the induction process.
HR (recruitment and promotion)	SPPA HR SE HR SMT All Managers	Involvement in SE Diversity Network	Diversity Forum to provide regular feedback from central SE	Update staff in newsletter	Quarterly or when updates available
		Encourage family friendly policies. (improve communication relating to Alternative Working Patterns)	Record requests via HR and ensure SE guidance is followed. Encourage understanding and awareness and address possible issues. Record progress and update Directors of relevant cases within their line management chain.	Confidential discussion and feedback with relevant staff and managers	On-going
		Ensure the workforce at all levels represents the local community	Record SE figures for the Agency in Quarterly KPI's	Ensure advertisements include diversity message	On-going
		Ensure all staff are encouraged to complete Diversity monitoring forms	SE centrally recording information confidentially when received. SE Quarterly figures reflect updated information	All staff informed (through Training, newsletter) of the opportunity to complete Diversity Monitoring forms	By March 2008
Accommodation	FM team, all staff	Ensure appropriate access and availability to services for all staff, customers and stakeholders. e.g. entry system for disabled	Record issues as raised. Provide feedback and investigate suggestions to improve.	Promote Awareness and encourage staff to address possible issues directly to FM team.	Quarterly feedback and update to SMT.