

Kettering

Borough Council

Appendix C(x)

Discrimination Casework Service Specification

AMOUNT ALLOCATED: £5,000 per annum

(To be split into equal annual amounts with grants being paid in advance in two stages during the year on a 60/40 basis). The level of funding will be reviewed after two years.

Mandatory and discretionary council tax relief (subject to eligibility)

Contribution towards to car parking costs of volunteers while they are working in the town centre.

If sessional work at the Council's Customer Service Centre is required, to help meet validated additional costs 'in kind' contributions of:

- Desk/work space
- Telephones (line rental and calls)
- Free parking (while working at the Customer Service Centre)

Core Service Objectives

- Challenge organisations and support people who are suffering discrimination under the 9 protected characteristics

Minimum Requirements

1. To work with communities in the borough of Kettering to carry out discrimination casework and provide support to those suffering discrimination under the 9 protected characteristics
2. Link to other relevant specification providers to create opportunities for communities to understand discrimination and to challenge discriminatory practices.
3. Attendance at quarterly monitoring meetings with a designated Lead Officer from KBC.
4. Acknowledge the funding and support from Kettering Borough Council when providing this service.
5. Take an active part in the quarterly meetings of the Kettering Futures Partnership

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Outcome

Residents of Kettering Borough are who may be suffering discrimination

Performance Indicators

- a) Contribute towards activities which highlight the issues around discrimination.
- b) Carry out actions to increase awareness of rights across protected characteristics.
- c) Quarterly report to describe work done on discrimination casework
- d) Adopt the Borough Council's Customer Service Standards.
- e) Seek other funding to develop the activities in this SLA, aiming to achieve up to 75% of the annual grant. This could include in kind support and income generation

Added Value

- I Demonstrate partnership working with other voluntary and statutory agencies that help achieve the objectives of this SLA
- II Explain how your organisation's activities also support other local Priorities (KBC Corporate Plans, Community Strategy, Community Safety Partnership Plan, Police & Crime Commissioner priorities)
- III Evidence of implementation of Quality Management systems including the quality of data for management purposes

SIGNED

On behalf of the Management Committee of the Service Provider

Management position of signatory

DATE:

Kettering *Borough Council*

SIGNED

On behalf of Kettering Borough Council

Position of the Signatory within the Council

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DATE:

DRAFT