



VCA's Race Equality Action Plan 2005 - 2009

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Eliminate discrimination and promote Equal Opportunities / Diversity (including race relations) within the Agency.	Ongoing	Continual assessment of all relevant functions and policies for their effects on race equality.	Improved communication methods and procedures in place.	CEO / Personnel / Heads of Branch
Build on current training programmes such as diversity, bullying /harassment to ensure full race equality relevance.	Ongoing	Staff have a better understanding of issues, through training, guidance and support.	Evaluation of training activity.	Personnel
Progress against diversity targets to be reported quarterly to Management Board.	Ongoing	Produce quarterly workforce planning statistics.	Management Board Discussion.	Personnel
Take forward staff opinions from staff survey.	Ongoing	Improved results in future surveys.	Survey analysis outcome.	Personnel / Heads of Branch
Monitor complaints to identify patterns or trends that may relate to race equality.	Ongoing	RES Monitoring reveals no complaints or staff exits relating to ethnicity.	Regular review of complaints process.	Personnel
Work closely with Race for Opportunity (and other networking groups) to enable the application of good practice.	Ongoing	To gain and act on feedback from the networking groups.	Attendance at networking events.	Personnel
Analyse and publish monitoring data covering RRAA requirements.	Ongoing	RES monitoring completed annually and results published on VCA Website.	Information produced annually.	Personnel



VCA's Race Equality Action Plan 2005 - 2009

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Ensure staff are familiar with the RES, and incorporate duties into their work.	Ongoing	All staff receive Diversity awareness and Bullying and Harassment awareness training as part of their Induction. RES Information made available to all staff and customers on the VCA web site.	Link to Staff survey, training and performance management system.	Personnel
Ensure the RES (and wider diversity issues) are included in the Agency Business Plan.	Ongoing	Improve customer service and awareness by publishing the Agencies work towards achieving equality and respecting diversity.	Business Plan, issue date.	Personnel
Hold regular meetings with Harassment Contact Officer (HCO) network.	Ongoing	To keep up to date with VCA responsibilities. That all staff and customers receive equal treatment and suffer no form of discrimination.	Regular HCO meetings arranged.	Personnel
Review RES action plan.	Ongoing	Action plan becomes a working, evolving plan taking into account the needs of the RR(A)A.	Regular reviews undertaken.	Personnel/CEO/Heads of Branch