

Discrimination Casework Service Specification

GRANT AWARD - AMOUNT ALLOCATED: £5,000 per annum

The amount allocated will be paid in advance in two stages during the year on a 60/40 basis.

The level of funding will be reviewed after two years, however if for whatever reason there is a need to review the amount allocated then this will be done during monitoring meetings.

Mandatory and discretionary council tax relief (subject to eligibility).

Contribution towards 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 nine 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 nine protected characteristics.
2. Link to other relevant specification providers to create opportunities for communities to understand discrimination and to challenge discriminatory practices.
3. Acknowledge the funding and support from Kettering Borough Council when providing this service.
4. Take an active part in the quarterly meetings of the Kettering Futures Partnership and attend the Health and Wellbeing Forum when appropriate.
5. Attendance at the Kettering Community Safety Partnership when required.

Key Outcome

Residents of Kettering Borough are who may be suffering discrimination are supported.

Performance Indicators

(Performance indicators are to be agreed with successful service provider)

- a) Attendance and provision of performance figures at quarterly monitoring meetings with designated lead officer at Kettering Borough Council.
- b) Qualitative and quantitative quarterly report to describe work done on discrimination casework. 20 case enquiries/casework per annum.
- c) Contribute towards activities which highlight the issues around discrimination through public legal education. 100 people per annum.
- d) Carry out actions to increase awareness of rights across protected characteristics. 4 events per annum.
- 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. Adopt the Borough Council's Customer Service Standards.
- II. Demonstrate partnership working with other voluntary and statutory agencies that help achieve the objectives of this specification.
- III. Provide evidence of implementation of Quality Management systems including the quality of data for management purposes.
- IV. Explain how your organisation's activities also support other local Priorities (KBC Corporate Plans, Community Strategy, Community Safety Partnership Plan, Police & Crime Commissioner priorities).
- V. Evidence in the form of case studies and or the 6 monthly appraisal form showcasing any project work and or partnership links in relation to the discrimination casework specification.