

AGENDA MANAGEMENT SHEET

Name of Committee	The Cabinet
Date of Committee	21 July 2005
Report Title	Race Equality Scheme 2005-08
Summary	This report explains the requirement for the County Council to have a Race Equality Scheme and ask s cabinet to approve the second edition of the Scheme covering the period from 2008 to 2008.
For further information please contact:	Arun Kang Corporate Policy Advisor (Race Equality) Tel: 01926 746811 arunkang@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees	<input type="checkbox"/>
Local Member(s)	<input checked="" type="checkbox"/> Cllrs David Booth, Alan Cockburn and Frank McCarney
Other Elected Members	<input type="checkbox"/>
Cabinet Member	<input checked="" type="checkbox"/> Cllr Colin Hayfield
Chief Executive	<input type="checkbox"/>
Legal	<input checked="" type="checkbox"/> David Carter - reporting officer
Finance	<input type="checkbox"/>
Other Chief Officers	<input type="checkbox"/>
District Councils	<input type="checkbox"/>
Health Authority	<input type="checkbox"/>

Police ☐

Other Bodies/Individuals ☐

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by
this Committee ☐

To Council ☐

To Cabinet ☐

To an O & S Committee ☐

To an Area Committee ☐

Further Consultation ☐

Agenda No

The Cabinet - 21st July 2005.

Race Equality Scheme 2005-08

Report of the County Solicitor and Assistant Chief Executive

Recommendation

Cabinet is asked to approve the Race Equality Scheme 2005-08, in line with the Council's statutory duty to promote race equality and eliminate racial discrimination

1 Introduction

- 1.1 The Race Relations (Amendment) Act 2000 was introduced in April 2001, fulfilling recommendation 11 of the Stephen Lawrence Inquiry report. This extended coverage of the Race Relations Act 1976, to outlaw racial discrimination in the functions of public authorities. It also introduced a new and enforceable general duty on key public bodies, including local authorities, to promote race equality and eliminate racial discrimination.
- 1.2 The new legislation has been a useful and effective tool with which to improve practice. One of its specific requirements was that all public bodies should produce a Race Equality Scheme. The County Council published its first such Scheme in 2002, covering the period up to 2005. It is therefore necessary to update the Scheme and it is suggested by the Commission for Race Equality (CRE) that this should again cover a three-year period, from 2005 to 2008.
- 1.3 The Council's Race Equality Scheme (RES) is an integral part of its Corporate Equality and Diversity Strategy and Action Plan. The Corporate Equality Strategy sets out how the Council will promote equality of opportunity regardless of race, gender, disability, age, faith, or sexual orientation, in the delivery of its services and its employment of staff.
- 1.4 Updating the Race Equality Scheme gives us the opportunity to review our approach to race equality in the context of our overall approach to equalities. The Council has recently agreed a general equalities strategy as part of its commitment to achieving the Equality Standard for Local Government. Conforming to the Equality Standard does not eliminate the need to have a specific Race Equality Scheme but the work required to demonstrate that we

are not discriminating in our functions and policies is being coordinated to avoid duplication.

- 1.5 More detailed information on the requirement to produce the Race Equality Scheme and our performance to date is provided in the following paragraphs.

2 Race Relations (Amendment) Act 2000

- 2.1 The aim of the general duty to promote racial equality and eliminate racial discrimination is to make it central to the work of public bodies, to provide fair and accessible services and to improve equal opportunities in employment
- 2.2 The general duty is supported by specific duties, in which all public authorities must monitor their employment procedures and practices. This includes monitoring (by ethnic group) existing staff, job applications, promotion and training. It also includes the application of grievances, disciplinary action, performance appraisals, training and dismissals.
- 2.3 A key specific duty within the legislation is to prepare and publish a Race Equality Scheme. Essentially, this is intended to package the other specific duties into a coherent strategy and action plan. The Scheme should set out the functions or policies that are relevant to meeting the general duty and the arrangements that will help to meet it. Public bodies have the duty to:
- Assess whether their functions and policies are relevant to race equality
 - Monitor policies to see how they affect race equality
 - Assess and consult on policies they are proposing to introduce
 - Publish the results of their consultations, monitoring and assessments
 - Make sure that the public have access to the information and services provided
 - Train their staff on the new duties
- 2.4 The CRE is responsible for monitoring compliance with the general and specific duties. They are able to issue a compliance notice to any public authority, which is failing to fulfil any specific duty and to seek a court order to enforce the notice. In addition, the CRE is empowered to issue a Code of Practice to provide guidance to public authorities on how to fulfil their general and specific duties.
- 2.5 Public authorities that follow and introduce fully the processes and arrangements covered by the specific duties should meet the general duty to promote race equality, and should be able to prove that they are doing so. Taking action to promote race equality should provide authorities with the necessary evidence.

3. Race Equality Scheme - Review of First Edition

- 3.1 The initial three year Race Equality Scheme was published in 2002 and included specific work to be carried out corporately and departmentally to assist in promoting race equality and eliminating racial discrimination in

employment and service delivery. Prior to developing the second edition of the Scheme various consultation was carried out to assess satisfaction with the First Scheme. This included:

- ❑ The Corporate Race Equality Group (members including Rugby Race Equality Council, Warwickshire Police and representatives from Council departments).
- ❑ BME communities were sent a survey, which received a 33% response rate, including a number of relevant comments
- ❑ Departments consulted their own staff to investigate what achievements had been made and what difference actions taken under the Scheme had made to the lives of Black and Minority Ethnic people living and working in Warwickshire.

3.2 The results of the consultation with officers indicated that progress had been made in several areas and this was assisted considerably through the impact assessment process, in identifying what were the relevant policies that affect racial equality. The assessment of these policies has assisted departments in developing valuable action plans.

3.3 The survey with BME communities revealed 94% of respondents liked the format of the scheme and believed it to be reader friendly. 87% of respondents felt that we had consulted well on the Race Equality Scheme and 67% felt that the Scheme had made a positive difference to their lives. In saying this, BME communities did also feel there was a long way to go in achieving full race equality. 37% of respondents felt that they had been victims or witnessed a racist incident in Warwickshire. Respondents also commented that they expected outcomes from the Race Equality Scheme to include:

- ❑ Encouraging reporting of racist incidents,
- ❑ More bi-lingual officers for better communication and empowering people to build confidence and making more services accessible.
- ❑ Promote further equality of opportunity and community cohesion.
- ❑ More information to community organisations on the progress of the scheme
- ❑ Continued consultation and monitoring of policies
- ❑ More awareness in schools of RES

3.4 Recently the CRE reviewed local authorities across the West Midlands to assess the work being conducted under the Race Equality Scheme. Within this review Warwickshire County Council came joint top in the progress being made towards complying to the Race Relations (Amendment) Act 2000.

4. Race Equality Scheme - Second Edition

4.1 The experience gained over the last three years and the results of the consultation carried out have informed the production of the second edition. It again endorses our commitment to the elimination of racial discrimination within our services and employment practice. The particular developments include:

- ❑ An improved consultation mechanism which engages the BME communities
- ❑ A review of existing provision of race equality services and the development of a new service available in all districts across the county
- ❑ Development of a three year schedule for assessing impact of policies and developing action plans triggered from the assessment
- ❑ Ongoing diversity training which will be reviewed to be more valuable for staff in their work
- ❑ A better understanding of the profile of our staff
- ❑ Development of a new and improved corporate complaints procedure
- ❑ Development of the Council's procurement function to address and incorporate race issues.
- ❑ Development of a consistent mechanism that collates all recorded racist incidents (staff and service delivery) and monitors the outcomes

4.2 A full list of departmental achievements is included within the second edition of the scheme, which is attached as an appendix for Cabinet Members [note: the draft Race Equality Scheme can be viewed on the Committee Administration System and on the Warwickshire Web. It will be amended for the final report to Cabinet to include the result of the consultation survey].

DAVID CARTER
County Solicitor and Assistant
Chief Executive

Shire Hall
Warwick

22 June 2005

WARWICKSHIRE COUNTY COUNCIL

Consultation Draft

Race Equality Scheme 2005 – 2008

May 2005



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FOREWORD

This is the second edition of the Race Equality Scheme of Warwickshire County Council and runs from 2005 to 2008. It again endorses our commitment to the elimination of racial discrimination within our services and employment practices. The Race Relations Amendment Act 2000 has been a useful and effective tool in which to improve our practice, together with that of partner organisations.

The scheme is an integral part of the Council's wider equality and diversity strategy. In order to meet the requirements of the Race Relations Amendment Act 2000, it is highlighted in this separate document.

There have been a number of changes in Council structures since our new administration gained power in May 2005. But we aim to continue to build on the work of the first Race Equality Scheme. Work will continue to be undertaken, not only to eliminate discrimination, but also to raise awareness of cultural differences within our society, and to value those differences. The County Council has achieved level 2 of the Equality Standard for local government.

We continue to revise and update our consultation arrangements to reach all of the communities we serve, and ensure that everyone has an opportunity to have their say.

We have introduced a county wide compulsory training programme for staff on diversity. We are very clear that discrimination and harassment will not be tolerated.

We are very clear about the principles of ethnic monitoring, and in collecting data we will:

- Take full account of the Data Protection Act in collecting, storing and analysing data
- Analyse the data and take appropriate steps to tackle barriers
- Recognise that monitoring is an ongoing function and will continually tell us new things
- Reinforce our commitment to monitoring through the members and chief officers

We will welcome your views on our future progress.

Alan Farnell
Leader of the Council

Ian Caulfield
Chief Executive

1. INTRODUCTION

The Council's Race Equality Scheme (RES) is an integral part of the Council's Corporate Equality and Diversity Strategy and Action Plan. The Corporate Equality Strategy sets out how the Council will promote equality of opportunity regardless of race, gender, disability, age, faith, or sexual orientation, in the delivery of its services and its employment of staff.

The Race Relations Amendment Act 2000 strengthens the Race Relations Act 1976 and imposes a new duty on public authorities to promote race equality. The death of Stephen Lawrence in 1993 and the subsequent inquiry into his death, have both served to raise understanding of good race relations. Specifically, the inquiry highlighted

- stereotyping
- colour and cultural blindness
- failure to implement policy
- lack of sustained leadership
- loss of faith in the system among some communities
- the need for public services to rebuild trust
- the need for public services to demonstrate fairness

The new duty seeks to address these findings and to make race equality a central part of the way public authorities work, by placing it at the centre of policy making, service delivery and employment practice. It is the first time that a performance management framework has been introduced by statute, which seeks to promote continuous improvement in race equality in the public sector. The government see it as a ten-year transformation plan. In simple terms, our challenge is to:

- always think race equality
- implement race equality
- deliver race equality

The new duty is set out in two stages. Firstly, a general duty 'to have due regard to and the need to':

- eliminate unlawful racial discrimination
- promote equal opportunities
- promote good relations between people from different racial groups

This general duty is supported by 'specific duties', which form the steps, methods or arrangements by which the general duty can be achieved. They are a means to an end, and not an end in themselves. One of those specific duties was to develop and publish a race equality scheme by 31 May 2005.

This is the Council's second Race Equality Scheme (RES). The first version of the Council's RES was published in 2002 and set out the Council's strategic aims for race equality, an overview of how the Council worked, a profile of its employees and an action plan and timetable for departmental initiatives contributing to our duty to promote race equality. This second version builds upon the work already in place: as an employer and service provider, and as a partner with other organisations.

Updating the RES has given the Council an opportunity to review the approach it has taken in light of its recent work on the Equality Standard for Local Government and the development of a social inclusion strategy, as well as considering the findings on equalities priorities from recent consultation with members of the public and local BME organisations.

A summary of our scheme

A Race Equality Scheme is designed to be a realistic action plan and timetable for achieving the general duty under the Race Relations (Amendment) Act 2000. It should say how we intend to carry out each of the specific duties, in other words the arrangements for:

- identifying functions or policies that are relevant to the general duty and reviewing them within 3 years
- preparing and publishing a RES by 31 May 2005
- setting out within the RES the arrangements for
 - assessing and consulting on the likely impact that proposed policies will have on promoting race equality
 - monitoring existing policies for any adverse impact on promoting race equality
 - publishing the results of assessments, consultation and monitoring
 - making sure the public have access to information and services
 - training staff to carry out the general duty and the specific duties

In addition, there are some specific duties relating to employment We must:

- monitor by racial group
 - staff in post
 - applicants for jobs, training and promotion

- and because we have more than 150 staff, monitor by racial group, the numbers of staff who:
 - receive training
 - benefit or suffer detriment from performance appraisals
 - are involved in grievances
 - have disciplinary action taken against them; or
 - end employment with the authority (whether as a result of dismissal or some other reason)
- Publish annually the results of this monitoring

2. WARWICKSHIRE COUNTY COUNCIL PROFILE

Warwickshire County Council serves a population of approximately 506,000 the Black and Minority Ethnic (BME) population has risen by 1% since the Census in 1991 to 4.4%. This pattern is reflected in all five districts which have all seen an increase in the number of BME people living in the districts. The Census 2001 figures are displayed below:

•Warwick District	7.1% (up 1.5%)
•Rugby	6.0% (up 1%)
•Nuneaton & Bedworth	4.9% (up 1%)
•North Warwickshire	1.4% (up 0.6%)
•Stratford upon Avon	1.3% (up 0.6%)

The County Council employs about 17,000 people and provides services from over 500 locations around the County. Our central offices are based at Shire Hall in Warwick, but substantial numbers of staff are based in offices and schools across the county. There are nine service departments each led by Chief Officers who support the Chief Executive both individually and as a collective Chief Officers Management Team. The service departments are listed below.

- Fire and Rescue
- Libraries, Heritage and Trading Standards
- Planning, Transport and Economic Strategy
- Social Services
- Education
- Contracting and Management Services
- Property Services
- Chief Executive's
- Treasurer's

What are our objectives and values?

The County Council has adopted a number of objectives that we will deliver in partnership with other stakeholders to fulfil our developing leadership and governance role for Warwickshire. These are set out in our Corporate Business Plan and are to:

- Promote lifelong learning and personal development
- Promote the health and social care of our citizens
- Improve the environment
- Reduce crime and improve the safety of the community
- Develop and maintain a vibrant local economy which promotes employment and prosperity for all

- Ensure sound governance of the County Council to provide accessible responsive and well managed services

Across all these aims the County Council is committed to upholding four key principles through which we aim to

- Achieve improvement for all but with the fastest improvement for the most deprived
- Ensure equality of opportunity for all
- Be a customer focused organisation
- Take into account the needs of future generations in our planning

In respect of race equality we have sought to promote the above objectives and principles by working towards the implementation of the Equality Standard for Local Government, which enables us to incorporate the CRE race equality standards and deliver on the requirements of the Race Relations (Amendment) Act 2000.

For further information on our Corporate Business Plan or the Equality Standard for Local Government please refer to our website: www.warwickshire.gov.uk

3. DEVELOPING THE WARWICKSHIRE SCHEME

How are we continuing to develop our RES?

The County Council has an established Corporate Race Equality Group (CREG), which is chaired by the County Education Officer and has membership from all departments. This group acts as a steering group for the Authority and makes recommendations to Chief Officers Management Team (COMT) and elected members for improving services and communications with BME communities.

The Council has more recently formed a Race Equality Lead Officers Group (RELOG) who act as professional advisers and undertake specific pieces of work for the Authority. It is this group that has developed the second RES, for endorsement by CREG, COMT and members and for consultation with community groups. The second edition of the RES is the outcome of those consultations.

Progress towards implementation of the Race Equality Scheme will be reported to Chief Officers and Members and an annual report will be publicly available

A comprehensive review of the original RES has taken place and takes into account guidance issued by the Commission for Racial Equality and feedback from the Black and Minority Ethnic (BME) communities.

Other policies and strategies for equality

The County Council has addressed the equalities agenda over a period of years, and as well as a general equalities policy, has developed and published in consultation with communities, a 'Race Equality Policy', and a Equality and Diversity strategy.

We have developed a new consultation mechanism that seeks to involve all BME communities on an area and countywide basis. The feedback is that this process is much improved on past practice, and we are reviewing arrangements to see what improvements can be made.

What are the aims behind our RES?

By implementing our RES, we intend to mainstream race equality in all that we do. Particularly, we have and will continue to:

- Measure the impact of our policies and practices, and take steps to remove any adverse impact on any/all racial groups
- Increase the satisfaction levels of service users across all racial groups
- Increase the satisfaction levels of employees across all racial groups
- Reflect within our workforce, the communities which we serve

Complaints or enquiries about our RES

We work to the standards set out in our 'Corporate Complaints Procedure' (please refer to page 20). If you have any queries or would like further information regarding any of the documents mentioned within this scheme then please contact Arun Kang, Corporate Policy Advisor (Race Equality). If your query regards a complaint against the Council then please contact:

Corporate Complaints Officer
Chief Executive's Department
P.O Box 9
Shire Hall
Warwick
CV34 4RR

Telephone:01926 416609

4. THE RACE EQUALITY SCHEME IN OPERATION

STEP 1	Responsibility for the Race Equality Scheme
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Overall responsibility for carrying out the decisions of the Council lies with the Chief Executive who is responsible for the implementation of administrative arrangements to ensure that the Council effectively implements the new general duty. Progress reports will be made to the Adult and Community Services Committee and the Cabinet as appropriate. The Corporate Policy Advisor in Race Equality, with assistance from the Race Equality Lead Officers group (RELOG), will support the implementation of the administrative arrangements and act as the main point of contact within the County Council in respect of the Race Equality Scheme. The work of RELOG is to advise Warwickshire County Council on mainstreaming race equality. The present Corporate Policy Advisor in Race Equality is Arun Kang.

STEP 2	Identifying relevant functions and policies
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The law says we must list in the RES, the functions and policies that are relevant to the general duty to improve race equality, and review the list every three years. In practice, we should:

- Select an assessment method
- Decide how relevant each function and policy is to the general duty
- Use the results to prioritise functions and policies
- Build race equality into the work of each function
- Address all relevant functions in due course
- Review functions and policies within 3 years

What have we done so far?

We have identified relevant policies and functions by:

- Listing them and considering their relevance to the general duty in race and other equality strands including gender, disability, age, sexual orientation and faith. In doing this, we have asked:
 - Which of the equality strands does it relate to?
 - In respect of race, is there any evidence or reason to believe that some racial groups may be differently affected?
 - How much evidence is there?
 - Is there any public concern that functions/policies are being operated in a discriminatory manner?

- Developing a screening process to identify those functions and policies which are likely to have an impact on equality of opportunity in order that greatest resources can be devoted to these
- Developing a process for 'Impact Assessment' on those functions and policies that are likely to have a significant impact on equality of opportunity. That is, a more detailed equalities analysis of these functions and policies
- Completed our first year in assessing policies and functions for their impact on equality and in particular race and the effect these policies can have on the lives of BME communities living in rural and urban areas of Warwickshire.
- Introducing a consultation mechanism with service users, partners and staff and their trade union representatives

For further information or a copy of the schedule of Equality Impact Assessments (EIA) to be carried out by the County Council over the next few years, please refer to our Corporate Equality & Diversity Strategy and Action Plan available at our website or by contacting the County Council.

What else will we do?

These processes have been developed to meet the needs of the general duty and will be systematically put into effect and the results monitored and reported.

STEP 3	Assessing and consulting on the likely impact of proposed policies
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The law says that we must set out our arrangements for assessing and consulting on the impact of proposed policies on promoting race equality. In practice we should:

- Agree a method for assessing proposed policies
- Set up methods and procedures for consulting those who will be affected by the policies
- Analyse the data and the results
- Produce impact assessments

- Introduce a procedure for revising proposed policies in the light of assessment and consultation
- Review policy proposals, if necessary to meet the general duty

What have we done so far?

Our proposed assessment method is set out in step 1 above, but when carrying out a full impact assessment, we will be mindful of the following:

- Clear aims and objectives of the assessment
- The relevance of existing data and research
- Identifying if the data indicates directly or indirectly, the impact on different racial groups
- Whether changes to the policy are therefore necessary

What else will we do?

Whilst not all policies and functions will impact on the general duty, we will be rigorous in our approach to impact assessment. In relation to consultation, we already consult with BME groups and have a countywide model to effect this consultation. We already recognise the need for such consultations to be timely, open and inclusive. However, we recognise that additional consultation will be appropriate, depending on the individual policy or function. The Council recognises that different groups will have different needs, cultures and customs. The Council also recognises that the needs and aspirations of these groups may differ between rural or urban localities and will therefore consider taking appropriate measures to ensure full participation in consultation meetings by considering issues such as:

- the appropriateness of the venue,
- the time of day at which it is scheduled to take place
- whether the venue is accessible to BME women, people with disabilities and older and young people
- how the meeting is to be run,
- use of appropriate language

When consulting with Black and Minority Ethnic communities, we will ensure that:

- The consultation is central to informed decision making
- Consultation leads to increased confidence, and improved policy making
- It has a clear purpose
- There is prompt analysis and reporting of the results

We will use a range of consultation methods including:

- Consultation meetings
- Focus groups
- Reference groups
- Survey questionnaires
- Public scrutiny exercises
- Citizen's panels

STEP 4	Monitoring the impact of policies
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The law says we must set out arrangements for monitoring policies for any adverse impact they might have on promoting race equality. This means:

- Setting up monitoring systems or methods
- Monitoring the way policies affect different racial groups
- Identifying any differences between racial groups
- Assessing whether the differences amount to adverse impact
- Looking at reasons for the differences
- Revising policies where appropriate to eliminate discrimination and/or to meet the general duty

What have we done so far?

We have undertaken research into our main policies and practices with a view to prioritising those for impact assessment. We have developed a three-year schedule for Impact assessment and have recently completed year 1. The results from the impact assessments have influenced departmental action plans and assisted us in developing more effective and unique services for the BME communities in Warwickshire.

What else will we do?

Knowledge of the uptake of services provided by the County Council and the impact of its policies on the BME communities will be of assistance in assessing progress towards equality of opportunity. We will establish a system to monitor the impact of policies on relevant groups and assess annually the data relating to all policies identified as having implications for equality of opportunity. In doing this we will take into account resource implications, the sensitivity of information and the willingness of the public to supply it.

Other data sources the County Council may use include:

- Information from Councils and other statutory agencies in the UK,
- 2001 Census,
- Labour Force Survey,
- Continuous Household Survey,

- Pressure group data,
- Deprivation studies and appropriate indices,
- Published research reports,
- Community views.

STEP 5	Publishing the results of assessment, consultation and monitoring reports
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The law says we must set out our arrangements for publishing the results of any assessments, consultations and monitoring we carry out to see whether policies have an adverse impact on race equality. This means:

- Increasing public confidence in the organisation to show that we are open to scrutiny
- Producing specific reports on each assessment, consultation, and monitoring exercise
- Protecting the confidentiality of individual monitoring data
- Making summaries of the results widely available
- Using existing publications and publishing methods

What have we done so far?

The County Council already publishes its plans and performance against national performance indicators, by way of annual reports, newsletter and via the website. Committee papers are also widely available to the public and already carry outcomes of performance frameworks.

What else will we do?

We will specifically publish:

- The Race Equality Scheme
- A summary of all assessments, monitoring and consultations
- Consultation outcomes on proposed policies

Individual reports on impact assessments will be available on request

STEP 6	Ensuring public access to information and services
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The law says we must set out our arrangements for making sure that the public have access to information and to the services we provide. This means:

- Identifying the information that people want
- Monitoring and analysing information by racial group

- Identifying and removing barriers to information
- Changing the way information is provided, if necessary, to meet the general duty
- Consulting service users about ways of delivering services
- Making sure that services are provided in locations that are easily accessible for BME communities
- Doing outreach work with BME communities
- Making sure that all communities have access to computers and internet services
- Arranging for interpreting and translation facilities
- Making sure that staff have the skills and understanding needed to deal fairly and sensitively with all clients

What have we done so far?

We already publish an annual report together with our performance against national and local indicators. We have a variety of ways of communicating this information, including a website, which is being continually developed and updated.

We engage a Citizens' panel to research community views, and report publicly on the outcomes.

Information on our services is available in a range of formats and translation services are available for communities and individuals within communities who require that service. Information is available in appropriate formats to those with visual or hearing difficulties.

We communicate with BME communities by telephone, by letter, by e-mail and via our website.

What else will we do?

We will monitor the functions and policies to make sure that all services are accessible, and if information shows there are barriers, then will take appropriate steps to remove them.

STEP 7	Training Staff
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The law says we will set out arrangements for training staff in the knowledge and skills they will need to carry out the general and specific duties. This means:

- Training staff on the general duty
- Making sure that delegated staff have the specific skills needed to meet the general duty
- Identifying key tasks

- Identifying the knowledge and skills needed to meet the general duty
- Assessing staff's knowledge and skills and identifying gaps
- Designing and delivering training
- Monitoring and evaluating training

What have we done so far?

We have commissioned a countywide diversity awareness programme that specifically includes information on the new general duty and is compulsory to all staff. The programme is being rolled out across the county to include all staff. We also have a recruitment training programme that is compulsory to all those sitting on interview panels

We have corporate and departmental training functions that address diversity within all training programmes, and a specific modular programme for senior managers and managers with 'people' responsibilities.

We have developed specific training for those staff involved in screening, impact assessments and the complaints process, and for those staff involved in other aspects of the specific duties.

What else will we do?

We will re-evaluate the training on equalities and specifically race equality to see whether the training is still relevant and effective in assisting staff to implement the Race Relations Amendment Act (2000)

STEP 8	Specific duties in Employment
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The law says we must monitor by racial group:

- Staff in post
- Applicants for employment, promotion and training
- Staff who receive training
- Staff who benefit or suffer from performance appraisals
- Staff who are involved in grievance procedures
- Staff who are the subject of disciplinary action
- Staff who end their service with us

We must also publish the results annually.

What this means is:

- Having systems to undertake ethnic monitoring
- Integrating systems with personnel information systems
- Analysing data for patterns of inequality

- Taking action where unjustifiable disparities are identified
- Producing and publishing annual results

What have we done so far?

The County Council has already developed a range of systems to monitor equality within employment, and is introducing an integrated HR/payroll system that will enable comprehensive data, in excess of the RES requirements, to be collected.

Information is currently collated and analysed corporately and by department to enable targets to be set for improvement. The latest data is attached as appendix 1 and is also available on the County Council website. Current performance indicators in use are:

- Staffing profile by gender, ethnicity and disability
- Women in senior posts
- Black and Minority Ethnic people in senior posts
- Early retirements
- Ill health retirements
- Involuntary leavers

What else will we do?

We will systematically build on our existing performance framework and analyse patterns and trends to effect improvement.

5. PUBLICATION OF THE SCHEME

A copy of the Race Equality Scheme and/or a summary will be sent to the BME consultation groups. The Scheme will also be available on request from:

Arun Kang, Corporate Policy Advisor (Race Equality),
Social Inclusion and Equality Team,
Chief Executive's Department,
P.O Box 9
Shire hall
Warwick
CV34 4RR

Telephone: 01926 746811
Facsimile: 01926 746823
E-mail to arunkang@warwickshire.gov.uk

The Race Equality Scheme is also available on the Council's website at **www.warwickshire.gov.uk**

6. COMPLAINTS

Complaints about service delivery are an important way of monitoring equality of outcomes.

The Council aims to resolve all complaints in a fair and transparent way to the mutual satisfaction of all concerned. Complaints will follow the Corporate Complaints Procedure (available from the Corporate Complaints Officer for contact details please see page 9).

Warwickshire County Council has adopted in the following definition of a complaint:

“any expression of dissatisfaction regarding a service provided by, or on behalf of, the County Council”. A complaint does not include: first requests for a service or first reports of faults; requests for information on, or a clearer explanation of our policies or matters for which there is a right of appeal with the Council (such as for schools admissions) or a legal solution.

Allegations that County Council staff, elected councillor(s) and/or contractor(s) have behaved in a racist manner in carrying out their duties will be treated very seriously, and will be investigated by specially trained officers in accordance with Warwickshire County Council’s Corporate Complaints Procedure.

We will monitor all complaints of a racial nature by recording the nature of the complaint, the ethnic/racial identity of those involved and how the complaint was resolved.

If a complainant is dissatisfied with the outcome of the Council's complaints process, s/he will be informed of the procedure for taking such a complaint to the Commission for Racial Equality [CRE].

The County Council believes that having an effective complaints procedure is a vital way of ensuring that:

- Customers have a simple means of telling us they are not satisfied with what we have or have not done
- We have a fair and open procedure for investigating what has gone wrong; and
- We have a way of monitoring and analysing complaints, so we can use the information gathered to improve our services in the future.

There is an overarching complaints procedure that covers the following complaints:

- A member of the public complaining about a service we provide
- A member of the public complaining about a member of staff
- An Elected Councillor (or other representative) complaining on behalf of a service user
- A member of staff complaining that another department or section may be failing to carry out a service or duty to the public
- Complaints about how we handled a complaint

County Council staff will provide assistance for any member of the public who has difficulty making a complaint because of problems with language or a particular disability. We will arrange to provide an interpreter where appropriate, and if a person is unable to attend one of our council premises because of a disability, we will arrange for a home visit.

Finally, we will keep all complaints confidential to be fair to everyone concerned and we will not treat anyone unfavourably as a result of their complaint.

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 1			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
Prepare and publish Annual Race Equality report reviewing progress against the Corporate Race Equality Action plan for 2003	Policy Advisor (Race Equality) RELOG	Report is produced and widely circulated. Council can demonstrate continuous improvement on race equality issues. Report informs Best value performance plan.	Report produced and presented at Employment and Inclusion committee. Departmental progress reports widely circulated. Report informs Best value performance plan.
Annual Race Equality Action Plans: <ul style="list-style-type: none"> Departments to implement their 2002/3 annual race equality action plans Departments to produce their 2003/4 annual race equality action plan 	All departments All departments	Department successfully implement their 2002/3 action plans and achieve outcomes DMT endorse 2003/4 action plans	Departments have achieved year 1 actions. And detailed progress reports were presented at Employment and Inclusion committee and to the Corporate Race Equality Group. Presently working on Year 2 actions that will be presented at Corporate Race Equality Group meeting in January 2004 once endorsed by DMTs
Corporate review of consultation with BME communities	Policy Advisor (Race Equality)	Implementation of revised proposal for consultation with BME communities Outcome: Improvements to community relations and changes in public confidence	Consultation processes revised. Attendance at meetings has risen. Local consultation areas working on linking more closely Local Strategic Partnerships and BME consultation groups. Consultation strategy to be conducted in new year to observe improvements to community relations and changes in public confidence

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 1 continued			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
Review and update the council's standard terms and conditions of contracts to reflect the RR (A) A 2000	Contract Compliance Group	Outcome: Council's procurement function addresses and incorporates race issues within its work.	Outcome: In place standard assessment questions based on the CRE questions, and standard contract clauses for contracts over £100k and are publicized on the corporate documents library under the headings Race and Procurement. The new CRE guidance, is referenced in the procurement magazine 'Buying Power' and is also available on the corporate database
Implement Equalities Standards	Equalities Coordinator	Outcome: To achieve level 3 by year 3.	Equality Standards level 1-action points being achieved (please see Equality Standards checklist for details) on target to achieve level 2 by September 2004. Target for achievement was revised once the officer was in post. Level 2 now to be achieved by September 2004 and level 5 by 2007.
Collate and report ethnic monitoring on recruitment and retention	HR Officer Equalities	Data is used to inform future policy, target setting and any other appropriate action (Report data to Personnel Officers Group, DMTs and Corporate Race Equality Group) Outcome: To perceive changes in the workforce representation (which reflects the county population)	Best Value Performance data has been collected for the mid-year estimates. Final statistics will be reported in April/May 2004.

Key:
■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 1 continued			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
Continue to service the work of the Race Equality Lead Officers Group (RELOG)	Policy Advisor (Race Equality)	RELOG continue to contribute to CREG and deliver race equality at departmental level Outcome: To make changes to service outcomes	RELOG meet regularly and have influenced many policies to be developed in assistance with the Corporate Race Equality Group.
Continue to maintain the Harassment contacts programme	HR Officer Equalities	Outcome: Increased support for staff suffering racial harassment and increased employee satisfaction	Monitoring continues to be undertaken and all Harassment Contacts sent information relating to new discrimination laws. Training is planned for early 2004. Additionally, developed an independent external counseling service that staff can access via line manager and/or HR staff. We are currently piloting an outreach service in Nuneaton. Harassment contacts statistics are collated quarterly.
Customer complaints to be monitored by ethnicity	Departmental Complaints Officers	Data gathered analysed and used: <ul style="list-style-type: none"> To identify scope for improving services To identify patterns of racial discrimination Outcome: Changes to public confidence and service outcomes and improvements to community relations	Consultation survey to be conducted to see changes in public confidence and service outcomes and improvements to community relations

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 2			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
Ongoing Diversity Training (which incorporates awareness of the Race Equality Scheme)	Corporate HR Development Unit Manager	Outcome: Staff have increased knowledge of Diversity and the Race Equality Scheme with increased employee satisfaction	Training ongoing. Feedback displays increased knowledge of Diversity and the Race Equality and awareness of the Race Equality Scheme
<p>11 Race Equality Action Plans:</p> <p>Departments to implement their 2003/4 annual race equality action plans</p> <p>Departments to produce their 2004/5 annual race equality action plan</p>	<p>All departments</p> <p>All departments</p>	<p>Department successfully implement their 2003/4 action plans and achieve outcomes</p> <p>DMT endorse 2004/5 action plans</p>	All departments have produced their RES action endorsed by DMT. Progress reports have been presented to Cabinet
Corporate review of consultation with BME communities	Policy Advisor (Race Equality)	<p>Implementation of revised proposal for consultation with BME communities</p> <p>Outcome: Improvements to community relations and changes in public confidence</p>	BME communities have been consulted and work is being carried out to implement a revised system in consultation.
Review and update the council's standard terms and conditions of contracts to reflect the RR (A) A 2000	Contract Compliance Group	Outcome: Council's procurement function addresses and incorporates race issues within its work and complies with the new legislation	The procurement function has revised its terms and conditions which now reflect RR(A)A 2000

Key:

- Not Started
- Ongoing/Not Completed
- Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 2 continued			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
To develop a mechanism/system to collate all recorded racist incidents (staff and service delivery) and monitor the outcomes	CHRS/ Community Safety	Revised system in place that incorporates staff and service delivery incidents.	Corporate Race Equality Group has led on this piece of work. Consulting all departments. A new system will be in place by April 2005
Make members aware of Diversity training course and assist members to enrol onto programme	Democratic Services – Janet Purcell	All Members enrolled and aware of Race Equality Scheme	Members have been attending diversity training as well as the Equality Standard still enrolling onto the diversity training course
To publicise and continue to administer and conduct diversity training for staff	CHRD – Nicola McKay	70% of County Council staff and members at Shire Hall trained and aware of Race Equality Scheme with 70% awareness satisfaction Baseline position established and positive trends in employee satisfaction measured	74% of staff within the department has undertaken training. Well ahead of target date of May 2004. 4.28% BME staff in WCC. Actual data will not be collected until April 2004.

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 3			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
<p>Annual Race Equality Action Plans:</p> <ul style="list-style-type: none"> • Departments to implement their 2003/4 annual race equality action plans • Departments to produce their 2004/5 annual race equality action plan 	<p>All departments</p> <p>All departments</p>	<p>Department successfully implement their 2003/4 action plans and achieve outcomes</p> <p>DMT endorse 2004/5 action plans</p>	<p>All departments have produced their RES action plans endorsed by DMT. Progress reports have been presented to Cabinet</p>
<p>Collate and report ethnic monitoring on recruitment and retention</p>	<p>HR Officer Equalities</p>	<p>Data is used to inform future policy, target setting and any other appropriate action (Report data to Personnel Officers Group, DMTs and Corporate Race Equality Group)</p> <p>Outcome: To perceive changes in the workforce representation (which reflects the county population)</p>	<p>Data collection is programmed annually for April/May to coincide with the collection of BVPI data.</p> <p>For the full year 2005/2006 the data will be reported direct from HRMS, which will have been validated by individual staff members.</p>

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 3 continued			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
Continue to service the work of the Race Equality Lead Officers Group (RELOG)	Policy Advisor (Race Equality)	RELOG continue to contribute to CREG and deliver race equality at departmental level Outcome: To make changes to service outcomes	RELOG has met monthly and key issues have been delivered at departmental level : <ul style="list-style-type: none"> Assisting departments in complying to the RR(A)A 2000 and preparing departments for the CRE review (in which WCC came joint top) Worked extensively in organising first community cohesion conference assisting depts. on work from it Prepared and led on work from the departmental RES action plans Advising and assisting departments on work through the Equality Standard and RES in particular the Impact Assessments Gave constructive feedback on WCC Equality and Diversity Strategy Led on distributing and consulting the BME community on WCC services, through developing a questionnaire and attending community events. Advising on Corporate equality training, including impact assessments & diversity Assisted in devising the Health Questionnaire for BME Communities

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 3 continued			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
Continue to maintain the Harassment contacts programme	HR Officer Equalities	Outcome: Increased support for staff suffering racial harassment and increased employee satisfaction	Judith. The Harassment contacts programme has continued. Presently looking to revise the programme to assist in a more consistent approach in reporting and recording harassment to increase the support to staff
Customer complaints to be monitored by ethnicity	Departmental Complaints Officers	Data gathered analysed and used: <ul style="list-style-type: none"> To identify scope for improving services To identify patterns of racial discrimination Outcome: Changes to public confidence and service outcomes and improvements to community relations	All departments monitor complaints of any discriminatory nature, e.g. age, sex, ethnicity, etc. These are monitored and reported to Corporate Services O&S twice a year.
Ongoing Diversity Training (which incorporates awareness of the Race Equality Scheme)	Corporate HR Development Unit Manager	Outcome: Staff have increased knowledge of Diversity and the Race Equality Scheme with increased employee satisfaction	Diversity training is still ongoing and is updated regularly with any new issues that arise.
Implement Equalities Standards	Equalities Coordinator	Outcome: To achieve level 3 by year 3.	Level 2 of the Equality Standard has been achieved. The County Council is committed to achieving level 5 of the standard by 2007.

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review

Corporate Action Plan 2002 to 2005 – Progress Report:

Year 3 continued			
Action/Task	Lead Officer	Outcome/Performance Indicator	Progress
To develop a corporate equalities web page	Communications	Web page created in user friendly format accessible to staff and communities	A draft web page has been developed and the web page should go live April 2005
To develop guidance for managers and staff on equality and procurement	Paul White – Procurement Manager	Guidance in place	Guidance has been developed and is currently with County Solicitor & Assistant Chief Executive for sign off
Make members aware of Diversity training course and assist members to enrol onto programme	Democratic Services – Janet Purcell	All Members enrolled and aware of Race Equality Scheme	We have a learning package that will be used with existing members. 21 members (Cabinet plus 11 other members) have had the training to date. Due to the trainer being ill sessions have had to be cancelled further sessions will take place after the elections. Once we have the new council in May, the equalities training will be timetabled into their induction programme
To attract more senior managers to the diversity training programme	CHRD – Nicola McKay	Increased attendance by senior managers at diversity training	The Diversity Training programme has been promoted at Training Officers Group meetings. Ongoing data collection to monitor attendance.

Key: ■ Not Started
■ Ongoing/Not Completed
■ Completed

Arun Kang/CEX/18/05/2005

7. Race Equality Scheme First Edition – Review (Continued)

Departmental Highlights:

Chief Executive's Action/Task	Achievement	Relevance (Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 1. To eliminate racial discrimination 2. Promote equality of opportunity 3. Promote good race relations		
		1	2	3
To review the list of functions related to RRAA 2000	All major policies and functions within the department have been reviewed to allow for more effective screening and impact assessments.	✓	✓	✓
To conduct initial screening on all major functions within the department for relevance/risk in race, gender and disability	Initial screening of all major policies and functions within the department has taken place and a three year schedule for impact assessments is in place which takes into account other equality strands (including gender and disability).	✓	✓	✓
To train team of eight officers on conducting Equality Impact Assessments	Officers have been trained and are leading assisting divisions in conducting Equality Impact Assessments	✓	✓	✓
To develop an equalities group and the process to implement equalities	The departmental Race and Equality group has been set up (with terms of reference) and meets bi monthly leading on Race Equality Scheme and Equality Standard work.	✓	✓	✓
Review monitoring systems (access to services and employment)	A sub group of the Corporate Race Equality group have been working on developing a consistent approach to recording and reporting of racial harassment. The new system will be in place by November 2005	✓		
To prepare Equality Impact Assessment Schedule of priorities	The three-year schedule for the department has been agreed and work has commenced in carrying out the impact assessments.	✓	✓	✓
Continue to support BME community organisations through specific funding and	55 BME projects have been funded between 2002 to 2005 and 100% of the budget was spent on those projects agreed for funding by Cabinet		✓	✓

closer working relationships				
Continue to support community consultation process and support the work of officers working with communities in consultation	Recent survey results have displayed the need for more effective communication with the communities. WCC funded a pilot project to take place in Rugby and new arrangements are being implemented for better engagement with BME people especially in rural Warwickshire.		✓	✓

Libraries, Heritage & Trading Standards				
Action/Task	Achievement	Relevance (Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 1. To eliminate racial discrimination 2. Promote equality of opportunity 3. Promote good race relations		
		1	2	3
Diversity Training	<ul style="list-style-type: none"> Over 200 staff have received diversity training 2002-2005 	✓		
Provision of service information in community languages	<ul style="list-style-type: none"> Asian Library Service web pages launched July 2005 Development of library dual language collections BME language software piloted t Rugby Library 2004 		✓	
Improving awareness of BME user/non-user needs	<ul style="list-style-type: none"> Library customer survey undertaken and results reported to BME Forum July 2004 Trading Standards work with BENN Partnership, Rugby, to develop a model for delivering education and advice services to BME groups 		✓	
Proactive promotion to BME communities of employment opportunities within LHTS	<ul style="list-style-type: none"> Funding obtained by County Museum Service for a Positive Action Trainee. Joint post with Coventry City Council; recruitment in 2005 	✓	✓	
Maintaining and developing a programme of events and activities that reflects cultural and ethnic diversity	<ul style="list-style-type: none"> Wide range of events for Black History Months, 2002, 2003, 2004 BME community participation in book (and other resource) selection processes Continuing programme of work undertaken by Multicultural Librarian Support for festivals such as Diwali, Guru Nanak, Id County Arts Service community development work with targeted BME groups Development of BME reading groups in local libraries 		✓	✓

CAMS				
Action/Task	Achievement	Relevance		
		(Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 1. To eliminate racial discrimination 2. Promote equality of opportunity 3. Promote good race relations		
		1	2	3
Diversity training	Staff receive training on diversity, appropriate to their role, which incorporates awareness of the race equality scheme.	✓	✓	✓
Ethnic monitoring	Data collection has been extended to include ethnic monitoring on disciplinary action and grievances.	✓		
Review, with County Human Resource Services, the distribution of the corporate vacancy list.	The distribution of the corporate vacancy list is reviewed annually to ensure distribution is wide and appropriate.	✓	✓	✓
Employment practices, terms and conditions to be audited for possible indirect discrimination on grounds of religion or belief	The audit of employment practices and terms and conditions was completed by December 2003.	✓		
Initial screening of policies and functions for equalities relevance	All existing policies and functions have been screened for relevance to the general duty of the Race Relations (Amendment) Act.	✓		
Partial impact assessments timetabled for completion	The programme of partial impact assessments is being undertaken	✓		
Develop a screening procedure for new policies	A procedure is in place to screen new policies for relevance to the general duty of the race relations (Amendment) Act .	✓		
To achieve Level 1 and 2 of the Equality Standard	Level 1 and 2 achieved	✓	✓	✓

Social Services					
Action/Task	Achievement	Relevance			
		(Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 1. To eliminate racial discrimination 2. Promote equality of opportunity 3. Promote good race relations			
		1	2	3	
To ensure compliance across departmental systems with the Race Equality Scheme (RES) Action Plan.	The requirements of the RES Action Plan are reflected in the department's performance management system e.g. Departmental Service Plan, Team/Unit Plans, Performance Reviews and Supervision.	✓	✓	✓	
To revisit role and remit of Race and Equality Group.	The role, remit and membership of the new group – Race, Equalities and Diversity Group reflects the wider equality and diversity agenda whilst continuing it's focus on race equality work in all aspects of the department's activities.	✓	✓	✓	
To achieve Level 2 of the Equality Standard.	Achieved Level 2 of the Equality Standard.	✓	✓	✓	
To revise Race, Equalities Guidance and Procedures to incorporate the wider equalities agenda.	New Race, Equalities and Diversity – Guidance and Procedures (REDGAP) produced. Launch of REDGAP – all staff aware of new document. REDGAP available on SSD – Departmental Document library to promote effective communication.	✓	✓	✓	
To update race and equality training for Managers and Supervisors.	All Managers/Supervisors attend REDGAP training and have knowledge and understanding of our responsibilities under the RR(A)A and Equality Standard. A REDGAP workbook developed as a learning tool for Managers/Supervisors.	✓	✓	✓	
To ensure appropriate race and equality training is available for all staff.	All staff have increased knowledge and understanding of race and equality issues. All staff are able to provide appropriate and culturally competent services. In addition to the range of race and equality training provided, there are further specific initiatives for e.g.	✓	✓	✓	

	Multi-agency training in diversity and cultural awareness in mental health services is in direct response to the outcomes of the Bennett Inquiry. Equality and diversity training to assessment and care management teams. Anti-discriminatory practice training for direct care staff based on the National Occupational Standards.			
To agree and action a programme of Equality Impact Assessments (EIAs) in each service/support areas.	An EIA Schedule 2004 – 2007 produced and a rolling programme of EIAs being undertaken.	✓	✓	✓
To produce guidance for Teams/ Unit Plans to incorporate race and equality objectives in their plans.	Race, Equality and Diversity Guidance produced. All Team/Unit Plans demonstrate inclusion of race and equality objectives	✓	✓	✓
Continue to monitor performance of Adults and Children's race equality targets and ethnicity monitoring.	Quarterly reports to RED Group and sent to team managers to monitor performance of their team. Reports used for planning, monitoring and reviewing of all services.	✓	✓	✓
Continue to analyse complaints by ethnic groups and by the nature of the complaint.	Complaints from all sections of the community are monitored and dealt with effectively.	✓	✓	✓
To communicate race and equalities issues and policies to all staff.	Annual 'Equality Now' newsletter produced and provides an update on department's progress and activities. REDGAP is continually updated and all staff have access through SSD – Department Document library. Access to a range of race and equality training 'SHARES' newsletter – race and equality updates included in Departmental newsletter.	✓	✓	✓
Black workers are supported to attend Black Workers Group and training identified by the Group.	Participation of black staff at Black Workers Group and training sessions.	✓	✓	✓
To develop HRMS to provide systems for monitoring composition of the workforce and	Organisational dataset produced and provides a breakdown by ethnicity as required by RR(A)A.	✓	✓	✓

to meet the specific duty on employment in the Race Relations (Amendment) Act.				
To continue to promote and develop the Interpreting and Translation Services (ITS)	ITS provides a quality service and reflects our changing needs	✓	✓	✓
Older People Community Care Services. To ensure all assessments take account of service users cultural, religious and social preferences when making decisions about eligibility criteria for services.	i) An audit undertaken on assessment and care planning processes to identify gaps and good practice and to examine the integration of race and culture in assessment and care planning standards. ii) Cultural diversity training provided to all staff in OPCCS teams, leading to improvements in service delivery and providing an opportunity to network with local BME groups.	✓	✓	✓
To work in partnership with the Open College Network to help and support Asian elderly people to learn English and Computing skills.	Asian elderly people attending Edward Street Day Centre gain Certificates of Achievements in Literacy and Computing Skills.	✓	✓	✓
Identify gaps in service provision for black disabled people.	'Improving our Services for BME Learning Disabled People' – Report/Action Plan produced with recommendations on service improvements to Warwickshire Learning Disability Partnership Board – Work in progress.	✓	✓	✓
To continue to provide support to BME carers, particularly carers of adults and children with a disability.	i) Carers Support Workers recruited. ii) Carers are signposted onto social services and other services.	✓	✓	✓
Mental Health – to increase the number of people from BME communities involved in the planning of services.	Community Development worker recruited. BME Service Development Group established. BME Women's day service established Project identified by National Institute of Mental Health as an early implementer site for BME community development work nationally.	✓	✓	✓
Continue to support Parivar Project (Children)	Parivar Project provides direct services to children and their parents/carers. A team of sessional workers provide support and assist with a range of activities of the project. Links are being established with the REACCH Project within Children's Services.	✓	✓	✓

To progress work of REACCH Project/Panel	Delivery of improved services to black looked after children. Social Workers supported in making good assessments.	✓	✓	✓
To work with Children's Fund and Education Dept on 'Positive Images Project'.	Positive Images Project – is an attempt to listen to the needs of children and young people from socially excluded groups and BME communities. A CD Rom and resource pack produced for all staff working with children and young people and promotes the notion of inclusion and diversity.	✓	✓	✓
To outline proposals to Children Act Project Team in relation to incorporating race and equality objectives within the work streams of the Project Team.	An initial paper from Social Services and Education Dept. presented to Children Act Project Team 'Embedding Race Equality through the Children Act'.	✓	✓	✓
To actively support and publicise the Police Authority led initiative 'True Vision'.	'True Vision' packs, which provide information and contact numbers to the reporting of hate crime, are available at all SSD reception areas.	✓	✓	✓
Continue to work with Corporate Race Equality Group (CREG) and Race Equality Lead Officers Group (RELOG) to help and promote race equality within Social Services.	i) Improved service outcomes within Social Services. ii) Departmental Race Equality Scheme Action Plan implemented and delivered on. iii) Undertaking Impact Assessments as outlined in the Race Equality Scheme.	✓	✓	✓
Continue to contribute to the work of RELOG.	RELOG have assisted and contributed to: i) WCC Race Equality Scheme ii) WCC Equality and Diversity Strategy iii) WCC Reporting and Recording of Racially & Religiously Motivated Incidents iv) WCC BME Community Consultation activities v) WCC Questionnaire on consulting BME communities on WCC Services vi) Community Cohesion Conference vii) Providing feedback on national/government papers and documents	✓	✓	✓

County Treasurers				
Action/Task	Achievement	Relevance		
		(Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 1. To eliminate racial discrimination 2. Promote equality of opportunity 3. Promote good race relations		
		1	2	3
1. Carry out sample check of Treasurers recruitment campaigns to ensure fairness and equality has been achieved	Four campaigns were reviewed. These were carried out by the Chair of the Dept's Equal Opps group and the Personnel Officer. In each review, there was no evidence to suggest any bias or discrimination in the selection process. Report made to DMT	✓	✓	✓
2. Introduce analysis tool for the collation, monitoring and reporting of both staff and candidate data, for EO purposes	This analysis tool has been implemented during the year and has been used to collate year end figures for the annual report	✓	✓	
3. Review list of functions to ensure they meet equality standards for race, gender and disability	This was carried out during 2004/05. All Departmental policies and functions were screened for relevance and risk to equality	✓	✓	✓
4. Undertake Impact assessment training for Equalities champion and Departmental Equalities team	Achieved 2004-05 This was carried out by the chair of the departmental equalities group, who then cascaded the information/approach to the group	✓	✓	✓
5. Amend staff surveys to include more specific questions on RES, harassment and the Equality Standard	Achieved. Annual staff survey for 2004/05 amended to have greater relevance to the Equality Standard	✓	✓	
6. Assess annual statistical returns to identify recruitment/staff retention gaps and formulate actions to address areas of concern	Monitoring results from recruitment campaigns in 2003/04, identified a reduction in the number of candidates from ethnic minorities being shortlisted. Three recruitment campaigns from that year were reviewed, specifically focussing on applications from candidates ethnic minority groups, where able to identify. The review was carried out by the Departmental Personnel Officer and the Chair of the Equalities Group. No discrepancies were observed	✓	✓	✓

Department of Planning, Transport and Economic Strategy				
Action/Task	Achievement	Relevance		
		(Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 4. To eliminate racial discrimination 5. Promote equality of opportunity 6. Promote good race relations		
		1	2	3
1.Provision of service information to BME community	* information leaflets have been translated into several BME languages * A multi-lingual answerphone service has been provided within PTES library		✓ ✓	
2. Promote employment opportunities to BME community	+ Funding has been secured for a worker in Leamington Old Town to support BME community into work * Building Sustainable Neighbourhoods provides support for specific BME projects * Links with BME groups have been established within the Regeneration Zone	✓ ✓ ✓	✓ ✓	✓
3. Promote Country Parks as venue for BME groups	* Kingsbury Water Park is now venue for Aga Khan's foundation annual walk * There has been an increase in the number of bookings of Country Park facilities by parties of BME users	✓ ✓	✓ ✓	✓ ✓

Education Department				
Action/Task	Achievement	Relevance		
		<p>(Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none)</p> <p>7. To eliminate racial discrimination</p> <p>8. Promote equality of opportunity</p> <p>9. Promote good race relations</p>		
		1	2	3
1. To tackle racial incidents in schools	<ul style="list-style-type: none"> Issued new Guidelines to schools about Combating Racial and Religious Incidents Trend analysis of racial incidents reported to LEA undertaken, and action taken [eg, training for mid day supervisors on tackling bullying organised] Schools made aware of Text – 2 – Talk project WCC Anti-Bullying Co-ordinator appointed Training on tackling racial incidents offered to schools using Throwing Stones and In the Mix videos 	✓	✓	✓
2. To disseminate good practice in mainstreaming race equality	<ul style="list-style-type: none"> Race Equality website kept up to date, 8000 hits per month and positive feedback from a range of users nationally Warwickshire case-studies featured in national publications eg Times Educational Supplement, National Association of Head teacher newsletters School Race Equality Awards introduced – see winning entries on www.warwickshire.gov.uk/raceequality An annual Warwickshire Against Prejudice event is held to celebrate progress in race equality, 120 delegates and keynote speakers from DfES, University of Birmingham Race Equality induction for Newly Qualified Teachers, Headteachers and Education department staff 		✓	✓
3. To proactively promote cultural diversity	<ul style="list-style-type: none"> 4 ICSS festivals take place each summer showcasing the intercultural work of schools –involve at least 40 schools and 800 parents ArtsZone have developed plays with a diversity focus eg, Yum's Little Dream for Early Years and Rebuilding Lives for secondary schools Positive Images Project – a CD Rom and play about the experiences of young people in Warwickshire in relation to identity and diversity have been developed as a resource for schools 			✓

	<ul style="list-style-type: none"> County Music Service has a World Music section Early Years use Persona dolls as a way of introducing learners to diversity International development opportunities offered to enhance understanding of diversity through direct experience 			
4. Equality monitoring	<ul style="list-style-type: none"> The workforce profile in the Education department and schools has been ethnically monitored The number of BME Governors in schools is monitored [currently 85] and efforts made to attract more BME governors The Race Partnership and DMT monitors progress in mainstreaming Race Equality throughout the department's work Attainment results by year and subject are ethnically monitored, and any discrepancies followed up Exclusions are ethnically monitored The number of schools with Race Equality Policies are monitored 		✓	
5. Working with stakeholders	<ul style="list-style-type: none"> A joint paper about the Children Act and Race Equality was produced with Social Services, and has been widely shared across WCC and other LAs The Race Equality Steering Group works with local community organisations to meet the statutory duties under the RRAA The Positive Images project is a collaboration with Warwickshire Children's Fund and community partners Active participation in regional networks eg, Teachers in development education centre, Race Equality in Education Network 		✓	✓

Property Services				
Action/Task	Achievement	Relevance (Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none) 1. To eliminate racial discrimination 2. Promote equality of opportunity 3. Promote good race relations		
		1	2	3
1. Diversity Training	Over 110 staff attended Diversity Training during 2002/5	✓	✓	✓
2. Communication of Race Equality Policy to all Staff	Entrenched the Policy within PSD's working practices by inclusion in induction, business plan and availability of policy via Lotus Notes system	✓	✓	✓
3. Audit of PSD against Level 2 of Equality Standard	Audit confirmed PSD compliance against Level 2 of the Standard	✓	✓	✓

Fire & Rescue Action/Task	Achievement	Relevance		
		(Please tick which of the 3 aspects of the general duty does it relate to: 1,2, 3, all or none)		
		4. To eliminate racial discrimination 5. Promote equality of opportunity 6. Promote good race relations		
		1	2	3
1. Take pro-active approaches to increase the numbers of women and BME fire-fighters	WFRS have increased the numbers of both women and BME fighters substantially since 2002, Women fire-fighters 'whole-time' has risen from 5 to 13 (115%) BME fire-fighters numbers have risen from 6 to 15 (130%) in the same period. The retained service has seen significant rises in retained women fire-fighters numbers from 7 to 15	✓	✓	
2. To develop and strengthen community links and to improve links with other public services	WFRS have strengthened existing links with various community groups and developed new ones. Partnerships with some statutory bodies has been developed notably with the Police and Ambulance services and the Regeneration Project.	✓		✓
3. To change the culture of the Fire Service	WFRS has introduced diversity training for all ranks of the service and all support staff, which has been directly linked to uniformed personnel development programmes.	✓	✓	✓
4. Put in place policies that will reflect the changing environment within the Service	WFRS has put in place a number of policies which endorses recent legislation that covers race, disability, sexual and religious discrimination. It has a commitment to service values, strategic goals and vision statement.	✓	✓	✓
5. Making the service more 'user friendly' and assessable to the community of Warwickshire	WFRS now has a web site and a page devoted to equality & diversity, both whole-time and retained stations will be opened for more community activities, we have expanded and intensified our links social services which feeds into our agenda to develop our youth policy and expand out young fire-fight schemes across the county	✓	✓	✓

Race Equality Scheme First Edition – Review (Continued)

Race Equality Scheme – Survey Report

1. INTRODUCTION

In March 2005 a short survey was developed by the Race Equality Lead Officers Group (RELOG) to measure the impact the three year Race Equality Scheme had had on BME communities and whether the provision of services had been improved since the new statutory duty was introduced. The survey results would also assist in improving the new three-year scheme of the County Council.

The survey (appendix 2) was split into four areas, focussing on: the work of the Race Equality Scheme; its layout and format; consultation arrangements; and employment issues. 55 forms were sent to BME organisations across Warwickshire and a number of BME households living in rural areas of Stratford and North Warwickshire were also consulted. 18 out of the 55 survey forms were returned (33% response rate). The full results of the survey are below:

2. FINDINGS

Lay and Format

The results from the survey (appendix 1) were very positive. 94% of the respondents were pleased with the layout of the Race Equality Scheme but were split between whether there was a need to translate the scheme into other languages and formats. Some respondents felt it would be more meaningful and have a greater impact if the information was translated into people's first rather than second language. Other respondents felt that the councillors, officers and community leaders should take on the responsibility rather than just by producing written information.

Consultation

Communication is a key issue for communities and a major part of the Race Equality Scheme. The majority of respondents felt that the best way to consult them was through small group meetings; they also preferred regular postal communication, which could include surveys. Using the website to consult with BME communities still seems to be a difficult format to use and this was listed as least preferred way to consult. This may be due to the low number of groups with access, knowledge or training in information technology. Generally, consultation seemed to be a positive area of work that the County Council had improved in, with 87% of respondents believing that their communities had been consulted well.

In saying this, some positive feedback did suggest better ways of improving communication. Respondents' comments included that updates at regular local meetings were crucial. Respondents also felt that representatives from community organisations should engage more in meetings and workshops. The engagement of young people, emerging communities and people who are not normally consulted with (for example, drug users and carers) was highlighted as a key step forward.

Employment

67% of respondents felt that they were confident of applying for jobs at the County Council. The main reasons included that the County Council is committed and "promotes equal opportunities", and is a "forward thinking organisation, sympathetic to the needs of the sections of the community". However, many of the respondents have the perception that there were still less BME staff at the County Council than there should be. Respondents felt that recruitment open days, vacancy lists sent to all BME groups,

more BME role models, more effective advertising and personal development courses for BME people would improve BME staffing figures and encourage more BME people to apply for jobs.

Race Equality Scheme in Operation

A third of respondents felt that County Council staff must improve how they respond to the needs of the BME service users. They felt that closer communication from officers with BME groups would better the relationships and improve the knowledge on the changing needs of communities. The majority of respondents felt the County Council was working hard to respond to the needs of BME groups due to the better consultation arrangements, which address needs. 11% of respondents who had complained about the Council's services were not totally satisfied with how the complaints were dealt with.

The survey also asked respondents whether they had ever been a victim or witness to a racist incident. A third of respondents answered "yes". One respondent felt that there were issues in schools, which were not being brought forward due to the lack of understanding of how they are dealt with and felt that BME pupils were "suffering in silence".

The last two questions on the survey were linked specifically to the outcomes related to the Race Equality Scheme. A third of respondents were satisfied with the outcomes from the Scheme, but 44% believed more could be gained including "to encourage more reporting of racist incidents, more bi-lingual officers for better communication and empowering people to build confidence and making services more accessible". Other comments for a more effective RES were: to promote further equality of opportunity and community cohesion within the Scheme; communicate and provide more information on the RES to BME community organisations and schools.

3. CONCLUSION

Over two thirds of the respondents felt that the Race Equality Scheme had made a positive difference to the lives of people living in Warwickshire. Some respondents felt that the RES was accessible and visible and has "made a positive improvement and positive difference to our BME members".

The comments arising from the survey will assist the County Council in developing a better service for its communities. Some of the specific remarks will be dealt with in a number of ways and incorporated into the second edition of the Race Equality Scheme. Some of the specific issues include:

- ❑ Investigating ways in engaging further all BME communities within Warwickshire including groups such as young people, people with disabilities and people whose first language is not English.
- ❑ Attracting more BME applicants through allowing information to be accessed in a number of different ways
- ❑ Examining the concerns of BME people in relation to racist incidents in Warwickshire and addressing those concerns.
- ❑ Empowering BME communities across the County including BME households living in rural parts of the County.

The comments and results from the survey will assist the County Council in developing a better second edition of the Race Equality Scheme that empowers BME communities in Warwickshire to access all services and builds the confidence of people to apply and develop their careers at the County Council.

Arun Kang
Corporate Policy Advisor (Race Equality)
Chief Executive's Department

June 2005

Race Equality Scheme First Edition – Review (Continued)

APPENDIX 1

Race Equality Scheme – Consultation Survey 2005

Results

○ Layout and Format

1. Is the format and layout of the Race Equality Scheme easy to read?

Yes – 94%

No – 6%

- ☐ User-friendly document and needs to have a ‘glossary of jargons’ at the end of the document.

2. The full scheme is currently available in English, is there a need to make the scheme available in other languages and formats?

Yes – 56%

- ☐ For effective and better impact of the meaning of the RES enabling access to services for all groups.

No – 44%

- ☐ People are able to read and speak and understand English
- ☐ Community leaders, councillors and officers should be able to explain the RES to the local community.

○ Consultation

3. In what ways would you prefer to be consulted (tick only two boxes)

- ☐ Small group meetings (10)
- ☐ Postal (7)
- ☐ Questionnaire (6)
- ☐ Newsletter (6)
- ☐ One to one interviews (3)
- ☐ Email (3)
- ☐ Large public meetings (2)
- ☐ Website (2)
- ☐ Others (0)

4. Do you believe that the County Council has consulted your community well?

Yes – 87%

No – 13%

5. In what ways could we improve our consultation and engagement with BME communities?

- ☐ There should be a two-way approach of networking between the County Council and local community leaders by attending events, functions and meetings.
- ☐ There should be regular updates/reports at local meetings.
- ☐ A representative from community organisations to engage in meetings and workshops.
- ☐ Engaging young people were received from a number of community groups.
- ☐ Involving more carers within the consultation process.
- ☐ More local and informal meetings.
- ☐ Engaging new and emerging communities.
- ☐ Consultation with BME people whom substance misuse.

6. Which departments, in your view, consult most effectively?

- ☐ Social Services (13)
- ☐ Chief Executives (11)
- ☐ Education (8)
- ☐ Libraries, Heritage and Trading Standards (7)
- ☐ Fire and Rescue
- ☐ Planning, Transport and Economic Strategy (PTES) (3)
- ☐ Contract And Management Services (CAMS) (1)
- ☐ Treasurer's (0)
- ☐ Property Services (0)

○ **Employment**

7. Would you apply for a job working for Warwickshire County Council?

Yes – 67%

No – 33%

- ☐ I still think WCC is employing less people from BME communities.

8. In your opinion, what should WCC do to encourage more BME applicants?

- ☐ Yes, but job opportunities are available in skilled areas but there is a perception that jobs are not being offered to BME communities.
- ☐ Yes – because the WCC promotes equal opportunities (3 responses).
- ☐ The WCC is a well respected, forward thinking organisation, which is sympathetic to the needs of most sections of the community.
- ☐ Use BME groups as a point of contact

- ☐ Provide vacancy list to all BME groups
- ☐ Employ more BME groups
- ☐ BME are not aware of jobs at WCC, more recruitment open days would be helpful
- ☐ Have recruitment campaigns at community events including stalls and face to face contact
- ☐ Promote more black role models from existing WCC staff
- ☐ More effective advertising and publicity in relevant press
- ☐ More personal development and training opportunities for BME groups

9. Do you think Warwickshire County Council staff are able to respond to the needs of BME service users?

Yes – 65%

- ☐ There are enough BME staff trained to respond
- ☐ There is sufficient consultation addressing needs
- ☐ Better understanding of cultural issues by WCC staff
- ☐ There is a serious commitment by the WCC through their policies
- ☐ They are eager to know our opinions
- ☐ Dissemination of information is forthcoming

No – 35%

- ☐ Needs to better relationships with BME groups and be aware of the changing needs of groups
- ☐ Lack of understanding of needs
- ☐ More support services are needed

10. Have you ever needed to make a complaint about the Council's services?

Yes (Was the complaint dealt with 11%

- ☐ Not satisfied – because shortage of staff and no time to deal with complaint
- ☐ Less satisfaction with verbal complaints, however, more satisfaction with written complaints.

No 83%

- ☐ I do know the procedure if I needed to
- ☐ We are largely satisfied with the services provided

No opinion 6%

○ **Race Equality Scheme in operation**

11. Have you ever been a victim or witness to a racist incident

Yes – 37.5%

- ☐ Many issues have been brought to attention of schools and also unaware of how issues are dealt with, 'so, therefore, children are suffering in silence'.
- ☐ Reported to police and dealt with effectively
- ☐ A number of incidents not reported but discussed within the organisations

- ☐ 'Kept it to myself'

No – 62.5%

- ☐ No – but have received complaints from individual clients

12. Are there any other outcomes you would expect the Race Equality Scheme to deliver?

Yes – 44%

- ☐ Encourage reporting of racist incidents, more bi-lingual officers for better communication and empowering people to build confidence and making services accessible.
- ☐ To promote equality of opportunity and community cohesion.
- ☐ More information of RES with community organisations
- ☐ Continued consultation and monitoring of policies
- ☐ More awareness in schools of RES

No – 33%

No comment – 23%

13. Do you feel the Race Equality Scheme has made a positive difference to the lives of people in Warwickshire?

Yes – 67%

- ☐ Yes – but I would like to see more
- ☐ Yes – the voice of BME groups is being heard
- ☐ Peaceful place to live and no crime rate
- ☐ Getting BME people involved
- ☐ The RES has much improved and was effectively accessible and visible and RES has made a positive improvement and positive difference to our BME members
- ☐ Only for those who are aware of RES

No – 33%

- ☐ It is not available in the four languages and other formats
- ☐ RES is good – but it has to be monitored, fairly checked if issues are being met
- ☐ RES should be monitored, assessed and evaluated for outcomes and outcomes should be disseminated

Race Equality Scheme First Edition – Review (Continued)

Warwickshire County Council

Race Equality Scheme – Consultation Survey 2005

Organisation/Group: _____

Address: _____

Contact Name: _____

Telephone Number: _____

Layout and Format

1. Is the format and layout of the Race Equality Scheme easy to read?

☐ YES

☐ NO (if no, what improvements are needed?.....
.....)

2. The full scheme is currently available in English, is there a need to make the scheme available in other languages and formats?

☐ YES (why?.....
.....)

☐ NO (why?.....
.....)

Consultation

3. In what ways would you prefer to be consulted (tick only two boxes?)

1. Small group meetings (10)
2. Postal (7)
3. Questionnaire (6)
4. Newsletter (6)
5. One to one interviews (3)
6. Email (3)
7. Large public meetings (2)
8. Website (2)
9. Others (0)

4. Do you believe that the County Council has consulted your community well?

- ☐ Yes
- ☐ No

5. In what ways could we improve our consultation and engagement with BME Communities? (E.g. engage more young people, people with disabilities, gypsy and Irish traveller communities etc)

.....

.....

6. Which departments, in your view, consult most effectively with Black and Minority Ethnic (BME) communities?

1. Social Services (13)
2. Chief Executives (11)
3. Education (8)
4. Libraries, Heritage and Trading Standards (7)
5. Fire and Rescue
6. Planning, Transport and Economic Strategy (PTES) (3)
7. Contract And Management Services (CAMS) (1)
8. Treasurer's (0)
9. Property Services (0)

Employment

7. Would you apply for a job working for Warwickshire County Council?

☐ YES (why?.....)

.....)

☐ NO (why?.....)

.....)

8. In your opinion, what should Warwickshire County Council do to encourage more BME people to apply for jobs?

.....

.....

.....

9. Do you think Warwickshire County Council staff are able to respond to the needs of BME service users?

☐ YES (why?.....)

.....)

☐ NO (why?.....)

.....)

10. Have you ever needed to make a complaint about the Council's services?

- ☐ YES (Was the complaint dealt with effectively (e.g. timely) if not, what went wrong, in your opinion?)
.....
.....
- ☐ NO (Any comments?.....
.....
.....)

Race Equality Scheme in operation

11. Have you ever been a victim or witness to a racist incident

- ☐ YES
 - ☐ Who was it reported to?
.....
.....
 - ☐ How well was the report handled?.....
.....
.....
- ☐ NO

12. Are there any other outcomes you would expect the Race Equality Scheme to deliver?

- ☐ YES (why?.....
.....
.....)
- ☐ NO (why?.....
.....
.....)

13. Do you feel the Race Equality Scheme has made a positive difference to the lives of people in Warwickshire?

- ☐ YES (In what way?.....
.....)
- ☐ NO (what else can WCC do to make the RES more responsive to the needs of BME communities?.....
.....
.....)

8. Corporate Race Equality Scheme Action Plan 2005/2008

Action/Task	Lead Officer	Outcome/Performance Indicator	May 05/06	May 06/07	May 07/08
Prepare and publish Annual Race Equality report reviewing progress against the Corporate Race Equality Action plan for 2005/06	Policy Advisor (Race Equality)/REL OG	Report is produced and widely circulated. Council can demonstrate continuous improvement on race equality issues. Report informs Best value performance plan.	✓		
Annual Race Equality Action Plans: <ul style="list-style-type: none"> Departments to implement their 2005/6 annual race equality action plans Departments to produce their 2006/7 annual race equality action plan 	All departments All departments	Department successfully implement their 2005/6 action plans and achieve outcomes DMT endorse 2006/7 action plans	✓ ✓		
To develop a consistent mechanism/system to collate all recorded racist incidents (staff and service delivery) & monitor outcomes	HR Officer Equalities/ Community Safety	Revised system in place that incorporates staff and service delivery incidents.	✓		
To guide departments on the needs of new and emerging communities (including gypsy and traveller communities) and to include into impact assessment process.	Policy Advisor (Race Equality)	Impact assessment guidance incorporates needs of all communities of Warwickshire and the impact assessment process reflects this	✓		
Review consultation mechanism with BME households in rural Warwickshire	Policy Advisor (Race Equality)	Implementation of revised proposal for consultation with BME households in Stratford and North Warwickshire Outcome: Improvements to community relations and changes in public confidence	✓	✓	
Revise the Harassment contacts programme	HR Officer Equalities	Outcome: Increased support for staff suffering racial harassment and increased employee satisfaction	✓	✓	

Action/Task	Lead Officer	Outcome/Performance Indicator	May 05/06	May 06/07	May 07/08
To publicise and continue to administer and conduct diversity training for staff	Corporate HR Development Unit Manager	75% of County Council staff and members at Shire Hall trained and aware of Race Equality Scheme with 70% awareness satisfaction Baseline position established and positive trends in employee satisfaction measured	✓	✓	
To develop a corporate equalities web page	Communications/ CAMS & Corporate Equality Team	Web page created in user friendly format accessible to staff and communities	✓	✓	
Make members aware of Diversity training course and assist members to enrol onto programme	Democratic Services	All Members enrolled and aware of Race Equality Scheme	✓	✓	
Revise Training on race & equalities (to incorporate better understanding by staff on issues related to race and equalities & mainstream these issues into other training programmes)	Organisational Development Manager - Corporate HR Development Unit	Outcome: Staff have increased knowledge of Diversity and the Race Equality Scheme with increased employee satisfaction			✓
Coordinate work of departments on Impact Assessments	Policy Advisor (Race Equality) & Equality Coordinator	Annual departmental Impact Assessments completed	✓	✓	✓
Implement Equalities Standards	Equality Standards Coordinator	Outcome: To progress the work of the Equality Impact Assessments and work towards level 3 and beyond	✓	✓	✓
Customer complaints to be monitored by ethnicity	Departmental Complaints Officers	Data gathered analysed and used: <ul style="list-style-type: none"> To identify scope for improving services To identify patterns of racial discrimination Outcome: Changes to public confidence and service outcomes and improvements to community relations	✓	✓	✓

Action/Task	Lead Officer	Outcome/Performance Indicator	May 05/06	May 06/07	May 07/08
Collate and report ethnic monitoring on recruitment and retention	HR Officer Equalities	Data is used to inform future policy, target setting and any other appropriate action (Report data to Personnel Officers Group, DMTs and Corporate Race Equality Group) Outcome: To perceive changes in the workforce representation (which reflects the county population)	✓	✓	✓
Continue to service the work of the Race Equality Lead Officers Group (RELOG)	Policy Advisor (Race Equality)	RELOG continue to contribute to CREG and deliver race equality at departmental level Outcome: To make changes to service outcomes	✓	✓	✓
To attract more senior managers to the diversity training programme	Organisational Development Manager - Corporate HR Development Unit	Increased attendance by senior managers at diversity training	✓	✓	✓

Appendix 1:

Warwickshire County Council – Employment Data April 2004

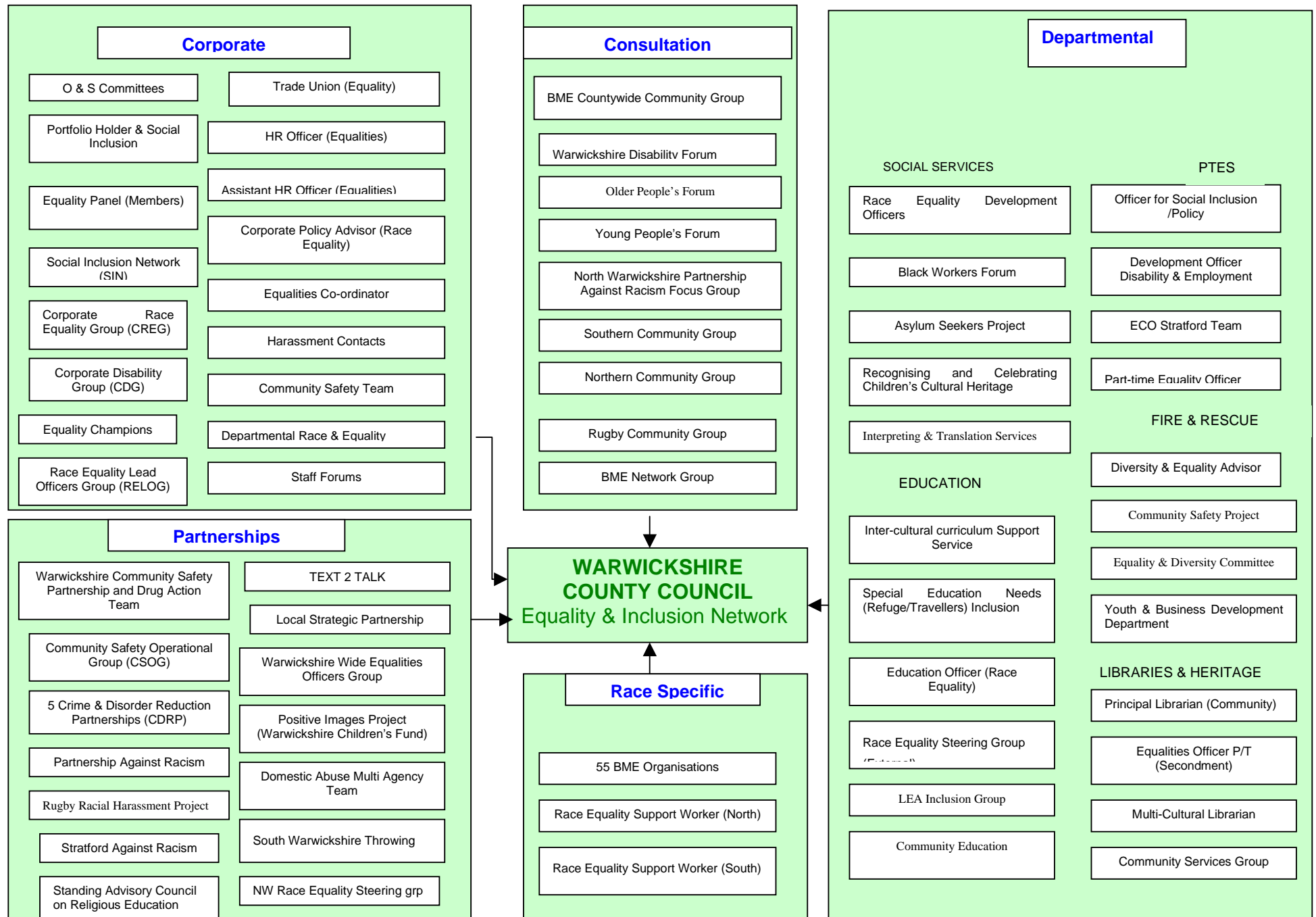
	Staff in post	Apps for employment	Apps appointed	Apps for promotion	Apps for training	Grievances	Disciplinaries	Leavers
White British	14,644	8,372	598	64	564	1	5	1,524
White Irish	136	121	6	0	2	0	0	14
Any other White background	211	344	2	0	5	0	0	29
White and Black Caribbean	23	28	3	0	0	0	0	4
White and black African	28	28	1	0	0	0	0	1
White and Asian	26	49	1	0	2	0	1	2
Any other mixed background	23	31	0	0	0	0	0	3
Indian	394	511	32	2	33	0	0	37
Pakistani	30	66	1	0	1	0	0	5
Bangladeshi	7	9	0	0	0	0	0	2
Any other Asian background	17	78	1	0	0	0	0	1
Caribbean	68	164	3	3	1	0	0	0
African	47	98	2	0	0	0	0	8
Any other Black background	3	12	0	0	1	0	0	4
Chinese	17	37	1	0	5	0	0	0
Any other ethnic group	26	78	5	0	0	0	0	2
*Not stated	2,772(15%)	652 (6%)	46 (6%)	0	8	1	10	3
TOTAL	18,472	10,678	702 #	69	622	2	16	1,639

*15% of staff in post have not stated their Ethnic origin. The declaration of Ethnic origin is voluntary.

#The number of appointed people is lower than the number of leavers. This is again due to a large number of people who have been appointed to a post failing to complete an Equal Opportunity Monitoring Form.

Appendix 2:

Warwickshire County Council Equality and Inclusion Network



Appendix 3:

BLACK & MINORITY ETHNIC COMMUNITY CONSULTATION MODEL

