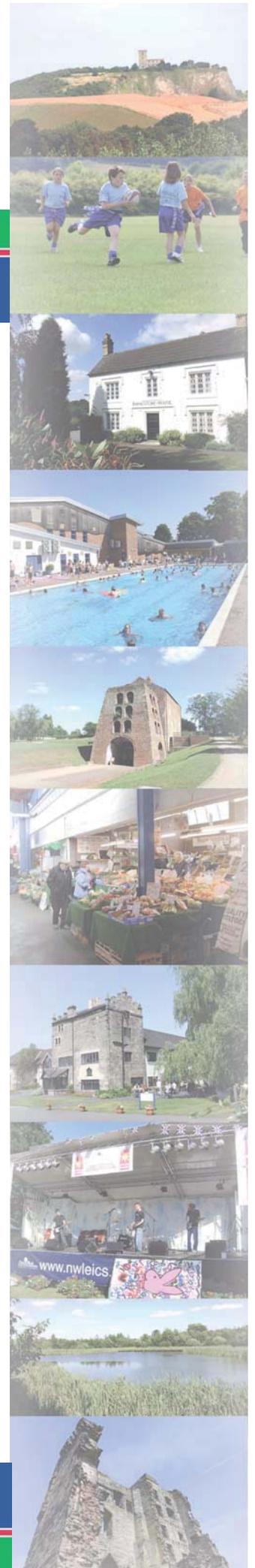


# Race Equality Scheme

This document is available in large print, braille and other languages on request



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# Introduction

## Our Vision

The Council's vision for the District is, *"The population is healthy and enjoys a clean and safe environment both at home and in work. There is a variety of quality housing in the District available to all. There are excellent and safe transport and communication links.*

*Lifelong learning has encouraged the maximisation of the talents and abilities of the people of the District. The level of academic achievement is good with low levels of truancy.*

*There is a high degree of civic pride. People are caring and involved in local activities and work closely with the Council and other partners for the benefit of their respective communities. There is a developed and established Community Strategy for the District that is supported by all.*

*Good quality services are provided as and when required by the public and services are accessible with equal opportunities for all. Economic and social deprivation that were apparent 10 years ago are now history".*

## Statement of commitment

As a Council we believe that everyone in North West Leicestershire deserves excellent public services that reflect their individual needs and circumstances. That is why we are committed to a mainstream approach to diversity and the very highest standards of equalities practice in service delivery and employment. Equalities in North West Leicestershire means a place where:

- Diversity is seen as a strength
- People's differences are understood and respected
- Everyone has a responsibility to promote good relations between all local communities
- Services are fully accessible
- The workforce reflects the community we serve
- There is zero tolerance of unlawful discrimination and harassment of any kind

- Everyone is able to access the opportunities and life chances on offer

In order to achieve our vision the Council has developed its second Race Equality Scheme building upon its first Race Equality Scheme (2002 – 2005).

In line with good practice, this Race Equality Scheme incorporates the General Duty and Specific Duties, placed upon the Council by the Race Relations (Amendment) Act 2000 (RR(A)A). This includes our duty towards the gypsy and traveler communities in the district as well as faith communities.

## **Race Relations (Amendment) Act 2000**

The Race Relations (Amendment) Act 2000 was in response to the recommendations of the Stephen Lawrence Inquiry Report, written by Macpherson. One of the primary aims of the legislation was to tackle institutional racism, defined in the report as:

“The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people.”

The new legislation strengthened the Race Relations Act (1976) to cover all local authority functions, not just service provision and employment. A new general duty to promote race equality was introduced, in order to make race equality central to the way in which public bodies work.

The duties placed on us by the Race Relations (Amendment) Act are as follows:

### **General Duty**

- to eliminate unlawful racial discrimination
- to promote equality of opportunity
- to promote good race relations between people of different racial groups

## Specific Duties

- to publish a Race Equality Scheme which sets out how we will meet the general duty and details our arrangements for meeting the other specific duties listed below
- to assess all functions and policies for relevance to the general duty to promote race equality and publish the list in the scheme
- to assess and consult on the likely impact of proposed policies on the promotion of racial equality
- to monitor existing policies for any adverse impact on the promotion of racial equality
- to publish the results of assessments, consultation and monitoring
- to ensure that the public has access to the services provided and to information about the services
- to train staff in connection with the requirements of the General and Specific Duties
- to racially monitor the numbers of staff in post, and applicants for employment, training and promotion

In accordance with the Race Relations (Amendment) Act 2000 and in support of the Equality Standard for Local Government, a three year programme of action, to address the requirements of the General and Specific Duties, has been developed.

In this scheme we detail how we will:

- continue to meet the requirements of the RR(A)A and extend these to all of the Council's seven strategic aims
- set out our arrangements and plans for the next three years

The Council has taken a mainstream approach to implementing these duties by placing them at the centre of policy-making, service delivery, regulation and enforcement and employment practice.

## **The Council's community leadership role**

In seeking to improve the quality of life for all its communities in North West Leicestershire, the Council is aware that the scale of change that it is seeking to make can only be achieved through working in partnership with others.

The Council has a distinctive and lead role to play in the district by:

- building local vision and direction
- enabling community involvement
- securing improvements in services and standards
- ensuring equity, access and inclusion
- managing conflict and competing demands
- making best use of resources
- accounting for performance and service quality

### **Building local vision and direction**

The Council has clear procedures for decision-making and accountability. This places it in a key position to lead in developing a shared and inclusive local vision and in joining up plans and activities at local level.

This vision reflects the national agenda and at the same time is drawn from local needs and interests across all communities. Effectiveness in this leadership role hinges on the extent to which it listens to and works with local communities, and the extent to which it takes action to deliver that vision, both by itself and through the Partnership for Improving North West Leicestershire (LSP).

### **Enabling community involvement**

The Council as a major provider of services in the district takes the lead in ensuring that the needs and aspirations of the community are identified, that the services required to meet these are regularly reviewed and that planning for future development is coherent and fair.

A range of mechanisms and networks are currently being implemented, to involve service users and other stakeholders in these processes. The council has adopted a local development framework (LDF), which will enable local communities to have a greater say in the services they want.

In addition, the framework will also improve the delivery of local services through greater co-ordination of existing service providers. This work will be co-ordinated through the Partnership for Improving North West Leicestershire and delivered through the seven Neighbourhood Action Teams.

## **Securing improvements in services and standards**

As a Council, which is striving to become a high performing Council and ultimately an excellent authority, it is working to ensure the delivery of excellent services and seeking to improve the quality of life for all its residents, visitors and those who work within the district

To achieve this, the Council will be working to translate these aspirations and ambitions for change through influencing and working in partnership with local residents and key partners.

## **Ensuring equity, access and social inclusion**

The Council places great importance on social inclusion and as such social inclusion is at the heart of everything that the Council works to and delivers. (insert hyperlink to Social Inclusion Strategy).

The latest Community Profile 2005 data, shows that the 2.6% (2,247 persons from a population of 87,461[mid-year 2003] of the district population are of Black Minority Ethnic (BME) origin) This fairly low percentage in numbers may bring tensions between different communities and the Council recognises that it needs to respond effectively to this challenge and to take a lead in ensuring that all groups are able to work and live alongside one another and have equal access to its services.

The Council's commitment to serving all the people of North West Leicestershire means ensuring its services develop and support fair systems and processes for all sections of the community. These need to ensure that no group of people is disadvantaged and that vulnerable people and groups are supported.

The Council will endeavor to ensure that all groups have equal access to, and can make use of and benefit from the range of services that it provides.

## **Managing conflict and competing demands**

The Council has a role in emphasising the connections between individuals and the importance of community and collective interests. This means easing tensions and resolving conflicts that may arise between individuals, groups, or communities with different objectives and priorities. It also involves maintaining a focus on agreed priorities in the face of competing demands for

resources and being prepared to take difficult decisions, for example, when consensus is not easily reached.

## **Making the best use of resources**

The Council has an important role in ensuring that its financial resources are used effectively, and that risks associated with the allocation of resources are properly managed, from the planning stage through to procurement and delivery of services.

The Council as a two tier authority does not provide all the services delivered within the district. Many of these services are delivered either through other public sector organisations i.e Leicestershire County Council, Charnwood and North West Leicestershire Health Trust or through local voluntary organisations.

## **Accounting for performance and service quality**

The Council is accountable to the community for the quality of the services provided and the outcomes achieved. As a Council we will therefore endeavor to ensure that appropriate high service standards are set and that quality assurance and quality control systems are implemented.

The Councils Stronger Corporate Action Team (Stronger CAT) plays a key role in implementing and driving all equality and diversity work across the Council. The membership of the Stronger CAT is drawn up from all the service areas of the Council. These Stronger CAT members act as the Equality and Diversity Leads for their service area.

Membership of the Stronger CAT:

- Stronger CAT Sponsor - Chief Executive
- Project manager – Social Inclusion Officer
- Head of Policy and Performance
- Head of Neighbourhoods and Communities
- Policy and Performance Officer
- Commercial Services Manager
- Performance and Business Support Manager
- Senior Human Resources Advisor
- Neighbourhoods Programme Manager

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## Delivering Improved Outcomes

In North West Leicestershire we measure the success of our Race Equality Scheme through the outcomes that are achieved for our local communities. These outcomes are measured in a variety of ways, including satisfaction rates, take-up of council services, employment related and the achievement of wider quality of life outcomes. These are closely monitored through the Council's performance management arrangements.

### PERFORMANCE INDICATORS AND TARGETS

Category	Performance Indicator	Source	2003/04 ACTUAL	2004/05 ACTUAL	2005/06 ACTUAL	2006/07 TARGET
DCLG – Best Value Performance Indicator	Level of the Equality Standard for Local Government	BVPI 2a	0	0	1	2
DCLG – Best Value Performance Indicator	The Duty to promote Race Equality	BVPI 2b	37%	42%	53%	58%
DCLG – Best Value Performance Indicator	Part M of the Building Regulations for accessible buildings	BVPI 156	6%	17.65%	35.29%	35%
DCLG – Best Value Performance Indicator	Code of Practice for Social Landlords	BVPI 164	No	Yes	No	Yes
DCLG – Best Value Performance Indicator	Reporting of racial incidents	BVPI 174	1.15	3.42	0	0
DCLG – Best Value Performance Indicator	Percentage of incidents which resulted in further actions	BVPI 175	0%	0%	100%	100%

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Category	Performance Indicator	Source	2003/04 ACTUAL	2004/05 ACTUAL	2005/06 ACTUAL	2006/07 TARGET
<b>DCLG – Best Value Performance Indicator</b>	<b>Satisfaction rates:</b> Minority Ethnic Communities with the Council and its services	BVPI 74b	82%	82%	82%	84%
<b>DCLG – Best Value Performance Indicator</b>	Satisfaction of Minority Ethnic Communities	BVPI 75b	71%	71%	71%	73%
<b>DCLG – Best Value Performance Indicator</b>	Satisfaction of Minority Ethnic Communities	BVPI 75c	64%	64%	64%	66%
<b>DCLG – Best Value Performance Indicator</b>	<b>Workforce:</b> Percentage of top posts filled by women	BVPI 11a	11.20%	18.79%	32.39%	35.00%
<b>DCLG – Best Value Performance Indicator</b>	Percentage of top 5% posts filled by minority ethnic staff.	BVPI 11b	0%	0%	3.38%	3.52%
<b>DCLG – Best Value Performance Indicator</b>	Percentage of workforce that are disabled	BVPI 16b	13.57%	13.57%	13.57%	13.57%
<b>DCLG – Best Value Performance Indicator</b>	Percentage of the workforce from minority ethnic communities	BVPI 17a	0.61%	1.05%	1.30%	1.4%
<b>DCLG – Best Value Performance Indicator</b>	Percentage of earners filled by minority ethnic staff.	BVPI 17b	1.14%	1.14%	1.14%	1.14%

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## **The Council's Commitment to Equality and Diversity**

### **Our policy statement on equality and diversity**

#### **Why do we need a Race Equality Scheme?**

This document sets out our commitment to creating an environment in which everyone in North West Leicestershire can take a full part in the social, cultural and economic wealth of the district. It also sets out our commitment to promoting equality and diversity among our residents and staff. Our Race Equality Action Plan and Equal Opportunities Action Plan link directly to our Council Delivery Plan which sets out our priorities for action to improve the quality of life for everyone living and working within the district.(insert hyperlink to Council Delivery Plan 2006 – 2007)

#### **What are our aims?**

We want to see a strong community spirit and good race relations in North West Leicestershire.

We will endeavor to put in place a range of actions to get rid of prejudice, discrimination and victimisation within the communities we serve and our workforce. We will endeavor to develop and promote policies and systems, which make sure that the districts communities, and our workforce are not discriminated against or bullied for any reason, including reasons associated with their gender, age, ethnicity, disability, sexuality or religious belief.

#### **How will we deliver our commitment?**

We have committed ourselves to achieving Level 5 of the Equality Standard for Local Government by March 2010. This is a nationally - recognised framework which we will use to measure our progress in achieving equality and diversity on behalf of our community and workforce.

Our on-going commitment to Race Equality is to make sure that our existing services meet the varied and individual needs of people living and working in the district. We will endeavor to make sure that our employment practices (including recruiting, retention of staff, training, developing, appraising, promoting staff, and retirement) are accessible to everyone and that we will actively value and celebrate the wide variety of lifestyles and cultures within our district.

We welcome:

- the Equal Pay Act 1970;
- the Sex Discrimination Act 1975;
- the Race Relations Act 1976;

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the Race Relations (Amendment) Act 2000;  
the Disability Discrimination Act 1995;  
the Human Rights Act 1998;  
and  
the contribution of future equalities legislation to provide equal opportunities for everybody.

We are committed to providing high quality services, which everyone can access. Where appropriate, we will work through and with the Partnership for Improving North West Leicestershire (LSP) and other partners to provide services, which promote equality to all by:

- learning from good practice;
- consulting with and involving all sectors of our community on using this policy;
- providing accessible information and ways people can comment on all our services;
- carrying out Equality Impact Assessments of new and existing policies and practices to make sure that they will not discriminate against anyone;
- delivering services which are appropriate to the needs of the community;
- removing barriers which deny people access to our services;
- using our powers to make sure that organisations who provide services on our behalf work in line with this policy; and
- promoting an environment which gives all residents an equal chance to learn, work and live free of discrimination and prejudice.

We will put in place a range of actions in our Race Equalities Action Plan. These are aimed at tackling and reducing prejudice and celebrating diversity within our workforce by:

- developing a workforce which reflects at all levels, the community we serve;
- making sure that all employees and Councillors know the effects of this policy and provide appropriate training;
- making sure that all employees (and members of our communities) know about their rights of protection from discrimination, harassment or bullying;
- developing and promoting policies which give everyone equal access to employment and related opportunities;
- setting performance targets so that we can measure our progress.

Through feedback from “Listening Week”, from members of our community, service users and employees, each year we will monitor, review and evaluate the effectiveness of our employment and service-delivery policies and our Race Equalities Action Plan. If our monitoring reveals any gaps in our policies, we will take action to deal with this.

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## **Assessing and consulting on proposed policies**

We are constantly looking for ways to improve the delivery of services to local people. Sometimes the changes we wish to introduce may affect how people use that service or may disproportionately impact upon different groups in the community. That is why we plan undertake Equalities Impact Assessments of our policies and functions and consult carefully to ensure that we have a full understanding of the issues before implementing this change.

We will endeavor to undertake a consultation process before changes are introduced and any evidence of unequal impact will be sought. Consultation bodies will include, where appropriate, our partners, statutory and voluntary agencies and community organisations representing the interests of specific communities. Resident and Staff surveys are also undertaken to inform the provision of services and the impact of policies/functions.

We have a responsibility to look closely at everything we do to ensure that the residents of North West Leicestershire do not experience unlawful discrimination or barriers when trying to use and access our services. We know that sometimes discrimination can occur because of long-standing ways of doing things, which can make it difficult for people to contact us, for example, an individual's ability to attend an important public meeting during the evening because of a poor transport infrastructure or an individuals ability to communicate either verbally or orally etc.

We want to ensure that any person who does experience difficulty knows how to raise their concerns and assert their rights. We have a responsibility to take all complaints seriously, but just as importantly, we want to be proactive in finding out how we can improve our services by listening to the comments and ideas of local people, partner organisations and staff.

If we receive feedback that any of our services are not being fairly provided we will listen to any criticisms received and act upon them; provide clear information about where, and to whom customers should complain; use complaints to tackle inequalities and improve equality awareness in delivering our services.

We adopted and launched our corporate Service Standards; together with our feedback system "Have your Say" which sets out how to complain in writing, by telephone or email.

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## Assessing existing policies and functions

### ASSESSING EQUALITY IMPACT AND LIKELY OUTCOMES

The Race Relations Amendment Act (2000) requires that all policies and functions are tested for relevance against the Act at least once every three years. A list of all the Council's Policies and Functions is currently being reviewed and finalized.

For those policies and functions identified as having a **high relevance** to the Act, an **Equality Impact Assessment** of those policies and functions will be carried out during 2006 and onwards. An Equality Impact Assessment will also be carried out for all new Policies and Functions.

Building on the statutory requirement focused on race equality, the Council has decided that all current key equalities strands will be addressed through the Equality Impact Assessment process. These are Gender, Ethnicity, Disability, Age, Religious Belief and Sexual Orientation.

### EQUALITY IMPACT ASSESSMENT (EIA)

#### What do we mean by Equality Impact Assessments?

In North West Leicestershire, Equality Impact Assessments (EIA's) are a process of systematically exploring the potential for either a policy/strategy or function which may have an unequal impact (negative or positive) on a particular group or community, on employees, existing and potential service users or customers.

Policies/strategies or services that have been identified (through the "test of relevance") as highly relevant i.e. where there is a relatively high potential for unequal impact to occur, must be subject to an impact assessment. Also, as a matter of course, ***all new policies must be impact assessed before introduction.***

#### What do we mean by "Test of relevance"?

Once the council has identified all its policies and services, it is required to determine which policies and services have the most potential to create unequal impact, and those which are less likely to do so.

This is defined as the "**test of relevance**". Policies or services which are likely to have a higher relevance, are those which involve face to face contact, involve making decisions based on someone's individual characteristics or circumstances, are likely to have a significant impact on someone's life or wellbeing, or where there is a history or long-established pattern of unequal outcomes.

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Those policies and services that are assessed as being of high relevance will be assessed during the first year of this scheme.

## OVERVIEW OF THE PROCESS

The following sets out the three key stages in the overall process:

- 1 Once every three years a “test of relevance” is undertaken of all policies and functions.
- 2 An Equality Impact Assessment is carried out for each policy and function that are rated as “high” in the test of relevance above, and for any new Policies and Functions. These must be completed by May 2009.
- 3 Each completed Equality Impact Assessment will be made available in summary format via the Council’s web site, and made available for formal inspection. The more detailed version of the impact assessment will be available on request
- 4 Actions arising from each Equality Impact Assessment will be reflected in the Council’s Equality Action Plan, Directorate Service Plans or Service Delivery Plans (as appropriate).

## Publishing the results

We recognise the importance of not only communicating our clear commitment to equality and diversity but also the importance of keeping local people regularly informed of the progress being made and the outcomes being achieved. This includes opportunities for local people to take part in this work and help contribute to the improvements that the Council is seeking.

To help keep local people informed we will:

- Share results with designated consultation groups
- Report publicly to the relevant Scrutiny Panel every six months on progress with implementation of our Race Equality Scheme
- Publish information on our progress in local newspapers, and through “Vision” our council newsletter which is distributed to every household in the district.
- We will also publish information in our staff magazine, “Inner Vision” which goes to every member of staff.
- Produce a report of our progress against the Race Equality themes which are contained within the Race Equalities Action Plan and make this available on the council website and in all council owned buildings
- Publish information on the Council website about the Council’s work to progress its overall equalities agenda
- Ensure our reception centres are able to provide leaflets on Council services and information on new initiatives in community languages upon request
- Results of the EIA’s undertaken will be published on the Council’s Internet and

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Intranet website, with full details of the EIA's being provided upon request.

## **Public access to services and service information**

As a Council we are seeking ways to ensure that our services are fully accessible to all parts of the community in a way that ensures equality of opportunity. EIA's will highlight any factors that create adverse impact in the take-up of services and appropriate action will be taken to address this imbalance.

We recognise that some sections or groups of the community may not be able or have the opportunity in accessing information and we will continue to review our methods of communication to ensure that they are accessible to the whole community through our Corporate Communications Strategy.

As part of this scheme the Communications Team in partnership with other Council services will seek to increase awareness of the services available to residents and to improve communication with a range of diverse communities, including those that we have traditionally found hard to reach.

As a Council we are currently working to produce and adopt "Standards and Guidelines for Interpretation and Translation" to improve access and take-up of services for people who communicate in a language other than English or who have a sensory impairment, learning difficulty or limited reading ability.

## **Access to training**

All training will be undertaken within an equal opportunities environment and with regard to the Council's commitment to equal opportunities. This will be reflected in the selection of course participants, course material and the language and conduct of trainers and participants.

### **We will:**

- ensure that training material does not contain any biased assumptions
- ensure that language used is not racist, sexist, homophobic or offensive to disabled people
- take responsibility to positively promote equal opportunities in all course materials
- provide alternative language training materials where required

### **Access and Positive Action**

As a council we recognise that every employee has the need to acquire further knowledge, abilities and skills. To ensure that every employee is treated equally and fairly, access to and identification of training at North West Leicestershire is linked to the

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councils newly implemented Performance and Development Scheme (PAD's).

## **Evaluation of Training**

All training courses will be evaluated using feedback from attendees and this will be used to inform future training and development programmes.

Following each course delegates will meet with their line manager to discuss the learning event and how this could be transferred back into the workplace.

## **People with dependant responsibilities**

The starting and finishing time of courses are and will be selected to enable the fullest amount of training to take place in the time available. We appreciate the course programme times can sometimes cause problems for participants, particularly those with either child care or other care responsibilities. We will endeavor to provide advanced notice of course arrangements to allow staff to make alternative plans for the duration of the course.

## **Training staff on equalities issues**

We have made a commitment to train staff in connection with the General and Specific Duties, as required by the Race Relations (Amendment) Act, and on other equality and diversity issues. Equalities issues are built into all training programmes including induction

Training programmes will include:

- Compulsory Equalities training for all staff, through and as part of the induction process
- Compulsory Equalities training for all staff with staff management responsibilities which will include the General and Specific Duties set out in the Race Relations (Amendment) Act, this will also include those staff who undertake recruitment
- Compulsory Equalities training for all Elected Members as part of their Development Programme
- Equality Impact Assessments – to be able to identify policies and procedures that need to be addressed, carry out Impact Assessments and report on results
- Responses to Complaints and Investigating Complaints - enable staff to offer a new approach and follow best practice when responding to and investigating complaints

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## Communicating with staff

It is important that our staff understand the Council's priority in addressing and promoting equality in the workplace and in service delivery. There is clearly a role for every member of staff in helping to tackle discrimination where it exists and playing a proactive role in promoting social inclusion and equality in the workplace and in the way services are delivered for local people.

We will keep our staff informed through:

- team meetings
- sharing our plans through our equality and diversity training and awareness courses
- through our staff magazine "Inner Vision"
- through the Council's Intranet
- undertaking internal surveys of our staff
- consultation with Trade Unions

## Staff Monitoring

The RR(A)A places a particular duty on us with respect to employment of our staff. The main focus is to make sure that all ethnic groups are able to take advantage of opportunities when seeking employment with the Council.

In order to meet our duties under the RR(A)A and ensure that no group is disadvantaged in applying and undertaking employment the Council's Human Resources team currently monitors the workforce by :

- number of employees by ethnic groups,
- number of employees in each pay band,
- number of employees by gender
- by job applicants – initial applicants for the post

The Human Resources Team will continue to monitor and analyse any patterns of inequality that are shown through their monitoring processes. They will take the appropriate steps required i.e take Positive Action when recruiting to ensure that no particular ethnic group is unjustifiably under-represented in its workforce.

## Procurement

The Council's Procurement Group is currently piloting a Pre-Qualification Questionnaire, which includes a requirement for Equality compliance. In addition to this, the Council has revised its processes and procedures for buying services. The revision of these processes and procedures means that the Council can ensure all its services are delivered in a non-discriminatory manner.

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## Race Equality Action Plan

<b>Theme 1: Making sure the Race Equality Policy is put into practice</b>				
Purpose: To ensure compliance with the General Duty (to eliminate unlawful racial discrimination; to promote equality of opportunity; and to promote good relations between people of different racial groups by ensuring that race equality is mainstreamed into all policies, functions and procedures of the Council)				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
To implement the Race Equality Scheme	Policy and Performance Officer with Stronger CAT members	Prepare action plan(s) to review functions, policies and procedures, and all other elements of the Scheme  Completion of action plan(s)	Increased awareness of race equality across the Council	April 2006 onwards
To provide assistance in the implementation of the Scheme at a corporate and service level	Strong CAT members	Guidelines and advice to be developed and disseminated through the Strong CAT	Increased awareness of race equality and the implementation of the Race Equality Scheme	September 2006 onwards
Raise the standard of race equality across the Council	Policy and Performance Officer with Stronger CAT members	Strong CAT and the Performance Monitoring Board Group to scrutinise our race equality work  The Scheme will be reviewed every 3 years	More effective and responsive race equality policies and schemes across the Council  Revised Scheme	Annual assessment and monitoring by the Policy Review and Development Board  Annual assessment with full review in 2009

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<b>Theme 1: Making sure the Race Equality Policy is put into practice</b>				
Purpose: To ensure compliance with the General Duty (to eliminate unlawful racial discrimination; to promote equality of opportunity; and to promote good relations between people of different racial groups by ensuring that race equality is mainstreamed into all policies, functions and procedures of the Council)				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
.			Continued updates to the Scheme	Ongoing with setting of annual improvement targets
To continue working in partnership with the North West Leicestershire Partnership in Safer Communities in monitoring complaints of a racist nature	NWL Partnership in Safer Communities & Policy and Performance Officer	Monitor the number of racist incidents within North West Leicestershire annually	Figures inform future decision-making	Annual outturns reported
To raise public awareness of the Scheme	NWL Partnership in Safer Communities & Policy and Performance Officer	Scheme made available via the Council's website and other key places	Increased awareness of the Council's commitment to eliminate discrimination	April 2006 onwards

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<b>Theme 2: Identifying Relevant Functions and Policies</b>				
Purpose: To give appropriate priority to the promotion of race equality when carrying out functions and policies				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
To comply with the General Duty of the Race Relations (Amendment) Act 2000	Policy and Performance Officer	To review all the functions and policies of the Council according to the Code of Practice on the duty to promote Race Equality	Application of the Policy across all service areas	September 2006 onwards
		All functions and policies are reviewed as per the timetable	All new policies/functions reviewed	Three yearly review in 2009

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<b>Theme 3: Assessing and consulting on the likely impact of proposed policies</b>				
Purpose: To determine how policies, functions and procedures affect different racial groups (in service delivery and employment) and whether they are having an adverse impact on some groups or individuals				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
Inform all Heads of Service and Managers of the need to capture data necessary for long term impact to be assessed	Policy and Performance Officer	A monitoring form is produced and adopted	Data is monitored in a consistent manner throughout the Council	April 2007 onwards
To ensure that arrangements are made to monitor any adverse impact on the promotion of race equality		Ongoing appropriate consultation and an evaluation of their effectiveness in supporting objectives	Corporate baseline statistics established	August 2007 onwards
To ensure the consistent use of the monitoring procedure	Policy and Performance Officer with Stronger CAT members	The monitoring form will be used in conjunction with any applications to the Council for a service, job vacancy, and customer satisfaction surveys	Service delivery is more able to meet the needs of the service users	August 2007 onwards
Continue to monitor complaints of a racist nature	Head of Neighbourhood & Communities with Policy and Performance Officer	Continue to work in partnership with our communities and Partners	It is anticipated that the level of reported racist incidents will rise due to a more accessible procedure	April 2007 onwards

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<b>Theme 3: Assessing and consulting on the likely impact of proposed policies</b>				
Purpose: To determine how policies, functions and procedures affect different racial groups (in service delivery and employment) and whether they are having an adverse impact on some groups or individuals				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
		Rescope and train NWLeics officers and Partners to deal with racist complaints		
Incorporation of Race Equality Policy considerations within corporate service planning guidelines	Policy and Performance Officer with Stronger CAT members	Work towards standardising service planning guidelines across the Council through the SMART plan process	Improved service delivery by development of local targets and outcomes within services	September 2006 onwards

# DRAFT 3.3

<b>Theme 4: Monitoring Council policies for adverse impact</b>				
Purpose: To build race equality into the policy-making process, and to make that process clear, open and inclusive				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
<p>To assess the likely impact of proposed policies on the promotion of race equality.</p> <p>To aid assessment of impact of current functions and policies on different racial groups</p>	Policy and Performance Officer with Heads of Service & Managers	Services should continue to use existing consultation mechanisms but ensure inclusion of ethnic minority opinion / input	Qualitative research is provided to identify likely, and existing impact, on race equality	January 2007 and ongoing
Guidelines and training for undertaking Equality Impact Assessments	Policy and Performance Officer	<p>Develop guidelines for drawing out race equality issues considered as part of the Equality Impact Assessments, in keeping with requirements for Race Equality Policy impact assessments</p> <p>Training designed to disseminate this information to officers completing Equality Impact Assessments</p>	Guidelines developed and training available as per project timetable	December 2006 and ongoing

# DRAFT 3.3

<b>Theme 4: Monitoring Council policies for adverse impact</b>				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
Annual monitoring of adverse impacts identified in Equality Impact Assessments and other feedback mechanisms	Policy and Performance Officer	<p>Collection of adverse impact information considered by each service area across the authority</p> <p>Compilation of information and consideration of impact on council service delivery</p>	Annual monitoring report to be produced	End of financial year

# DRAFT 3.3

<b>Theme 5: Publishing the results of assessments, consultation and monitoring</b>				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
Identification of information required to be publicly available	Policy and Performance Officer with HoS as appropriate	Advice given to services on what information needs to be available in accessible formats for public information	Information made available	April 2007
Development of staff guidance on how to produce accessible information	Policy and Performance Officer with HoS as appropriate	Develop guidelines for services to follow in producing accessible information	Service information easily accessible across the authority	December 2006 onwards
To identify arrangements for publishing results of assessments, consultations and monitoring	Policy and Performance Officer with Communication Team	Results are published using a variety of media and formats: internet, intranet, reports and newsletters	Publicly available record of progress	April 2007 and on-going
Development of staff guidance on using accessible communication channels	Policy and Performance Officer with Communication Team	The identification of appropriate communication channels for different community groups undertaken through various consultation mechanisms	Maintenance and development of communication channels between the public and the council	September 2006

# DRAFT 3.3

<b>Theme 5: Publishing the results of assessments, consultation and monitoring</b>				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
User satisfaction consultation and monitoring	Head of Communication & HoS	Annual consultation and monitoring of community representatives on effectiveness of communication channels and accessibility of information	Increased accessibility of information across the district	September 2006 and on-going
Dissemination of staff guidelines on specific cultural and communication needs of different ethnic communities across the district	Policy and Performance Officer with Strong CAT members	Compilation of information available within the Council on customer care and service needs and production of guidelines disseminated to staff	Staff guidance to increase the accessibility of information for our customers	May 2007 onwards

## DRAFT 3.3

### **Theme 6: Making sure the public have access to Council information and services**

Purpose: To ensure that people from ethnic minorities know about particular services; encourage people to use services; remove the barriers to accessing services, so that services are equally available to everyone in the community

<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
To identify service needs of ethnic minority people, and barriers to accessing services	All	Use consultation and monitoring arrangements and other available means to identify need	Increased satisfaction levels	September 2006 and on-going
To provide information in accessible format	Policy and Performance Officer with HoS	Ensure that all staff who have contact with the public are aware of procedures to accommodate people with language and accessibility needs	A greater take up of service or satisfaction with the service provided, revealed by future consultation	April 2006 and on-going

# DRAFT 3.3

<b>Theme 7: Employment duties – monitoring employment</b>				
Purpose: Information from monitoring will be used to develop schemes (if required) to lead a workforce that further represents the profile of the community of North West Leicestershire				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
Annual employment monitoring	HR Manager	Annual reporting and dissemination of employment monitoring information	Produce annual employment trends and develop action plans arising from trend analysis	By end of April financial year – annual report
To minimise any possible discrimination in the workforce	HR Manager	Implement and develop existing monitoring practices by including: <ul style="list-style-type: none"> <li>• Training application</li> <li>• Training nomination</li> <li>• Harassment and discrimination complaints</li> <li>• Grievances</li> <li>• Disciplinary proceedings and decisions made</li> <li>• Exit interviews</li> </ul>	Results used to inform the recruitment and selection process  Publish staff profile annually	By end of April financial year – annual report
To eliminate any possible discrimination in the recruitment and selection process	HR Manager	Implement and develop existing monitoring practices and training provision for recruiters  Implement and develop procedure to	Equality of opportunity throughout the entire recruitment process  Leading to an increase in the	April 2006 and on-going

# DRAFT 3.3

<b>Theme 7: Employment duties – monitoring employment</b>				
Purpose: Information from monitoring will be used to develop schemes (if required) to lead a workforce that further represents the profile of the community of North West Leicestershire				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
		enable monitoring and undertake statistical analysis	representation of minority ethnic employees	
Engage community and consultation groups in the development of approaches for increasing workforce representation	HR Manager	Develop and maintain existing consultation mechanisms to discuss how to improve, increase and retain the representation of minority ethnic employees within the Council	Long-term increase in minority ethnic representation in the Council's workforce	April 2006 and on-going
Engage with the community and district political parties in the development of approaches for increasing elected member representation	Administration Manager with HR Manager	Develop and maintain existing consultation mechanisms to discuss how to improve, increase and retain the representation of elected members  Implement and develop existing monitoring practices and procedures	Increase in number of elected member representation  Produce and publish annual elected member profile	May 2007 and onwards

# DRAFT 3.3

<b>Theme 8: Training Staff and Elected Members</b>				
Purpose: To ensure that employees working in this area have the skills they need to ensure that the council continues to meet the general duty to promote race equality				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
To incorporate the requirements of the Race Equality Scheme into current training programmes	HR Manager & Policy and Performance Officer	Ensure trainers (external and internal) include where appropriate Race Awareness training  Monitor training programmes	Training reflects the requirements of the Race Equality Scheme  Annual statistics for race related training of staff	September 2006 onwards
To ensure that employees have the relevant information about the Policy appropriate to their post	HR Manager, Policy and Performance Officer with HoS	Managers to cascade information and arrange with the Policy and Performance Officer appropriate training	To raise awareness of the Race Relations (Amendment) Act requirements.	September 2006 onwards
To ensure that elected members training is delivered in order that they understand the requirements contained within the Policy	Administration Manager & Policy and Performance Officer	Arrange with the Policy and Performance Officer appropriate Race Awareness training  Ensure appropriate training is included within the Member Development Framework	To raise awareness of the Race Relations (Amendment) Act requirements.	May 2007 and onwards

# DRAFT 3.3

<b>Theme 8: Training Staff and Elected Members</b>				
Purpose: To ensure that employees working in this area have the skills they need to ensure that the council continues to meet the general duty to promote race equality				
<b>Objective</b>	<b>Responsible Officer</b>	<b>Action</b>	<b>Outcome/PI</b>	<b>Timescale</b>
To ensure that training remains relevant and of a high standard	Policy and Performance Officer	Develop a robust evaluation system for use for each training session or service area as appropriate	Training continues to meet the needs of all employees and elected members, whilst remaining of a high standard	September 2006 onwards
Continual update and dissemination of staff guidelines on new race equality legislation	HR Manager & Policy and Performance Officer	Compilation of existing information available within the Council and production of up-to-date guidelines made available on the intranet	Increased awareness amongst all employees and elected members of legislative requirements.  Employees and elected members made aware when new legislation is passed	September 2006 onwards

# DRAFT 3.3

## **APPENDIX**

- 1 Key Demographic facts about North West Leicestershire
- 2 North West Leicestershire District Council – List of Services
- 3 Glossary of Terms

# DRAFT 3.3

## APPENDIX 1

### Demographic and Key Facts about North West Leicestershire Communities

<b>Area</b>	27,933 hectares and shares borders with Hinckley and Bosworth, Charnwood, Rushcliffe, Erewash, South Derbyshire, Lichfield and North Warwickshire District Councils.
<b>Population of District:</b>	87,461(ONS mid-year 2003 estimate)
	19.6% of the population are under 16 years
	19.3% of the population are of pension age
<b>Staffing:</b>	504.84 full time employees 1% of local authority employees are of ethnic minority origins
<b>Members:</b>	The political make up for the Council is currently Labour Party (21 members) Conservative (12 members) Liberal Democrat (3 members) Independent (2 members)

The largest proportion of the population live in the larger settlements of Coalville (32,987 people), Ashby (13,049 people) Castle Donnington (6,086 people) and Ibstock (5621 people)

# DRAFT 3.3

<b>Table 1: Ethnic groups in North West Leicestershire</b>																
All people	White			Mixed				Asian or Asian British				Black or Black British			Chinese or other Ethnic group	
	British	Irish	Other White	White and Black Caribbean	White and Black African	White and Asian	Other Mixed	Indian	Pakistani	Bangladeshi	Other Asian	Black Caribbean	Black African	Other Black	Chinese	Other Ethnic Group
85,503	83,256	460	742	159	40	124	97	294	20	3	34	45	29	5	109	86
	97.37%	0.54%	0.87%	0.19%	0.05%	0.15%	0.11%	0.34%	0.02%	0.00%	0.04%	0.05%	0.03%	0.01%	0.13%	0.10%

(Source: 2001 Census Key Statistics)

The 2001 Census (Table 2 below) provides the most comprehensive information on ethnic groups in North West Leicestershire. Through the census 66,835 people identified themselves as Christian. The largest non-Christian group is Hindu (0.2%) although a large minority (over 21%) stated that they had no religion, or did not state their religion.

<b>Table 2: Religion in North West Leicestershire</b>								
All people	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	No religion or religion not stated
85,503	66,835	89	170	47	112	75	179	17,996
	78.17%	0.10%	0.20%	0.05%	0.13%	0.09%	0.21%	21.05%

(Source: 2001 Census Key Statistics)

## Ethnicity by ward

The highest Minority ethnic population within the district are located in Ashby Castle and Bardon (4.2% and 4.5 % respectively). However the largest BME communities are located in Castle Donnington ward (77 Irish and 66 Other White), Ashby Holywell (65 Other White and 37 Irish) and Measham (64 Other White and 32)

# DRAFT 3.3

## APPENDIX 2

### LIST OF SERVICES

CHIEF EXECUTIVE									
Human Resources									
Main "corporate " point of contact for external organisation									
Director of Resources		Director of Community			Director of Environment			Director of Performance	
Head of Legal & Democratic	Head of Finance	Head of Housing	Head of Neighborhoods & Community	Head of Leisure & Culture	Head of Planning & Development	Head of Street Management	Head of Environmental Health	Head of Policy & Performance	Head of Communications
Legal Services	Accountancy	Housing Stock	<b>Community Safety</b>	Leisure Facilities	Building Control	Refuse Collection	Pollution Control	Risk and Civil Contingencies	Communication Advice & Planning
Administration	Information Technology	Housing Maintenance	<b>Anti-Social Behavior</b>	Sports & Recreational Facilities	Development Control	Recycling	Public Health	Health and Safety	Media Management
Elections and Electoral Register	<b>Revenues and Benefits –</b> NDR Council Tax collection Cash Office	Tenancy & Estate Management	<b>Social Inclusion</b>	Arts, Heritage and Tourism	Development Planning (Land Use & Transportation)	Trade waste	Occupational Health & Safety	Performance Monitoring and Management	Public Relations
Monitoring Officer	Rent Collection	Tenant Involvement	Priority Neighbourhood Management	Events Information	Street Naming	Street Cleansing	Environmental Protection	Equalities and Diversity	Corporate Publications
<b>Committee Services</b>	<b>Financial Planning</b>	Allocations	Community Development	Sports Development	Economic Development	Grounds Maintenance	Private Sector Housing	CPA Inspection	Internet & Intranet Management
<b>Member Services</b>	<b>151 Officer</b>	Homelessness	Community Grants	Youth & Play Development	Business Development	Land Drainage	Pest Control	Business Continuity	Printing & Design
		Planned Maintenance		Community Health and Fitness	Area Regeneration	Street Furniture	Animal Welfare	Local Strategic Partnership	Brand Management
	<b>Data Protection</b>			Museums	Flood Alleviation	Cemeteries	Licensing	Local Area Agreements	Reception
				Countryside		Coalville Market		Business Process Improvement	
						Car Parking		Scrutiny	
						CCTV maintenance		Project Management	
						Enforcement			
						Fleet Management			
						Parks & Open Spaces			
<b>Audit</b>								Corporate Customer Service Manager	
								Customer Services Programme Manager	

# DRAFT 3.3

## APPENDIX 3

### GLOSSARY OF TERMS USED OR HEARD

#### **Adverse Impact**

There is a significant difference in patterns of representation or outcomes between different sections of the community with the difference amounting to a detriment for some people.

#### **A Service**

Represents a collection of council activities, which have a common and clearly defined purpose. This can be defined in terms of our statutory duties and powers, or the organisational structures that the council has chosen to adopt. The term includes services, which are directed internally such as human resources and accountancy, as well as front-line services e.g. council tax, leisure centres, community development.

#### **Discrimination**

Unfair treatment as a result of prejudice. It can be intentional or unintentional, regardless, it is less favourable treatment.

#### **Direct Discrimination**

Under the Sex and Race legislation direct discrimination means treating a person less favourably than another, purely on the grounds of sex, race, gender reassignment or disability. For example not offering a person a job because she is a woman, refusing to promote a person because he is black, a landlord advertising a rented flat with a clause that disabled people can not apply.

#### **Indirect Discrimination**

This can happen when an apparently neutral provision, criterion or practice would put persons from a particular group at a disadvantage compared with other persons, unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary. An example of this is inflexible working hours that would limit parents with child care responsibilities being able to apply for a particular job

# DRAFT 3.3

## **Diversity**

Diversity refers to all of the different things that make up our local community, recognising that difference is good and celebrating the diversity of people, practices, activities, understandings, backgrounds and more.

## **Equality**

This ensures everyone is treated equally when accessing services or as employees or councillors. It is not about treating everyone as the same, but about recognising the difference and ensuring people or groups have equal opportunity in their dealings with the Council.

## **Equality Monitoring**

The process of collecting and analysing data about residents' backgrounds, linking this data and analysis with the planning and implementation of policies and measuring how far we are achieving our aims.

## **Equality Impact Assessment**

An assessment of policies, procedures and functions to make sure the Council does not discriminate and that it promotes equality. It involves anticipating the effects of decisions on different sections of the community so that where negative effects are found, action is taken to avoid them and promote equality.

## **Mainstreaming**

Building equality and diversity into everyday work so that it is integral rather than additional.

## **Policies**

Policies are the sets of principles or criteria that define the ways in which an organisation carries out its role or functions and meets its duties.

## **Positive Action**

The deliberate introduction of measures to eliminate or reduce discrimination. An example of this would be if disabled people were under represented in management positions; training could be set up for senior managers to educate them on how effective and capable our disabled community is and that they therefore shouldn't be discounted because of a negative perception.

Positive action is not about treating one group of people more favourably than another. When this happens it is known as , positive discrimination, which is illegal in the UK

# DRAFT 3.3

## **Prejudice**

An opinion or belief that is not based on facts, but on some preconceived irrational feeling. Prejudice can manifest as, among other things, bigotry, bias and dislike. If acted upon, prejudice becomes discrimination.

## **Racial/Ethnic Group**

A group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins.

## **Stereotyping**

A stereotype is a simplified mental picture of an individual or group of people who share certain characteristics or qualities. The term is often used in a negative sense.

## **Victimisation**

When a person has been treated less favourably than another person because:

- They have made allegations of race, sex or disability discrimination or unequal pay. It does not matter if the allegations are not true, providing they were made in good faith.
- It is known that he or she intends to bring a case under equality legislation.
- He or she has given evidence in such a case.

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