

Ref	Action	Progress
CA5	Revise service planning framework and self-assessment	The Service planning framework review did not encompass Race Equality issues. This will be picked up in the next corporate review, a timetable for which is yet to be determined.
CA8a	Review the formal complaints procedure to ensure that all explicit race harassment and victimisation complaints are accelerated into the formal procedure	The formal complaints procedure has been revised. It is now a requirement that all complaints of a racial nature are accelerated into the formal procedure. The Race Equality Development Officer is providing briefing/awareness raising sessions for Directorate/Department Complaints Officers.
CA8b	Ensure a unique identifier for complaints relating to racial discrimination	Evaluation of the pilot of the Racial Harassment Form is underway. A bid for funding for the rollout of the form will be made in January 2004
CA8c	Report on findings quarterly to the Steering Group and ensure appropriate corrective action	No official complaints have been made to the Council with regard to racism. Ethnicity Monitoring on complaints has revealed that similarly nobody who has complained has identified themselves as being Black or Minority Ethnic. Anecdotal evidence from the Race Equality Partnership indicates that individuals do wish to complain about incidents which are perceived as racist. With this in mind, linkages between the Race Relations Development Officer and Directorate Complaints Officers will be augmented.
C2	Identify community groups for consultation purposes	<p>Constructive, ongoing consultation has been undertaken with Herefordshire Communities Against Racism (CAR) Group by the Head of Policy and Communication, Policy Assistant and Graduate placement.</p> <p>Further meetings are planned to establish CAR groups in Ledbury and Leominster. This work is being undertaken with Herefordshire Race Equality Partnership.</p>
ET2b	Report on the findings of statistics in relation to ET2a above in line with the requirements of the Race Equality Scheme	A report will be presented to Chief Executives Management Team during January 2004 detailing the results of workforce analysis.
ET8	Develop support networks for minority ethnic staff	Communication through Core News has enabled a staff group to be set up. There have been two meetings to date