




PROGRESS AGAINST OUR ACTIONS




	No progress made on action
	Action completed but outside of timescale
	Action completed within timescale






COUNCIL-WIDE ACTIVITIES

- To ensure that all Councillors, Council employees and those working with or for the Council understand their responsibility for implementing equalities, the standards of behaviour required by the Council and the consequences of unacceptable behaviour.*

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Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
CA2	Undertake research into minority ethnic residents within Herefordshire	An understanding of the spread of minority ethnic residents in Herefordshire	September 2004 Interim report December 2003	Interim Report received. Final Report expected September 2004		
CA3	Introduce amendments to policy development process and Forward Plan	A mainstreaming of race equality considerations into decision making	February 2004	Impact Assessment process agreed, but not yet implemented		Broader diversity impact assessments to be undertaken.
CA4a	Identify priority services based on new impact assessment .	An appreciation of those services having the greatest impact on and relevance to minority ethnic residents	February 2004. In the interim priorities will be set by Customer Top 10 group as these			

Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
		minority ethnic residents	are the recognised customer interfaces			
CA4b	Develop and oversee the implementation of monitoring procedures for all priority services	A better alignment of services to the needs of Herefordshire's residents	June 2004 Monitoring pilot April-Dec 2003, main rollout dependent upon the results of new impact assessment			Awaiting impact assessment results
CA5	Revise business planning framework and self-assessment	A mainstreaming of race equality considerations into service planning and delivery	September 2003			Action Plan to be revised. New target September 04
CA6	Undertake further assessment of functions and policies	An up to date and robust approach to race equality	May 2006			
CA7a	Provide equality training for all Council Members	A better approach to the promotion of equality, good race relations and elimination of discrimination	March 2004 Introductory event October 2003	Council Members received diversity training in January 2004		
CA7b	Provide equality training for Cabinet and Strategic Monitoring Committee	A more focused implementation and scrutiny of the Council's approach to race equality	April 2004 (As Above)			
CA8a	Review the formal complaints procedure to ensure that all explicit race harassment and victimisation complaints are	A commitment to confronting and dealing with explicit racism within Herefordshire	September 2003	Policy procedure revised		

Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
	accelerated into the formal procedure					
CA8b	Ensure a unique identifier for complaints relating to racial discrimination	A better appreciation of the number and scale of complaints of racial discrimination against the Council	December 2003 May to November 2003	The pilot of the form has been completed.		No complaints were received utilising the form
CA8c	Report on findings quarterly to the Steering Group and ensure appropriate corrective action	A mainstreaming of race equality considerations into service delivery	December 2003 (first report)		/	
CA9	Publish annual report on the implementation of the Scheme	A greater awareness of what the Council has achieved in relation to the Scheme and its Action Plan over the year	May 2004		/	
CA10	Ensure that Race Equality Implications are considered in the Council's approach to procurement	Ensure that Race Equality considerations are an important factor when securing goods and services from external suppliers	February 2004		/	To be addressed as part of the current procurement review. Appropriate element contained in contract with Herefordshire Jarvis Services



SERVICE SPECIFIC ACTIVITIES

- To eliminate barriers for anyone who needs or wishes to access services delivered by the Council, including barriers relating to affordability, language, accessibility, culture and attitude.

Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
SA1	Develop and Implement formal monitoring of priority services in each Directorate/Department	A better alignment of services to the needs of Herefordshire's residents	March 2004			To be addressed through impact assessments and revised service planning guidelines






CONSULTATION



- *To consult with the community, including its own employees, to ensure that people take part in identifying needs and allocating resources to meet those needs.*





Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
C1	Refine policy development process	A mainstreaming of race equality considerations into key decision making	March 2004			
C2	Identify community groups for consultation purposes	The direct involvement of minority ethnic people in Council planning and decisions	December 2003	The Communities Against Racism group is being used for consultation purposes.		

EMPLOYMENT AND TRAINING

- To ensure that everyone is treated fairly in recruitment to, and employment with, the Council.
- To understand customers' needs by reflecting the diversity of the local community (such as ethnic origin, gender, age, disability, etc) in the workforce.

Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
ET1a	Further review of ethnic press to advertise Council vacancies	Promotion of equality	May 2004	Reviewed but no further action taken due to cost implications	/	
ET1b	Analyse how easy the Council makes employment opportunities available	Promotion of equality	September 2004			
ET2a	Review equality monitoring systems for employment to cover					
	Recruitment and selection	A fair treatment for all applicants	April 2004			
	Staff employed	A fair treatment of all staff employed	April 2004			Staff opinion survey has identified areas for improvement
	Access to training opportunities		April 2004			
	Staff involved in grievance processes	A fair treatment of all staff employed	April 2004			
	Staff involved in disciplinary processes					
	Staff involved in harassment and bullying complaints					

Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
	Staff who benefit or suffer detriment from performance assessment procedures					
	Staff turnover statistics	A fair treatment of all staff employed	April 2004			
ET2b	Report on the findings of statistics in relation to ET2a above in line with the requirements of the Race Equality Scheme	An equality balance with the wider economically active population	October 2003 (first report)			
ET3a	Revise Staff Review and Development scheme to ensure that equality training is highlighted as part of the annual process	A mainstreaming of equality considerations into employee development	March 2004			
ET3b	Revise policies to ensure that they comply with the equality statement including, for example, recruitment and selection, equal opportunities in employment, disciplinary procedures, grievance procedure and harassment and bullying procedure	A better promotion of equality and elimination of discrimination	May 2004			
ET4b	All new starters to receive equality training as part of central induction	A better promotion of equality and elimination of discrimination	September 2004			

Ref	What we will do...	To achieve...	By when...	Achievement	Indicator	Notes
ET4c	Training for each member of the Managers' Forum	A strategic management and mainstreaming of race equality implementation	January 2004			
ET4d	Training for all Complaints Officers	A mainstreaming of race equality issues into service delivery	June 2004			The Diversity Training timetable has been hindered due to the Training Consultant being off sick.
ET5	Incorporate diversity training workshop into the generic skills training programme – run two modules	A better promotion of equality and elimination of discrimination	April 2004			The Diversity Training timetable has been hindered due to the Training Consultant being off sick.
ET7	All managers to take a proactive approach to eliminating racist jokes and inappropriate comments/behaviour	A better promotion of equality and elimination of discrimination	March 2005			Staff opinion survey has highlighted areas for improvement
ET8	Develop support networks for minority ethnic staff	A better promotion of equality and elimination of discrimination	December 2003 Levels of interest being sought through Core News September 2003	The Staff Group has been set up and has been meeting monthly since October.		Further work is required to support and maximise the benefit of this group for staff and the Council