





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.

| 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. |  | Currently waiting for the final version of the report to be agreed |
| CA3 | Introduce amendments to policy development process and Forward Plan | A mainstreaming of race equality considerations into decision making | March 2005 | Year One Impact Assessment is required to be completed by 28 th February 2005 | | Broader diversity impact assessments to be undertaken over the next 3 years and to be completed by 2007. |
| 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 | April/May 2005 | | | Year 1 services are to be assessed by 28 February 2005 |
| CA4b | Develop and oversee the implementation of | A better alignment of services to the needs of | | | | Awaiting the Year One Impact Assessment results |

| Ref | What we will do... | To achieve... | By when... | Achievement | Indicator | Notes |
|------|---|---|--|--|-----------|--|
| | the implementation of monitoring procedures for all priority services | services to the needs of Herefordshire's residents | June 2005 | | | Assessments results |
| CA5 | Revise business planning framework and self-assessment | A mainstreaming of race equality considerations into service planning and delivery | April/May 2005 | | | Awaiting the Year One Impact Assessments results. |
| CA6 | Undertake further assessment of functions and policies | An up to date and robust approach to race equality | May 2007 | | | The full Impact Assessment |
| 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 the Diversity training in January 2004. | 😊 | Council leaders are committed to further training |
| 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 accelerated into the formal procedure | A commitment to confronting and dealing with explicit racism within Herefordshire | December 2004 | Policy procedure is to be revised | | The procedure is currently under review |
| CA8b | Ensure a unique identifier for complaints relating to racial discrimination | A better appreciation of the number and scale of complaints of racial discrimination | December 2003 | The pilot of the form has been completed. | 😊 | No complaints were received utilising the form Complaints system is currently |

| Ref | What we will do... | To achieve... | By when... | Achievement | Indicator | Notes |
|------|--|---|------------------------------------|---|-----------|--|
| | racial discrimination | against the Council | May to November 2003 | | | under review |
| 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 | July 2004 | The report went to Cabinet in July 2004 | ☺ | The report is available on the Council's website. |
| 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 strategy review. Appropriate element is contained in contract with Herefordshire Jarvis Services Awaiting consideration by Cabinet |
| CA11 | To adopt a corporate approach to translation and interpreting services provision | Ensure that ethnic minorities have an equal access to all Council services | January 2005 | | | October edition of Herefordshire Matters was translated into Russian, Portuguese and Spanish. Draft contracts have been drawn up for the provision of services and monitoring processes are being developed |
| CA12 | To identify internal employees who speak other than English language | To enable a quicker response to the translation and interpreting requests | December 2004 | | ☺ | |
| CA13 | Review the Race Equality Scheme and develop an action | An up to date scheme reflecting the needs of ethnic minorities, which | March 2005 (statutory requirement) | | | The scheme is currently under review |

| Ref | What we will do... | To achieve... | By when... | Achievement | Indicator | Notes |
|------|---|--|---|-------------|-----------|--|
| | plan for 2005-2008 | promotes racial harmony | | | | |
| CA14 | Contribute to the organisation of the Holocaust Memorial Day 2005 | To promote diversity and race equality amongst the local communities | Exhibition – January 2005 Conference – June 2005 | | | Herefordshire Council supported the event The event will be organised through the Herefordshire Equality Partnership. |
| CA15 | Ensure that BVPI's 174 and 175 are met | To encourage reporting of racially motivated complaints, ensure accurate recording, reporting and that appropriate action is taken | March 2005 | | | The complaints system is under review |

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 | April/May 2005 | | | To be addressed through impact assessments and revised service planning guidelines |
| SA2 | Include Race Equality considerations in the Council's Licensing Policy | Ensure that Race Equality implications are considered | December 2004 | | 😊 | The draft policy includes consideration of race equality issues. |
| SA3 | To review the Council's Travellers` Policy and make appropriate recommendations | To ensure a better provision of services to Travellers | January 2005 | | | Review underway |
| SA4 | To appoint a Traveller Liaison Officer | A further development of Council's services to Travellers | Early 2005 | | | |

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 | | ☹ | Race Equality issues are reflected in Staff Opinion Survey (SOS) and Community Safety Survey. The SOS 2004 will be analysed by December 2004. Impact assessment process is underway and the Draft Corporate Plan has regard to race equalities issues. |
| 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, Herefordshire Voice and Herefordshire Council's Race Equality Staff groups are being used for consultation purposes. | ☺ | The Herefordshire Voice represents the ethnic make up of local population |

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 | The report was submitted to CXMT August 2004 | ☺ | |
| ET2a | Review equality monitoring systems for employment to cover | | | | | |
| | Recruitment and selection | A fair treatment for all applicants | April 2004 | | ☹ | The recruitment and selection policy was reviewed. The report was submitted to CXMT in November 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 | | ☺ | |

| Ref | What we will do... | To achieve... | By when... | Achievement | Indicator | Notes |
|------|--|--|-----------------------------|---|-----------|-------|
| | Staff involved in disciplinary processes | | | | | |
| | Staff involved in harassment and bullying complaints | | | | | |
| | 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 | A better promotion of equality and elimination of discrimination | May 2004 | Policies have been revised. Grievance and Discipline Policies are awaiting to be agreed. | ☺ | |

| Ref | What we will do... | To achieve... | By when... | Achievement | Indicator | Notes |
|------|--|--|----------------------|-------------|-----------|--|
| | employment, disciplinary procedures, grievance procedure and harassment and bullying procedure | | | | | |
| ET4b | All new starters to receive equality training as part of central induction | A better promotion of equality and elimination of discrimination | September 2004 | | ☺ | |
| 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 | March 2005 | | ☹ | The Complaints Officers will receive the relevant training before March 2005 |
| 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 - ongoing | | ☺ | Managers` Forum attendees received the Diversity training before April 2004. Further training was arranged for Year 1 Impact Assessment Managers. Training for Year 2 and 3 managers will be scheduled next year. The Corporate Diversity training approach was proposed by the external consultants. |
| ET6 | All managers to take a | A better promotion of | March 2005 – | | | Staff opinion survey has |

| Ref | What we will do... | To achieve... | By when... | Achievement | Indicator | Notes |
|-----|---|---|--|---|-----------|---|
| | proactive approach to eliminating racist jokes and inappropriate comments/behaviour | equality and elimination of discrimination | management competencies December 2005 – Staff Opinion Survey | | | highlighted areas for improvement |
| ET7 | 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. | ☺ | The Race Equality Staff Group is going to receive training, which will help to support and maximise the benefit of this group for the Council |
| ET8 | To provide Diversity Training to the Staff Group | To enable the Staff Group to provide better support and advice to the Council's BME employees | May 2005 | Diversity booklets were piloted with the Group. The Group agreed that it gave them a better understanding of diversity and the issues that affect different people. | | The training programme has been proposed by the external consultant |