



Appendix 1

DRAFT

Vale of Glamorgan Council

**Draft Race Equality Scheme
2008 - 2011**

**This Document is available in
other formats upon request**

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1. Contact information

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If you would like this translated, please tick the box (or state the language required) and return this to any council office

Në qoftë se dëshironi që ky informacion të çërkthehet nëgjuhën shqipe ju lutem shënoni ✓' në kuadratin përkatës dhe dorëzoheni këtë në cilëndo zyre të Këshillit të Rrethit.

Albanian

"إذا كنت ترغب في الحصول على هذه المعلومات مترجمة للغة العربية, يرجى وضع علامة في الخانة المبيّنة و إعادة هذا إلى أي مكتب من مكاتب مجلس البلدية".

Arabic

'আপনি যদি এই তথ্যটির অনুবাদ [বাংলা ভাষায়] পেতে চান তাহলে অনুগ্রহ করে পার্শ্বের বক্রে ঠিক দিয়ে যে কোন কাউন্সিল অফিসে পাঠিয়ে দিন'

Bengali

如果你想這些資料翻譯成廣東話，請在方格內加剔，並把這表格送回任何市議會的辦事處。

Cantonese

"اگر مایلید این اطلاعات به زبان (فارسی) ترجمه شود، خواهشمندیم شکل مربع را علامت زده و فرم را به هر آدرس شهرداری که در اختیار دارید پس بفرستید."

Farsi

Si vous souhaitez obtenir une traduction de ces informations en français, cochez cette case et renvoyez ce coupon au bureau municipal de votre choix

French

如果你想這些信息翻譯成普通話，請在方格內划勾，并把這表格送回任何市議會的辦事處。

Mandarin

No caso de querer obter a tradução desta informação em português, assinale por favor o quadrado correspondente, e envie este impresso para qualquer um dos 'council office' (escritórios da Câmara Municipal).

Portuguese

Eğer bu bilgilerin Türkçe tercümesini isterseniz, lütfen kutuyu işaretleyip herhangi bir Belediye bürosuna götürünüz.

Turkish

Other (please state)

This can also be made available in large print, in Braille or on audio tape

Translation is also available in polish and Urdu

2. Foreword from Cabinet Member for Human Resources and Equalities and the Chief Executive

The Council is committed to creating a cohesive community where Vale residents work together to build a positive community environment for all residents. In order to achieve this the Council is committed to promoting involvement from all sectors of the community in working together to build a better Vale and the council is committed to tackling any anti-social and racist behaviour that may damage the relationship between people from different backgrounds and cultures.

The Council is committed to promoting equality of opportunity and providing equal access to employment opportunities, services and facilities for everyone within the community. We will do so by enabling people to access their rights and to be treated fairly and with respect. In working towards this key commitment the Council aims to identify and remove discriminatory practices in employment and service delivery and to address the under-representation of minority groups within the workplace. We will strive to achieve services that take account of the diverse needs of the community. To achieve equality of outcome different approaches and methods may be required.

The Council is also aware that there is potential for people to experience multiple disadvantages caused by discrimination on more than one ground.

This Race Equality Scheme has been prepared after extensive consultation and aims to reflect the concerns of local people in the Vale. While this is a legislative requirement we see the scheme as essential in the efficient delivery of our services.

The Council is aware of the importance of senior level commitment to a positive culture of promoting diversity and equality of opportunity in order to mainstream equality and diversity issues throughout its service delivery and employment practices. In order to promote a positive culture of valuing diversity and mainstream equality and ensure that institutional discrimination does not arise in any form, the Chief Executive and the Elected Member for Human Resources and Equalities will act as equality champions to mainstream the implementation of equality values throughout the Council.

Councillor Margaret Randall	Mr John Maitland Evans
Cabinet Member for Human Resources and Equalities	Chief Executive

3. The Vale of Glamorgan

The Vale of Glamorgan Council was established in 1996 following local government reorganisation and covers 33,097 hectares with 53 kilometres of coastline including 19 kilometres of Heritage coast. The Vale consists of both urban centres and rural communities, and a diverse population.

Based on the 2001 census, the latest population estimate for the Vale is 122,932 (2005 mid-year estimate). It is expected to remain stable for the next ten years. However, the number of households will grow as average household size reduces. The age profile of the Vale's population is also expected to change; the number of children (age 0-15) is forecast to drop from 25,247 in 2006 to 21,926 in 2016 whilst the number of people aged 65+ will increase from 21,338 in 2006 to 26,124 in 2016.

The area's black and ethnic minority population is 2.2%¹. Of the 2.2%, 1% are mixed race and 0.6% are Asian. The Census data indicated that the highest % of the black and ethnic minority population is based in the wards of Llandough, St Augustine's and Sully (at 4%, 3.6% and 3.2% respectively). It is likely however that these figures have changed considerably since 2001.

The community is currently predominantly Christian (73% - 2001 census), with only 1% describing themselves as belonging to a different religion. The number of Welsh speakers in the 2001 census for the Vale of Glamorgan was 8.8% and almost 20% of the population had some knowledge of the Welsh language.

The age structure of black & minority ethnic groups is important to consider when analyzing educational and labour market participation and other services that are aimed at particular groups. Both white non-British and black & minority ethnic residents are much more likely to be in younger age groups than white British residents.

Older People

Black and minority ethnic older people are particularly vulnerable to social exclusion and have particular issues around access to services and information.

There is a higher proportion of older people with mental health problems because of the ageing process. Older BME people can face barriers to service provision in relation to language, cultural differences and beliefs about mental health issues.

Gypsies and Travellers

The Council does not currently provide any gypsy and traveller sites for long or short-term use and there is limited information available relating to the movement of gypsies and travellers in the Vale of Glamorgan. A small number

¹ Census data 2001

of gypsies and travellers visit the Vale for a number of reasons. These visits relate to family events (e.g. weddings, christenings, funerals) or to look for seasonal work (e.g. gardening, fencing). There is also a traditional gypsy horse fair at St Mary Hill Most gypsies and travellers who camp unlawfully in the Vale for short periods of time would not do so if a permanent site were available. Details of numbers of gypsy and travellers are attached at Appendix 1.

There can be tensions between Gypsies and Irish Travellers and the rest of the local community. Gypsies and Irish Travellers can suffer considerable discrimination, harassment and even violence.

Gypsies and Irish Travellers are recognised ethnic groups for the purposes of the Race Relations Act, identified as having a shared culture, language and beliefs. National research indicates that Gypsies and Travellers are more likely to be unqualified, unemployed and have more health issues including a higher infant mortality rate and a lower lifespan than the national average.

Refugees and Asylum seekers

The Vale of Glamorgan is not currently considered as a dispersal area for asylum seekers and refugees. Dispersal areas in Wales include Wrexham, Swansea, Newport and Cardiff. There are no statistics available on the exact number of asylum seekers and refugees in Wales, however the National Asylum Support Service figures indicate that at the end of June 2005, 2,390 asylum seekers were receiving accommodation and/or subsistence from the Home Office in Wales. Of these 1,025 were based in Cardiff.

Migrant workers

Since 2004, when ten new member states joined the European Union, the number of European Economic Migrants entering and living in the Vale of Glamorgan has risen significantly. This rise is reflected by the number of National Insurance registrations. There were 70 registrations from Europeans for national insurance numbers in 2004-5. This had risen to 200 in 2005-6. While the numbers reflect the changes in migration - according to anecdotal evidence, they do not reflect the real size of migrant population in the local area.

In terms of the influx of different nationalities, the largest in number is the Polish community, followed by Czech, Slovak and Lithuanian. These communities are mostly settled in Barry and Penarth in the Vale. It is envisaged that the development of a Ministry of Defence training facility in St Athan will require an influx of a number workers involved in the construction of the site and that 60% of these workers in the first 6 months of construction will be Eastern European.

Statistically migrants are predominantly young and single with good level of education (extremely rarely below A-levels and often up to degree level and above). In the recent years though the number of migrant families settling in the area has significantly increased, which is reflected by the increasing number of children in schools.

Issues generally faced by economic migrants include language barriers, lack of information on public services, accessing affordable and suitable housing and understanding the housing system, understanding employment and housing rights (problems of exploitation), accessing ESOL courses, experiences of isolation and discrimination.

The Council's Open Learning Centre and Barry College have begun to offer a range of ESOL courses which help people from other countries newly arrived in the Vale to learn English and adapt to a different way of life.

4. Corporate aims and values

Vision for the Vale of Glamorgan

The Council's Community Strategy sets out the vision for a place:

- *That is safe, clean and attractive, where individuals and communities have opportunities to improve their health, prosperity and well-being, and*
- *Where there is a strong sense of community in which local groups and individuals have the capacity and incentive to make an effective contribution to the future of the area*

'Our vision for the Vale is a place that is safe, clean and attractive, where individuals and communities have opportunities to improve their health, prosperity and well-being and where there is a strong sense of community in which local groups and individuals have the capacity and incentive to make an effective contribution to the future of the area'.

The Council has a number of key priorities to enable it to achieve this vision.

- **Community leadership:** to work with partners from the voluntary, public, private and other sectors to deliver a shared vision for the future of the Vale and to ensure a co-ordinated approach to realising that vision. - This involves working with partners representing the minority groups of society including black and minority ethnic groups.
- **Lifelong learning:** to provide high quality, accessible learning opportunities that meet the needs of learners of all ages and to develop and promote a culture of lifelong learning for all. - This includes providing access to English as a Second Language courses and support from the Ethnic Minority Achievement Service in School, reaching out to those who have been disengaged from learning and actively seeking to provide learning opportunities to those who need it. This also relates to creating learning environments that are free from harassment and bullying and promote a positive approach to cultural diversity.
- **Community well-being:** to make the Vale a safe, healthy and enjoyable place in which individuals, children and families from all backgrounds can live happy and fulfilled lives. - This includes tackling issues of racist incidents in the community and promoting opportunities for people from all ethnic backgrounds to become involved in

community cohesion activities, promoting good relations between people from different ethnic groups.

- **Environment:** to achieve a clean and green environment through the promotion and use of sustainable practices and by making the best use of current and future resources. – This includes ensuring that all sectors of the community receive relevant information and an opportunity to participate in initiatives relating to environmental issues.
- **Regeneration:** to encourage the development of a diversified and sustainable community and to work in partnership with others to promote regeneration and economic development. – This includes opportunities for promoting good relations between people from different ethnic groups and cultural backgrounds.
- **Corporate resources:** to manage the Council's workforce, money and assets efficiently and effectively in order to provide an equal service to all. - This includes ensuring that the needs of all sectors of the community including people from black and minority ethnic groups are considered when allocating resources to council services.

Core Values

The Council's Corporate Plan 2006-2010 identifies one of our Core Values as **fairness**. This means that the Council is committed to ensuring:

“That everyone in the Vale is able to obtain fair and equal access to services and receives equitable and consistent treatment in their dealings with the Council.”

The National Agenda

The Welsh Assembly Government included equality and social justice as a central issue in the 'Making the Connections' agenda for organisations to work in collaboration to provide public services. This recognises equality as a cross cutting issue across all public services. The agenda focuses on equality and social justice in customer service, public engagement and workforce development as well as on ensuring specific equality issues are tackled.

In 2002 the Welsh Assembly Government introduced the Wales Programme for Improvement as a framework for public services in Wales. A key feature is that councils are required to:

“take action to promote equality of opportunity and access for all people regardless of their gender, race, disability, sexual orientation, age, religion/belief or language preference”

The Wales Programme for Improvement (WPI) includes equality and diversity as a cross cutting issues throughout its assessment process. The WPI makes provision for an annual assessment of progress towards equality and diversity objectives and requires consideration to be given to the necessary resource provision and capacity building to ensure equality and sustainability at a strategic level. The WPI guidelines advise that equality work in compliance

with relevant statutory equality duties should as far as possible be integrated into existing corporate planning and reporting. The council has developed an equality impact assessment process and included an equality heading into the Cabinet reporting system as well as incorporating equality issues into the service and team planning process. The Council will also look to adopt the Welsh Local Government Association's 'Equality Improvement Framework' as a tool to carry an equality assessment on equality throughout the Council.

5. Progress on Previous Scheme (learning & moving forward)

The Council's first Race Equality Scheme was written in 2005 and related to a three-year period ending in 2008. The Council has taken on board comments made by the Commission for Racial Equality (now incorporated into the Equality and Human Rights Commission) in its report 'Putting Priorities in Focus' which was issued in September 2007. Any outstanding actions from the 2005 plan that have not been completed have been added to this scheme's action plan.

Since the publication of the 2005 scheme the council has made significant progress towards its aims for race equality and listed below is a summary of key outcomes since 2005:-

Impact assessments

Impact assessments have been carried out on 113 policies and procedures that were identified as relevant to the specific duties under race legislation. The impact assessment form has been updated to take into account new legislation and feedback from the original process and key policies have been identified for in-depth assessment.

A checklist has been incorporated into the Cabinet reporting system to ensure that equalities issues are taken into account as part of the decision making process.

Consultation with communities

In order to ensure that the public are involved in the decision-making process of the Council, we have developed a consultation strategy. This strategy includes specific reference to ensuring that views are sought from previously underrepresented sectors of the community, including Black and Minority Ethnic Groups. The Council has a Citizens Panel in place to consult on a range of issues, the ethnic origin of panel members is monitored and participants from a diverse range of backgrounds actively recruited.

The results of the council's recent public opinion survey on community issues and cohesion showed that the majority of respondents believe that community activities have stayed the same over the past two years while 10% believe community activities have increased in the last two years, compared to only 4% in 2005. 84% of respondents felt that the area in which they lived

(designated a 15-20 minute walk from their home) was a place where people from different backgrounds get on well together.

The Council has established an Equality Consultative Forum (ECF) to consult on equality issues in the Vale of Glamorgan. The forum includes members from organisations representing BME groups and people as well as elected members.

In addition the Corporate Equalities Working Group (CEWG) meets regularly to review policies and schemes. The group includes senior managers and the cabinet member for equalities.

We have also worked with Race Equality First to provide an outreach service in the Vale of Glamorgan including 'drop in clinics' for BME people to deal with a number of queries and issues. The drop-in advice clinics also provide discrimination and harassment advice.

A number of events have taken place to celebrate diversity and promote good relations between people from different ethnic groups. This includes a 'Celebrating Diversity' event held with Barry Police and the annual calendar launch event following a competition for school children to produce artwork with messages for promoting race equality. The Council has organised and supported a number of exhibitions and events relating to race equality issues such as the tactile sculpture exhibition (promoting good relations for schools), the abolition of slavery exhibition and Holocaust memorial.

Monitoring

Monitoring systems have been established to collect relevant monitoring data relating to recruitment and selection and employment practices. Systems are in place to collect information on customer satisfaction and service delivery practices in key services. There is a system in place to record and monitor racist incidents in schools. Information is reported to the LEA on a regular basis.

Regular discussions also take place within the Equalities Consultative Forum (ECF) and the Citizen's Panel.

Plans are in place to set up meetings with the Police and Community Safety to ensure that results of racist incidents are monitored and trends identified.

Monitoring data is published on the Council's web site on an annual basis and departments are made aware that results will be used to inform policies. A list of the monitoring data collected by the Council is included in Appendix 2.

Employment Practice

The Council monitors the ethnicity of its workforce which stands at 61 Black and Minority Ethnic employees (1.27% of the workforce) and monitors

ethnicity for the recruitment & selection process, harassment and bullying complaints, disciplinary and grievance cases and exit interviews. We monitor the ethnicity of employees attending corporate training courses to ensure equality of access to training.

The Council provides cultural diversity training for members of staff, which covers race equality issues and promotes a positive culture of valuing diversity. This training is aimed at front-line staff and managers and in the future will also include sexual diversity awareness.

Communication

The Vale of Glamorgan Council has been carrying out consultation regularly since the Council was formed in 1996; the first consultation strategy was introduced during 2000.

The consultation strategy commits the Council to understanding and learning from the views of the public. We are making good progress on increasing public access to and information on Council Services, improving service delivery and measuring and reporting on performance.

There are comprehensive requirements for consultation set out in the Wales Programme for Improvement. The Council's strategy outlines methods of achieving a co-ordinated approach that embraces the principle of continuous improvement.

6. The Council's Aims for Race Equality

When carrying out its roles and responsibilities the Council will strive for race equality by:

- Identifying and removing any discriminatory practices in employment or service delivery
- Addressing the under-representation of minority groups within the workplace
- Ensuring that service provision takes account of the diverse needs of the community
- Strengthening good relations between people
- Promoting and protecting human rights

7. Legislation

The General Duty for race is set out in the Race Relations (Amendment) Act 2000. It requires a listed public authority to, 'in carrying out its functions, have due regard to the need to:

- eliminate unlawful discrimination

- promote equality of opportunity and good relations between persons of different racial groups.

As a result of the changes to the Race Relations Act, the Council has a duty to promote racial equality. In order to meet this duty the Council will ensure that its functions and policies are assessed to identify any potential for discrimination and potential opportunities for promoting race equality.

Details of the specific duties are listed in Appendix 3.

8. Consultation on the Race Equality Scheme

The Council held a number of focus groups as part of developing its Race Equality Scheme. This included a focus group session with black and minority ethnic residents, migrant workers and black and minority ethnic women. Workshop sessions were held with the Equality Consultative Forum (forum of partner organisations and elected members) and Corporate Equality Working Group (internal managers/officers from service departments).

The Council will continue to consult with black and minority ethnic groups to assess progress with the scheme and action plan. As part of the Race Equality Scheme the Council will hold focus group meetings with residents on an annual basis to assess progress with the scheme as well as consulting over specific issues.

Key results of consultation

Results of the consultation sessions indicated that while a number of examples of good practice could be identified in the Council's current practices, suggestions for improvements were made in relation to communication and access to the following key services:

Housing

Improving information on the housing process, housing rights and access to public housing.

Housing benefit and Council tax

Improving information on the services

Leisure Centres & Sport

Improving access, in particular for young BME women

Community Safety

Monitoring and addressing racist incidents

Contact Centre & One Stop Shop

Improving information on these services and ensuring access e.g. through provision of 'language line'

Education

Monitoring of racist bullying and ensuring provision for parents with English as a second language

Social Services

Ensuring cultural and language issues are taken into account in the provision of services

Lifelong learning & libraries

Ensuring that language issues are considered and a provision of culturally and linguistically diverse materials are available in libraries

Communication

Considering translation for key information and ensuring public information is available to all sectors of the community. Involving black and minority ethnic people in consultation activities.

Employment & Training

Communicating job opportunities widely to encourage a more diverse workforce.

Improvement to service to promote race equality

Libraries

Vale of Glamorgan libraries offer access to books, the Internet, music & DVD's as well as displaying information to the public. The libraries are widely used by all sectors of the community and membership is monitored to assess the needs of its users. Monitoring data is used to make decisions relating to purchasing books in minority languages and in accessible formats. The library service was praised by many of the consultation participants.

As part of future improvements to this service the library section plans to continue to gather monitoring data on library users to establish language choice. The library will also work in partnership with a consortium of libraries for South East Wales to share resources in community languages. The library is also considering the feasibility of setting up a regional partnership with another local authority that has a number of Internet pages in other languages available.

Lifelong Learning

The lifelong learning service provides a number of services for adults to assist them to gain new skills and access employment opportunities. The number of people requesting English as a Second Language Courses has risen significantly in recent years, resulting in an increase in course provision to 2 days and 4 evenings per week. The first language of participants is monitored and a crèche facility is available.

As part of future plans the Lifelong Learning service will continue to monitor uptake of ESOL services to ensure that adequate provision is made. The service will also monitor the languages used by those attending the ESOL courses.

Youth service

The Council's youth services aims to promote race equality and good relations between people from different ethnic groups. Training is provided to youth workers on promoting equality and tackling discrimination. The service works in partnership with other organisations through the Young People's Partnership and Safer Vale project. As part of the Safer Vale Project the group is responsible for tackling and eliminating racist bullying. The youth service also takes part in black history month and the 'belongings project'.

The youth service will update the Activale database to include information on ethnic origins of participants. As part of the Safer Vale Project the service will target 'hot spots' for youth annoyance and look to work with young people with anti social behaviour orders in these areas. Part of this work will be to tackle racist bullying.

Education

The Council works with schools to ensure that they develop and update their Race Equality Schemes. The Council has also worked with schools to develop a procedure for recording racist incidents and receives regular reports of any racist incidents within schools.

The Ethnic Minority Achievement Service (EMAS) in the Vale of Glamorgan works in partnership with schools to raise the achievement of pupils with English as an Additional Language (EAL). The team support schools to ensure pupils with EAL have access to the National Curriculum. The team has access to translators and interpreters to ensure that parents of EAL pupils have knowledge and understanding about the education of their children and can advise parents on English as a Second Language Training available in the area. The Team also work with the school improvement service to deliver training for schools, provide guidelines for teaching EAL pupils and information about minority ethnic pupils in the Vale. Where issues are raised relating to language requirements, school uniforms, religious beliefs etc. schools can contact EMAS directly for advice. The EMAS service was praised by some of the participants taking part in the consultation.

The Council monitors the ethnicity of pupils including achievement, admissions and exclusions. This information is reviewed on a regular basis to ensure that any recurring patterns are identified and investigated. The Council monitors the ethnic origin of schools staff on an annual basis.

The Council undertakes an annual audit of language acquisition on an annual basis for the National Assembly and uses this information to form a relevant grant application for support.

Schools in the Vale of Glamorgan take part in many activities and events to promote equality, along with incorporating diversity and equality issues into the curriculum. Many schools take part in the promoting race equality calendar competition on an annual basis organised by the local Race Equality Council (Race Equality First).

Planned actions for improvement under the race equality schemes include closer monitoring of racist incidents in schools by the LEA and closer monitoring of employment figures for BME staff in schools. The council will also provide advice to schools on forced marriages and steps that schools can take to alert the relevant authorities where appropriate.

Leisure

The Council's leisure centres encourage all sectors in the community to use their services through its promotional material. Some women's sessions are available in the health suite in the Penarth Leisure Centre. The Service monitors the ethnic origin of LifeStyle membership. Specific initiatives aimed at widening participation in sport is set up via the exercise referral co-ordinator.

As part of improving access to services and promoting race equality the leisure service will continue to develop promotional materials aimed at all sectors in the community, monitor LifeStyle membership and will promote anti-racism initiatives such as 'Show Racism the Red Card'.

Housing

The Council's housing service aims to provide inclusive housing provision including information on properties and 'bands' rating relating to housing need. The Council has developed a housing strategy that incorporates its BME housing strategy. A specific action plan relating to BME issues is in place. The Council's public housing service monitors the ethnic origin of those accessing the housing service and will look to improve use of this monitoring data in the future. The housing service uses language line in cases where customers cannot speak English.

The housing and community safety services work with other organisations in the area to tackle anti-social behaviour, harassment and neighbour disputes including working to eliminate racist incidents. The service has a complaints procedure for residents and can provide advice to private housing tenants on their housing rights. The service has developed a 'harassment protocol' to deal with harassment complaints.

As a future action the Housing Department will work with Race Equality First and Tai Pawb to review its policies and procedures and identify any specific housing needs for the BME community.

The housing services has a representative on a local group set up to assess the accommodation needs of gypsies and travellers in order to identify relevant accommodation issues. The Council has recently implemented a procedure for carrying out welfare assessments for gypsies and travellers before deciding whether it is appropriate to serve notice on gypsies and travellers who are camping illegally to move on. This procedure is put in place to ensure that they are not endangering the health and safety of gypsies and travellers in serving notice. The Council will also ensure that the policy for recording racist incidents will include categories for racist incidents involving

gypsies and travellers and will monitor complaints relating to gypsies and travellers. The Council can provide contact details for the Cardiff Gypsy and Traveller Project if anyone requires advice.

Community Safety

The Council's community safety service aims to eliminate criminal and anti-social behaviour in the Vale of Glamorgan. This includes racially motivated crime and anti-social behaviour. The service works with other local agencies through the anti-social behaviour group. The service will develop, implement and publicise a racist incidents reporting procedure and will use information received by the community and race relations advisory groups to identify any patterns of racist behaviour in the Vale.

Public Protection

The Council's public protection department distributes information in a number of minority languages and establishes language choice as part of the inspection process in order to provide information in relevant languages. The department will use the information gathered as part of this process to identify any additional languages requested e.g. Eastern European languages that are currently not available.

The licensing department ensures that information regarding English as a Second Language courses is provided to anyone who fails the basic English test as part of applying for a taxi license.

The regulatory department has a mechanism in place for receiving information from the police relating to issues in licensed premises and will monitor this information for racist incidents as a future action.

Communication

We have recently set up a call centre facility for advice and information on Council services. The OneVale contact centre provides a general number for all enquiries. OneVale will be responsible for monitoring requests for services in other languages and will use language line to provide information in other languages when appropriate. The Council is also setting up a 'one stop shop' facility in its Civic offices and in libraries in Cowbridge and Llantwit Major where customers can call in to access information about any of the Council's services.

The Council's communications section has developed guidelines for producing jargon-free information in clear language across all its departments. The Council also has a communications policy in place and monitors information on an annual basis to ensure compliance with corporate standards.

The Council's website has been developed to provide clear information on key services and includes equality monitoring data.

The Council's consultation strategy includes guidelines on ensuring that the views of minority groups and organisations representing minority groups in the Valle are actively sought.

Future actions for improving communication with BME people will include compiling a 'Vale of Glamorgan Welcome Pack' in key languages.

Social Services

The Council's social services includes Race Equality Training as a mandatory course for all social workers. Ethnicity of customers is recorded on the electronic information system to be monitored. Customer satisfaction surveys are also monitored. Social services has a dedicated resources for translation of documents and interpreters are arranged where appropriate. The service aims to take into account cultural and religious requirements when providing services e.g. providing Halal food as part of the meals service.

Access to Employment and Training – Consultation Issues

The Council is responsible for providing a range of local government services. As of April 2007 the Council's workforce was approximately 6,146 employees.

The Council monitors its recruitment and selection figures to review equality of access to employment practices. The Council has a robust grievance and anti-harassment policy in place that make specific reference to eliminating harassment on the grounds of race. The Council monitors ethnicity as part of the process for access to training, harassment and grievance complaints and exit interviews.

The Council's recruitment policy states that the Council will ensure that every job applicant and employee receives equality of opportunity regardless of gender (including transgender), sexual orientation, marital status, race, religion or belief, colour, nationality, ethnic origin, age, or disability and is not disadvantaged by conditions or requirements which cannot be shown to be justified. Individuals will be selected, promoted and treated in their general employment on the basis of their relevant merits and abilities.

The Council's employment vacancy bulletin is distributed to a number of organisations to encourage applications from BME groups including local voluntary organisations that work directly with BME groups.

The Council holds job fairs and school career events with young people to promote a career in local government and raise awareness of the range of posts offered by the Council.

The Enterprise Centre and Job shop Extra

These facilities offer free training to help people gain the skills and confidence for future personal development and employability. During consultation a number of the participants stated that they had used the job shop extra services to increase chances of employment.

Future improvements for employment opportunities will include arranging job fairs at schools and events in the Vale of Glamorgan, and offering work experience/volunteering placements where possible. The Council will continue to distribute its vacancy bulletin to organisations representing BME people in the local area.

We will continue to monitor its recruitment and selection process by ethnic origin and will take further steps to improve the information held on our current employees to fill in any 'unknown' data on ethnic origin.

We will continue to arrange diversity training for staff and will include a list of recommended equality training in the staff personal development review process. We will also put steps in place to encourage staff to value diversity including raising awareness of culture and religion through a calendar of cultural and religious festivals on our web site.

Policy Equality Impact assessment

The Council has a duty to consider the needs and requirements of the community and staff that are affected by its policies and procedures. The equality impact assessment process was developed to ensure that relevant individuals and groups are neither directly or indirectly discriminated against in the planning, delivery and business of the Council in compliance with relevant legislation and good practice. Training on completing assessments has been provided to managers and staff and 113 policies and procedures have been assessed for impact on the grounds of race, disability, Welsh language and gender. The assessments were undertaken by service managers, and subsequently reviewed by a quality-check panel.

The Equality Impact Assessment process has since been updated to assess for impact on sexual orientation, age and religion or belief in addition to the original criteria. As a further stage of the process the Council has identified 14 key policies to undergo a more in-depth equality impact assessment as part of the review process. A list of the key policies identified is attached in Appendix 4. Completed impact assessments will be available on the Council's website.

9. Monitoring Arrangements

The Council recognises that establishing long term monitoring arrangements is the best way to assess the impact of its policies on different racial groups. The Council plans to use this information to ensure that its employment practices are applied in a fair and consistent manner and to encourage people from BME backgrounds to apply for employment with the Council. The Council will use monitoring data collected relating to service delivery in the process of developing and implementing policies and practices.

The Council will analyse the information it collects in order to identify any adverse impact for people from different racial groups. Where an adverse impact is highlighted, the policy will be amended accordingly.

Some progress has already been made under the Council's previous Race Equality Schemes to establish monitoring systems for policies and functions that are relevant to the specific duties. Further work is required to ensure that all relevant departments consistently monitor relevant information, have robust monitoring systems in place and review and analyse monitoring data on a regular basis in order to use monitoring data collected to make relevant improvements to policies and services where appropriate. In these areas the emphasis will be on examining how the data is used to inform policy changes.

Examples of monitoring include:

- Keeping records, by racial group, on how and when services are used [including enforcement powers];
- Satisfaction surveys will analyse replies by racial group,
- Random or targeted personal interviewing;
- Public consultation exercises and structured focus groups (e.g. citizens panel);
- Sampling complaints and sending out a questionnaire to enable analysis by the racial group of those complaining and the nature of the complaint.

Monitoring data (including employment monitoring data) will be compiled into an update report and published on the Council's website on an annual basis.

Monitoring progress with the Race Equality Scheme and action plan will be achieved through incorporating the actions into the relevant service plans of the officers identified as part of the Race Equality Action Plan. Progress will be reported to scrutiny on a quarterly basis as part of the Service Plan review process.

Procurement

The Vale of Glamorgan Council has incorporated the CRE's guidelines into its pre tender questionnaire, which requires third parties to detail how they will meet race equality commitments.

As part of this scheme the Council will ensure that this practice is incorporated into the contract stage of procurement and any monitoring of third party compliance.

Grant funding

The Council will review its arrangements for provision of grant funding to third parties with a view to including provisions for eliminating discrimination and promoting equality.

Partnership Working

The Council aims to work in partnership with other organisations to achieve our race equality aims whenever practicable recognising the benefits of sharing resources and information. We have worked closely with our local Race Equality Council (Race Equality First) for a number of years to promote equality. We also work with the Muslim Welfare Association, voluntary organisations and local police on a regular basis. The Council is involved with

a number of networks including the WLGA's network of equality officers and the Community Race Relations Advisory Group in order to share information and discuss good practice. The Council plans to make best use of networking and partnership opportunities in order to achieve equality aims and objectives in the future.

10. Complaints and Compliments

A complaint is an expression of dissatisfaction about the standard of service provided. It may be an action or lack of action by the Council or its staff affecting the user as an individual or as one of a group of people receiving a service from the Council. A complaint may be about a Council policy. It may also be about the attitude or behaviour of a member of staff.

The Council has a corporate complaints policy that has been adopted across the authority.

Guidance booklets have been developed for managers and staff in dealing with complaints and comments from the public. Training in complaints handling for staff and managers has reinforced this.

As part of this race equality scheme the Council has included an action to develop and implement a procedure for reporting and recording racist incidents in order to encourage reporting and improve monitoring of incidents in the Vale.

11. Publishing the Scheme

The Council will publish this scheme on its website and will make it available in hard copy form from its main offices. This scheme will be available in other languages and format on request.

The Council will also publish information relating to impact assessments, equality monitoring, relevant consultation and annual progress with its Race Equality Scheme and action plan.

A number of publishing methods will be used either together or individually:

- The Council's website
- Vale Waves the Council's free community newspaper
- The Council's Improvement Plan
- Cabinet reports
- Annual service plans
- Other service related public documents

Documents are available free of charge to the public from the Council's website.

Every member of staff will have access to a copy of the Council's Race Equality Scheme. It will be made available on the Council's staffnet and staff without this facility will have access to a copy from their manager. New staff will be made aware of the scheme at induction.

12. Responsibilities

The responsibility of ensuring that the Race Equality Scheme is observed is shared between:

- **Employees** – through their work and relationships with customers, colleagues and partners.
- **Managers** – through their methods of managing people, performance and partnerships.
- **Chief officers** – through their leadership, development and performance management of Council policy and strategy.
- **Councillors** – through their roles in the community, decision making and leadership
- **Partners, contractors and voluntary groups** – through complying with their equality responsibilities and ensuring good equality practice.
- **The equalities section**- through providing policy, information, advice and guidance and ensuring policy is implemented.
- **The Equality Consultative Forum** – through overseeing the implementation of the Race Equality Scheme and ensuring that communities of interest are consulted when the scheme is reviewed.

13. Race Equality Action Plan

The Council has produced an action plan to accompany this scheme in order to take appropriate initiatives and monitor and evaluate its progress on race equality.

14. Review of Scheme

This scheme will be in place until 2011, when it will be comprehensively reviewed and updated.

Appendix 1

Accommodation Needs of Gypsy & Traveler Families in the Vale of Glamorgan

The following information is based on work carried out by Cardiff Gypsy & Traveler Project in the provision of advice & liaison services, 2000 – 2003.

- **Roadside families** (stopping on unauthorised or illegal locations):

2003	1 group of 5+ families, stopping on 1 location
2002	none that we were aware of
2001	3 groups totaling 13 families in 15 caravans on 3 locations
2000	2 groups totaling 13 families in 11 caravans on 2 locations (plus 1 New Traveler in 1 vehicle on 1 location)

- **Housed families:**

In this period we were contacted by 8 families in need of accommodation. 2 of these families made requests for permanent Site accommodation, in addition to requesting “bricks & mortar” housing.

1 application for planning permission for a house/bungalow.

- **Caravan Site accommodation:**

Currently no specific provision of any type of local Authority Sites, or private rented or privately owned Sites.

There is 1 “single family temporary site” managed by the Council. Currently under review.

Cardiff Gypsy & Traveler Project
21st January, 2004.

Appendix 2 Monitoring Information

<u>Department</u>	<u>Data Collected</u>
Chief Executive	Citizens panel/consultation groups Customer complaints survey
Community Safety	Racist incidents
Social Services	Residential care provision Meals service Domiciliary care Assessments resulting in service Youth Offending cases Looked after children Children being adopted Day care
Education	Racist incidents Permanent exclusions Attainment levels of BME pupils (GCSE results)
Education (libraries)	Library Membership
Education (post 16)	Enrolment in Education classes
Finance	Council tax & housing benefit applicants Legal action relating to Council Tax
Housing	Homelessness Housing/rehousing/transfer requests
HR	Staff receiving training Applicants for employment Harassment complaints Grievances Disciplinarys Leavers Staff in post

Legal	Finance, ICT & Prop prosecutions Housing prosecutions Democratic & Regulatory prosecutions
Leisure	Leisure membership
Planning	building regulation applications planning applications & appeals
Regulatory	env. health & trading standards inspections customer satisfaction surveys hackney carriage & private hire applications

Appendix 3

Specific Duties under the RRA and its Amendment

The specific duties under the act are

- to prepare and publish a Race Equality Scheme.
- assess whether their functions and policies are relevant to race equality and carry out appropriate impact assessments
- monitor their 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 they provide
- train their staff on the race equality duties

Compliance and enforcement

On 1 October 2007 the three equality commissions merged into the new Equality and Human Rights Commission (EHRC):

- Commission for Racial Equality (CRE)
- Disability Rights Commission (DRC)
- Equal Opportunities Commission (EOC)

The race equality duty is a statutory duty and therefore failure to comply can result in legal enforcement action.

Complying with the general duty

If a public authority does not meet the general duty, its actions (or failure to act) can be challenged in a High Court (or Court of Session in Scotland) for judicial review. A claim for judicial review can be made by one or more people with an interest in the matter, or the Commission. The Commission can also use its powers of formal investigation to enforce the general duty. If the Commission has sufficient information and belief that unlawful discrimination is taking place, it can mount a formal investigation into the relevant actions of a named body. At the end of the formal investigation process, a finding of discrimination can be made and the Commission can serve a non-discrimination notice on the named body.

Complying with the specific duties

If a public authority does not meet any of its specific duties it could face enforcement action by the Commission under section 71D of the amended Race Relations Act.

The CEHR is committed to working in partnership with public authorities to help them their legal responsibilities under the Race Relations Act. They are also committed to using the full range of our enforcement powers appropriately. The Commission is the only body that has powers to enforce the specific duties to promote race equality.

Appendix 4

Key Policies for Equality Impact Assessment

<u>Policy</u>	<u>Review date</u>	<u>Name of officer responsible</u>	<u>Completed</u>	<u>Internet</u>
Chief Exec				
Community Strategy	June 2008	Don Webber		
Corporate Plan	June 2008	Don Webber		
Consultation Strategy	December 2007	Rhian Thomas	January 2008	
External Communications Strategy	2009	Alison Cummins		
Learning & Development				
Behaviour Strategy		Bob Grover Steve Ralph (Alyson Watkins)	January 2008	
Recruitment & Selection	2007			
Sickness Policy	February 2008	Steve Ralph		
Children and Young People's Strategy		Val Lewis		
Social Services				
Health, Social Care & Well-being	Currently being reviewed	James Crinion	January 2008	
Children's Placement Strategy		Haydn Nelson		
Legal Protection & Public Housing				
Community Safety Strategy		Debbie Maurer		
Housing Strategy	Currently being reviewed	Mike Ingram	January 2008	Yes
Finance ICT & Property				
Asset Management		Chris Williams		
Procurement Strategy		Alan Jenkins		
Environmental and Economic Regeneration				
Economic Development Strategy	2007	Chris Fray		
Local Development Plan	Currently being developed	Emma Harvey		