

## TORFAEN COUNTY BOROUGH COUNCIL RACE EQUALITY SCHEME



**Review 2006 - 2009**

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## 1. Introduction

Under the Race Relations Amendment Act (2000) all public bodies are required to have a Race Equality Scheme. Torfaen's Race Equality Scheme is now four years old and after a period of significant change in the Council structure and because of the legislative requirement it is possible to review the Scheme to look at its achievements and to set out the ambitions for the following three years.

In 2004 the Council revised its Equal Opportunity Policy (Equality Policy), this Race Equality Scheme is a development of this policy. This year Torfaen Council will be formulating its Corporate Equality Plan that will provide a comprehensive statement of actions taken and to be taken to address inequality across all the Council's functions.

This new Plan will provide a full account of inequality issues identified, the actions that will be taken, and where the responsibilities for progress will be placed within the Council. It will bring together the policy and the different work that needs to take place within the Council to address the different issues of Race, Gender Disability, and Welsh Language and the newer streams of equality legislation under sexual orientation, age and religion.

Until such a time as the full range of issues have been mainstreamed into the Council's practice this Race Equality Scheme and its appendix action plan will be the reference point to which much of the work to promote greater racial equality will be connected.

Over the past year Torfaen County Borough Council has undergone significant organisational change. This Review of the Race Equality Scheme takes into account these organisational changes and re-assigns responsibilities within the Scheme to ensure that our tasks and performance are monitored as effectively as possible. The assignment of these responsibilities will be reviewed periodically to ensure they remain effective in implementation.

Over the past 2 years the Council has worked determinedly toward familiarising itself with all matters of inequality. One such example of this work is the establishment of a Council Cabinet Equalities Sub-Committee. This committee which is composed of all cabinet members has had 'focus sessions' on many areas in which inequality exists. During this time it has looked at issues of racial inequality and the particular issues for ethnic minorities living in semi-rural areas where normal family and social network that exist in cities are largely non-existent. The Council has also become more aware of the complexity of interracial behaviour and attitudes. This is particularly relevant to Torfaen as an area with a growing Welsh-speaking population and a migrating English community. The Cabinet has also considered issues relating to Gypsies and Travellers and how they experience public services and the relationships with the wider community. Overall, this

has led to a better informed position in the policy making process and allows these less often heard concerns to form part of the mainstream policy making process.

### **Progress 2002/2005**

A number of significant steps have been taken by the Council to address potential ethnic and racial inequality within the Borough:

- Languageline has been commissioned to provide immediate interpreter facilities to customers of Torfaen County Borough Council whose first language is not English and would benefit from conducting their business in their first Language. This service is available from any point at which customers contact the Council.
- The work of Torfaen Race Advisory Forum has been strengthened over the past two years and has developed to become 'Diversity Torfaen'. This group with a remit to address issues of inequality and discrimination across the Council is regularly attended by senior staff of the Council, elected members and representatives from other statutory organisations such as Gwent Police and Local Health Board. The group also has the active participation of members of the community and small and larger organisations in the voluntary sector.
- Diversity Torfaen (and its predecessor) has worked on a number of initiatives aimed at promoting community harmony and addressing discrimination. For example in the past year held a performance of 'Migrant Voices' – a play based on in-depth interviews with Iraqi Kurdish refugees and asylum seekers living in Salford. The show combined live music, drama and video to show some of the harsh realities behind the media myths about asylum seekers. This play was attended by approximately a hundred 6<sup>th</sup> form and Year 11 pupils.
- Diversity Torfaen currently working on initiatives to encourage participation and a voice for people from ethnic minorities in the development of services across Torfaen. In this year this has included encouraging new membership at community events and most recently in developing events called 'community dinners' where people from different parts of the community will be brought together to hear the views and personal concerns of people whose experiences and circumstances may be quite different.
- Torfaen Council has established an 'Equalities & Procurement' guidance document to inform Council staff and managers on considerations to be made in the procurement process.

- Organised a Social Care & Health Open-day at Cwmbran Leisure Centre aimed at raising awareness of these services amongst members of Torfaen's ethnic minority community.
- Published a social care and health information brochure in Cantonese and distributed this through established Chinese networks in Gwent.
- In 2004 the Torfaen Race Advisory Forum established a sub-group to examine the specific issues and concerns of people from the Gypsy & Travelling Communities and issues of community cohesion. This group broadened to involve a wider group of officers who provide services or are involved in the support of Gypsies & Traveller families. The group is currently establishing a way toward the inclusion of Gypsy & Traveller representatives within the group and the development of a Gypsy & Traveller Strategy.
- In 2006 Torfaen Council participated in the appointment of a Gypsy & Traveller Liaison Officer employed by the South East Wales Race Equality Council.
- The 'Snark' Drama Project of interactive education for children aimed at developing an understanding within Year 6 children of the consequences of discrimination and prejudice was successfully piloted at the Trevethin Feeder Schools.
- The Council has worked toward more effective reporting and positive actions taken in response to racist incidents. This is an extension on racist incidents that are reported to the Police that are more clearly potential criminal acts. An Independent Hate Related Crime Reporting Scheme is also currently in development through the Community Safety Partnership.
- Assisted Torfaen Voluntary Alliance in the engagement 'Grassroots' a Zimbabwean theatre company that facilitates community education on globalisation and the effects of discrimination and exploitation.
- A stronger local awareness campaign has been undertaken to raise the issues around the effects of racism and the things that the community and local organisations can do to combat it.
- Provided and commissioned extensive face to face race equality training to members of the Council workforce and Council Members.
- Specific Officers within the Council are working face-to-face on establishing better links with people from Black & Ethnic Minorities living or working in the Torfaen community.

- The establishment of a 'Generic Equality Impact Assessment' process that helps Council Officers and Managers to assess if their policies and services properly and fairly take account of peoples' different needs.
- Torfaen Council has continued to provide contributions toward the funding of the South East Wales Race Equality Council. SEWREC is a local charitable organisation sponsored by the Commission for Racial Equality and has continued to play an important role in the Council's management and resolution of complaints and the development of services and procedure changes more sensitive to the needs of people from ethnic minorities.
- A wide range of community events that have specifically promoted the theme of embracing diversity and promoting harmony within communities.
- The appointment of Equality Lead Officers within each Service Area of the Council responsible with their Chief Officer to assess for inequality in their services and develop action plans to address this.
- Torfaen Council has commissioned 'EngagingDiversity', a Web-based equality training package to ensure that Elected Members and staff across the Council can receive a good level of training on equalities issues as well as understanding their obligations as members. To facilitate training for staff members without access to a PC at home or at work arrangements have been made for supported access across at the Council's Libraries.
- Established a more rigorous process for the screening of proposed policy to ensure that Council Policy is compliant with anti-discriminatory legislation and in accord with the Torfaen Council Corporate Equality Policy.

## **What Does the Race Relations Amendment Act Require Torfaen County Borough Council to do?**

Although the Council has produced this Race Equality Scheme because it is morally committed to addressing the issues of inequality it is also required by law to produce and publish Race Equality Scheme. This duty is contained within the Race Relations (Amendment) Act 2000 which came into force following the murder of Stephen Lawrence and the subsequent Inquiry into the Metropolitan Police Force's investigation into his murder.

The Race Relations Amendment Act requires that public authorities must aim to:

- Eliminate unlawful racial discrimination
- Promote equality of opportunity
- Promote good relations between people of different ethnic groups

As a public sector organisation Torfaen County Borough Council also has specific duties relating to:

- the monitoring of staff, applicants for jobs, promotion and training by their ethnic group.
- Education and educational achievement.
- *As indicated*, the production of a Race Equality Scheme
- Conducting assessments upon the impact of particular council decisions on different ethnic groups and communities.

## **OUR RACE EQUALITY VALUES, PRINCIPLES AND STANDARDS**

**Torfaen County Borough Council is committed to achieving equality in all aspects of our business. The Council will ensure that the community we serve and current and potential members of staff have equality of opportunity to access all our services and opportunities. The Council will ensure that no one receives less favourable treatment on the grounds of disability, race, language, gender, colour, religion, age, sexual orientation, marital status, social position, or any other improper grounds, by any requirements or regulations which cannot be fully and legally justified.**

Tackling racism in Torfaen is important because of, rather than in spite of, the fact that the proportion of people from minority ethnic Groups in Torfaen is low overall. Similarly Torfaen does not have a high Welsh speaking population,

but it has been positive in responding to the requirements of the Welsh Language Act.

The Race Relations (Amendment) Act 2000 brought about a number of additional responsibilities that required the authority to take action to comply. For example, there are substantial developments in legislation and guidance in terms of how ethnic and multi-cultural matters are expected to be addressed within the education system and the arrangements for consultation and communication with all members of our community.

Following its re-organisation the new Council through a process of consultation with its partners, Elected Members and its workforce decided upon a statement of our core values. These are:

- Supportive
- Fair
- Effective

Over the coming months the Council will give thought and action as to how these value statements will permeate and influence the culture of the organisation. Each of these values has significance to ensuring racial equality within Torfaen.

## **THE FUNCTIONS OF THE COUNCIL AND THEIR RELEVANCE TO RACE EQUALITY.**

As both a provider and commissioner of services for the local community the range of functions which the Council fulfils is very wide. The relevance of race equality issues can be variable depending upon the service area and the feedback we receive from the community about the issues within those services. For example, any indirect discrimination in the delivering education can have significant impact upon the life chances and opportunities available to people. Similarly lack of appropriate facilities or awareness around cultural issues may be a barrier for people from ethnic minorities fully participating in a community and having access to services that are intended for everyone.

This Race Equality Scheme has received input from the individual Department's of the Council regarding the priority of the different functions of the Council. Departments and corporately consultation has taken place so as to establish the issues that are important to people from ethnic minorities in terms of a need for improvement or improved accessibility. This has influenced the final assessments made to the relative importance of each service area or function. The grid set out in appendix 1 details the functions and the relative priority that these functions present in terms of race equality in Torfaen.

## **THE RACE EQUALITY AND LINKS WITH CROSS-CUTTING STRATEGIES**

Through its work, the Council will seek to link all existing strategic, business and performance measurement tools to assist in the fulfilment of our duties under the Race Relations Amendment Act. The Council believes that progress on equality and the local government modernising agenda are mutually reinforcing. Therefore race equality issues will receive fully proportionate consideration within all local strategic plans and business review processes. This includes, but is not exclusive to:

- Local Government Improvement
- The Corporate Plan
- The Community Plan
- Local Strategic Partnerships
- The new Generic Equality Standard for Local Government
- Departmental Service and Organisational Development Plans
- Torfaen Crime & Disorder Reduction Strategy.

## **OUR RACE EQUALITY AIMS**

- The Council is committed to make sure that its workforce reflects the black and minority ethnic community in Torfaen throughout the different levels within the organization. We will aim to increase the percentage of employees from ethnic minorities from 0.39% in April 2004 to 1.00% by April 2008 so as to develop a proportionate representation of people from ethnic minorities within our workforce.
- The Council will ensure that all its arrangements for customer care take account of different language, racial and cultural needs.
- The Council is committed to ensure that its services are fully accessible to all members of the community and that no disadvantage will occur to any individual or group as a result of difference.
- The Council is specifically concerned to ensure that all ethnic groups are fully advantaged through school education and that respect for difference and diversity is promoted amongst young people.
- The Council will provide effective opportunities for the involvement of the whole community with proper regard for the opinions and concerns of people from all ethnic groups within Torfaen in the planning of all its services.
- The Council has adopted the Welsh Assembly Government's Equality Standard for Local Government and by its own assessment considers that many aspects within Level 2 of this standard have been achieved.

- The Council will deal with racial harassment and violence consistently and effectively and seek to eliminate this from the community of Torfaen.
- Understanding that nationally there is a broad range of research<sup>(1)</sup> suggesting a chronic under-reporting of racist incidents, the Council will work within the medium term toward increasing the rate of reporting of racist incidents within Torfaen, and then subsequently to reduce the incidence level of racist incidents once confidence has been established that 'reporting levels' are reflective of incidence levels.
- In 2004/5 the number of reported racist incidents (non-crime) within Torfaen was 4. This low figure might seem encouraging if it wasn't for established research of chronic under-reporting on this issue. The Council will seek to encourage increased reporting through demonstrating that effective action will be taken to address reported incidents.
- To mainstream the Race Equalities Scheme with other improvement processes within the Council. This will include annual Service and Organizational Development Plans, The Torfaen Community Plan, and the New Corporate Equality Policy.

## **HOW WE WILL MEET THE GENERAL DUTY**

- The Council will continue to support and develop community educational projects (such as first established through 'Roots to Torfaen') that celebrates diversity and encourages harmony between the different communities and families of Torfaen.
- The Council will provide appropriate Race Equality Training for all staff and elected members.
- The Council will work closely with the South East Wales Race Equality Council and members of the local community to ensure the views and interests of all ethnic groups are considered in the planning and provision of council and other services.
- The Council will work closely with members of the local community, health organisations, police and other groups toward developing and delivering initiatives which promote harmony and respect between different ethnic groups.
- The Council will eliminate racial discrimination in all functions (i.e. employment, service delivery, law enforcing and regulatory activities) of the Council.

- All new policies will be screened to assess the service areas relevance to race equality. Where the service area is assessed to have relevance to issues of race equality then a more detailed assessment of issues will be undertaken.
- All new policies will be subject to this 2-level equality impact assessment process prior to acceptance by Council. Existing policies will be reviewed for their relevance to race equality and other broader issues of equality within normal the Departmental time frames.
- Upon advice from the Borough Solicitor the Chief Executive will bring forward any policy review considered necessary to ensure the Council's Compliance with the RRAA.
- The Council has appointed 'Equality Lead Officers' within each of its Departments, ensuring ownership and actions on issues of equalities occurs within each of the services provided by the Council.
- The Council will promote and implement its Welsh Language Scheme in accordance with its goals and targets.

## **HOW WE WILL MEET THE SPECIFIC DUTIES**

- The council will develop comprehensive monitor systems detailing recruitment, employment, training and promotion of staff within the Council according to ethnic background to assess whether differences exist in the opportunities open to people of all ethnic groups.
- The Council will take steps to ensure that equality of opportunity is experienced by all people with the potential for employment by the Council within all steps of our recruitment process.
- In partnership with the Gwent Education Multi-Ethnic Support Service the Council will assist all local Schools to develop their own Race Equality Policies in accordance with the CRE guidance
- The Council will regularly assess and review which services and policies are of greatest significance to the lives of people from different ethnic groups and address them in order of priority.
- A rolling programme of training in relation to race, diversity and general equality issues will be available throughout the organisation and will form part of the corporate induction process.
- Equality information and awareness raising material will be published on the Council Intranet site to share this knowledge and communicate the values of the Council amongst the workforce.

- Our priorities in terms of race equality will be reviewed annually.
- Over time the Council will systematically review the effectiveness, in respect to race and equal opportunities in general, of all its functions and services through application of the Equality Standard for Local Government in Wales.
- When consulting upon policies of the Council it will consult with the Torfaen Diversity group and other representative bodies. It will also develop other methods to assess whether there might be any adverse impact upon different ethnic groups.

## **OUR ACTION PLAN AND TIMETABLE**

- Equality audits were initially undertaken in each service area at the end of 2003. At that time an understanding of the breadth and nature of the issues was not well established within the Council. Since this time progression has been achieved in broadening this understanding. With the establishment of an Equality Impact Assessments process across the breadth of Council functions, and the scrutiny and monitoring aspects of the equality agenda more securely embedded within Council activity, the steps for implementation are more clearly established. The Service Areas will publish an Equality Position Statement and Action Plan by February 2007 which will include where relevant to that service, issues contained within the Race Equality Scheme.
- An ongoing programme of Equality Impact Assessment training sessions will be provided to staff and managers outlining the various issues that need to be considered within an assessment. The information and guidance will also be placed on the Staff Intranet-Site.
- The work and role of Torfaen Diversity will be promoted and people from different ethnic minorities encouraged toward involvement, either directly in the work of the group, or other associated initiatives.
- Torfaen County Borough Council's Corporate Equality Plan (as required by the Equality Standard for Local Government in Wales) will include the Council's position on race equality issues. The content of the Corporate Equality Plan will be consulted upon that will include the views of Torfaen Diversity, the community and staff and other representative organisations.
- Targets for service improvement and developments in relation to equality will be set annually within each Departments Service and Organisational Development Plans (often known as Business Plans).
- The Race Equality Action Plan will subsequently be absorbed within action plans developed as a consequence of the Council's work on the Equality Standard for Local Government.

## **OUR RACE EQUALITY TARGETS**

- During the period 2004-2007 the Welsh Assembly Government through the Data Unit are introducing a process of review of its Performance Indicator arrangements. Within the processes by which National Strategic Indicators and Core Indicators are collated local authorities are asked to exercise judgement around those PI's that which may both lend themselves to dis-aggregation and have value in developing our understanding of potential inequalities issues. To these data sets the Council may introduce elements of the Shared Outcomes Performance Indicators due to be established in 2007/8. Where they have relevance to race equality these data sets will be incorporated into the reporting and monitoring arrangements of the Race Equality Scheme and targets set.
- To ensure a baseline standard of service to all people across the Council, targets will be set for Council services as a whole. These targets will focus upon raising awareness, access of customer services and customer satisfaction.
- In addition each of the Departments of the Council will identify possible gaps in the Core Indicators and consider its own Race Equality Targets specific to the services they deliver starting with those they assess are most important and are of the highest priority to ensure equality of opportunity is afforded to all the citizens of Torfaen. The significance of the Core Indicators and locally based targets will be outlined within Service and Organisational Development Plans.

## **RACE EQUALITY PERFORMANCE INDICATORS**

- The Council will monitor the Core Performance Indicators relating to ethnic and multi-cultural issues.
- The Council will also develop additional Performance Indicators on ethnic and multi-cultural issues which are of specific relevance to the local community.
- Where Performance Indicators have already been identified as significant to understanding and influencing the experience of race equality - these PI's will be contained within the annual reporting arrangements.

## **HOW WE WILL DEAL WITH COMPLAINTS**

The Council will deal with all complaints effectively. In addition it will ensure that any accusation of racism or discrimination within the Council is fully investigated and appropriate action taken to ensure justice and prevent further occurrence. Complaints relating to issues of race discrimination will be brought to the attention of the Council's Equalities Manager.

## **CONSULTATION ARRANGEMENTS – WHAT WE HAVE DONE AND WHAT WE WILL DO IN THE FUTURE.**

A local authority like much of the public sector is sometimes challenged to gather the views of the community on how they provide services. This sometimes is an even greater challenge when gathering the views of people from ethnic minorities where the population of people from ethnic minorities is very low. The Council has therefore needed to be pro-active in engaging with relevant groups and individuals to obtain viewpoints and concerns of these communities. Our actions have included:

- Letters to local businesses inviting contact and explaining our responsibilities as a Council under the Race Relations Amendment Act and outlining the work of the Torfaen Advisory Forum.
- Questionnaires to Council and Housing Association residents inviting comment about housing services in Torfaen and more general matters regarding quality of life in Torfaen.
- Organising a programme of open community events themed around cultural diversity with contribution from minority groups.
- Monitoring of complaints to assess their relevance to our responsibilities under the Race Relations Amendment Act.
- Themed Torfaen Race Advisory Meetings where priority issues were discussed by community members and contributing organisations.
- Engaged with local Gypsies and Traveller representatives to clarify those issues that are relevant to them and develop methods by which community harmony may be promoted.
- Amendment to our M.O.R.I. public consultation survey to ensure it identifies opinion from different segments of our community according to demography and ethnicity.

Our future actions will include:

- The development of reference groups to provide comment and opinion on local policy issues as they might affect people from ethnic minorities.
- Ensuring the specific needs of people from different ethnic groups are considered within the Housing Needs Assessment process and the local development plan.

- Ensuring active consideration of race equality issues within the broader policy development process.
- Gathering the views of employees from ethnic minorities of the Council about their opinions and concerns as employees and individual engaged in providing services to the local community.
- Ensuring presence of issue and appropriate organisations (for example: SEWREC) at local community events.
- The development of strategies within the citizen engagement agenda to ensure the proper understanding of issues of significance to people from ethnic minorities.
- The anticipated facility for dis-aggregation of equality data within the Wales Standardised Council Survey.

#### **KEEPING STAFF INFORMED**

- The Council will update and regularly consult its staff upon the plans and activities on race equality through staff magazines, email circulars and a dedicated intranet site.
- The Equality Manager and the Service Area Equality Lead Officers will engage and consult with staff so as to ensure that as complete an understanding as possible is established on those issues significant to promoting greater race equality within the Councils functions.

#### **14. KEEPING THE PUBLIC INFORMED**

- We will tell the public about our progress in Race Equality through the Council "*Torfaen Talks*" paper, publicity posters and articles in the local press and through communication at the 'Diversity Torfaen' Forum and through publicity and information sent out by South East Wales Race Equality Council. The Council will also publish the scheme, its updates and monitoring reports upon the Torfaen County Borough Council internet web-site and intranet. A 'link' will also be established from Webster, the e-based community portal. This facility will also facilitate feedback on the opinion of the community.

## References

1. Scourfield J et al, Responding to the experiences of minority ethnic children in virtually all-white communities, *Child & Family Social Work* 2002; Scourfield J et al, The negotiation of minority ethnic identities in virtually all-white communities: research with children and their families in the South Wales valleys *Children & Society* 2005 ; Racism in the Valleys – Perception or Reality? – A Report by Valleys Race Equality Council 2003; Percy, A. Ethnicity & Victimisation: Findings from the 1996 British Crime Survey. Home Office 1998.

## Appendix 1. Race Equality Scheme – Action Plan 2006 - 2009

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
<b>Chief Executive &amp; Corporate Functions</b>	<b>High</b>		
Performance & Citizen Engagement		To monitor policy, procedures and services to ensure continued compliance with all equalities legislation (inclusive of Race Relations Act 1976 and the Race Relations (Amendment Act 2000).	Service Area Equalities Lead Officer (Ongoing)
Corporate		Promote the representation of BME people via the procurements of goods and services. Review the equal opportunities policies of current and future contractors and consultants and encourage the use of local BME labour	Corporate Equalities Working Group (October 2005)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
		<p>To ensure that all staff participates in the Council's Corporate Race Equality Training Programme. This will be delivered through a variety of means such as group training sessions and the Engaging Diversity On-line Training Project.</p> <p>Ensure that Language facilities are sufficiently prominent and utilised effectively.</p>	<p>Equalities Manager &amp; Service Area Equality Lead Officers</p> <p>(Ongoing)</p>
Scrutiny Function		To embed the assessment of the Council's progress on issues of equality within the Council's Scrutiny process.	<p>Service Area Equalities Lead Officer</p> <p>(October 2006)</p>
Corporate Services & Democracy		Assess the degree to which canvassing and electoral registration processes accommodates language or cultural difficulties (i.e: literacy problems or consequences of social exclusion) and take appropriate action to address	<p>Service Area Equalities Lead Officer</p> <p>(May 2006)</p>
E-Government		To ensure that Intranet/Internet facilities are sensitive and welcoming to ethnic minority members of the community. To assess the level of demand for Internet services through other languages.	<p>Service Area Equalities Lead Officer</p> <p>(December 2006)</p>

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
Legal Services (as part of the Resources Directorate)	High	<p>Screen all new Council policies to ensure compliance with Race Relations Amendment Act.</p> <p>Ensure that when established policies are subjected to review they have been assessed to ensure that they are compliant with requirements under the Race Relations Amendment Act.</p>	<p>Head of Legal Services (Ongoing)</p> <p>Head of Legal Services/Deputy Chief Executive /Equalities Manager (Ongoing)</p>
Personnel Services (as part of the Resources Directorate)	<p>High</p> <p>Ensure that the ethnic profile of staff proportionately reflects the ethnic diversity of the community at large</p>	<p>To progress the development of monitoring systems that capture data about recruitment, employment, training, retention and progression of staff by ethnicity. Ensure that this capability is built into the new TRENT employee database system.</p> <p>To establish Performance Indicators that demonstrate that fairness and equality is prevalent in these processes.</p> <p>Support the development of a Black &amp; Ethnic Minorities Employee Group.</p> <p>Establish a spectrum of Race Equality Training facilities suitable tailored to the different needs and preferences of the whole workforce.</p>	<p>Service Area Equality Lead Officer (October 2006)</p> <p>(Ongoing)</p> <p>Equalities Manager/Head of Personnel Services (Ongoing)</p>

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
Community Safety	High	<p>Ensure that incidences of racial harassment are responded to effectively and that in 'problem areas' strategies are developed to intervene to the extent of prevention.</p> <p>To develop effective systems to ensure that racist and other hate crimes are reported to the Police and other appropriate agencies.</p>	<p>Torfaen Community Safety Team (Ongoing)</p> <p>(April 2007)</p>
	Proactive intervention in addressing (where assessed as present) racist attitudes and behaviours amongst offenders and young people subject to supervision orders.	Support and adoption of targets and actions contained within Torfaen Youth Offending Team Race Equality Action Plan	Torfaen Statutory Community Safety Partnership on Crime Reduction & Torfaen & Monmouthshire Youth Offending Team (Ongoing)
Community Strategy	Encourage BME people to become actively engaged in consultation exercises	Investigate the types of support necessary for BME people engage in consultation exercises	Performance & Engagement (October 2005)
	Conforming to guidance in how race equality should be built in to community strategies	Race Equality legislation and other equality legislation be built into the Community Strategy and the subsequent activities of the Council and other Community Strategy partners	Ongoing

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
	Encourage sustained involvement in consultation in the longer term	In partnership, consider the development of cross-agency consultation mechanisms, such as BME Citizens panels	Performance & Engagement (October 2005)
Communications and Public Relations	High	Internal and external communications will comply with the principles outlined in the National Union of Journalists, Code of Conduct Clause 10: "A journalist shall only mention a person's age, race, colour, creed, illegitimacy, disability, marital status (or lack of it), gender or sexual orientation if this information is strictly relevant. A journalist shall neither originate nor process material which encourages discrimination, ridicule, prejudice or hatred on any of the above-mentioned grounds.	Performance & Engagement (Ongoing)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
<b>Regeneration Services</b>	High	<p>Promote the message of Diversity in the communities so as to encourage social cohesion and integration and reduce cultural isolation. Prioritise the development of localised strategies aimed at the improvement and support of social cohesion in specific communities at risk of growing racial intolerance and discrimination.</p> <p>Various schemes will support this aim. Including:</p> <ul style="list-style-type: none"> <li>• Roots to Torfaen, GrassRoots, CRE's 'Croeso' Initiative or new projects derived from these initiatives</li> <li>• The Fanfare Project</li> <li>• Participation and promotion in the 'Kick it Out' football anti-racism project through all Council sporting venues in Torfaen.</li> <li>• Access to sport and recreation initiatives</li> <li>• Communities First &amp; Community Regeneration Projects</li> </ul>	<p>Regeneration Equality Lead Officer and working group</p> <p>(Ongoing)</p>
		<p>To monitor policy, procedures and services to ensure continued compliance with all equalities legislation (inclusive of Race Relations Act 1976 and the Race Relations (Amendment Act 2000).</p>	<p>Service Area Equality Lead Officer</p>

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
	Medium	To ensure that equality of support and opportunity is available to people of all ethnic groups.	Service Area Equality Lead Officer (April 2006)
	Tackle the level of property disrepair in the private sector (as part of the BME Housing Strategy)	Consider ways of encouraging private landlords to invest in their properties	Service Area Equality Lead Officer (to be confirmed )
	Reduce the proportion of private sector properties without insulation (as part of the BME Housing Strategy)	In conjunction with partner agencies, provide information to private sector households on grant availability and emerging saving initiatives	Service Area Equality Lead Officer  (To be confirmed)
		To investigate the prevalence of immigration for employment within the Torfaen community and assess and respond to the social implications and subsequent needs raised by this.	Service Area Equality Lead Officer  (December 2007)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
	Ensure that BME people have access to community facilities	Audit the use of existing community facilities to ensure that BME people are not excluded and/or in consultation with the BME community consider the development of BME-specific facilities	Regeneration Equality Lead Officer and working group  (To be confirmed)
<b>Social Care &amp; Housing:</b>	High	Ensure that annual training programme includes initiatives and programmes to provide staff with generic/race equality training. Training to be specific to the area of work i.e.: Community Care, Residential, Homecare and Childcare.	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)
		To monitor policy, procedures and services to ensure continued compliance with all equalities legislation (inclusive of Race Relations Act 1976 and the Race Relations (Amendment Act 2000).	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
		To establish a Departmental Equality Working Group to review current policies and practice to ensure their compliance with UK anti-discrimination law and the development of best practice.	Social Care & Housing Equality Lead Officer & Service Area Working Group Achieved April 2005
	High	To establish a social work practice forum to review standards of services and promote higher levels of awareness on the need to provide ethnically sensitive services	Social Care & Housing Equality Lead Officer & Service Area Working Group  Achieved June 2005
	High	To develop a policy to protect staff from being subjected to racial harassment or abuse from service users. To incorporate such concerns into client contracts where appropriate.	Social Care & Housing Equality Lead Officer & Service Area Working Group (September 2006)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
	High	<p>Ensure that interventions and support services within Children Services and Community Care Divisions are culturally sensitive and responsive to individual needs.</p> <p>Develop monitoring and assessment systems to ensure that this does take place; include qualitative audits of files</p>	<p>Social Care &amp; Housing Equality Lead Officer &amp; Service Area Working Group</p> <p>(October 2005)</p>
	High	<p>To engage the Local Social Care Partnership for Torfaen in a process of identifying best practices locally and nationally with a view to promoting positive equality practice amongst the wider group of service providers.</p>	<p>Social Care &amp; Housing Equality Lead Officer &amp; Service Area Working Group</p> <p>(March 2006)</p>
	High	<p>To review current methods of service delivery to identify issues within service arrangements caused by ignorance, insensitivity or lack of awareness of diverse cultural needs. (first actions include developing stronger links and communication mechanisms with the local Chinese community.)</p>	<p>Social Care &amp; Housing Equality Lead Officer &amp; Service Area Working Group</p> <p>(by March 2006)</p>

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
		To ensure client database monitoring systems are accurate in relation to the gathering of data on ethnicity and culture.	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)
	High	Ensure that the workforce diversity is reflective of the local community.	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)
	Meeting BME Housing Needs - Ensure that BME communities are not discriminated against in terms of access to social housing	Review housing application procedure to ensure there is no discrimination against BME applicants in terms of the type, size and location of properties available	Social Care & Housing Equality Lead Officer & Service Area Working Group  (To be confirmed)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
	Ensure that the design and development of new housing reflects the needs of a diverse community	Ensure that the needs of all ethnic groups are built into the Housing Needs Assessment Process. Specifically the current and future accommodation needs of Gypsies & Travellers and other ethnic minority groups	Housing Strategy
	Applications under homelessness to be monitored to ensure equality of treatment and gather knowledge around homelessness 'triggers'	Include equality monitoring within emergency application process, and report patterns within annual service area equality report.	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)
	Reduce the incidence of overcrowding within the social housing sector (as part of the BME Housing Strategy)	Review the housing application procedure to ensure that adequate recognition is given to the degree of overcrowding experienced by some BME applicants and consider ways of alleviating overcrowding among current tenants	Social Care & Housing Equality Lead Officer & Service Area Working Group  (March 2006)
	Increase awareness among the BME community of the full range of housing options available (as part of the BME Housing Strategy)	Review current publicity material to ensure it is comprehensive and accessible	Social Care & Housing Equality Lead Officer & Service Area Working Group  (April 2007)

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
	Ensure social housing properties are of a suitable standard in terms of double-glazing and central heating (as part of the BME Housing Strategy)	Review current repair and maintenance programmes to ensure that they are in line with the Welsh Quality Housing Standard 2012	Social Care & Housing Equality Lead Officer & Service Area Working Group (To be confirmed)
	(Access to Services) Improve awareness of housing-related services (as part of the BME Housing Strategy)	Review current information dissemination practices to ensure that they do not discriminate against, and are appropriate to, the BME community.  Review the extent to which information is available in appropriate minority languages	Social Care & Housing Equality Lead Officer & Service Area Working Group (September 2005)
	Improve access to housing related services	In partnership, publicise within the community the availability to interpretation services	Social Care & Housing Equality Lead Officer & Service Area Working Group (September 2005)
	Provide a culturally sensitive service for a diverse community	Provide Equality and Diversity training for all staff on a regular basis and review the impact of such training on service delivery	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
	Ensure that all housing related services for the BME community are mainstreamed	Review all housing related services to ensure there is equality of access	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)
	Improve BME consultation on housing related issues (as part of the BME Housing Strategy)	Review current consultation and engagement mechanisms to ensure that they do not discriminate against the inclusion of BME people  Develop a BME engagement strategy which includes a range of formal and informal consultation mechanisms appropriate to the BME community	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)
	(Racial Harassment) - Ensure members of the community are aware of the organisations policy on racial harassment	Review how information about the racial harassment policy is disseminated throughout the tenant group – including tenants of social landlords.	Social Care & Housing Equality Lead Officer & Service Area Working Group  (Ongoing)

Key Function	Overall Relevance to the General Duty	Agreed Actions	Responsibility and Target Date
	Reduce the incidence of racial harassment	<p>Inform all tenants and residents of the organisations of developed policy on racial harassment and the action to be taken against perpetrators.</p> <p>Regularly review the number of racial harassment incidents reported and evaluate the impact of relevant policies and practices</p>	<p>Social Care &amp; Housing Equality Lead Officer &amp; Service Area Working Group</p> <p>(Ongoing)</p>
	Actively support victims of racial harassment	Provide staff training in how to provide culturally sensitive support to victims of racial harassment	<p>Social Care &amp; Housing Equality Lead Officer &amp; Service Area Working Group</p> <p>(Ongoing)</p>
	Ensure that all tenants feel safe and secure in their own home	Review the security and design of dwellings and consider the installation of security measures where necessary	<p>Social Care &amp; Housing Equality Lead Officer &amp; Service Area Working Group</p> <p>(To be confirmed)</p>

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
	<b>High</b>	To commission research examining the Social Services needs of the local ethnic minority community.	Social Care & Housing Equality Lead Officer & Service Area Working Group  (to be confirmed)
<b>Education Services:</b>	<b>High</b>		
		To monitor policy, procedures and services to ensure continued compliance with all equalities legislation (inclusive of Race Relations Act 1976 and the Race Relations (Amendment Act 2000).	Education Chief Officer & Education Service Area Equality Lead Officer (Ongoing)
Strategy	High	To mainstream addressing race discrimination and other equality issues within the objectives set within the Single Education Plan.	Education Chief Officer & Education Service Area Equality Lead Officer

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
			(July 2006)
School Achievement	High	To establish and utilise monitoring systems to equalise opportunity in attainment of academic outcome for Children at ages 16 and 18.	Education Service Area Equality Lead Officer  (September 2005)
Pupil and Parent Services	High	To review current school allocation policy to ensure its compliance with the Race Relations Amendment Act 2000	Education Service Area Equality Lead Officer  (March 2005)
	High	At point of enrolment ensure that Gwent Ethnic Minorities Mentoring Service (GEMMS) are engaged in providing support to school and family in order to assist in the child's integration into school life.	Education Service Area Equality Lead Officer  (Ongoing)
	High	To monitor and respond appropriately where parents request school transfer because of a child is experiencing racial harassment/bullying in their current school	Education Service Area Equality Lead Officer  (Ongoing)

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
	High	To review all current public application and information forms to ensure that they contain appropriate demographic (ethnically neutral) wording	Education Service Area Equality Lead Officer  (Ongoing)
Special Needs and Education Access Group	High	To encourage through flexible education, the continued education of children of all ethnic groups until at statutory school leaving age. This will have particular significance to children of Gypsy & Traveller origin where school attendance frequently declines in the early teens.	Education Service Area Equality Lead Officer  (Ongoing)
Early Years Services	High	To review policy, procedures and publicity to ensure that these services can be effectively accessed by all eligible members of the community regardless of ethnic origin and where required ensure that such services are sensitive to the varied needs of a racial groups.	Education Service Area Equality Lead Officer & Equality Working Group

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Agreed Actions</b>	<b>Responsibility and Target Date</b>
Governor Support	High	To ensure the provision of effective training and support so as to ensure each school has a Race Equality Policy (as required by law) or Generic Equality Policy.	Education Service Area Equality Lead Officer & Equality Working Group  (by September 2005)
Resourcing and Finance	High	Ensure that any improvement programme aimed at ensuring greater race equality within the local field of statutory education is sufficiently resourced and financed and build such requirements within Departmental financial planning.	Education Service Area Equality Lead Officer  (Ongoing)
Lifelong learning	High	To review current education programme to ensure that it has a sufficiently diverse and inclusive programme so as to ensure it is serving the interests and needs of the whole community.  To research potential for the Lifelong Learning Programme to have content that underpins Torfaen County Borough Council's general statutory responsibility to promote harmony between people of different racial groups.	Education Service Area Equality Lead Officer  (May 2007)

Key Function	Overall Relevance to the General Duty	Priority and local significance	Responsibility and Target Date
Planning & Public Protection	High		
		To monitor policy, procedures and services to ensure continued compliance with all equalities legislation (inclusive of Race Relations Act 1976 and the Race Relations (Amendment Act 2000).	Service Area Equality Lead Officer
Planning & Environmental Protection		<p>To ensure that all procedures in relation to statutory control regulations and local enforcement are sensitive to the needs of people who have limited literacy or English language skills or do not speak English and provide interpreter services and information in other languages or mediums accordingly.</p> <p>To monitor enforcement procedures by race to ensure that there is no inequality in outcome between different racial groups. If inequality in outcome does exist then to develop a strategy to address such inequalities.</p>	Service Area Equality Lead Officer  (April 2006)
		To apply Welsh Assembly Government guidance in relation to the management of illegal Gypsy & Traveller encampments	Service Area Equality Lead Officer

<b>Key Function</b>	<b>Overall Relevance to the General Duty</b>	<b>Priority and local significance</b>	<b>Responsibility and Target Date</b>
Development		Investigate the opportunity for providing financial assistance to home owners to alleviate overcrowding	Service Area Equality Lead Officer (to be confirmed)
		Ensure that the current and future needs of Gypsies & Travellers are built into the assessment processes of the Local Development Plan.	Service Area Equality Lead Officer  (December 2006)
<b>Operational Services Department:</b>	High	To respond quickly to reports of racist graffiti and organise its removal. Ensure that each incident is reported under the Council's Racist Incident Reporting Procedure	Service Area Equality Lead Officer (Ongoing)
		To monitor policy, procedures and services to ensure continued compliance with all equalities legislation (inclusive of Race Relations Act 1976 and the Race Relations (Amendment Act 2000).	Service Area Equality Lead Officer (Ongoing)
	Medium	Ensuring that our catering facilities are sufficiently flexible to meet the needs of all staff and community utilising these services  To establish the Council's capacity to provide 'Fair Trade' goods within its menu.	Service Area Equality Lead Officer (September 2005)  (April 2007)
		Review existing arrangements for burial services to ensure that they are sensitive and sufficient to the needs of people of all faiths.	Service Area Equality Lead Officer (April 2007)

Key Function	Overall Relevance to the General Duty	Priority and local significance	Responsibility and Target Date
		To monitor complaints to establish if any service deficiencies exist in terms of race and other equality issues	Service Area Equality Lead Officer (Ongoing)

## Appendix 2.

### **Report on Progress in Equality Monitoring under the Employment Duties of the Race Relations Amendment Act.**

In November 2005 the Commission for Racial Equality requested information from Local Authorities in Wales on their progress in the establishment of procedures to monitor and publish statistical and analytical information of its performance in relation to the employment duties under the Race Relations Amendment Act. The Commission was advised at the time that under the Council's current workforce database systems the provision of information to the full extent required under the guidance would not be achievable. In 2005 the Council invested in the TRENT Employee Database and subsequently a small and dedicated staff team are currently working to bring the suite of management reports into existence. Reports relating to employee race equality issues (and other equality issues) will be an important front-end consideration within the TRENT Project. It is envisaged that we will be fully compliant with all aspects of the race equality employer responsibilities around data monitoring by May 2007.

Under the restrictions of our current data collation systems and monitoring arrangements the following information is published.

	2004/5	2005/6
The percentage of local authority employees who have indicated that they are from ethnic minority communities	0.39	0.49

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