

## Appendix 4 Race Equality Scheme Action Plan 2005-08

Aim/Objective	Target date	Anticipated outcome	Responsible lead
To ensure that the Race Equality Scheme is reviewed and updated annually.	March 2008	<p>A process of consultation on the Action Plan is carried out annually.</p> <p>A review of the Race Equality Scheme, including an updated action plan is considered by the Corporate Equality and Diversity Steering Groups and referred to Cabinet for discussion and agreement.</p>	Department of Resources: Equalities Team.
<b>Learning &amp; Development</b>			
We will increase awareness of Equality & Diversity issues across the organisation	March 2008	All County Council members will have undertaken equality and diversity training – through a rolling programme of training - so that they are better informed about legislation and more aware of issues related to equality and diversity.	Human Resources
	Sept. 2006	We will include equality and diversity in all corporate induction.	Human Resources
	March 2008	We aim to provide all staff with e-learning equality and diversity opportunities as part of induction.	Human Resources
	March 2007  Nov 2006	We will increase the staff development opportunities related to equality and diversity, racism awareness and anti-racist practice, to meet needs.  An Equality and diversity module is included within the Manage To Lead training programme.	Human Resources

To ensure that all our employees and elected members developmental needs are equitably addressed.	March 2008	Comprehensive recording and monitoring about learning and development activity of staff and members (including appraisal data) is available.	Human Resources
	July 2009	An action plan has been agreed to address any inequalities identified from the data.	
	April 2010	Organisation wide reports on learning and development activity are regularly prepared and acted upon.	
We will mainstream Equality and Diversity into management roles and responsibilities	March 2008	We will provide a system that enables equality and diversity objectives and competency to be examined within the appraisal process of all managers. The appraisal process will inform training needs and the programmes offered.	Human Resources
<b>Recruitment</b>			
We will increase participation in the recruitment process of all under-represented groups	Oct 2007	Job application forms have been updated, the jobs website re-launched and is supporting on-line applications.	Human Resources
	Sept. 2008	The design of the advert will reflect our new recruitment image and any images reflect the diversity of the workforce.  Adverts will be written in Plain English and will not discriminate against any group.	
We will circulate a newsletter for ethnic minority communities which advertises vacancies, staff benefits, where to look for jobs, the recruitment process. This will be distributed via WREC, our	April 07	Newsletter produced quarterly.	Human Resources
	June 2007	Consultation to be undertaken on the value and impact of the newsletter to members of BEM communities.	

communications unit, community contacts, CAB.			
We will assess and improve the interview process.	Oct. 2006  March 2008	Equality Impact Assessment of the recruitment and selection process has been undertaken, weaknesses which could result in discrimination identified and a plan of improvement is being implemented.  'Mystery shopper' exercise undertaken to discover if the process is clearly understood and equitable. Feedback given from interviews has been reviewed and acted upon.	Human Resources
We will position Wiltshire County Council as an employer of choice among school/college leavers	March 2008  March 2008	We will promote Wiltshire County Council within schools, as a potential employer for all young people. The County Council's work experience programme will have been promoted by:- -attendance at school careers days -leaflets sent to school libraries -the Ethnic Minority Achievement Service -DB8 magazine School information events will have been held in County Hall for year 9-11 pupils. Visits to schools will have promoted the work experience programme and addressed 'preparation for work' skills.  We will promote Wiltshire County Council within universities as a potential employer for all new graduates. We will have: - attended university careers fairs. - advertised in university Job Shops. - made links with university societies. - expanded the use of paid summer work placement schemes for graduates.	Human Resources  Human Resources
<b>Data Collection</b>			

<p>We will gather and monitor Equality and Diversity information on staff and potential employees in order to take targeted and meaningful action</p>	<p>Oct. 2007</p>	<p>The range of Human Resources activities to be monitored is agreed and individual definitions and processes for measuring are in place.</p> <p>The annual equality and diversity report includes data for all Human Resource activities identified, action plans and targets are in place where appropriate.</p> <p>We will provide improved analysis and monitoring of staffing information to departments on equality and diversity, to enable them to take targeted and meaningful action.</p> <p>Quarterly recruitment data to be provided for all departments. We will regularly update information held for staff ethnicity.</p>	<p>Human Resources</p>
<p><b>Pay</b></p>			
<p>We will remove any potential for unlawful discrimination in pay and grading arrangements.</p>	<p>Sept. 2007</p>	<p>We will complete a review and revision of pay and grading arrangements.</p>	<p>Pay Reform</p>
<p><b>Work-Life Balance</b></p>			
<p>We will ensure that we deliver on our Work-Life balance agenda</p>	<p>Oct 2007</p>	<p>Our HR policies including flexible working and carer's leave will be reviewed to ensure they support the opportunity for all staff to progress appropriately in their careers.</p>	<p>Human Resources</p>
<p><b>Communication/Staff Involvement</b></p>			
<p>We ensure our Communications Strategies are accessible and inclusive.</p>	<p>April 2008  April 2007</p>	<p>All communication strategies have been Equality Impact Assessed and strategic plans acted upon to ensure that the communication strategies work towards enabling all external communications to be accessible to all.</p> <p>All our external communications and publications reflect the diversity of the council.</p>	<p>Communications Unit</p>

		<p>A database of pictures has been compiled, reflecting diversity in Wiltshire</p> <p>Pictures and images which reflect the diversity of Wiltshire are used in County Hall reception and all other premises.</p>	
<p>We will provide guidance to all county council staff about effective and efficient means of communication which is inclusive of all people.</p>	<p>Dec. 2006</p> <p>Dec. 2007</p>	<p>Clear Communications document has been compiled, launched and is accessible to all staff: through the intranet, hard copy and in other formats.</p> <p>There is evidence that staff are aware of how to make communications accessible through translation and/or interpretation.</p>	<p>Communication Unit, Equality &amp; Diversity Team.</p>
<p>We will ensure that the different staff groups in Wiltshire County Council can contribute effectively to the delivery and achievement of organisational goals and for the benefit of the members.</p>	<p>March 2007</p> <p>Oct 2007</p>	<p>We will embed equality and diversity issues in the business of the Joint Consultative Committee.</p> <p>We will work with the BME Staff Forum to enable it to act as a more consultative group.</p>	<p>Human Resources</p>
<p>To understand fully the results and trends of staff responses to the annual staff survey from the perspective of BEM staff and to make provision to address any issues identified.</p>	TBC	<p>A comprehensive analysis of the 2006 staff survey is carried out in relation to BEM and is published.</p> <p>Action planning is carried out and the findings and outcomes addressed within the next review of the Race Equality Scheme.</p>	<p>Human Resources and Equality and Diversity Team</p>
<p>We will increase the awareness and understanding of all staff about the BEM Staff Forum, it's terms of reference and relationship to the</p>	<p>April 2007</p> <p>Sept 2007</p>	<p>The Black and Ethnic Minority Staff Forum will have developed and had endorsed by the Corporate Equality and Diversity Steering Group, a terms of reference for the forum.</p> <p>The BEM Staff Forum will have been promoted through the county council</p>	<p>Equality and Diversity Team</p>

Corporate Equality and Diversity Steering Group.	March 2008	staff magazine, intranet and other means. The number of BEM staff attending the Forum will have increased, at least twofold. There will be more BEM women workers engaging with the forum.	
<b>Equality Impact Assessment</b>			

We will embed the process of Equality Impact Assessments in all work.	April 2007  April 2008	All services can evidence use of EIA's for:- <ul style="list-style-type: none"> <li>• Policies</li> <li>• Practice</li> <li>• To inform planning</li> </ul> Staff demonstrate competence in this process; it is ongoing practice.	Service managers and all staff.
We will implement departmental strategies addressing race equality identified through Equality Impact Assessment.	April 2007	Strategies are being implemented: each has clear objectives, outcomes and timeframe.	Equality & Diversity Team to support all Service managers.
<b>Procurement</b>			
We will ensure that all council procurement and contract management processes reflect the Council's commitment to equality and diversity as expressed in the corporate equality statements.	March 2008	Equality Impact Assessments have been carried out and action plans have been prepared and agreed for all existing council procurement strategies, policies and advice.  All managers understand and comply with revised corporate procurement and contract management processes.	Environmental Services Department. All managers.
<b>Racist Incident Reporting</b>			
We will embed racist incident reporting within the complaints system.	Jan 2008	Every member of staff will understand, 'what is a complaint' and the process they should follow to respond to a complaint.  A system of tools will be in use to register complaints, identify those which are racist and pass them to	Complaints Handling- Corporate Services

		appropriately skilled people for investigation and response.	
We will publish annually the number of complaints received that have a race equality dimension with brief information and outcome.	April 2008	An analysis of those complaints with a race equality dimension will have been published through the WCC website.	Complaints Handling - Corporate Services
<b>Community Engagement</b>			
We will ensure that:- -customer care staff are fully trained in communications issues arising from dealing with a diverse population -customers are able to access information in appropriate languages.	June 2007	Equality Impact Assessments will have been used to review procedures re: The Customer Care Unit, County Hall reception and Contact Points. Regularly analyse of policies and procedures ensure services are delivered without discrimination. There is regularly monitoring of who uses our services (and the effect our services have) the results are used to improve practice and policies. All staff attend Equality and Diversity Training within six months of appointment. Staff are familiar with the Clear Communications practices and have the resources and competence to access translation/interpretation services. Through working with Wiltshire Improvement Partnership services are being more joined up, to ensure that our users can gain access to any council service via any council service point in Wiltshire.	Customer Care Unit
We will increase consultation with BEM young people through Tomorrow's Voice.	Dec. 2007	Tomorrow's Voice includes sufficient numbers of BEM young people for analysis to be statistically valid. Results are analysed in relation to ethnicity and are thus available to inform service development and practice.	Corporate Services
We will implement a	Dec	The full range of Voice and Influence	Youth

strategy to engage more BEM young people in youth democracy activities or opportunities which enable them to understand and engage in democratic processes.	2007	work is engaging young people from all ethnic groups: the proportion of BEM young people is at least proportional to the demography of Wiltshire.	Development Service
We will increase consultation with BEM members of communities, so that our services develop in ways that better meet the needs and aspirations of <b>all</b> within the local community.	Dec 2007	<p>A BME People's Voice consultation panel is functioning and enabling statistically valid analysis of information in relation to BME people.</p> <p>Community consultation days involving representatives of BME groups and organisations, to discuss social inclusion issues have taken place.</p> <p>There is improved co-ordination of research and consultation in partnership with other key agencies, through the Wiltshire Improvement Partnership and the Social Inclusion Partnership.</p>	Corporate Services
We will ensure that that the views of BEM groups are incorporated within the decision-making of all local community planning processes.	June 2007	<p>We will have undertaken an Equality Impact Assessment of the community planning process as part of a review to ensure that decisions on the way forward for individual local communities incorporate the views of black and ethnic minority groups.</p> <p>We will have engaged members of BEM organisations and groups in community planning learning and networking days.</p>	Development Services
We will engage men and women from BEM communities to take part in the new Commissioning and	TBC	Men and women from BEM groups in Wiltshire have been engaged in the new Commissioning and Planning Framework to increase understanding of the local	Department of Community Services

Planning Framework		population. Understanding of the local population, its diversity and its needs will have increased amongst those commissioning and planning community services.	
<b>Service Planning</b>			
We will embed equality and diversity principles and practices into Service planning.	April 2007	All service plans address equality and diversity within the review and planning processes.	Equality & Diversity Team. Service managers.
We will agree with partners appropriate systems for the monitoring of take-up and usage in order to inform work programming.	Dec 2007	To be monitoring service take-up and using this information to adjust the work programme, to respond to a wider range of groups in particular residents from ethnic minorities where the take up is low.	Central Bidding Unit
<b>Service Delivery</b>			
Our Emergency Planning Service will review its procedures to ensure that it is appropriately addressing the diversity of the population it serves.	April 2007	The way in which the public is informed about emergencies and emergency The way in which the public is informed about emergencies and emergency planning arrangements is accessible and easily understood by all members of the public, including those who are not fluent English speakers.  The way in which Emergency Welfare Arrangements, provided for people involved in or affected by a major incident are delivered through welfare within Emergency Rest Centres will have been improved to take account of the needs of people who are not fluent English speakers.	Emergency Planning- Environmental Services Department
We will improve understanding of issues faced by migrant and transnational workers when working within	TBC	Research will have been undertaken on the scale, impact and key areas of concern regarding the employment and needs of migrant and transnational workers in the county.	Environmental Services Department

<p>the agricultural and food sector. We will develop appropriate policies and strategies with regard to this group We will seek to improve understanding of the importance of this group to the county's economy.</p>		<p>We will have produced an Action Plan to tackle issues arising from this research, to identify action that has been taken and further support that is necessary. We will have produced exemplars of 'best-practice' and guidance for employers and potential employers to meet the needs of migrants, including integrating them into local communities.</p>	
<p>We will improve accessibility to public passenger transport information (e.g. timetables, leaflets) by making more of it available to non-English speaking residents in both web and print formats.</p>	<p>March 08</p>	<p>For timetable booklets to be available as downloads from the website. For translations of timetable leaflets to be available on request.</p>	<p>Environmental Services Department</p>
<p>We will assess youth work provision in each Locality to identify how it can be more responsive to the needs of BEM young people. We will implement an action plan within each Locality.</p>	<p>March 2008</p>	<p>Every Youth Work Locality Team has prepared and action plan and is engaging young men and women from all ethnic groups in the local population.  The proportion of BEM young people is at least proportional to the local demography.</p>	<p>Youth Development Service</p>
<p>We will improve the provision of materials in libraries for all groups in society by identifying:- -current levels of uptake of library services by ethnic groups. -the range of first languages used by library members. Training staff to identify and meet the needs of all community members.</p>	<p>June 2006 Dec 2006 March 2008 June 2007</p>	<p>Ethnic background and first language information is collected on Open Galaxy as part of the membership records. Membership script and training package has been delivered to all staff who now collect information on ethnic background and first language. Monitoring of statistical data is carried out on a quarterly basis and the information is being used to drive service development. Training package compiled and</p>	<p>Libraries Service</p>

	Jan 2007 Dec 2006	being delivered to help staff identify and deal sensitively with the needs of diverse individuals, including dealing with people with limited or poor English skills. There has been a review of stock provision and requirements of diverse ethnic groups. There has been a review of information needs and requirements of diverse groups.	
Libraries will be proactive in organising events and activities aimed at celebrating and promoting awareness of cultural diversity to: -improve local people's access to and participation in cultural activities and opportunities. -promote awareness and understanding of the diverse range of cultures within the County.	March 2008 March 2007	Each Area will have organised one major event focusing on celebrating and promoting awareness of cultural diversity. Selected Libraries will now stock displays focusing on materials from cultures represented in Wiltshire.	Libraries Service
We will identify effective means of promoting current library services to BEM children and young people by:- -identifying ways to deliver Bookstart packs to babies and young children from ethnic minorities. -creating and promoting a county collection of dual language books for children and young people from ethnic minority groups, linking these with displays and activities.	Sept 2006 Jan 2007 March 2007 March 2008	We will have set an action plan with partners to ensure that children and young people from ethnic minority groups are supported in reading and other activities. We will have promoted the Bookstart message about the benefits of sharing books with young children, through talks, activities and other promotions which have included BEM families. We will have reviewed our practice and identified the most effective in promoting library services to BEM children and young people. We will have identified the number of BME children eligible for Bookstart packs by June 2007 and have gifted	Libraries Service

<p>-promoting the Summer Reading Challenge to children and young people from ethnic minority groups.</p>	<p>March 2007  Oct 2007</p>	<p>100% of these children with packs. The dual language collection will have been created and used by families and professionals. We will have recorded increased the numbers of BEM children and young people participating in the Summer Reading Challenge.</p>	
<p>We will ensure service providers meet and fulfil requirements in terms of raised performance in race equality and equal opportunities</p>	<p>May 2007</p>	<p>Our contractual processes take account of equality and diversity issues of relevance to service users and carers.  The implementation of this contracting process will have been monitored and evaluated through an accreditation scheme with VCS.  We have a guide for small and medium sized enterprises that details tender procedures.  We have a compact with the voluntary sector in place with a Diversity Code.</p>	<p>Department of Community Services</p>
<p>We will ensure that our care management processes take into account the religious and cultural needs of individuals.</p>	<p>May 2007</p>	<p>We will have reviewed the provision of effective staff training programmes for all staff, including those staff with specialist responsibilities, this will include staff's access to and take-up of training.  All staff have the skills and knowledge to recognise unlawful racial discrimination and realise actions they need to take to promote race equality.</p>	<p>Department of Community Services</p>
<p>Throughout all domiciliary, residential, short-breaks, day, community services and supported living services that the council directly</p>	<p>Jan 2008</p>	<p>We will have monitored staff access to learning and development opportunities and take-up of NVQ training courses which help staff recognise and challenge discrimination, harassment and prejudice in regard to race, gender</p>	<p>Department of Community Services</p>

provides, our staff will provide support to service users that is sensitive to the cultural needs of individuals.		and disability.	
We will ensure that robust consideration is given to equality and diversity when working with our partner agencies through the Safer Wiltshire partnership and when developing policies, protocols and practices.		Equality Impact Assessments will have been carried out on all Safer Wiltshire Partnership policies, plans, protocols and practices.	Crime Reduction and Community Protection
We will ensure that our commissioning and contracting processes take account of equality and diversity issues in respect of substance misuse and safer and stronger communities services.		Equality and diversity is an integral part of all our commissioning processes and the resulting contracts contain robust BME monitoring requirements.	Crime Reduction and Community Protection
We will review and carry out an Equality Impact Assessment of our Diversity Policy and monitor the implementation of the Race Action Plan.		We will have updated our Diversity Policy to ensure that it addresses the needs of black and ethnic minority young people. We will have a clear record of the implementation of the Race Action Plan, will have evaluated this plan and identified outstanding issues.	Youth Offending Service
We will carry out a full Equality Impact Assessment of the revised SEN Strategy and Action Plan.	March 2007	An EIA will have been carried out and actions identified, to ensure that young people or their families are not disadvantaged as a result of their race, ethnicity, gender, religion, disability or sexuality.	Children and Families
We will monitor uptake of Traveller Education	March 2008	Data will evidence the uptake of school places to identify any groups	Traveller Education

Service school places by ethnicity and gender and address any inequity identified.		who are having less access to school. A strategy for action to address any disadvantage will be compiled.	Service
To increase awareness of and ability to respond to the needs of BEM children and families within the early years service.	TBC	The early years team will have participated in training concerned with the needs of BEM groups.	Children and Education: Early Learning & Development Team
Early Support Programme materials to be accessible in local community languages to support all families.	March 2008	Proposal to ESP South West Forum to be considered for April 2007 budgets.	Early Intervention Team
We will ensure that steering groups being established in all 20 children's centres scrutinise the ethnic makeup of the reach area and encourage wide participation.	March 2008  March 2007	Monitoring systems will be set up to record ethnicity of users of the centres and outreach services in order to establish if groups in the area are being excluded.  Children's Centres are informed about the 'client groups' in the community, are accessible and their users reflect the ethnic diversity of the community they serve.	DCE – Children's Centres