

RACIAL EQUALITY SCHEME 2006 - 08 : 2nd Annual Review (February 2008)

APPENDIX A (1)

This review covers the calendar year 2007 unless otherwise stated

Theme 1: Consultation	
Outcome	Summary of Progress Achieved
1.1 Increased participation of ethnic minority residents and service users in Council service development	<ul style="list-style-type: none"> • 2007 review and update of composition of Citizens Panel completed • No race discrimination issues raised via Talkback Scheme in Annual Report • Ethnic Minority and Migrant Workers' Forum established by Children's Services continues to meet quarterly • SMP (Stirling Multi Cultural Partnership) continues to flourish and is expected to become a consultative forum for use by the Council and the Community Planning Partnership • In addition to supporting established ethnic minority communities SMP has supported two migrant workers groups • Through SMP the views of ethnic minority residents have been sought on development of ESOL (English as a Second/Other Language) • General research undertaken including ethnic minority residents comprises the Annual Revenues Survey and Sexual Health and Relationships Education • Research specific to the needs of ethnic minority residents has included an Ethnic Minority Needs Housing Assessment now being developed into an Action Plan, and a survey by Building Standards which confirmed ethnicity was not a barrier to receipt of the service • Children's Services have consulted young people and their families on Child Protection practice and on Equalities • Stirling Community Planning Partnership's Standards for Community Engagement are used by Children's, Community and Corporate Service and have been reported as good practice by Communities Scotland • Issues of ethnic minority materials within Libraries increased by 4% compared with the same period in 05/06

Theme 1: Consultation	
Outcome	Summary of Progress Achieved
1.2 Equal provision of information and access to services in a clear and accessible way to ethnic minority communities. To give equal and effective access to any consultation process, undertaken by the Service	<ul style="list-style-type: none"> • Clear Communications Champions Network extends across all services with training available to all employees. • Multilingual contact details included in a range of materials • Translation and interpretation services are used and provided by all Services on request for all aspects of service delivery. Information in languages other than English is provided on request and publications are translated as appropriate. In 07 this included: <ul style="list-style-type: none"> - Children's Services Bilingual Survey (Oct 07) identified 245 bilingual pupils in nurseries and schools - 65 children with English as an Additional Language are being supported by the Support for Learning Area Network Team - 26 gypsy traveller children attend nurseries and schools - Children's Services used interpreters in 19 instances and translated 9 service documents • The availability of interpretation and translation services is publicised in all libraries advertised via Contact Centre • Funding for outreach ESOL classes and tutor training for members of Ethnic Communities is provided via Learning in the Community Critical Partnership • Stirling Community Planning Partnership developed a welcome pack for people who's first language is not English advising how to access services delivered by the Council and partner agencies
1.3 Promote good communication between sport, leisure and library service providers and minority groups	<ul style="list-style-type: none"> • Active Stirling have ensured that representatives from minority ethnic groups are included in user group forums
1.4 Ensure race equality implications are recognised where changes to service delivery arrangements are under consideration by the Council and its partners/ prospective partners	<ul style="list-style-type: none"> • Revised Community Care Assessment procedures include a core element on ethnic minority needs and preferences. • Children's Services Review of Inclusion Provision published in Dec 07 with an Action Plan now being developed
1.5 Enhanced English as a second/other language learning opportunities, leading to improved quality of life - personally, for families, for individuals as members of the community and as employees or potential employees	<ul style="list-style-type: none"> • Since Sept 07 all partners providing ESOL undertake self evaluation and improvement planning as a condition of ESOL funding
1.6 All SC areas citizens to enjoy the benefits of economic success	<ul style="list-style-type: none"> • No progress has been made on the proposal to undertake research to measure the nature and extent of rural deprivation in Stirling
1.7 Deliver effective and efficient citizen-centred services with a choice of means of access	<ul style="list-style-type: none"> • Contact Centre continues to answer increasing number of calls, texts and emails and provide additional services

Theme 2: Partnership	
Outcome	Summary of Progress Achieved
2.1 To promote race equality in partnership working	<ul style="list-style-type: none"> • Actions designed to achieve this have been replaced by Standards for Community Engagement
2.2 Ensure the Stirling Community Planning Partnership (SCPP) continues to work to mainstream equalities across all its business to provide real and measurable improvement in services to communities, residents and visitors	<ul style="list-style-type: none"> • Standards for Community Engagement adopted, training implemented and individual partners implementing standards • Equalities Sub group discontinued due to mainstreaming of equalities through Standards for Engagement • Key partnership strategies have not been the subject of Equalities Impact Assessment to date • Joint training opportunities with Community Planning Partners have been limited to Early Years Equality Training by Children's Services (Nov 07)

<p>2.3 Partnership working results in improved services and outcomes for ethnic minorities including enhanced community safety and promotes good race relations</p>	<ul style="list-style-type: none"> • Council remains an Active partner in the Forth Valley wide Racial Attacks and Harassment Multi - Agency Strategy (RAHMAS) • 47 racist incidents reported by the Council under RAHMAS during 2007, the sole RAHMAS Case Conference held in 2007' was successfully concluded (Aug 07) • 1 RR65 received. The Council's response was returned in April 2007 and supplementary information supplied in June 2007. No further action on the applicant's behalf or other agencies is anticipated • Council continues to be represented on Board of Central Scotland Racial Equality Council Ltd (CSREC) (Elected Member and Senior officer) • Service Level Agreement with CSREC, Clackmannanshire, Falkirk and Stirling council has been extended to 31March 2009 • Financial support is provided annually to CSREC – £ 8857 for 07/08. • Methodology developed for reviewing CSREC's performance, prepared in conjunction with Clackmannanshire and Falkirk Councils in 2006 was used in 2007 regarding services delivered in 2006/07 • Discussion held with CSREC on developing of their role in assisting the Council and Community Planning Partnership to support ethnic minority communities <p>Children's Services have confirmed:</p> <ul style="list-style-type: none"> • 'Who Cares' training was provided by Central Scotland Police to P7 pupils in two schools following a need identified in HMIE school inspection reports • Preparations continue with CSREC and NHS Forth Valley to deliver staff development and classroom curricular projects on discrimination in targeted schools identified in HMIE school inspections, supported by funding £5,200 Learning & Teaching Scotland <p>Council support for Stirling Multi Cultural Partnership (principally by Community Services) has continued as follows:-</p> <ul style="list-style-type: none"> • Council hosted 9 meetings of the SMP • Supported production and distribution of a DVD developed by the SMP to promote access for minority ethnic communities to council services and reduce barriers to claiming welfare benefits • Organised and supported implementation of identified training needs for ethnic communities • Supporting organisation and delivery of Forth Valley area's International Women's Day March 07 also attended by staff from other Services
<p>2.4 To respond to national policy initiatives in respect of race equality in a timely and appropriate manner</p>	<p>Chief Executive's Office has undertaken the following:-</p> <ul style="list-style-type: none"> • Continued participation in Scottish Councils' Equalities officer Network including quarterly meetings • Briefed Council Leader and Chief Executive for COSLA / CRE discussion on Employment Monitoring in June 07 • Co-ordinated Council's response directly and via COSLA to UK Government consultation on "A Framework for Fairness" : Proposals for a Single Equalities Bill -Aug /Sept 07 • Attended Forth Valley Chief Executives Conference 18 on Migrant Workers (October 07) • Co-ordinated preparation and submission of Council's Race Equality Audit to Audit Scotland (Dec 07)

Theme 3: Commissioning & Procurement	
Outcome	Summary of Progress Achieved
3.1 Approval of a Stirling Council Procurement Strategy that incorporates equalities requirements, including race	<ul style="list-style-type: none"> • Procurement Strategy was approved by Council on 22 Jun 2006 • Section 4d (Equality and Diversity) of Theme 4 (Achieving Policy Objectives through Procurement) deals with equalities
3.2 Cross-Council use of generic tender documentation that incorporates equalities as a Condition of Contract and establishes tenderers position in relation to equalities via the Tender Questionnaire, thereby ensuring that, <u>where relevant to the resulting contract</u> , equalities form part of the evaluation criteria	<ul style="list-style-type: none"> • All equalities requirements have been incorporated into generic tender documentation since 2003, with these available for use since 2003 and download from The Source (Council's Intranet) since 2004 • Initial review by Corporate Procurement confirmed equalities issues and legalities are observed and dealt with in current documentation <p>Community Services have confirmed:</p> <ul style="list-style-type: none"> • All Community Services Care contracts documentation contain clauses on provider compliance with equalities legislation • Policies and procedures for the Approved Providers List and tender applications are assessed for compliance • All Care Commission inspection reports regarding internal or externally commissioned services are checked for race equality findings or recommendations
3.3 All service level agreements, commissioning agreements and contractual arrangements comply with RR(A) Act	<ul style="list-style-type: none"> • Tender documentation is reviewed in consultation with Legal Services • Terms & Conditions and Tender Questionnaire questions are all incorporated into the relevant documentation which is available for download and use from The Source • Children's Services commissioning agreements with nursery partner providers and service level agreements with Voluntary Sector the are RRA compliant • All Community Services Service Agreements now contain clauses to require compliance with relevant Equality legislation
3.4 Expansion of the discipline of best practice contract review across the Council, with equalities a component of contract review where applicable	<ul style="list-style-type: none"> • Corporate Procurement has included equalities monitoring into their contract review procedure and plan. The first review using the Contract Review Questionnaire was completed in January 2006 • Contract Review Questionnaire incorporating equalities monitoring drafted and available for download and use from The Source • Tender for replacement education management information system issued in November 2007 reflects Council best practice

Theme 4: Training & Education	
Outcome	Summary of Progress Achieved
4.1 To secure effective leadership across the authority for delivery of the Race Equality Scheme	<ul style="list-style-type: none"> Diversity training for Councillors elected in May 07 programmed for January and February 2008
4.2 All staff are aware of their obligations under race equality legislation	<ul style="list-style-type: none"> 102 senior managers (Service Manager status and above) have attended the 2-day Diversity programme to date Children's Services staff attending the 2-day Diversity programme to date have included 32 Primary Head Teachers and 4 Deputy Head Teachers, 1 Secondary Deputy Head Teacher, 9 Nursery Heads and 2 Depute Heads
4.3 Increased competence of staff to support ethnic minority children and families and to promote equality	<ul style="list-style-type: none"> Probationary teachers receive equalities training in school settings
4.4 Enhanced understanding and awareness of race equality issues for all managers and employees	<ul style="list-style-type: none"> Intranet based diversity package updated to include all new equalities legislation 873 employees have completed the Intranet training (web based) to date 365 employees and managers have attended Diversity training programme to date <p>Community Services have confirmed:</p> <ul style="list-style-type: none"> Training to raise awareness of equality issues including for hard to reach staff is under development as part of their Induction process All Library Staff have completed web based training and Library Managers have undergone 2 day Diversity Training Social Work Services (Community & Children's) Induction Policy for newly qualified staff includes all core diversity and equality issues Community Care Services 'Developing Practice' training includes diversity
4.5 School development plans to promote equality through the curriculum	<ul style="list-style-type: none"> Ongoing
4.6 Promotion of positive behaviour on race equality and conflict resolution	<ul style="list-style-type: none"> Ongoing

Theme 4: Training & Education	
Outcome	Summary of Progress Achieved
4.7 The distinctive identity & civic pride of 'all' young people in the Stirling Council area is recognised and promoted	<ul style="list-style-type: none"> • Multi Cultural Youth Group established through Stirling Multi Cultural Partnership and Youth Support Team (Community Services) in 2006 continues to meet • Stirling Youth Partnership, in which the Council is a significant partner; held the Stirling Young Achievers - All Different, All Equal event in October 2007. This recognised the contribution of over 200 nominated young people to their communities. The diversity of participants in terms of age, gender, race and disability was incredible and their contribution to the communities of Stirling was hugely significant. The event re-enforced the importance of openness and opportunity for all of Stirling's Young People, was pivotal in enabling the Youth Partnership explore the importance of difference and equality and has provided a platform for further work

Theme 5: Monitoring	
Outcome	Summary of Progress Achieved
5.1 Employment policies which are developed and implemented are monitored to ensure that they promote equality of opportunity for all and that no unfair barriers exist	<ul style="list-style-type: none"> • New and revised employment polices and schemes are being developed as part of Single Status
5.2 A robust Recruitment and Selection strategy, policy and procedure which is reviewed and revised in accordance with the principles of eliminating race discrimination and promoting equality of opportunity for all, including external and internal applicants for positions with the Council	<ul style="list-style-type: none"> • A new Recruitment and Selection policy has been drafted and is currently under consultation with implementation anticipated in Autumn 2008
5.3 Up to date and accurate ethnicity data on applicants and employees in the Council with improvement Action Plans recorded as required, in the RES	<ul style="list-style-type: none"> • Applicant's ethnicity details continue to be recorded into HR Cyborg system for future analysis and are regularly reviewed to ensure this is captured for all applicants • New starts ethnicity details continue to be recorded into HR Cyborg systems • The level of employees who disclosed their equalities data as at 31Dec 07 is 73.1%, an increase of 12.4% from the previous quarter (30 Sept 07). This increase was achieved by the re-launch of the Employee Diversity Survey in Sept - Oct 07 • Quarterly HR Information Reports include equality and diversity data for employees including ethnicity, grievances raised and leavers. The HR report is currently under review to ensure all relevant data is captured and reported to fully meet current race, disability and gender employment monitoring requirements • Quarterly reports are scrutinised for any underlying discriminatory trends
5.4 Ensure Council held ethnicity records for majority of employees, permit accurate ethnicity profiling and monitoring	<ul style="list-style-type: none"> • New Starts' ethnicity details continue to be recorded in HR Access and Cyborg personnel databases with employees who have not provided these details contacted by HR and encouraged to do so • All Children's Services' are staff encouraged to complete on-line Diversity questionnaire
5.5 The successful development and implementation of a Corporate Individual Performance Management system which includes annual appraisals for every employee, which are consistently and fairly applied	<ul style="list-style-type: none"> • Heads of Service were selected as a pilot group for the draft Performance Review and Development plan (PRD). All were issued with an online feedback questionnaire late Dec 07. Results from the PDR pilot will form the basis of a recommendation report to the Management Team in Spring 2008 • Professional Review and Development & 121 procedures are in place for Children's Services employees
5.6 Continued monitoring of children from ethnic minorities requiring foster care and adoption	<ul style="list-style-type: none"> • Ongoing

Theme 5: Monitoring	
Outcome	Summary of Progress Achieved
5.7 Enhanced provision of race equality data/information	<ul style="list-style-type: none"> Community Services are developing Specific equality indicators as part of their Performance Plan development process <p>Children's Services confirmed:</p> <ul style="list-style-type: none"> Equalities agenda is reflected in "Included" Theme of For Stirling's Children 2005-08 Children's Services' draft Performance Management framework, currently out for consultation, includes equalities objectives Details of progress on equalities are included in the 2007/08 annual report and in the annual Standards and Quality Report on schools' performance
5.8 Ongoing monitoring of Business and Skills development Programme	<ul style="list-style-type: none"> Direct 121 business support activities delivered by the Council ceased in April 2006
5.9 Provide information in a Clear and Accessible Format	<ul style="list-style-type: none"> Customer Service Pledge introduced with a number of indicators regarding equality and Accessibility
5.10 An effective complaints monitoring system which records ethnicity of all complainants	<ul style="list-style-type: none"> Talkback – the Council's complaints system applies to all Council services. New Complaints form is under development which will capture ethnicity (voluntary) Children's Services use quarterly reports provided via Talkback and RAHMAS procedures to monitor complaints 47 racist incidents reported by the Council under RAHMAS during 2007 Environment Services monitor racist incidents on an ongoing basis Housing Service monitor racist incidents in their Integrated Housing Management System (introduced Oct 07) - this allows categorization of all complaints for estate management purposes
5.11 Development and delivery of an Equalities Impact Assessment Process including race equality	<ul style="list-style-type: none"> Assessment methodology available and confirmed satisfactory subsequent to EQIA training EQIA training provided to representatives from all Services 19 March 07 No progress on Programme review EQIA carried out on Housing Allocations Policy
5.12 To ensure that the Council is complying with its race equality obligations in a timely and appropriate manner	<ul style="list-style-type: none"> Established Council wide quarterly monitoring arrangements continue to operate Community Services Diversity Implementation Group meets on a bi monthly basis to oversee implementation of the RES across the Service <p>Children's services have confirmed:</p> <ul style="list-style-type: none"> Children's Service Equalities Group meets quarterly Statements on Fairness and Equality are included in schools' annual Standards & Quality reports Bilingual survey 2007/08 confirmed – 245 bilingual pupils (333 in 2006/07) with 65 children with English as an Additional Language being supported by the Support for Learning Area Network Team (63 in 2006/07)

Theme 5: Monitoring	
Outcome	Summary of Progress Achieved
5.13 All schools establishments and services are assessed as good or very good in external inspections	<p>Children's Services have confirmed that:</p> <ul style="list-style-type: none"> • Of the 4 primary schools subject to external inspection in 2007, 3 were assessed as very good/very effective in respect of diversity and race equality promotion, approaches to this in the remaining school were assessed as insufficiently developed • 3 secondary schools subject to external inspection in 2007 1 was assessed as having a Racial Equality Policy was in place and all staff had received suitable training. Additional effort was needed by the remaining schools • to further promote racial and other equalities in the curriculum
5.14 Ensure an effective race equality scheme from which quality assurance can be monitored	<ul style="list-style-type: none"> • 1st Annual Report approved by Council 15 March 07
5.15 Creating one single source for Customer (citizen & business) data within the Council to ensure robust ethnic minority data to inform service practice and provision	<ul style="list-style-type: none"> • Council is participating in the User Testing of the new Citizen's Account System and is one of 11 councils participating in the first wave of rollout of this • Changes of names/addresses are now being passed between Council Tax and Contact Centre Systems. Tests have been carried out on loading Entitlement Card information

Theme 6: Publication	
Outcome	Summary of Progress Achieved
6.1 Ensure racial equalities is addressed in all Council publications (content, format and distribution) and policy developments	<ul style="list-style-type: none"> • 1st Annual Report on Racial Equality Scheme approved by Council 15 March 07 and published on Councils web site • Council 's Annual report for 2006/07 published Sept 07 confirms good progress against equalities objectives • Key venues' What's On guides produced by Community services depict the racial diversity of artists performing in Council area /venues • Revised report format requiring reports consider <u>all</u> equalities implications approved in August 06 and is actively used • Council wide requirement to include Scheme and wider Diversity Agenda in the Service Plans and Annual Report
6.2 Provision of tailored publicity materials which meet the needs of specific client groups	<ul style="list-style-type: none"> • Translation Services are used and provided by all Services on request in respect of all aspects of service delivery and publications are translated by Services as appropriate • Council Annual Report published Sept 07 contains service standards • EQIA carried out on Housing Allocation policy. Timescale of 18 months set for review of allocations policy and associated procedures and information

