Race Equality Scheme
2002-2005

“Striving to achieve quality services and equal opportunities"
AN EQUALITIES VISION FOR THE PEOPLE OF ASHFORD BOROUGH

Ashford Borough Council will strive to create and pursue a vision of modernised local government, that through its corporate equalities framework and strategy:

- Delivers relevant, culturally-sensitive and fully-accessible services to all sections of the local community;
- Monitors and tackles inequality in service delivery via the targeting of services to excluded social groups;
- Consults, engages and is aware of the views of the whole community;
- Provides strong community leadership in the pursuit of equality objectives in the borough as a whole and uses multi-agency and partnership working to secure those objectives.
- Strives to maintain a discrimination – free work environment;
- Values and develops its employees’ skills and abilities regardless of, for example, race, gender, disability and age.

Ashford Borough Council’s Race Equality Scheme will become part of the Council’s general equality strategy. However, Commission for Racial Equality guidelines dictate that the Race Equality sections should be clear and specific, and stand out as a separate part of an equalities strategy. Therefore, this Race Equality Scheme constitutes the first stage in developing an all embracing corporate equalities framework and strategy.
Ashford Borough Council's Race Equality Scheme

- In 1991, Census figures revealed that our ethnic minority communities accounted for approximately 1.4% of the population in the borough of Ashford (Office of National Statistics - ONS).

- The 2001 Census figures reveal that our ethnic minority population has increased to approximately 2.4% of the population (ONS). For a more detailed breakdown of the 1991 and 2001 Census figures see Appendix 1.

- Ashford Borough Council accepts that the comparatively small size of Ashford’s ethnic minority population results in particular responsibilities to avoid interpreting a small community as an invisible community and thinking that there is little or no anti-racist work to be done.

- It is important to recognise that in our society certain individuals and minority groups do face discrimination. At Ashford Borough Council we are striving to ensure that our services, policies and employment procedures are fair and accessible to all in our multi-ethnic society.

- This document sets out the Race Equality Scheme for Ashford Borough Council. It has been compiled in accordance with the Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000 and the Race Relations Act 1976 (Statutory Duties) Order 2001.

- In accordance with the Race Relations (Amendment) Act 2000, Ashford Borough Council must have due regard to the need to promote the general duty to:
  - Eliminate unlawful racial discrimination
  - Promote equality of opportunity
  - Promote good relations between people of different racial groups

- The Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000 has a specific duty on policy and service delivery, and employment. In accordance with the Act:

  - **Section A on policy and service delivery will identify:**
    - The relevant functions and policies, or proposed policies.
    - Our arrangements for assessing, and consulting on, the likely impact of proposed policies.
    - Our arrangements for monitoring policies for adverse impact.
    - Our arrangements for publishing assessment, consultation and monitoring reports.
    - Our arrangements for ensuring public access to information and services.
    - Our arrangements for training staff.
- **Section B on employment will identify:**
  - Our arrangements for monitoring the ethnicity of staff in post, and applicants for jobs, training and promotion.
  - Our arrangements for monitoring the ethnicity of staff who:
    i) receive training
    ii) benefit or suffer detriment as a result of our performance assessment procedures
    iii) are involved in grievance procedures
    iv) are the subject of disciplinary procedures
    v) cease employment
  - Our arrangements for publishing the results of our ethnic monitoring on an annual basis.
Section A - Specific Duties: Policy & Service Provision
Section A. Specific Duties: Policy & Service Provision

Introduction

The Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000, has a specific duty on policy and service delivery. In accordance with section 71(1) of the Race Relations Act, and especially paragraphs 2(2) and 2(3) of the Race Relations Act 1976 (Statutory Duties) Order 2001, Ashford Borough Council’s Race Equality Scheme will state:

2.(2)

a) those of its functions and policies, or proposed policies, which that person has assessed as relevant to its performance of the duty imposed by section 71(1) of the Race Relations Act;

b) that person’s arrangements for –

i) assessing and consulting on the likely impact of its proposed policies on the promotion of race equality;

ii) monitoring its policies for any adverse impact on the promotion of race equality;

iii) publishing the results of such assessments and consultation as are mentioned in sub-paragraph i) and such monitoring as is mentioned in sub-paragraph ii);

iv) training staff in connection with the duties imposed by section 71 (1) of the Race Relations Act and this Order

2(3)

Such a person shall, within a period of three years from 31 May 2002, and within each further period of three years, review the assessment referred to in paragraph (2)(a).

What does this mean?

Identifying relevant functions and policies

- At Ashford Borough Council we have a duty to identify the functions and policies across our services which are relevant to the duty.

- The Council recognises that race equality will be more relevant to some functions and policies than others. Relevance is about how much a function affects people as service users.

- To enable the Council to identify the relevant functions and policies for our Race Equality Scheme, assessments were undertaken by Service Managers, in conjunction with the Corporate Services team, on the relevance of the policy to individual services.
From these assessments we were able to group our services into three categories; high priority, medium priority and low priority (see Appendix 2. for a breakdown of these priorities). Having carried out the assessments we decided to identify the functions and policies by reference to each service, not only to make our assessments as thorough and comprehensive as possible but also for ease of reference.

The functions and policies within our high priority services will be assessed for impact in 2002-2003, year 1 of our Race Equality Scheme (see Appendix 3. for our 2002-2003 assessment of high priority services).

The functions and policies within our medium priority Services will be assessed for impact in 2003-2004, year 2 of our Race Equality Scheme.

The functions and policies within our low priority Services will be assessed for impact in 2004-2005, year 3 of our Race Equality Scheme.

In order to meet the conditions of the Act, Ashford Borough Council must review, and amend where necessary, this list at least every three years. We need to ensure that between 2002-2005 we have considered all relevant functions and policies.

Individual service units will adopt the Commission for Racial Equality (CRE) Codes of Practice relevant to that particular service. Actions required arising from this work will be incorporated into Service Delivery Plans, where appropriate.

In order to assess the relevance of our functions and policies within our high priority services we considered:

a) **Which aspects of the general duty apply?**
   - i.e. should the functions or policies within our services be trying to eliminate unlawful discrimination, promote equal opportunities and/or promote good race relations?
   - During our assessment, if there was any doubt as to which aspect of the general duty applied, the function or policy was considered to be potentially relevant from the start.

b) **Which ethnic groups are affected by our functions and policies?**
   - The Council will liaise with ethnic and other minority groups for their views and suggestions on ways to improve our services, as well as researching the views of the staff who administer those services on a day-to-day basis.

c) **Whether there is currently any equality data available within our Services;**
   - Our preliminary assessment has revealed there is limited equality data available within Ashford Borough Council’s services.
   - The majority of data is available in the Housing Department. This is because in May 2001 the Housing Department introduced a Black and Minority Ethnic (BME) Policy to ensure that the rights of the ethnic minority population are promoted and protected.
   - Data is available on the ethnic origin of applicants to the housing register.
   - Data regarding ethnic origin is also being collected on property allocation, current tenants and the homeless.
- Data is available in Personnel and Development on the ethnic breakdown of our workforce. See Section B.

d) Whether there is any evidence that the policies within our Services are racist or discriminatory.

- Currently, because of a lack of data, it is difficult to assess whether our policies are racist or discriminatory. As more data becomes available this will become easier to assess.

- Where data is available in our Housing Department and Personnel and Development, there is nothing to suggest that our policies are racist or discriminatory.

Arrangements for assessing, and consulting on, the likely impact of proposed policies

- Because of the comparatively small ethnic minority population (around 2.4% of the total population according to 2001 Census figures) in the borough of Ashford, quantitative surveys alone will not give statistically reliable evidence. For this reason Ashford Borough Council will assess, and consult on, the likely impact of proposed policies.

Assessment

- Ashford Borough Councils’ assessment will be based on:
  - Compliments received from ethnic minority groups
  - Complaints received from ethnic minority groups
  - Feedback from the public
  - Consultation with appropriate ethnic groups
  - Customer satisfaction surveys and other relevant survey results where applicable
  - 1991 and 2001 Census material
  - Similar policies issued by other authorities

Consultation

- Ashford Borough Council recognises and values the importance of engaging and working in consultation. We appreciate that in order to achieve a quality service, and increase confidence in the services we provide it is important to consult with local residents and those using our services, including those from ethnic minority groups.

- The Council will consult on the likely impact of proposed policies through:
  - Consultation with the Ashford Asian Society, Gypsy/Traveller groups and other minority groups in the borough.
  - Customer satisfaction surveys where already used.
  - Our amended online feedback form (available from early 2003), and from feedback in our Customer Care Check Book.
  - Themed surveys carried out by the Customer Contact Centre in 2003. These surveys will be conducted over the telephone, and face-to-face with customers using our Customer Contact Centre.
• To date Ashford Borough Council has only engaged and worked in consultation with the Ashford Asian Society. A joint research project with the Ashford Asian Society revealed that isolation and loneliness were common problems for Asians living locally, especially for the older population. It also showed that there was a need for greater access to education and English classes. We will continue to work with the Asian Society and other minority to groups to address the issues that matter to them.

Arrangements for monitoring policies for adverse impact

• In order to meet the general duty, we need to monitor our policies and service delivery to ensure they are not harming race equality within the borough.

• Monitoring will enable us to determine how different racial groups are affected by our policies, whether our service users, regardless of race, are equally satisfied with our services, and whether any of our functions or policies have an adverse effect on, or harm, race equality in the borough.

• It will be the responsibility of individual service units to undertake record keeping and monitoring of key service delivery and review their methodology, analysis and reporting mechanisms.

• Individual service units will assess the possible impact of their policy proposals on race equality and fair service provision.

• If, after assessing and consulting on the likely impact of proposed policies, the Council finds evidence that any of our functions or policies have an adverse effect on, or harm race equality in the borough, we will identify how these will be amended in future.

Arrangements for publishing assessment, consultation and monitoring reports

• Ashford Borough Council will submit the results to the Council’s Standards Committee on an annual basis.

• The Council will publish reports annually, as required under the Act, on the Council’s website, the staff intranet site and in hardcopy available from the Civic Centre and other public buildings in the borough.

Arrangements for ensuring public access to information and services

• Ashford Borough Council is committed to providing appropriate and accessible services for all our residents, customers and visitors to the borough.

• The public can access information about the services we provide through the Ashford Borough Review, a quarterly magazine delivered to every household in the borough. The public can also access a wide range of information via our internet site, which is being updated in 2003.

• We produce an A-Z of Services which is available to the public on our internet site, or as a hardcopy from the Civic Centre. This provides details of the general services we provide, and who to contact to find out more information regarding a specific service.
• We also provide a range of literature regarding our services which is available from the Civic Centre and other public buildings in the borough, including Citizen’s Advice Bureaux, Libraries and Tourist Information Centres.

• Because of our comparatively small ethnic minority population, it is not cost effective to pre-produce our literature in a variety of languages. The Council will where individually requested, try to provide our information leaflets and forms in different languages, providing we are given sufficient notice.

• In order to communicate with our non-English speaking customers, and ensure all our community can access our services, the Council will where individually requested, endeavour to provide access to an interpreter, again providing we are given sufficient notice.

• We have compiled an internal register of staff with language skills including European and Indian languages, which our staff can access via the intranet. We have also established links to external interpretation/translation service providers.

• To request either an interpreter or leaflets in a different language, or if you would like more information about these services, please contact either our Customer Contact Centre or Chief Executive’s Department at Ashford Borough Council.

**Arrangements for publishing our Race Equality Scheme**

• Ashford Borough Council will publish the full version of the Race Equality Scheme on our website. Once it has been finalised, a full copy of the scheme will be available as a hardcopy from the Civic Centre. A full copy will also be available to staff on our intranet.

• A summary version of the Race Equality Scheme will be available in the Ashford Borough Review and in a customer-friendly Race Equality Leaflet which we will aim to produce by May 2003. Once this leaflet is produced it will be made available at the Civic Centre, and we anticipate that it will also be available at other public buildings in the borough.

**Arrangements for training staff**

• We will ensure that all new staff are trained on the Race Equality Scheme during induction and the need for compliance will be emphasised. In the case of existing staff, training courses will be run during the first year of the Scheme to ensure that all the Council’s staff are aware of the Scheme, the need for compliance and the methods of monitoring.

**Why is it important to promote racial equality?**

By promoting racial equality in relation to policy and service delivery, Ashford Borough Council will:

- Be aware of possible problems when making or revising our policies
- Contribute to more informed decision-making
- Make sure that policies are properly targeted
- Deliver suitable and accessible services that meet, as far as possible, varied needs
- Through the consultation process, be more open about our policy making
- Aim to increase public confidence in our services, especially among ethnic and other minority communities
- Help to develop good practice

Compliments & Complaints

Ashford Borough Council is committed to providing quality services and equal opportunities for all our customers and staff regardless of, for example, their race, colour, religion, ethnic origin, national or regional origin, gender, marital status, sexuality, age or class and whether they are able bodied or disabled.

However, we recognise that there will be occasions when we may get things wrong. If we do make a mistake then we want to be able to put things right – but we also want to learn from what we have done so that we can try not to make the same mistake in future. To do this your feedback is important.

If you have a comment regarding the way in which we are meeting our duties with regard to the Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000, or any other aspect of race equality, we will be pleased to hear from you. Appendix 4. of this document explains the Race Equality Scheme Feedback Procedure.
Section B Specific Duties: Employment
Section B Specific Duties: Employment

Introduction

The Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000, and the Race Relations Act 1976 (Statutory Duties) Order 2001 has a specific duty on employment. In accordance with the Act, and especially paragraphs 5(1), 5(2) and 5(3):

5(1). A person to which this article applies shall:
   a) before 31st May 2002 have in place arrangements for fulfilling, as soon as is reasonably practicable, its duties under paragraph (2); and
   b) fulfil those duties in accordance with such arrangements.

5(2). It shall be the duty of such person to monitor, by reference to the racial groups to which they belong:
   a) the numbers of:
      i) staff in post; and
      ii) applicants for employment, training and promotion, from each such group; and
   b) Where that person has 150 or more full-time staff, the numbers of staff from each such group who:
      i) receive training;
      ii) benefit or suffer detriment as a result of its performance assessment procedures;
      iii) are involved in grievance procedures;
      iv) are the subject of disciplinary procedure; or
      v) cease employment with that person.

5(3). Such a person shall publish annually the results of the monitoring under paragraph (2).

What does this mean?

Under this duty, the Council must collect information about the ethnic backgrounds of our workforce, and of all applicants for jobs, training and promotion within the Council. It must also monitor the specific areas detailed in 5(2b). To meet our general duty to promote race equality the Head of Personnel and Development will need to use the information to:

• establish if there are differences between racial groups;
• investigate the underlying reasons for the differences; and
• strive to deal with any unfairness, disadvantage or possible discrimination, for example by setting employment targets, training staff, revising policies and procedures and using positive action when necessary.
Why is this important?

The employment duty expects the Council to use information from its monitoring to develop schemes that will lead to a workforce that represents the community’s multi-ethnic population.

Ethnic monitoring gives a clear picture of what is happening in the Council’s workforce, so that we can see whether our equal opportunities policies are working, and to measure their progress. (See Appendix 6 for a summary of employment processes for monitoring). It will allow the Council to:

- use people’s talents to the full;
- ensure staff selection is based on objective criteria that strictly match the job that has to be done;
- achieve its employment targets; and
- ensure its workforce is more representative of the community it serves.

What does the Council need to do?

a) To meet the specific duty on employment the Head of Personnel and Development will:

i) Collect and monitor information about ethnic background. To carry out the necessary monitoring under the Race Relations Act, the Council needs ethnic data on both our current employees and on job applicants so that the data can be used to assess how our employment policies and procedures affect different ethnic groups.

ii) Collate and update information on current employees to identify the overall proportions of different ethnic groups within the workforce as a whole.

iii) Identify and monitor recruitment data. It is vital that these decisions are fair and that the whole process treats people equally. To assess this our analysis will cover:

- the proportion of applicants from ethnic minority backgrounds, compared with the relevant benchmark data; and
- the relative success rates for different groups of applicants, and the significance of any differences we might find.

iv) Training and Promotion:

Personnel and Development will monitor the numbers of staff from each group who receive training and will review promotion to see whether there is equal access to career development opportunities.

v) Analyse the appraisal documents to identify whether there are any differences between ethnic groups. Examine the language used in appraisals to see whether there is evidence of stereotyping by managers, or whether they have different attitudes or ways of relating to their staff.
vi) Grievance Procedures:

From the pattern of grievances in the Council, we can tell how strongly certain groups believe they have been unfairly treated or discriminated against.

The Council will monitor all recorded internal complaints, including those raised formally under a grievance procedure, or under other procedures, such as:

- those dealing with complaints of bullying or any kind of harassment or discrimination; or
- those appealing against decisions about promotion, and re-grading.

The analysis will look at how often, and how many, grievances of different kinds are made by those from minority ethnic groups, and how they are resolved.

vii) Disciplinary Procedures:

The first step in monitoring disciplinary action is to examine whether some ethnic groups face formal disciplinary action more or less often than others. Further analysis and investigation will examine:

- the overall number of disciplinary hearings;
- the overall number of appeals (and their results);
- whether people from different ethnic groups are equally likely to face formal disciplinary action for equivalent performance or disciplinary concerns;
- whether penalties for equivalent disciplinary breaches are used consistently for all ethnic groups; and
- the reasons for differences.

viii) Dismissals and other reasons for leaving:

Monitoring dismissals is a necessary part of monitoring disciplinary action and its results. The Council will also monitor patterns of leaving distinguishing between:

- ‘mechanisms’ (procedures) for leaving, such as voluntary redundancy, retirement, dismissal, and resignation; and
- the underlying reasons for leaving (which will be much more varied)

b) Analyse the information to see if there are any differences between ethnic groups:
The Head of Personnel and Development will need to analyse the information the Council collects to see if there are patterns of inequality that need investigating. Over time it should be possible to tell whether or not our policies are having an effect.

- For job applicants and recruits the Head of Personnel and Development will analyse how many applications the Council gets from different ethnic groups as a percentage of the relevant population it is recruiting from. It will also be necessary to analyse the success rates of applicants from different ethnic groups, both for short-listing and for job offers.

- For existing staff the Head of Personnel and Development will break the information down by grade, so that the Council can see whether some ethnic groups are concentrated at certain levels in the authority. The Head of Personnel and Development will also check whether ethnic minority staff have lower success rates than others in getting promotions, specialist posts, and access to training, or whether they have higher rates of complaints or disciplinary action.

By analysing the data over time the Council will be able to tell whether any inequalities found are being reduced or removed. It will also be possible to assess whether what has been done to promote race equality in employment is working. The Head of Personnel and Development will regularly review these measures and their effectiveness against the results of the Council’s ethnic monitoring.

c) Take any action to remove barriers and promote equality of opportunity.

**What ethnic categories will we use?**

The Council will use the same ethnic categories that were used in the 2001 Census, or categories that can be easily compared with the Census categories. This will enable the Council to compare itself with the wider population. It also means that the Council can use other information, such as the Labour Force Survey, as the Census categories are widely used.

**How will Personnel and Development publish the results?**

Under the duty, the Council must publish the results of its monitoring every year. Here the word ‘results’ means not only statistics and analysis, but also what the Council is doing as a result.

This will be published as part of the Personnel Digest and a summary of the ethnic monitoring results will be included in the Corporate Services Service Delivery Plan.
<table>
<thead>
<tr>
<th>Race Equality/Equal Opportunity Objectives &amp; Targets</th>
<th>Action Plan</th>
<th>Monitoring</th>
<th>Review/er</th>
</tr>
</thead>
<tbody>
<tr>
<td>To ensure all staff understand and support Ashford Borough Council’s general duty to ‘eliminate discrimination, promote equality of opportunity, and promote good race relations’, and to ensure they are confident promoting these values.</td>
<td>Ensure all new and existing staff receives training on the Race Equality Scheme, so that all the Council’s staff are aware of the Scheme, the need for compliance and the methods of monitoring. Produce a staff newsletter informing all staff about Ashford Borough Council’s Race Equality Scheme and their duty to promote this.</td>
<td>Staff satisfaction surveys, with equal opportunity monitoring section. Staff feedback on training sessions and newsletter.</td>
<td>Annually/ Corporate Services</td>
</tr>
<tr>
<td>To ensure all local residents and those using our services understand our general duty.</td>
<td>Include articles in ABC Review, and the local press, regarding ABC’s Race Equality Scheme. Develop a concise equal opportunity statement to put on our website, leaflets, documentation and letters etc. Produce and make available a “customer friendly” race equality leaflet.</td>
<td>Feedback option in ABC Review, and leaflets regarding race equality / equal opportunities.</td>
<td>Annually/ Corporate Services</td>
</tr>
<tr>
<td>To increase the confidence of all those who use Ashford Borough Council’s services, especially amongst those from ethnic and other minority groups.</td>
<td>Implement Ashford Borough Council’s Race Equality Scheme. To liaise with ethnic and other minority groups, for their views and suggestions on ways to improve our services. Review our policies and functions annually to ensure they are not racist or discriminatory.</td>
<td>Monitor the use of services by ethnicity. Adapt customer satisfaction surveys, where already used, to include an equal opportunity monitoring section.</td>
<td>Annually/ Corporate Services</td>
</tr>
<tr>
<td>To reach individuals and groups within the borough who have rarely used our services before and to ensure that there are no significant variations in the ethnic and other minority groups who use our services.</td>
<td>Implement Ashford Borough Council’s Race Equality Scheme. Liaise with ethnic and other minority groups e.g. Ashford Asian Society, for feedback on our services.</td>
<td>Monitor the use of services by ethnicity.</td>
<td>Annually/ Corporate Services</td>
</tr>
<tr>
<td>To minimise the number of complaints received, by improving our services, and to ensure that there are no significant variations in the numbers received from different ethnic, and other minority groups.</td>
<td>Adapt our customer complaint form to include an equal opportunities monitoring section and a question on ethnic origin.</td>
<td>Monitor complaints and feedback by ethnicity, via adapted customer feedback form.</td>
<td>Annually/ Corporate Services</td>
</tr>
<tr>
<td>To record and regularly review, all racial incidents reported to our services, and to take appropriate action.</td>
<td>Produce a monitoring form to record racial incidents. Liaise with ethnic minority groups / the Police / Victim Support etc where appropriate. Report all racial incidents to the Standards Committee, as part of standard complaints reporting.</td>
<td>Monitor the type of racial incident, any action taken / outcome, the verdict, who dealt with the incident.</td>
<td>Annually/ Corporate Services</td>
</tr>
</tbody>
</table>
## APPENDIX 1
### DEMOGRAPHIC DATA FOR THE BOROUGH OF ASHFORD

<table>
<thead>
<tr>
<th>Ethnic Population</th>
<th>1991 % (2dp)</th>
<th>2001 % (2dp)</th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>White</strong></td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White British</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White Irish</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White other</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>90 990</td>
<td>98.55</td>
<td>100 154</td>
</tr>
<tr>
<td>White other</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td><strong>Mixed</strong></td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White &amp; Black Caribbean</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White &amp; Black African</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>White &amp; Asian</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Other Mixed</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td><strong>Asian or Asian British</strong></td>
<td>341</td>
<td>0.37</td>
<td>744</td>
</tr>
<tr>
<td>Indian</td>
<td>249</td>
<td>0.27</td>
<td>348</td>
</tr>
<tr>
<td>Pakistani</td>
<td>48</td>
<td>0.05</td>
<td>80</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>44</td>
<td>0.05</td>
<td>94</td>
</tr>
<tr>
<td>Other Asian</td>
<td>*</td>
<td>*</td>
<td>222</td>
</tr>
<tr>
<td><strong>Black or Black British</strong></td>
<td>413</td>
<td>0.45</td>
<td>445</td>
</tr>
<tr>
<td>Black Caribbean</td>
<td>175</td>
<td>0.19</td>
<td>191</td>
</tr>
<tr>
<td>Black African</td>
<td>119</td>
<td>0.13</td>
<td>213</td>
</tr>
<tr>
<td>Black Other</td>
<td>119</td>
<td>0.13</td>
<td>41</td>
</tr>
<tr>
<td><strong>Chinese or other ethnic group</strong></td>
<td>140</td>
<td>0.15</td>
<td>441</td>
</tr>
<tr>
<td>Chinese</td>
<td>140</td>
<td>0.15</td>
<td>212</td>
</tr>
<tr>
<td>Any other</td>
<td>*</td>
<td>*</td>
<td>229</td>
</tr>
<tr>
<td><strong>Total Population</strong></td>
<td>92 331</td>
<td>100</td>
<td>102 661</td>
</tr>
</tbody>
</table>

Source: ONS (1991/2001 Census)

* Data is unavailable due to changes in the Census categories.
## APPENDIX 2

### ASSESSMENT OF ASHFORD BOROUGH COUNCIL’S SERVICES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>Highways &amp; Transportation</td>
<td>Finance</td>
</tr>
<tr>
<td>Revenues &amp; Benefits</td>
<td>Property Services</td>
<td>Legal &amp; Democratic Services</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>Strategic Planning</td>
<td>Corporate ICT*</td>
</tr>
<tr>
<td>Cultural Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate Services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Corporate ICT will be assessed in year three, with the exception of the new Customer Contact Centre which will be assessed once it is up and running at the end of 2002.

Each Service Unit has been allocated a year of assessment, depending on the degree of relevance. In some cases, effective management may require that the Council’s assessments are carried out in a different year to the one stated above.
## APPENDIX 3

### 2002-2003 Assessment of High Priority Services to comply with the general and specific duties under the Race Relations (Amendment) Act 2000.

<table>
<thead>
<tr>
<th>Service</th>
<th>Area/Issue</th>
<th>Action/Task</th>
<th>Outcome/Performance Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>BME Policy</td>
<td>Check policy conforms to requirements of Race Equality Scheme (RES).</td>
<td>To ensure that policy is updated as and where necessary.</td>
</tr>
<tr>
<td>Housing Policies – General</td>
<td></td>
<td>Check policies for conformity with RES.</td>
<td>To assess impact of current and future policies on ethnic/minority groups.</td>
</tr>
<tr>
<td>Housing Management</td>
<td></td>
<td>Review conditions of tenancy by tenant consultation.</td>
<td>To ensure conditions of tenancy are culturally sensitive and appropriate to all tenants.</td>
</tr>
<tr>
<td>Homelessness</td>
<td></td>
<td>Review and analyse register and allocation.</td>
<td>To ensure that Policy does not indirectly discriminate against any racial group. Amend if necessary.</td>
</tr>
<tr>
<td>Housing Allocations</td>
<td></td>
<td>Review &amp; analyse register and allocated properties by ethnicity.</td>
<td>To ensure that Allocation Policy does not indirectly discriminate against any racial group. Amend Policy if necessary.</td>
</tr>
<tr>
<td>Housing Management</td>
<td></td>
<td>Record, monitor and analyse any racist complaints/incidents.</td>
<td>To ensure that any racist complaints/incidents are dealt with in accordance with RES.</td>
</tr>
<tr>
<td>Revenues and Benefits</td>
<td>Housing Benefit</td>
<td>To monitor and analyse Housing Benefit claimants and claims.</td>
<td>To ensure that provision of Housing Benefit is undertaken in a non-discriminatory manner.</td>
</tr>
<tr>
<td>Revenues and Benefits</td>
<td>Council Tax Benefit</td>
<td>To monitor and analyse Council Tax Benefit claimants and claims.</td>
<td>To ensure that provision of Council Tax Benefit is undertaken in a non-discriminatory manner.</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>Food Premises Inspection</td>
<td>To monitor and analyse provision of service.</td>
<td>To ensure that inspection of food premises is conducted fairly across all inspection regimes.</td>
</tr>
<tr>
<td>Cultural Services</td>
<td>Sports &amp; Leisure Provision</td>
<td>To consult with users of sports/leisure facilities and monitor and analyse sports and leisure provision in the Borough.</td>
<td>To ensure that provision of sports and leisure facilities reflect the demand in terms of ethnic/other minority groups.</td>
</tr>
<tr>
<td>Community Safety</td>
<td></td>
<td>Record, monitor and analyse any racist complaints/incidents.</td>
<td>To ensure that no racial/minority discrimination exists or that action is taken to deal with any discrimination.</td>
</tr>
<tr>
<td>Youth services</td>
<td></td>
<td>To consult with members of youth groups.</td>
<td>To ensure that ethnic/minority interests are taken into account and given equal consideration with other provision.</td>
</tr>
<tr>
<td>Service</td>
<td>Area/Issue</td>
<td>Action/Task</td>
<td>Outcome/Performance Indicator</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Corporate ICT</td>
<td>Customer Contact Centre</td>
<td>To consult with those using the Customer Contact Centre through themed telephone and face to face surveys.</td>
<td>To ensure there are no significant variations in the ethnic and other minority groups who use our Customer Contact Centre.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To record, monitor and analyse any racist complaints/incidents reported to the Customer Contact Centre.</td>
<td>To ensure that any racist complaints/incidents are dealt with in accordance with the RES.</td>
</tr>
<tr>
<td>Corporate Services</td>
<td>Complaints/External Relations</td>
<td>To record and monitor the complaints received from different ethnic, and other minority groups by adapting our feedback form to include an equal opportunities monitoring section (see Appendix 8).</td>
<td>To ensure that the complaints policy does not indirectly discriminate against any racial group. Amend if necessary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To record, monitor and analyse any racist complaints/incidents on our racial incidents monitoring log (see Appendix 5).</td>
<td>To ensure that any racist complaints/incidents are dealt with in accordance with the RES.</td>
</tr>
<tr>
<td>Personnel and Development</td>
<td>See Appendix 7.</td>
<td>See Appendix 7.</td>
<td>See Appendix 7.</td>
</tr>
</tbody>
</table>
APPENDIX 4

RACE EQUALITY SCHEME FEEDBACK

Having Your Say

- Are you happy with the service the Council has given you?
- Do you feel we’ve got something wrong?
- Do you want to say “thank you” to someone at the Council?

Compliments & Complaints

If you have any comments on Ashford Borough Council’s services, or the way it provides them, with regard to meeting our duties under the Race Relations (Amendment) Act 2000, then we are always pleased to hear from you.

We need feedback from the public so we can provide our services as fairly, effectively and efficiently as possible. We need your suggestions, compliments and complaints.

Suggestions from the public on how we can meet our duties with regard to the Race Relations Act can help us to focus on issues which we may not have previously considered.

Compliments – which are always appreciated – let us know when we’ve got things right and help us to keep getting them right.

Complaints are valuable because they can help us learn how to do things better in future. If we get something wrong, then we want to be able to put it right – but we also want to learn from what we have done so that we can try not to make the same mistake in future.

How to Contact Us

You are welcome to contact us:

- In writing by letter or fax
- By telephone
- By email
- Online via our comprehensive ‘Feedback’ system’.

You can contact us by telephone as long as the issue is reasonably simple. If it is more complicated then it is better – both for you and for the Council – to put it in writing either in a letter or on a comment/complaint form. These forms are available from our Customer Contact Centre and by post from the Civic Centre. You can also contact us online. If you would like someone to help you to fill in the form or write a letter, then please do not hesitate to contact us. We will be pleased to help. You can also contact the Citizens’ Advice Bureaux for help on 01233 626185 (Ashford) or 01580 762371 (Tenterden).

How Do I Make a Complaint?

Stage 1

In the first instance you should contact the relevant Service Manager, although if your complaint is more serious you should contact the Director who is in charge of a group of services. This applies to both general comments and also to specific complaints. The Council produces an ‘A-Z’ of services, which will help you to find the name of the person responsible for the service you want to complain
about. This is available as a hardcopy from the Civic Centre or in electronic format on our website. Alternatively contact us by phone or letter and we put you in touch with the appropriate person. You will receive an acknowledgement within three working days of your complaint reaching the relevant Service Manager / Director. This will tell you who is dealing with your complaint and when you should expect to receive a detailed response. You will receive a full reply, or be told why it will take longer, within fifteen working days.

Stage 2

If you are not happy that your concerns have been properly dealt with, then the next stage is to address your complaint to the Chief Executive’s Department which will look independently at your complaint. This should be done within one month. Your complaint should be sent to the Council’s External Relations Manager who deals with investigations on behalf of the Chief Executive. As in Stage 1, the time-scale for an acknowledgement is three working days, and you should receive a full response, or a reason for any delay within fifteen working days.

Stage 3

If you are still not satisfied with the outcome once the complaint has been through the Council's complaint procedure, then you have the right to complain to the nationally-appointed Local Government Ombudsman.

The Local Government Ombudsman is an independent person who investigates allegations of maladministration causing injustice to the person who has complained. The Ombudsman investigates complaints about most district council matters including housing, planning, and Council Tax. The Ombudsman who deals with this Council is at:

Millbank Tower
Millbank
LONDON
SW1P 4QP

Telephone: 0207 217 4620
Fax: 0207 217 4621

The Local Government Ombudsman has a leaflet called Complaint about the Council? How to complain to the Local Government Ombudsman. You can get a copy from the Civic Centre, by telephoning or writing to the address above, or you can download it from the Ombudsman’s website.

If you have an enquiry about the Local Government Ombudsman’s service you can telephone their Adviseline on 0845 602 1983.

Council’s Monitoring Officer

If you wish to complain because you believe that the Council, a Councillor or a Council Officer has breached either legal rules or a code of conduct you should contact the Council’s Monitoring Officer, Terry Mortimer, on (01233) 330210 or email: terry.mortimer@ashford.gov.uk. Your call will be treated in the strictest of confidence.

The Commission for Racial Equality

The Commission for Racial Equality (CRE) has overall responsibility for ensuring public authorities are meeting the general and specific duties set down in the Race Relations (Amendment) Act 2000. If you have any queries about this Act, or if you feel that we are failing to meet any of our duties, you can contact the CRE for advice.
The CRE can be contacted at:

St Dunstan’s House
201-211 Borough High Street
London
SE1 1GZ

Tel: 020 7939 0000
Fax: 020 7939 0001
Minicom: 020 7939 0100
Email: info@cre.gov.uk

**What You Can Expect From Us**

- We will record and monitor all racial incidents and complaints reported to Ashford Borough Council in line with CRE guidance. Action will be taken as appropriate.
- You can expect a full and fair investigation of your complaint.
- We will be pleased to explain any council procedure or rules that are not clear to you.
- Although there is a possibility that you will not like the outcome of your complaint, you should be satisfied that we have dealt with it fairly.
- You can be assured that we will respect your confidentiality. You must realise, though, that we do not welcome malicious complaints, and our code of confidentiality may not apply in those cases.
- In most cases, if you are proved to have a justifiable complaint you can expect us to put it right.
- There will be occasions when a complaint which is justified has involved you in extra expense or financial loss. In such cases, you may be offered an ‘ex gratia’ payment. This will be at the Council’s discretion and will not imply any legal liability.

**Additional Information or Help**

We hope this has provided you with all the information you require. However if you have any further questions please do not hesitate to contact us directly. Through our complaints system we aim to cater for a variety of different needs, and ensure everyone in our community is treated fairly and equally.

If you would like information on our complaints procedure in a different format, then please ask us and we will be happy to provide it for you. We are able to provide the information in large print, and if you tell us in advance we can usually produce it in whatever size you would like, or in other languages if given sufficient notice. Our complaints procedure is also available on audio tape, and we have a minicom service. Telephone 01233 637311 for details.
Useful Contacts

Ashford Borough Council

Civic Centre
Tannery Lane
Ashford
Kent
TN23 1PL

Tel: 01233 637311
Fax: 01233 645654
Email: feedback@ashford.gov.uk

Local Government Ombudsman

The Local Government Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP

Tel: 0207 217 4620
Fax: 0207 217 4621

Citizens’ Advice Bureaux

Tel: 01233 626185 (Ashford)
    01580 762371 (Tenterden):

Commission for Racial Equality

St Dunstan’s House
201-211 Borough High Street
London
SE1 1GZ

Tel: 020 7939 0000
Fax: 020 7939 0001
Minicom: 020 7939 0100
Email: info@cre.gov.uk
APPENDIX 5
ASHFORD BOROUGH COUNCIL

MONITORING FORM – Racial Incidents

Monitoring Period: ............................

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Address</th>
<th>Issue</th>
<th>Actions/Outcomes</th>
<th>Verdict *</th>
<th>Recorded by</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Verdict:  J = Justified   PJ = Partly Justified   NJ = Not justified
APPENDIX 6

EMPLOYMENT PROCESSES FOR MONITORING

SUMMARY

The list below is an illustration of what the Council will monitor. The asterisks* highlight the processes that the Council is bound by the new employment duties under the Race Relations Act to monitor as a minimum.

1. Applying to the Council:
   - Initial enquiry rates.
   - Job application rates*.
   - Selection success rates*.
   - Success rates at different stages for selection (for example, initial shortlist, psychometric test, interview, assessment centre)*.
   - Job acceptance rates.

2. Working for the Council:
   - Representation of different ethnic groups in the workforce*
     - broken down by department and section, level and grade and type of work*.
     - broken down by sex of employee*.
     - broken down by pay, and employment terms and conditions.
   - Training application rates*.
   - Training nomination rates (those chosen from training)*.
   - Promotion nominations*.
   - Promotion applications and success rates*.
   - Success rates at different stages of the promotion process*.
   - Appraisal mark distributions (performance marks, and ‘promotability’ and competency scores, if awarded)*.
   - Harassment and discrimination complaints*.
   - Grievances*.
   - Disciplinary proceedings and decisions made*.

3. Leaving the authority:
   - Mechanisms*
     - Dismissals.
     - Resignations.
     - Redundancies.
     - Retirement.
     - Other.
   - Underlying reasons for leaving*
## PERSONNEL AND DEVELOPMENT ACTION PLAN

### ACTION PLAN

<table>
<thead>
<tr>
<th>Action</th>
<th>Lead Officer</th>
<th>Deadlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 The Council’s workforce compared to estimates of the local community (based on data from 2001 census see Appendix 1);</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2 ethnic origin and sex of all employees;</td>
<td>SAM</td>
<td>November 2002.</td>
</tr>
<tr>
<td>1.3 ethnic origin, by directorate;</td>
<td>SAM</td>
<td>March 2003.</td>
</tr>
<tr>
<td>1.4 the percentage of top 5% of earners from ethnic minority communities in each grade band.</td>
<td>SAM</td>
<td></td>
</tr>
<tr>
<td>3.1 Agree with Unison and staff-side training, central to career development.</td>
<td>SAM</td>
<td>July 2002.</td>
</tr>
<tr>
<td>Monitor and analyse grievances and disciplinaries.</td>
<td>SAM</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 8

EQUAL OPPORTUNITIES MONITORING

In order to improve our services, and ensure they meet the needs of everyone in the borough of Ashford, we will periodically monitor the profile of people using our services. To help us do this it would be appreciated if you could provide us with the following details about yourself.

Gender  
Female [ ]  Male [ ]

Age  
Under 18* [ ]  18-24 [ ]  25-34 [ ]  35-44 [ ]  45-54 [ ]
55-64 [ ]  65+ [ ]

Do you have a disability?  
Yes [ ]  No [ ]

Do you live in a:  
Rural area [ ]  Urban area [ ]

Ethnic Origin  
(for monitoring purposes only)
Asian or Asian British [ ]  White [ ]  Other __________________
Black or Black British [ ]  Chinese [ ]
Mixed [ ]  Question declined [ ]

DATA PROTECTION

We are obliged by law to inform you that any information you provide to Ashford Borough Council, will be held securely on computer, in accordance with the Data Protection Act 1998. In accordance with this Act:

- The personal information, which you provide to Ashford Borough Council, will be processed fairly and lawfully.
- The personal information, which you provide to Ashford Borough Council, will be used within the Council, to ensure each individual is treated fairly and equally, and in order to help us to improve our services.
- Your personal information will not be disclosed to any third parties, without first getting your consent, unless we are legally required to pass this information on to another organisation.
- Your personal information will be held securely on our systems for as long as it is needed to fulfil the stated purpose. Once this has been fulfilled, your personal data will be then be removed.

* Please note, if you are under 18, you need to get permission from a parent or guardian before submitting any personal information to Ashford Borough Council.