Our race equality scheme 2003
As we move into Year Two of our Race Equality Scheme, Ealing Council remains firm in its commitment to deliver excellent services to all our diverse communities.

Since the publication of our first Race Equality Scheme, we have looked in detail at the 15 services identified as year one priorities. We identified areas for improvement and developed action plans to address them, plans that we will monitor to ensure that their objectives are implemented. But we are also keen to recognise good practice and, on 11 June, we are hosting a Diversity Day to celebrate our achievements. This will take place at Walpole Park and we are fortunate to have Lord Filkin as our guest speaker at this event.

Monitoring is clearly central to improving performance and we are delighted that we now have ethnic monitoring data on 88.5% of council employees which we will use, together with the results of our staff survey, to drive our people management strategy. However, we still have to improve our understanding of our customer base in order to assess the effectiveness of our services in reaching the whole community. We recognise that, as customers, you need to feel comfortable about providing us with information about yourselves and convinced that volunteering your opinions will lead to better services. We are examining our approach to consultation and, during the coming year, we will be actively seeking your feedback to help us to improve our capacity to respond to your needs.

In the coming year we have also set ourselves the challenging task of reviewing 51 services across the council. These include services to vulnerable groups such as the homeless, children in residential care and those with special educational needs. They also include a range of regeneration projects and council-wide services such as the Language and Translation Service, procurement and recruitment. Achieving race equality is critical to the well being of our community and we welcome your active involvement in consultation throughout the coming year to help us drive tangible improvements.
Purpose of the Scheme

The main purpose of the production of this document is to ensure that Ealing Council is complying with its responsibilities under the Race Relations (Amendment) Act 2000. This piece of legislation requires us to ensure that we are making concerted efforts to:

- Eliminate discrimination
- Promote equality of opportunity and
- Promote good race relations
- The above responsibilities apply to both service delivery and employment of staff.

To assist Ealing Council to comply with this responsibility called a general duty, we also have to meet 7 specific duties:

- Assess the impact of our policies and services
- Consult stakeholders on proposed policies
- Monitor our policies for adverse impact
- Examine our methods and practices relating to employment
- Publish the results of consultation
- Ensure public access to information and services
- Train staff in connection with the general duty of the Race Relations (Amendment) Act 2000

This document will set out how we intend to meet these duties and will provide you with information on what we have done so far in Year 1 of our Race Equality Scheme.

Prior to the introduction of the new Race Relations legislation in 2000, Ealing Council began to implement the recommendations of the Macpherson report into the death of Stephen Lawrence. This report highlighted a definition of ‘institutional racism’, which was adopted by Ealing as was the definition set by the Home Office of a Racist Incident.

A Racist Incident is described as:
‘Any incident which is perceived to be racist by the victim or any other person’

Institutional Racism is described as:
‘the collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people.

It persists because of the failure of the organisation openly and adequately to recognise and address its existence and causes by policy, example and leadership.

Without recognition and action to eliminate such racism it can prevail as part of the ethos or culture of the organisation.

It is a corrosive disease.’
Our commitments

Making a world of difference

During 2002, the council developed a new vision – ‘making a world of difference’. We will create a council famed for making a world of difference:

- We will achieve service excellence by 2005
- We will be renowned for high quality services delivered with fairness and respect
- We will add real value to the lives of everyone who lives, learns works or plays within our borough
- We will create a healthy, safe and flourishing environment

At the heart of this vision is delivering services with fairness and respect and ensuring that no-one experiences discrimination as a customer of Ealing Council. Actions under our Race Equality Scheme will be crucial to achieving our vision.

Rebuilding the council around our customers’ needs

The council has determined that accessibility for all our customers, whatever their needs, and efficient and effective responses to their requests must be a priority. Consequently from May 2003 we are embarking on a programme of change to focus the councils’ activities entirely around our customer’s needs. This will entail creating a new response service which aims to answer 80% of customer enquiries at the first point of contact, investing in IT and our staff to support this new service and reorganising the rest of the council to ensure all parts of it are responsive to customer needs.

Fulfilling our Race Equality responsibilities

The aim is to deliver this by the end of 2005 and it will be a key driver in achieving our responsibilities under the Race Relations (Amendment) Act 2000 to eliminate discrimination, promote equality of opportunity and promote good race relations.

Treating customers as individuals

Treating customers as individuals with different needs and different ambitions is at the heart of the changes we are proposing. The response service will provide the same level of excellent customer experience whatever the background of our customers. We will achieve this by designing access to our services around our customers and their lives.

All services currently engaged in delivering race equality scheme action plans, will be delivered to differing degrees through the response service by the end of 2005. We will ensure that as we change the way we deliver these services, we will continue to achieve the outcomes we are committed to in those action plans, either through the new response service or through specialist service teams who will continue to deal with more complex enquiries requiring professional judgements.

We will also test plans for building the new response service against our legal responsibilities for equality.

We are confident that the response service and the changes we are proposing will strengthen our ambition to end discrimination and promote equality of opportunity in service delivery and will help to promote good race relations in this borough.
A plan detailing how the response service will achieve this will be available in our race equality scheme in 2004.

These commitments link in with the council’s Equality and Diversity policy, best value reviews, the community cohesion strategy and the HR people strategy.

**Mainstreaming diversity**

It is the purpose of the council to ensure that diversity is included into all aspects of its work. In practice this means firstly monitoring our workforce by ethnicity and gender, and then understanding our customer base. We ensure that all our best value reviews include diversity objectives, as do our service plans. We have developed an equality and diversity service planning checklist which is sent out to managers prior to the development of service plans.

The team who are responsible for co-ordinating the council’s race equality scheme (Central Diversity Action Team) are based within the department of Diversity and Talent.

In addition, each department has its own Diversity Action Team, which meets periodically throughout the year. Each department is responsible for developing its own diversity action plan which takes into account the recommendations from the Stephen Lawrence Enquiry, the audit that was carried out across services two years ago and relevant actions raised through staff concerns or complaints or suggestions from the public. The minutes from each departmental meeting are placed onto the intranet to ensure all staff have access to feed into the equality groups.
How have we met our specific duties to meet the Race Relations (Amendment) Act 2000?

**Assessing**

**the impact of policies and services on the promotion of racial equality**

**How did we decide our priorities for review?**

Over the last year every service in the council assessed their provision against the general duty to promote race equality. Each service was asked to provide evidence of how its functions and/or policies were relevant in promoting race equality and identifying the effect of that service on different racial groups. In addition to this, the public were asked which services they were thought should be reviewed first, as they had most effect on the general duty. These 15 services were agreed jointly with the community and the council and formed the basis of the services that were reviewed in the first year of the scheme. From that an impact analysis was carried out of all other services across the council, and services then had the choice as to whether they would like to review their service in Year 2 or Year 3 of the scheme. Where there was high relevance to the general duty, services were asked to review their service in year 2 rather than Year 3 to ensure that issues of potential discrimination could be examined as soon as possible. You can obtain a copy of the impact analysis from the council’s website, or by contacting the Diversity and Talent section of the council.

We have successfully carried out an impact analysis of all our services to decide which services are relevant to the general duty of eliminating discrimination promoting race relations and equality of opportunity.
What have we achieved so far?

**Monitor**

**policies for adverse impact**

**Year 1**

All 15 services that underwent a review, produced action plans last year to identify areas where improvements could be made. Each service was asked to complete a gap analysis to identify which areas of their service could do with improvements in relation to ensuring equal access to all of their service. This information was then fed into an action plan, in which services were asked to set out actions that would assist them in relation to race equality, over the next few years. A representative from each service attended training on this process and were allocated a member of the Central Diversity Action Team who would support them through the process.

The main improvements over the last year have been as follows:

Exclusions from School: This area was chosen as a Year 1 priority because ethnic monitoring of permanent and fixed term exclusions showed that pupils of black heritage are disproportionately excluded in Ealing and nationally. There have been 3 main areas of focus for the past year.

1. Permanent and fixed term exclusion data by ethnicity, school, year groups and postcode is collected systematically. This is now routinely provided and discussed through the existing key forums with headteachers and relevant LEA personnel and through a new Behaviour Strategy working group. Trends and comparisons with previous years’ figures are highlighted.

2. Exclusion data for 2001-02 is being matched with the exclusion database so that each child’s end of key stage results can be presented through the reporting process. Current attainment data will be published in July and September 2003 and comparative analysis made.

All black African pupils excluded from school are identified, including Somali boys who are targeted as a particularly vulnerable group. This information will be disseminated and discussed at the next LEA/Schools Policy Placement Panel in June 2003.

The LEA behaviour team in the high school sector targets greater resources to those schools in greatest need and to this group of students and families through its referral criteria for intervention and support. The LEA Primary Behaviour Team targets pupils and families through the school referral systems.

In addition, the Children’s Fund Prevention Strategy has a number of projects and activities underway through the voluntary sector that target refugees, newly arrived pupils and refugee families.

**Developing meaningful improvements**

2. There is ongoing activity within the Ethnic Minorities and Achievement programme with particular focus on raising black pupils’ achievement and developing inclusive practice. A consultant has been appointed to the authority to further develop this area of work.

Throughout the Autumn Term 2002, core visits of LEA inspectors to schools were informed by data on achievement of black pupils and issues discussed with schools where data indicated any areas of concern.

An additional learning mentors programme has been established with focus groups for students of black heritage.

An audit evaluating progress in this area is to be conducted next half term across 30% of all schools in the borough including primary, high, special and early years. Headteachers
will be interviewed by inspectors and lesson observations undertaken with feedback given to teachers and school staff. Research data will inform the visits and allow opportunities for good practice in strategies, which successfully engage black pupils to be noted and disseminated, and for issues of black underachievement and exclusion to be raised. A summary report will be available at the beginning of the autumn term 2003.

3. The General Inspector Social Inclusion and the Consultant for Specific Pupil Groups have designed a number of training sessions focusing on raising the achievement of black pupils initially targeting headteachers and senior managers in schools. As part of Inclusion Week there was a special training session targeted to school and LEA staff, which used case studies of exclusions of black pupils. The ‘Training Direct’ service to schools is made available to schools with higher numbers of exclusions and has provided schools with additional behaviour training. Further training and development sessions are planned for parents, school staff and governors.

Information for parents and carers on exclusion from schools was available in community languages by the end of 2002 but since then, government policy has been reviewed and LEA guidance is being updated to reflect these changes. This will be available in leaflet form on the Ealing website in the next few weeks.

Grants: A successful ALG roadshow was held in Ealing Town Hall in November last year, which was attended by representatives of 120 voluntary and community groups, of which 50% were BME or refugee groups. Access to ALG funding, particularly by BME and refugee groups will be examined in May 03.

Notification letters to both successful and unsuccessful applicants now include a copy of the council’s evaluation form and explicitly offer the opportunity for the group to discuss any issues arising from the assessment, as well as how to improve future applications or applications to other funding sources.

Complaints and Customer services: the review of these services has identified that there are procedures in place to collate ethnic monitoring data of our customers. Staff are examining new methods of collecting such data and are constantly looking for ways to reassure customers regarding the usage of ethnic monitoring information.

Home care: This service is currently reviewing its policies and procedures with regard to the Staff/User Handbook and procedural manuals to include information on the Race Relations (Amendment) Act and the National Care Standards Act. Recruitment to the service has been more widespread, with adverts placed into ethnic press such as The Voice.

Consultation on proposed policies has taken place with internal stakeholders, but the service has found difficulty engaging with black and minority ethnic users.

New users of the services are provided with facilities in their own language, either in writing or verbally.

Housing Benefits: The service has developed a process to collect monitoring information for all new benefits customers on ethnicity, gender, disability, age and postcode. There is now a process for capturing monitoring information on all new benefits claims and appeals.
The ISO9002 Quality Policy of the benefits service is being developed to establish a process for the consideration of equality and diversity issues in the development of new procedures. When the process has been established, procedures will be reviewed to take account of equality and diversity issues.

Housing Management: Desi Radio is a Punjabi language station broadcasting 24/7 across West London. In partnership with them, housing have recorded and broadcast information on all aspects of the departments’ work from housing repairs to homelessness and advice in Punjabi. We have also used the station to advertise for private landlords for private sector leasing. The project has been extended to cover public information across the council, most notably in Environment Group. We will soon have enough recorded material for a regular council slot. We are now exploring running office and councillor surgeries live on air.

Somalis in South Acton: Set up by the residents participation unit, the South Acton Somali focus group meets regularly to discuss issues that affect their community and for consultation. Their brief goes beyond housing. Members of the group attend project meetings for the regeneration of the estate as well as meetings with the police, health authority etc. Information is passed to the Somali community through surgeries and drop in sessions run from the ‘Change Base’ shop on Bollo Lane. The Residents Participation Unit supports the group.

Somalis on the Golf Links Estate: Housing staff enabled a Somali women’s group that represents the interest of the community in the regeneration of that estate and works with the council and the Residents’ Association on development proposals. As a result there are now computer training courses for Somali women in the Golf Links Community Hall.

Golflinks Computer Training: After a successful partnership bid with Southall Regeneration Partnership, the Golflinks computer training has been running since December 2002. Target groups for the centre are BME communities, people with disabilities and women returners. The centre gives priority to estate residents but is taking in people from further afield. Hammersmith and West London College provide training staff. The centre and its equipment are suitable for people with disabilities. A new project using software that improves IT skills and English language skills at the same time started in May.

Sunningdale Health Project: Sunningdale is a sheltered housing scheme on the Golflinks estate whose residents are mostly South Asian elders. In partnership with Ealing Primary Health Care Trust we are now running monthly health surgeries in English, Punjabi, Hindi and Urdu. Surgeries cover primary health care, diabetes, heart disease, cancer and healthy lifestyle.

Havelock: We have appointed a dedicated Punjabi speaking community worker from the Havelock estate, working from the Havelock Community Shop. The shop also now runs classes in Urdu and Arabic for young people as parents were concerned about their children having to travel to the mosque or to learn these languages.

Learning and skills in the customer care unit: The Housing and Social Services Customer Care Unity are offering assessments for NVQ 2 for two people from the BME voluntary sector. Skills from their volunteer work are used to gain the NVQ and any shortfalls are made up through work experience and training in the customer care unit. Two Ealing Council staff are also taking their NVQ Assessors Awards as part of this project.
Library services: A new membership form was designed and introduced in June 02. This included monitoring data on ethnicity based on categories used in the 2001 Census and information on preferred language. All new members are asked to complete the monitoring data, which is recorded on the libraries' membership database, and existing members' records were flagged, prompting staff to encourage them to complete the new forms. To date, monitoring information has been gathered for 30,226 members, representing 51.4% of active library users.

Ealing partnered Hammersmith & Fulham Library service in a successful bid for £39,000 from the Local Authorities Strategic Fund to employ an Arabic writer in residence over two years. The appointee helped in the implementation of the new Arabic collection and launch at Ealing Central Library, and will run a series of Arabic reading groups for adults during 2003.

Following consultation with a local community group at the Al-Farasdaq School and Club a list of recommended titles was drawn up and further developed in discussions with Hammersmith & Fulham library service, the Arabic writer in residence and the Al-Saqi bookshop. Adult and junior book stock to the value of £3,900 was purchased and a further £800 was spent on audio visual material. The Al-Farasdaq School and club must be thanked for their continued input to the project at every stage and on their recommendation the collection was sited at Ealing Central Library. The launch on 26th March 2003 was well attended and included Arabic speakers who had been targeted from the libraries' membership database. A variety of Middle Eastern Foods were provided and the entertainment included poetry readings and singing in Arabic.

New Tamil collections have also been introduced to Southall and West Ealing Libraries. Consultation and a focus group with a local Tamil group was conducted in 2002 to identify community requirements, and stock was purchased early in 2003. The Tamil collection at Southall was a feature of the official launch of the newly refurbished Southall library and we are grateful to the staff of the West London Tamil School in Edgware for producing a splendid banner in Tamil welcoming users to the new collection.

Several of the community groups consulted during 2001/02 expressed a desire for more newspapers and periodicals in community languages as well as information leaflets in their mother tongue. Rationalising the existing periodical budget identified funds of £1,400 and new titles in the Indic languages, Arabic and Tamil have been ordered. Community information leaflets have been provided in the district libraries in a range of community languages including Albanian, Arabic, Farsi, Kurdish, Somali and Tamil.

Parking Services: A major study was carried out into assaults on staff in the latter part of last year. Parking attendants are now working in pairs in areas identified as being dangerous to staff to improve security. The service is currently prosecuting a member of the public for racially aggravated assault and racially aggravated criminal damage. This is a major area of concern and a great deal of work is planned to provide a safe and respectful environment for our staff.

School Meals: The service carried out a consultation exercise in the Summer Term of 2002 with schools and parents which enabled them to draw up a tender specification for the new service from September 2003. The contract objectives were set out under the headings of People, Food and Communication.

Advertisements for expressions of interest were placed in the local paper and the Caterer and Hotel keeper in November. Nine caterers expressed an interest and after the evaluation of their pre-tender questionnaires five went forward to the next stage. Our potential partners were asked to pass comments on our proposed Invitation to Tender and some changes were made to the final document that was issued to the caterers in December 2002. The information in the tender document included the current profile of the ethnic origins of students attending individual schools.
Achievements

Ealing Council Race Equality Scheme 2003

Human Resources’ achievements

Eighty senior staff including all Executive Directors and Directors have been through a Personal Leadership programme. The programme has helped to raise personal awareness levels in these managers including how limiting assumptions about people and issues can affect thinking and creative solutions. The programme has raised the levels of leadership skills in our senior managers.

One thousand staff from all across Ealing have attended training on the Race Relations Amendment Act and how Ealing Council is addressing its responsibilities under the Act. The course also gets staff to think of their responsibilities and how they can fulfil these.

A review of Discipline and Grievance procedures has been carried out.

A special resolutions unit was set up to address and clear a backlog of grievance and discipline cases and to show staff that we are committed to addressing conflict in the work place.

A team of staff have been trained as Diversity Contacts. They will act as a source of advice and support to colleagues and managers to deal with and address conflict and discontent in the work place.

A major work force monitoring exercise has been completed now giving us accurate data on our work force. We are now developing an action plan to address issues raised.

A full list of action plans for each service can be found on our Internet site at www.ealing.gov.uk

Providing tailored services

We took parties of school representatives, which included students to visit schools elsewhere that our potential partners provide meals to. Five tenders were received and a panel that consisted of five representatives from schools and two representatives from the LEA evaluated these. The contract has been awarded to Harrison Catering Services Ltd, who with the schools that subscribe to the service will form a partnership with the LEA to re-vitalise the school meals service.

We are currently (April 2003) obtaining written agreements from the subscribing schools and early indications are that we will have 63 out of the original 67 schools in the new group contract.

Harrisons will be visiting each school individually to talk specifically about their individual menu requirements for that school. Their plan is to give training to our existing staff and draw where appropriate on the expertise that exists in the rich multi cultural diversity of the staff and schools.

Ethnic monitoring of the meals service is included in the DFES school census in January each year. The next one is not due until January 2004.

Recycling: Kerbside recycling is key to Ealing in reaching challenging recycling targets. Participation in the scheme is low in parts of the borough and strategies/initiatives have been agreed to investigate any cultural barriers which might exist, levels of exclusion and attitudes to recycling.

In June 2003 a new Green Waste Collection Scheme is being launched to every household across the borough. As part of this fortnightly collection service, our contractor – ECT recycling is offering to assist less able residents by agreeing to pick up the green waste sacks from front/side doors instead of the front of the properties. This is able to happen by means of an ‘assisted collection list’ which ECT amend and update whenever requested to by residents.

A full list of action plans for each service can be found on our Internet site at www.ealing.gov.uk
What else have our services achieved over the past year?

Equality Stories: Recognition, Respect and Raising Achievement is a book which describes work in Ealing schools to promote equality and raise standards. In March this year, the new book was launched, with the aim of helping teachers and pupils to tackle issues regarding race and equality effectively. The book includes case studies and stories, and has involved contributions from pupils and teachers at Ealing schools. Some examples of good initiatives have included whole school participation in preparation of the schools’ race equality policies, Somali classroom assistants and teachers working with the parents of Somali children to achieve better involvement in the school, and listening to pupils’ views about what makes the best learning environment for them. Equality Stories is a national publication.

Diversity Contacts
The Diversity Contacts initiative arises out of a commitment of the council’s Race Equality Scheme for Year 1 (2002-2003). The council was committed to recruiting twenty Diversity Contacts from its existing employees.

Out of a total of sixteen Diversity Contacts that were recruited and underwent an extensive four-day training, twelve remain. Three resigned because they left the council and one resigned for other reasons.

Diversity Contacts play a pivotal role in resolving conflict informally and quickly without recourse to formal procedures. Acting as champions, Diversity Contacts promote equality and diversity and fairness within the organisation and work to bring about a positive culture. One where difficult issues or problems are dealt with expeditiously with Diversity Contacts encouraging a continuing channel of communication.

Diversity Contacts act independently, neutrally and non-judgementally at all times. In time, they will become focal points of contact for Ealing employees who need advice and guidance on matters such as bullying, harassment, victimisation and whistleblowing.

The work of our Diversity Contacts is considered essential to the implementation and success of the councils Equality and Diversity Policy. For this reason, their work is fully supported by managers who have agreed to them being released from their jobs in order to deal with issues. Diversity Contacts will also be able to influence policy because they will meet with the Director of Recruitment and Equalities/Executive Director of Diversity and Talent twice a year so that any areas of concern, and emerging themes can be discussed and actioned.

Conflict is inevitable in an organisation as large as Ealing Council is. However, we are confident that Diversity Contacts will make a positive difference that will help to make Ealing Council a better place to work and an employer of choice. A place where difference is celebrated rather than challenged.

Staff Surveys
The council commenced surveys for all staff in 2001, to gauge staff opinion on various issues including leadership, management, staff well-being, customer focus and equality and diversity.

In 2001 staff were asked to rank priorities that they felt would enable them to do a better job. 75% of staff indicated they would like to see the council actively promoting equality and ending discrimination in the workplace. In 2002, staff were asked whether they thought the council was doing enough to prevent unfair discrimination in the workplace. 70% of staff felt the council was doing enough.

In the same survey, 61% of staff indicating a preference thought that the council’s efforts on equality and diversity was making a noticeable difference to all its communities.

Staff were also asked how satisfied/proud they were to work for Ealing Council. In 2001 67% of staff were satisfied or very satisfied. In the 2002 survey 66% of staff indicated they were proud to work for the council.
Understanding your needs

Consulting our stakeholders
Our process on consultation was twofold. We carried out consultation initially to establish what services should have been reviewed in Year 1 of our scheme (last year 2001-02). Specific consultation was carried out on three Year 1 services: consultation, complaints and grants, and an external consultant carried out focus groups with BME (black and minority ethnic) groups from across the borough on all services that were reviewed last year.

For Year 2 (2003/04) we carried out a different form of consultation in terms of meeting with our hard to reach groups who included the Traveller community. We also met with the Middle Eastern Christian Minority Advice Centre to discuss how the council can improve its consultation with refugees and minority ethnic groups such as the Assyrian community. From December to February we sent out 2,500 questionnaires to local libraries, sports centres, reception areas and community centres asking for comments on the services that had been selected for review in Year 2 of our scheme. We did not receive many responses back from this exercise and this has been examined to improve consultation for future years. We also ran focus groups, however this was organised at short notice and in conjunction with Ealing Primary Care Trust’s Language Leaflet, and most people who arrived for the meeting did not attend for the purpose of the Race Equality Scheme. This issue has been addressed and will be used to feed into further consultation exercises of this type.

Our main methods of consultation this year were:
- Questionnaire
- Face to face
- Public meetings

Our consultation process

The details below provide a summary in terms of the main issues raised from the consultation exercise on the services of consultation, grants and complaints and the consultants report on all 15 services. We do not have specific responses on our Year 2 services, as there were only 12 responses received. All comments were passed to the relevant service.

What you told us you would like...
1. Informative council information sent to you at least quarterly, but ideally one a month
2. To see information in community languages, especially Tamil and French which are not normally translated
3. Bilingual staff at main receptions and the council switchboard
4. Staff to take ownership of your concerns and complaints
5. To see a co-ordinated process to consultation
6. Clearer clarification on what the council does with ethnic monitoring information
7. Certain services to be faster, more efficient and less bureaucratic
8. A clear understanding of council issues and services i.e. the Locata system for allocating housing
9. Timely responses to your complaints
10. Reassurance that our complaints system is fair
11. To receive details about how many complaints are received by each service area and the amount of time taken to resolve those complaints.
12. Reassurance that the council would have adequately trained staff to deal with reporting of racist incidents. Many of those interviewed stated they would report incidents to the Police but not to the local authority.
Achievements

Involving
not informing

13 Departments to share customer information amongst themselves, so you do not have to repeat your details every time you contact the council

14 New services to be publicised via the local media, libraries and public meetings

15 To feel involved in council processes and not just informed. You would like proper consultation to happen prior to a proposed change

16 To be contacted in a manner which suits you and not just suits the council

17 To be informed of the reasons why an application has been unsuccessful and not just ignored, whether that application is for planning or grants or housing.

18 More publicity about the work and effectiveness of cabinet leaders

19 The council to appreciate the contribution of our local Caribbean residents

20 The council to consult with perceived hard to reach groups. You identified such groups as; people with learning and physical disabilities, the homeless, elderly housebound people, groups whose first language is not English, children, people who are not members of a set group, people who are unemployed and the Traveller community

21 The council to attend meetings of local groups

22 Where the council does translate - to ensure the translation is grammatically correct and reads well in the translated language

23 To see contractors being made accountable for the work they do for local residents

How will consultation fit into service delivery?

In order to ensure that the community has been fully consulted with on all services going through a review in Year 2, there were two stages of consultation. The first was the generic consultation carried out by the Diversity Action Team for all services, the second stage involved each service carrying out consultation with users of their service and finding out those who do not use the service and why.

Feedback from the consultation exercises was then fed into the action plans developed by each service and led to more realistic actions being developed in terms of race equality.

In addition to the consultation exercise with the Travellers Community, areas of concern have been passed to relevant services for action and inclusion into their action plans.

Feedback to the community about our Scheme

On the 11th June 2002, Ealing Council launched its Race Equality Scheme in Walpole Park. The event was well attended by both council staff and members of the community, and all attendees had a chance to ask questions of the council’s Corporate Board.

This year, Ealing Council is committed to advising the public of our commitments for the next two years and our progress so far on Race Equality. Therefore there will be a presentation of the achievements of the council again in Walpole Park on the 11th June 2003. Copies of all of the council’s actions plans can be obtained from the council’s internet site or by contacting the Diversity Action Team on 020 8825 7997.
How have our schools met their responsibility?

Every school in the Borough of Ealing has met its responsibility for the duty to promote race equality by producing a race equality scheme. To obtain a copy of a particular school’s scheme you will need to contact the school directly.

How else is racism being addressed in our schools?

Ealing Education Services produced a handbook for schools, entitled Preventing and Addressing Racism in Schools.

This handbook has been designed specifically to assist teachers become more comfortable with understanding and addressing racism in schools and understanding the effects that racism can have on pupils. The handbook is broken down into 6 areas;

• Framing: which provides statutory and contextual background and a basic concept of racism
• Reporting: Ealing’s procedures for reporting and recording racist incidents involving pupils. This section also includes frequently asked questions.
• Addressing: guidance on addressing racist incidents involving pupils
• Mainstreaming: developing a school ethos to prevent racism and promote cultural inclusion
• Preparing: the school race equality policy
• Consulting: resources and references

This handbook was developed with the input of staff from the Education Department, headteachers and members of the local community and has been greatly welcomed by the schools in the borough, community organisations and Education professionals.

The handbook is constantly being reviewed and updated, and a new section is being produced with pupils from 40 Ealing schools, who are writing their own guidelines for preventing and addressing racism.

What services are being reviewed in Year 2

For Year 2 of our scheme 51 services have decided to put themselves through a review. The full list of services being reviewed is as follows:

• Adults Service – Social Services
  Short Break Service
  Taxi Cards
  Transition to Adulthood
  HIV/AIDS Service
  Service for Visually Impaired People

• Children’s Service
  Adoption and Fostering Support
  Residential Units

• Strategy and Resources
  Emergency Duty Team
  Carers

• Housing Needs
  Housing Advice and Reception
  Homeless Persons
  Temporary Accommodation
  Allocations
  Central Asylum Team
  Mental Health Team
  Unaccompanied Minors

• Resources Group
  Property Services
  Procurement
  Insurance

• Education
  Assistance to Pupils
  Attached Inspectors – Advice to schools
  Children’s Information Service
Continuing Professional Development – schools
Ealing Parent Partnership
Education Maintenance allowance Scheme
Education Personnel
Education Social Work Service
Governor’s Support
School Admissions
Special Educational Needs Assessment
Youth and Connexions Scheme

• Environment
  Regeneration and Major Projects
  Business Advice and Support
  Consumer Advice
  Community Events
  Emergency Duty Team
  Ethnic Minority Achievement Grant
  Licensing
  Organisational Development Unit
  Parks and Landscape Design
  Pollution Control
  Public Conveniences
  Rangers/Animal Centres
  Refuse Collection
  Registrar of Births, Deaths and Marriages
  Summer Festival
  Transport Services
  Home Improvement Agency
  Building control and land charges

• Chief Executives
  Language and Translation Service
  Recruitment & Advertising

Action plans for these services and service descriptions can be found at www.ealing.gov.uk or can be obtained via telephone by calling 020 8825 7997.
What is ethnic monitoring?

Ethnic monitoring is a process of collecting, storing and analysing information about a person’s ethnic background. Ethnic monitoring is used to:

- highlight possible inequalities
- investigate their underlying causes; and
- remove any unfairness or disadvantage

Service Delivery: In service delivery, monitoring can tell us which groups are using Ealing’s services, and how satisfied they are with them. (We can then consider ways of reaching under-represented groups and making sure that our services are relevant to your needs, and provided fairly.) If we don’t monitor, we have no way of knowing this information!

Employment: In employment, monitoring lets us examine the ethnic make-up of our workforce and compare this with benchmarks such as whether the workforce is representative of the community. It also lets us analyse how our personnel practices and procedures affect different ethnic groups.

Why monitor?
Without ethnic monitoring, Ealing will never know whether its race equality scheme is working. There is a risk that people will just see the scheme as paying lip service to race equality. If this happens, the scheme would lose credibility among the workforce and community. To have an equality policy without ethnic monitoring is like aiming for good financial management without keeping financial records.

What does Ealing do with the information?
- we assess that we are treating all of Ealing Community equitably and fairly,
- it will help us to improve the quality of our services to all groups that make up Ealing Community,
- it enables us to ensure that everyone has access to our services,
- we use the information for planning purposes for service delivery,
- it helps us to respond to the needs of our diverse community,
- it is used to demonstrate compliance with the legal requirements.

Ethnic Monitoring Categories

(A) WHITE
- British
- Irish
- Any other White background, please write in

(B) MIXED
- White & Black Caribbean
- White & Black African
- White & Asian
- Any other mixed background, please write in

(C) ASIAN OR ASIAN BRITISH
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background, please write in

(D) BLACK OR BLACK BRITISH
- Caribbean
- African
- Any other Black Background, please write in

(E) CHINESE OR OTHER ETHNIC GROUP
- Chinese
- Any other ethnic background, please write in

(F) GENDER
- Female
- Male

(G) DISABILITY

The Disability Discrimination Act 1995 defines a person as having a disability if they have ‘a long term physical or mental impairment which has substantial and long term adverse effect on their ability to carry out normal day to day activities’.

Do you consider yourself to have a disability as defined above?
- Yes
- No

(H) AGE
- 0-15
- 16-19
- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65+

Chose ONE section from A to E, then tick the appropriate box to indicate your background. If you identify yourself under one of the ‘Any other categories’, completely fill in the appropriate box and please write in your ethnic background in the appropriate section.
What if I don’t want my ethnic background to be known?

- it wouldn’t make any difference to the service you receive or the way you are treated.
- however it will help us to better help you.

When will I be asked about my ethnic background?

At any points for example:

- when you contact the Council
- when you have a complaint regarding Service Delivery
- when we conduct any survey.

What else does Ealing monitor?

We will also ask for information regarding:

- Gender
- Disability
- Age

This will also help to plan for future needs (see previous page for sample of monitoring form).
Ethnic monitoring data

In November 2002, comprehensive monitoring was conducted covering all Council employees. Using self-classification and management classification, an initial return rate of 88.5% was secured. This figure is likely to increase as more forms are returned and entered into the system. Successful completion of this workforce monitoring exercise enables the council to attain one of the key targets set out on our first scheme – to undertake ethnic monitoring with regards to its employees.

The accuracy of the data and relatively high level of return will allow the council to determine what actions, if any, are necessary to ensure the council has a workforce that is truly reflective of the diverse community we serve.

From the data received, the following snapshot emerges of the council’s workforce makeup as of November 2002.

Ethnic Makeup of Ealing Council Workforce November 2002

Community breakdown

In addition to this the information from the 2001 Census has allowed us to update the information about the ethnic makeup of our residents. Ealing is the fourth most diverse borough in the country.

Breakdown of Ealing’s Population from Census 2001

Breakdown of White Population in Ealing
Our Councillors
Ealing Council will be reviewing its Members services in 2003/04. Part of this review will include a monitoring exercise of all our elected members. We will be able to produce an updated breakdown of the ethnicity of our members by the end of 2003. This data will be published on the council’s internet and intranet site.
### Timetable for review

**Race Equality Scheme** Time line 2003–2004

<table>
<thead>
<tr>
<th>Action</th>
<th>By when</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 3 services lead officers attend gap analysis training</td>
<td>25 July 2003</td>
</tr>
<tr>
<td>Plan 2 Plans submitted by all Year 3 Lead Officers</td>
<td>10 August 2003</td>
</tr>
<tr>
<td>Year 3 services conduct gap analysis</td>
<td>August 2003 – January 2004</td>
</tr>
<tr>
<td>Consultation on Year 3 services</td>
<td>August 2003 – January 2004</td>
</tr>
<tr>
<td>Gap Analysis forms to be submitted to Diversity Team</td>
<td>11 February 2004</td>
</tr>
<tr>
<td>Action plans for Year 3 services completed</td>
<td>31 March 2004</td>
</tr>
<tr>
<td>Report on year 1 &amp; 2 action plans &amp; achievements</td>
<td>31 March 2004</td>
</tr>
<tr>
<td>Revised RES for 2003/04 published on Internet/Intranet</td>
<td>31 May 2004</td>
</tr>
</tbody>
</table>

### Glossary of terms

**BME:** Black and minority ethnic.

Ethnic monitoring: Asking people to identify their ethnic background as part of the check to see if we are delivering services fairly to everyone.

**Gap Analysis:** Looking at the functions and policies of the council to find out why they may not be equitable, and to identify what needs to be done to improve them.

**General Duty:** The general duty under the Race Relations (Amendment) Act 2000 is to:

- Eliminate discrimination
- Promote equality of opportunity
- Promote good race relations

**Impact Analysis:** Examining the functions and policies of the council to identify any effect they may have on race equality.

**Mainstreaming:** Integrating equalities into service delivery and employment.

**RR(A)A 2000:** Race Relations (Amendment) Act 2000.

**Specific Duty:** The specific duty to complement the general duty. There are seven specific duties.
A summary version of this scheme is available in the following formats. Please note that it may take a little time to obtain a translation, but it will be provided. If you would like a copy of the summary, please tick what format you would like to receive the document in, and send this page back to The Central Diversity Action Team, 5th Floor 5,51, Perceval House, 14-16 Uxbridge Road, Ealing, W5 2HL. Alternatively you can request an alternative format by phone. Please dial 020 8825 7997.

☐ Large print ☐ Arabic ☐ Bengali
☐ Braille ☐ Assyrian ☐ Farsi
☐ Audio Cassette ☐ Armenian ☐ Gujarati
☐ Hindi ☐ Polish ☐ Punjabi
☐ Somali ☐ Urdu

Name __________________________________________

Address _______________________________________

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If you have any comments about this scheme, please contact The Central Diversity Action Team, 5th Floor 5,51, Perceval House, 14-16 Uxbridge Road, London, W5 2HL, Tel: 020 8825 7997, or via email: thediversityactionteam@ealing.gov.uk.

Comments __________________________________________

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