



REPORT TO EXECUTIVE

PORTFOLIO AREA: LEARNING AND DEVELOPMENT

Date of Meeting: 17 March 2008

Public

Key Decision: Yes

Recorded in Forward Plan: Yes

Inside Policy Framework Yes

Title: RACE EQUALITY SCHEME

Report of: Head of Policy & Performance Services

Report reference: PPP22/08

Summary:

The report provides the Executive with the opportunity to comment on the draft Race Equality Scheme (2008) and action plan. The Council is required to publish a Race Equality Scheme under the Race Relations Act 1976, Race Relations (Amendment) Act 2000 to show how it will meet its specific duties and the general duty to promote race equality.

Recommendations:

The Executive is requested to:

- Receive the draft Race Equality Scheme 2008 (Appendix 1) and action plan (Appendix 2, page 25).
- Refer the report to Community Overview and Scrutiny Committee for consultation.

Contact Officer: Rebecca Tibbs

Ext: 7016

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION AND OPTIONS

What is the Race Equality Scheme?

The Race Equality Scheme summarises the Council's overall approach to racial equality and how it plans to meet both its general and specific race equality duties. The Council's previous Race Equality Scheme was produced in 2004 and has to be reviewed every three years.

General and specific duties

The Race Relations Act 1976, Race Relations (Amendment) Act 2000 places a **general duty** on the authority to promote race equality and:

- eliminate unlawful racial discrimination;
- promote equality of opportunity; and
- promote good relations between people of different racial groups.

The Act also places **specific duties** on the authority including the publication of a Race Equality Scheme. The scheme should state the functions and policies, or proposed policies, which the authority has assessed as relevant to its performance of the general duty. It should also include the Council's arrangements for:

- assessing and consulting on the impact of its proposed policies on the promotion of race equality (through the equality impact assessment process);
- monitoring its policies for any adverse impact on the promotion of race equality;
- publishing the results of such assessments and consultation;
- ensuring public access to the Council's information and services; and
- training staff on the general duty.

There is a specific duty on employment that the Council should monitor and publish, by racial group, applicants for employment, the numbers of staff in post, training, promotion, those who benefit or suffer detriment from performance assessment, grievances and disciplinaries and employees who leave the Council.

Process of developing the Race Equality Scheme (Appendix 1)

A cross Council workgroup was set up to lead the review, identify issues and advise on consultation. To review the impact of the previous Race Equality Scheme (2004) an Equality Impact Assessment was undertaken (Appendix 2). The Impact Assessment included reviewing national guidance and statistics, local evidence and best practice from other local authorities. Consultation on race issues was carried out with staff, councillors, community groups and partner organisations to feed into the Assessment. The outcomes from the Assessment have formed the basis of the revised Race Equality Scheme (2008) and action plan.

The scheme forms part of the Council's overall approach to equality, in particular the Disability and Gender Equality Schemes, Corporate Equality Policy and Action Plan. It has been developed on the principles that the Race Equality Scheme

should lead to improvements in how the Council acts as an employer and how it improves services for its local communities. It covers the legislation that the Council has to comply to and includes examples of work already being undertaken by the authority to promote race equality. The Race Equality Scheme actions arising from the review are detailed on page 25 of the Equality Impact Assessment (Appendix 2). The actions will be incorporated into the Corporate Equality Action Plan to ensure equality work is integrated.

The scheme is a strategic document that sets out the Council's overall approach to race equality and will be reviewed every 3 years. The Corporate Equality Action Plan details how the scheme will be implemented and can be amended and enhanced as actions are completed to reflect changing needs.

The scheme includes reference to how the Council is continuing to challenge its policies and service provision by considering the different needs of racial groups through the Equality Impact Assessment process. The review has also enabled the Council to identify progress in implementing the previous scheme and drive forward the achievement of higher levels of the Equality Standard for Local Government¹.

Future stages in the implementation of the Race Equality Scheme

The draft scheme and action plan will be open for consultation. Specific groups will be targeted for their input; further details are given under section 2 below. A Community Overview and Scrutiny Committee Task and Finish Group is undertaking a review of Migrant Workers in Carlisle. This is due to complete in April 2008 and the outcomes of this review should inform the action plan where appropriate.

The final scheme and action plan, including feedback from the consultation, will be reported to the Executive on 21 April 2008. The Race Equality Scheme and action plan will be submitted to Council for approval on 29 April 2008.

Following the approval of the scheme and action plan, the documents will be published on the Council's website and a small number will be made available in hard copy. Staff have suggested that a A4 or A5 sheet summary of the scheme could be distributed to all Council employees. Further details of these proposals and promoting the revised scheme will be reported to the Executive on 21 April.

Implementation of the actions will be overseen by the Council's Corporate Equality Group as part of their role in delivering the Corporate Equality Action Plan.

2. CONSULTATION

¹ The Equality Standard for Local Government was established in 2001 to mainstream equality of service delivery and employment in local authorities. Carlisle City Council is currently at level 1 of the Equality Standard for Local Government and aims to achieve level 2 by March 2008 (there are 5 levels in total).

2.1 Consultation to date:

- Staff
- Members
- Carlisle Equality and Diversity Partnership
- Community groups and partner organisations
- Race Equality Scheme Working Group
- Corporate Equality Group

2.2 Consultation proposed on the draft scheme and action plan:

- Carlisle Equality and Diversity Partnership
- Staff
- Crime and Disorder Partnership
- Local Strategic Partnership
- Cumbria Equality and Diversity Partnership
- Parish Council Association
- Community Overview and Scrutiny Committee
- All groups/organisations involved with previous consultation on the scheme

3. **RECOMMENDATIONS**

The Executive is requested to:

- Comment on the content of the draft Race Equality Scheme and action plan.
- Refer the report to Community Overview and Scrutiny Committee for consultation.

4. **REASONS FOR RECOMMENDATIONS**

To ensure the Council has due regard to the needs of employees and all members of its local communities when planning and delivering services.

To meet its statutory requirements of the Race Equality Duty.

5. **IMPLICATIONS**

- Staffing & resources: Implementation of the actions will be overseen by the Council's Corporate Equality Group as part of their role in delivering the Corporate Equality Action Plan.
- Financial: The equality budget will fund the printing costs of the scheme and action plan. Longer term, there may be other financial implications depending on how the action plan develops.
- Legal: The Council is required to publish a Race Equality Scheme under the Race Relations Act 1976 (Statutory Duties) Order 2001 to show how it will meet

its specific duties and the general duty to promote race equality under the Race Relations Act 1976, Race Relations (Amendment) Act 2000.

- Corporate: The Race Equality Scheme and action plan forms part of the Council's corporate policy framework and is fundamental to achieving the higher levels of the Equality Standard for Local Government as set out in the Corporate Improvement Plan.
- Risk Management: The general duty is enforceable by judicial review. Any person or body affected by a failure to comply with the general duty by a public authority may take action through judicial review proceeding. The specific duties are enforceable under section 71D of the amended Race Relations Act. Failure to comply exposes the Council to financial and reputational risk.
- Equality and disability issues: The scheme and action plan will enable the Council to meet the statutory requirements of the Race Equality duties.
- Environmental: The Race Equality Scheme and action plan will be published on the Council's website and a small number will be made available in hard copy.
- Crime & disorder: The scheme will help to raise awareness of race issues. It may subsequently contribute to reducing the numbers of hate crimes and promote race equality within the community.
- Impact on Customers: The scheme will help the Council develop its services with the community and improve customer satisfaction by tailoring services to meet these needs. This should enable the Council to achieve better quality services and target resources more effectively. A number of indicators in the Place Survey (Autumn 2008), part of the Government's new Performance Framework, will measure how well people get on together and if people feel they belong to their neighbourhood.

Carlisle City Council

Race Equality Scheme

Revised April 2008

English

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For further information about the Race Equality Scheme or to request copies of the Corporate Equality Action Plan and Race Equality Scheme Impact Assessment please contact:

E-mail: policy@carlisle.gov.uk

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Policy and Performance Team
Carlisle City Council
Civic Centre
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Introduction

The Race Relations Act 1976, Race Relations (Amendment) Act 2000 places general and specific duties on the Council to promote race equality. As part of its legal duty, the Council is required to publish a Race Equality Scheme, which provides information on how we are implementing race equality in our services and employment.

The Council considers that race equality in Carlisle will benefit the community as a whole and support significant progress towards its vision to ensure a high quality of life for all in both its urban and rural communities. The Council recognises that the comparatively small size of Carlisle's Black and Minority Ethnic population means that it has a particular responsibility to promote race equality and dissuade people of the notion that there is no racism within Carlisle.

For those reasons, we are determined to promote equality of opportunity, tackle discrimination and social exclusion, and widen access to services and jobs. The scheme forms part of the Council's overall approach to equality, in particular the Disability and Gender Equality Schemes, Corporate Equality Policy and Action Plan.

Definition of a racial group

For the purposes of this scheme, a racial group is defined as:

A group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins.

This definition is taken from the *Code of Practice on the duty to promote Race Equality, 2002*. The Council includes consideration of religion and belief within this scheme and the action plan, as these are intrinsically linked to ethnicity and race.

How the scheme was developed

An Equality Impact Assessment of the Council's previous Race Equality Scheme (2004) was undertaken to review the progress of the scheme and objectives. Evidence was gathered from a wide range of sources, including Council staff, councillors, community groups and partner organisations, on how the Council could improve race equality.

The findings of the Assessment form the basis of this scheme and the action plan. The Race Equality Scheme Equality Impact Assessment and the Corporate Equality Action Plan are available on the Council's website or from the Policy and Performance Team.

Council vision and values

Carlisle City Council is committed to ensuring a high quality of life for all in both its urban and rural communities:

This commitment is reflected in three of the Council's seven core values¹:

- Put the needs of all our residents first.
- Develop our own staff so we become an “employer of choice”, delivering quality services that you expect.
- Recognise the increasing diversity of the area and will ensure that services are provided to all without discrimination.

In practice this means that the Council will ensure that the varied needs and circumstances of residents and employees are met and that its services are provided to all without discrimination. The Council recognises the increasing diversity of the area and is committed to ensuring that all groups within the community are able to participate in the design and delivery of our services.

The Council embraces its role in promoting good community relations and recognises the need to:

- Identify a common sense of vision and belonging for all of Carlisle's communities.
- Value and appreciate the diversity of people's backgrounds and circumstances.
- Ensure that everyone living, working, studying and visiting Carlisle have similar access to services and opportunities.
- Develop strong and positive relationships between people from different backgrounds and experience.

Commitment to the Equality Standard

The Council is working towards embedding these commitments into all of its policies, procedures, practices and external relationships. We have adopted the *Equality Standard for Local Government*² as a mechanism for improving our approach to equalities. The standard helps to ensure that considerations of equality are built into all the Council's decision-making as an employer, service provider and community leader.

¹ Corporate Improvement Plan, Carlisle City Council 2007-10

² Improvement & Development Agency (IDeA), Revised 2007

Figures

The 2001 Census shows Carlisle's population as 97.8% White British and 2.2% Ethnic Minorities. This data is likely to be inaccurate now as Carlisle's population has become increasingly diverse. Key factors in this change include a growth in the number of migrant workers following the accession of the Eastern European countries in 2004 and an increasing student population with the development of the University of Cumbria.

The Government's *Equalities Review, 2007* reports that the ethnic minority population of Britain is forecast to grow from 9% to about 11% percent by the end of the next decade. It is important that the Council works with its partners to identify how the community changes and ensure that services are developed in response to local need.

A wide range of evidence was reviewed in the Equality Impact Assessment. It indicates some of the barriers to reducing inequality which the Council must work to address:

Cumbria Attitudes Survey 2007

- 56% of people said that racial prejudice in Cumbria is about the same as it was 5 years ago, 23% said it is more now and 10% said it is less now.
- The minority group that Cumbrians feel least positive towards are gypsy travellers (39%) followed by refugees/asylum seekers (30%), Muslims (28%), obese people (20%) gays and lesbians (14%) and East European migrant workers (13%).

Multi-agency Consultation/ Cultural Audit with Black Minority Ethnic Community in Cumbria – June 2005

- Language and cross-cultural issues are the biggest barriers – for 60% of respondents English was not their first language.
- 90% of respondents had experienced bad mouthing. Other experiences of racism included avoidance, discrimination, physical attack and institutional racism.

Carlisle City Council, Employee Opinion Survey 2006

- 95% of staff do not think the Council's policies, procedures, practices or culture prevents equal access for employees on the basis of race or religion.
- 59% of staff think the Council is good at encouraging diversity and equal opportunities and 49% of staff are aware of the Council's duties regarding equality and diversity issues.

What the Council has achieved to promote race equality

The Council has made good progress in implementing the previous Race Equality Scheme (2004). We know that there is still much more to do to reduce inequality and our action plan sets out how we can tackle this. A full assessment of what the Council has done to promote race equality is given in the Equality Impact Assessment. Some examples of our achievements are:

- Equality and Diversity Training has been provided to two thirds of employees and will continue to be rolled out to all remaining employees. The Council's induction programme has been revised to include equality and diversity training for all new staff. Training is also provided to all employees undertaking Equality Impact Assessments.
- The Council has a Corporate Equality Group which co-ordinates equality work across the council and drives the Corporate Equality Action Plan. The group's membership is drawn from across the Council and includes member champions.
- The Council is working with other Cumbrian authorities to set up a joint Service Level Agreement with AWAZ, which represents Black Minority Ethnic (BME) people in Cumbria. This agreement is operational from April 2008 and will enable us to access support around Equality Impact Assessments, corporate inspection, corporate policy development on equalities and develop engagement with ethnic minorities.
- An assessment of gypsy and traveller accommodation needs is being conducted with other Cumbria authorities to identify the preliminary pitch requirements for gypsies and travellers.
- The Council supports and promotes a wide range of community events including the Festival of Nations, cultural workshops in schools and the Cultural Bazaar.
- Tullie House offers a range of events and workshops that promote diversity and offer the community experiences of different cultures. Events have included the South India Experience, Eid Festival Experience and Islamic Art Workshops.
- The Council's Community Support Unit plays an important role in promoting race equality, developing participation and involvement of community groups. The Unit led the development of the Carlisle Equality & Diversity Partnership from October 2006. This has made positive links with different

communities in Carlisle and provides a focus for practitioners. Examples of work supported include welcome events for migrant workers and the development of a welcome pack for migrant workers.

- The Council works through the Carlisle and Eden Crime and Disorder Partnership to tackle race hate crime and incidents in Carlisle. Action includes the development of increased reporting of incidents through third party reporting centres and targeted support to vulnerable locations within the community. The Council's Equality Policy outlines the commitment to addressing harassment of its employees and service users, and describes how to report complaints, racist incidents and hate crime.
- Customer Service Advisors in the Council's Contact Centre have access to the Language Line translation service. The languages offered for translations of Council publications have changed to reflect Carlisle's population more accurately - Bengali, Lithuanian, Polish, Portuguese, Turkish and Cantonese.
- As a Learning City, and acknowledging the changing demographics of Carlisle, the Council is committed to looking at how it can support the development of English for Speakers of Other Languages (ESOL) provision.

What the Council will do to promote race equality

The Council's detailed actions to promote race equality are available separately from this scheme in the Corporate Equality Action Plan. The actions have been incorporated into this action plan to ensure all the Council's equality work is integrated. The action plan is a living document that will be updated regularly and monitored by the Council's Corporate Equality Group.

General race equality duty

The Race Relations Act 1976, Race Relations (Amendment) Act 2000 places a general duty on the authority to promote race equality and:

- eliminate unlawful racial discrimination;
- promote equality of opportunity; and
- promote good relations between people of different racial groups.

To achieve the general duty the Council will:

- Implement the Race Equality Scheme and continually improve service delivery and employment practices to eliminate racial discrimination and promote equality of opportunity.
- Develop consultation and involvement with community groups to ensure they can participate in the development, implementation and review of the Race Equality Scheme and Council services.
- Provide community leadership to promote good relations between people from different backgrounds.
- Work closely with partners dealing with race equality issues to ensure efficiency and co-ordination of activities.
- Implement our procurement and partnership policies and practices to ensure that partners and contractors adhere to the Council's approach to equality and diversity.

Specific race equality duties

The Race Relations Act also places specific duties on the authority including the publication of a Race Equality Scheme. The Council has developed a three year rolling programme of Equality Impact Assessments that will assess functions and policies to ensure they do not discriminate on the grounds of race, religion, age, gender, sexual orientation or disability. The programme was developed by assessing the functions and policies that are relevant to the authority's performance of the general race equality duty.

The Council will:

- Assess and consult on the impact of its proposed policies on the promotion of race equality.
- Monitor its policies and services for any adverse impact on the promotion of race equality. We aim to do this by gathering and analysing

information about our customers, which will enable us to tailor our services and inform our decision-making.

- Publish the results of monitoring, assessments and consultation.
- Ensure the public has access to the Council's information and services. This will be achieved by developing communications and access to services.
- Ensure that all staff are trained on the race equality duties. Councillors can also undertake equality and diversity training through the Member Development Programme.
- Monitor by ethnic group:
 - Applicants for posts and recruitment information
 - Employees in post
 - Training
 - Employees who benefit or suffer detriment from performance assessment
 - Grievances and disciplinaries
 - Employees who leave the Council

We aim to do this by gathering more information about our employees, monitoring and impact assessing our employment policies and practices. The Council will publish the results of this monitoring annually on the Council's website.

Review of the Race Equality Scheme

The Race Equality Scheme must be reviewed at least every three years – this task will become the responsibility of the Council's Corporate Equality Group, chaired by the Deputy Chief Executive. Regular monitoring of the progress on the action plan will also be the responsibility of this group. Mechanisms for reporting progress to the community include the links with the Carlisle Equality and Diversity Partnership, the Service Level Agreement with AWAZ and the Cumbria Equality and Diversity Partnership.

On an annual basis, the Council will publish the Equality and Diversity Report outlining:

- The steps that the Council has taken to promote race equality to meet its targets.
- The results of any information gathering.
- What the Council has done with the information.

The next review of this Race Equality Scheme will take place in 2011.

Carlisle City Council Equality Impact Assessment

Please use this form to record your findings, proposed actions, equality objectives and targets. Further guidance and support from the Policy and Performance Team are available. **Throughout, policy is used to mean policy, practice, service and / or function.**

Step 1 – About the policy you are assessing

Policy:	Service area:	Lead for impact assessment:	Other members of assessment team (if applicable):
Race Equality Scheme	Policy & Performance	Becky Tibbs, Policy & Performance Officer	

Step 2 – Defining the policy you are assessing and identifying the equality issues

Question
What are the main aims and objectives or purpose of the policy that you are assessing? Should be defined within the policy.
Answer
<p>The Race Equality Scheme (2004) summarises the Council’s overall approach to racial equality and how it plans to meet both its general and specific race equality duties. The Race Relations Act 1976, Race Relations (Amendment) Act 2000 places a general duty on the authority to promote race equality and:</p> <ul style="list-style-type: none"> • eliminate unlawful racial discrimination • promote equality of opportunity • promote good relations between people of different racial groups

The Act also places specific duties on the authority including the publication of a Race Equality Scheme. The scheme should state the functions and policies, or proposed policies, which the authority has assessed as relevant to its performance of the general duty. It should also include the Council's arrangements for:

- assessing and consulting on the impact of its proposed policies on the promotion of race equality
- monitoring its policies for any adverse impact on the promotion of race equality
- publishing the results of such assessments and consultation
- ensuring public access to the Council's information and services
- training staff on the general duty

There is a specific duty on employment that the Council should monitor and publish, by racial groups, applicants for employment, the numbers of staff in post, training, promotion, those who benefit or suffer detriment from performance assessment, grievances and disciplinaries and employees who leave the Council.

Question

Who implements, carries out or delivers the policy? State where this is more than one person, team, department, or body and include any outside organisations who deliver under procurement arrangements.

Answer

- All Council staff
- All service delivery areas across the authority
- All Councillors
- Partner organisations
- Contractors

Question

Who is affected by the policy or by how it is delivered? Name all stakeholders e.g. external / internal customers, groups and communities? Include the potential beneficiaries of the policy

Answer

- All Council staff
- All Councillors
- Partner organisations
- Contractors
- The community

Question

What [measurable] outcomes do you want to achieve, why and for whom? E.g. what do you want to be providing, how well, what changes or improvements What should the benefits be for customers, groups or communities?

Answer

- To eliminate unlawful racial discrimination.
- To promote equality of opportunity so that all groups feel they have access to services, information and facilities.
- To promote good relations and inclusivity between people of different racial groups.
- To ensure staff and councillors are trained and informed about their duties.
- To improve recruitment practices and encourage greater diversity within the workforce.
- The Council will also benefit by developing and improving its services so that it understands what the community needs and is able to improve customer satisfaction by tailoring services to meet these needs. This should also help the Council achieve better quality services and target resources more effectively.
- The scheme will also enable the Council to drive forward the achievement of higher levels of the Equality Standard for Local Government.

Question

What existing or previous inspections of the policy, practice, service or function are there? E.g. Best Value Inspections, service reviews, research into the effects of the policy. What did they tell you?

Answer

This Impact Assessment is the first review of the Race Equality Scheme (2004).

In terms of Equality and Diversity generally, the Peer Review 2007 stated that the Council had made limited progress with equality and diversity issues and recommended that the Council, *'develops a clear understanding of equality and diversity issues and considers whether the council can accelerate its programme to achieve level 2 of the Equality Standard'*.

Step 3 – Identifying potential equality issues and factors

Question
What do you already know about the impact, or potential impact, of the policy on equality or needs of local communities / groups? E.g. from research, feedback, consultation, performance monitoring
Answer
Initial feedback from the community indicates that the Council does some good work to promote race equality but could develop its role further. Performance monitoring information suggests that the Council needs to investigate staff recruitment and review how race issues are reported within the community. This impact assessment will review the impact of the scheme and the initial feedback in more depth. It will consider how the scheme needs to be developed and what actions can be put into place to strengthen existing work.
Question
Is there any evidence of differential impact, or trends of higher / lower take up under the policy for any particular groups? E.g. who uses the service, who doesn't and why not? Do we have quantitative / qualitative data?
Evidence
Performance information shows that the number of ethnic minority applicants applying for Council jobs is decreasing. Other evidence about take up of services and impact on different groups will be collated and analysed in this impact assessment.
Gaps in knowledge
Effectiveness of the scheme and what impact this has made on council services and the community.
Question
Have there been any important demographic changes or trends locally? E.g. is the population changing, what might that mean for the policy? Have there been any legislative changes? Statistical data available on the intranet [seek assistance from policy & performance team if required].
Answer

Population changes

Census 2001:

Carlisle's population is 97.8% White British, 2.2% Ethnic Minorities

England's population is 87% White British, 13% Ethnic Minorities

This data is likely to be inaccurate now, particularly following the accession of the Eastern European countries in 2004.

Factors which may have altered the population are:

- Natural population growth and increasing diversity.
- An increase in migrant workers. There are some estimates of 1600 Polish workers in Carlisle and 500 Portuguese. The recent Voluntary Action Cumbria study of migrant workers in Cumbria estimates there are 380 Poles and 60 Slovaks in Carlisle.
- Growing student population with the development of the University of Cumbria.

The Council supports population growth in the City as part of economic development. These changes may affect the needs of our customers and impact on the services the Council provides.

Question

Is there an indication that the policy creates particular problems or difficulties for any groups of customers or communities i.e. differential impact and /or adverse impact?

Evidence

Promoting racial equality is the core purpose of the scheme and the review offers the opportunity to identify any differential impacts.

Gaps in knowledge and who to consult with. Service level agreement may assist [more details from policy & performance team]

- Council staff
- Councillors
- Partner organisations
- Community groups

Question
Do any equality or diversity objectives already exist? If so, what are they and what is current performance?
Answer
The 2004 scheme includes a range of objectives. The performance of these objectives is assessed below using existing information and highlights areas that may need further investigation through consultation with staff, councillors, community groups and partner organisations.
Monitoring functions and policies
<p><i>“The Council is required to monitor all of its policies and functions to ensure that it does not, intentionally or otherwise, discriminate against any minority group. This process, which is known as Impact Assessment, still has to be undertaken in Carlisle City Council. Ideally, the Council would wish to undertake these Impact Assessments with input from its minority communities. A schedule of impact assessments will be produced in early 2005/6”.</i>¹</p> <ul style="list-style-type: none"> • The Council has developed a 3-year rolling programme of Impact Assessments that will assess functions and policies to ensure they do not discriminate on the grounds of race, religion, age, gender, sexual orientation or disability. The first year of this programme was implemented in 2007/8. A Service Level Agreement has been set up with AWAZ, which represents Black Minority Ethnic (BME) people in Cumbria, to consult with ethnic groups. • The Corporate Equality Plan 2007 – 2010 combines the commitments and actions contained within each of the equality schemes (Race, Disability and Gender). The purpose of the plan is to ensure that there is real and practical change in the way we deliver our services, recruit, employ and promote people within our organisation, and in the way that the Council engages with the local community. • We have adopted the Equality Standard for Local Government as a way of checking progress on equality and diversity issues. This standard helps to ensure that considerations of equality are built into all our decision making as an employer, service provider and community leader. The Council is currently at Level 1 of the standard and has a target to achieve Level 2 by March 2008. • The Council has a Corporate Equality Group which co-ordinates equality work across the authority and drives the corporate equality action plan. The group’s membership is drawn from across the Council and includes member champions. • The Council’s Corporate Plan 2007-2010 (page 49) commits <i>‘To address equality and diversity, we must ensure that the different needs and circumstances of our residents and staff are met. We will provide all our services without discrimination.’</i> • Carlisle Partnership’s Community Plan (2007) commits to ensure that equality and diversity will be taken into account in every area of work by the Partnership.

¹ Page 5, Carlisle City Council Race Equality Scheme 2004

- The Council is engaged in the development of a Community Cohesion Strategy for Cumbria, which aims to promote the contribution of people from all backgrounds to the way our communities are run.
- The Council's Corporate Complaints and Feedback Policy adheres to Council policy and guidelines on equality of access and is, *"committed to ensuring that all people are given full and equal access to the policy. We will ensure customer information is available upon request in Braille, large print, community languages, on audiotape and pictorially. We will monitor customer feedback to make sure all community groups have easy access to the policy and associated procedures and an appropriate resolution. We will ensure that all complaints (regardless of stage) involving a racist incident are recorded, investigated and monitored"*.²
- We have revised our Procurement Strategy, Code of Practice and range of guidance notes for officers to assist in the procurement process. The Code of Practice³ contains a number of specific references to both European and National Legislation, several of which refer to the Human Rights Act, 1998, equality and inclusion, and whistle blowing policies, when preparing tender documents (p.19-20). Procurement toolkit guidance notes are available to officers including Gender Guidance, Ethical Procurement, Confidential Reporting, and Equality in Procurement.
- The Council has produced, and actively operates, a standard Invitation to Tender Template⁴ that covers all such issues and includes (para 20.9) a questionnaire to be completed by each relevant organisation that wishes to participate in any of the Council's tendering opportunities. The answers provided form part of the appropriate evaluation procedure. These documents have been operational since March 2007.
- The Procurement Unit and Legal Services have produced a standard set of Terms and Conditions for the supply of goods and services by external organisations. This is designed to form a legal contract between the parties and incorporates a section on discrimination.
- The Council's Partnership Policy guidance notes have been updated to take account of equality and diversity considerations.
- Environmental Health is signed up to a countywide policy for Gypsies and Travellers sites/planning applications.

Summary

Progress against this objective has been good and the Council will continue to deliver the programme of Impact Assessments. This will ensure that the Council assesses and monitors its policies and functions to ensure that it does not, intentionally or otherwise, discriminate against any minority group.

² Carlisle City Council, Draft Corporate Complaints and Feedback Policy, 2008

³ Carlisle City Council, Procurement Code of Practice, December 2006, updated July 2007

⁴ Carlisle City Council, Invitation to Tender, October 2006

Consulting on Race Equality Issues

“A variety of consultation methods will be necessary. The following techniques will be employed:

- Continuing use of Carlisle’s Citizens’ Panel and increased efforts to increase the proportion of individuals from minority groups on the panel.*
 - Establishing, on an ongoing basis, contacts and relationships with various voluntary, religious and community groups as well as business leaders and any other representative organisations in the respective communities.*
 - As well as the Citizens’ Panel, focus groups will be used in line with the Council’s Consultation Strategy. Work is being undertaken as part of that consultation to overcome some of the obstacles to identifying and contacting Black and Ethnic Minority and other hard to reach groups.*
 - Certain Community Support activities will be designed to focus on minority groups and develop relationships with them.”⁵*
- The Council’s Corporate Consultation Policy provides guidance on undertaking consultation and consulting with hard to reach groups. The Council conducts its own consultation (Citizen’s Panel, Best Value User Satisfaction Survey) and also accesses information from other local consultation (Quality of Life Survey 2006, Multi-agency Consultation/ Cultural Audit with BME Community in Cumbria – June 2005, Cumbrian Attitudes Survey 2007). The focus of consultation varies, depending upon the issue under consideration.
 - From Autumn 2008, the Best Value User Satisfaction Survey will be replaced by the Place Survey, a bi-annual survey that primarily relates to 20 perception indicators from the National Indicator set. The Council is also working with other Cumbrian authorities to set up a joint Service Level Agreement with AWAZ, which represents Black Minority Ethnic (BME) people in Cumbria. This agreement is operational from April 2008 and will enable the Council to access support around Equality Impact Assessments, corporate inspection, corporate policy development on equalities and develop engagement with ethnic minorities.
 - The Council’s Community Support Unit led the development of the Carlisle Equality & Diversity Partnership in October 2006 and currently chairs the Partnership. This has made positive links with different communities in Carlisle and provides a focus for practitioners. Examples of work supported include welcome events for migrant workers and the development of a welcome pack for migrant workers.
 - The Partnership has also helped to implement True Vision, a new mechanism that has been developed for third party reporting of Hate Crime, particularly homophobic and transphobic crime and incidents, and racist and religious crimes and incidents. True Vision reporting packs are provided in the Council’s Customer Contact Centre, and in the future, links to these will be available through the web site. The first third party reporting centre in North Cumbria was launched from Greystone Community Centre, August 2007.

⁵ Page 7, Carlisle City Council Race Equality Scheme 2004

- The Council has hosted cultural workshops in schools which linked into the Festival of Nations.
- The Council supports the Community Law Centre which provides advice and support to diverse groups. It also supports the Citizen's Advice Bureau and Council for Voluntary Service.

Summary

The Council has developed effective partnership working and established good relationship with community groups in Carlisle. It is important that this work continues to develop and communities take a stronger role in the design and delivery of services. The Council needs to develop service monitoring to demonstrate how consultation and participation with the community has improved race equality.

Publishing the results of monitoring, impact assessments and consultation

"Results of the monitoring, impact assessments and consultations will be publicised in summary in the annual Best Value Performance Plan.

In addition, the Council will supplement its web site with an equalities page, where results of the above will be posted on an ongoing basis".⁶

Summary

Performance indicators and results of consultations are reported in the annual Best Value Performance Plan. The Council has redesigned the equality web pages to include the results of recruitment monitoring and impact assessments. The authority should also annually publish the results of its monitoring of staff who:

- **apply for training and promotion, and those who receive training.**
- **benefit or suffer detriment as a result of its performance assessment procedures;**
- **are involved in grievance procedures;**
- **are the subject of disciplinary procedures; or**
- **cease employment with the authority.**

The Council has committed to developing a system to record grievances raised by disciplinary action by March 2008. Personnel do not record statistics for staff training but are committed to developing this within the Trent HR system. Due to the small numbers of ethnic minority staff, the Council needs to consider how meaningful monitoring information would be. The authority should consider reviewing how it records information, what is recorded and how this is published.

⁶ Page 7, Carlisle City Council Race Equality Scheme 2004

Community access to information and services

“Develop a Customer Contact Centre to increase the efficiency of contact with customers and also to provide a greater variety of contact mechanisms.

*Investigations will be carried out into how the Council might be able to target minority groups for information about the Council in terms of language, distribution, service needs etc”.*⁷

- The Customer Contact Centre is in place and Customer Service Advisors have access to the Language Line translation service. To promote inclusiveness and access to technology, a self-service PC with access to the Council’s web site is available in the Centre.
- The Council has developed a Communication and Accessibility Policy. The Policy sets out how the Council should present information so that services are accessible for all and covers publications and correspondence, addressing relevancy to the audience, language issues, readability, use of Plain English and alternative formats (including the standard statement offering a publication in other formats and languages). It also includes information on providing translations and interpreting services.
- The Communications Section produce various publications such as Carlisle Focus, Council Tax Summary, A-Z of Council service, all of which are written and designed to be jargon free and presented so they are offered in alternative formats on request. The languages offered have changed to reflect Carlisle’s population more accurately - Bengali, Lithuanian, Polish, Portuguese, Turkish and Cantonese.
- The Council has developed links with local employers to help distribute useful information and worked with JobCentre Plus to monitor inquiries and levels of migrant workers actively looking for employment.

Summary

The Council has developed and improved communications with customers. Further work is needed on how services can be targeted at different community groups - impact assessments will continue to look at how the Council can make information and services accessible to the community.

⁷ Page 8, Carlisle City Council Race Equality Scheme 2004

Train staff responsible for managing and delivering the Race Equality Scheme

“All staff will be trained in the Council’s Dignity Respect & Diversity Policy, and by December 2004 approximately two-thirds of staff have completed, with training for the remainder scheduled for 2005.

Specific training for both Members and Officers in relation to the requirements of the Act and in conducting Equality Impact Assessments begins in December 2004.”⁸

- All existing employees have been trained in Dignity and Respect. Equality and Diversity Training has been provided to two thirds of employees and will continue to be rolled out to all remaining employees during 2007-08. The Council’s induction programme is being revised and will include equality and diversity training for all new employees. A Workforce Development Plan has now been agreed and published which includes equality-related actions.
- Tullie House has funding from the Museum, Libraries and Archives Council to develop and implement a Workforce Diversity Action Plan (April 2008). The Plan includes specific objectives over the next 3 years to:
 - Increase by 1% per annum the number of staff/volunteers from a non White British background.
 - To assess and establish baseline data on the diversity range of current exhibitions, events and activities. From this data improve the range of future exhibitions, events and activities.
- Training is provided to all employees undertaking Equality Impact Assessments. Ongoing training and support for Equality Impact Assessments is available from Policy and Performance.
- Senior Management and Service Heads have received Equality and Diversity Training that focused on their role.
- Councillors receive equality and diversity training as part of the member development programme. Examples of training in the member learning and development programme for 2007/8 are Chinese Cultural Awareness, Gypsy/Traveller Education Session and Diversity – Legal issues. There is also discussion regarding a visit to the local mosque and organising a Polish cultural awareness session.
- Equality training for members’ induction is also being reviewed in conjunction with the review of staff induction.

Summary

Equality and diversity training and advice is available to all staff and members, however, staff turnover could create gaps in knowledge and mean that training is required for new staff. The Council needs to ensure that all staff receive training and that they know where to access help and guidance.

⁸ Page 9, Carlisle City Council Race Equality Scheme 2004

Employment duties

“The authority has systems in place capable of monitoring and reporting on the number and ethnic mix of staff in post as well as applications received for employment, training and promotion by reference to the racial group to which they belong.

The current information held on employees will allow for reports to be produced on the number of staff who cease employment from a particular group. Due to the numbers involved this information is not produced routinely but is monitored informally.

The results of the monitoring undertaken are analysed by personnel staff. Aspects of this analysis are reported to the Corporate Resources Overview and Scrutiny Committee”⁹.

Information about staff is recorded by the Personnel Department

- Figure 1 below shows that in 2006/7 the Council had 3 ethnic minority employees and no ethnic minority staff were within the top 5% of earners. The information requested on ethnic origin is in line with the classifications contained in the 2001 Census. The information held on applicants for positions and current staff will only identify individuals from Black & other Ethnic groups where they have actually declared themselves as belonging to such a group. The numbers exclude temporary staff who work for the Council for less than a year and agency staff (the Trent HR system could have the facility to do this in future).
- Figure 2 shows recruitment statistics for ethnic minority applicants, showing that both applications and appointments of ethnic minority applicants is decreasing.
- Monitoring is carried out by Corporate Resources Scrutiny Committee and Community Scrutiny Committee.

Summary

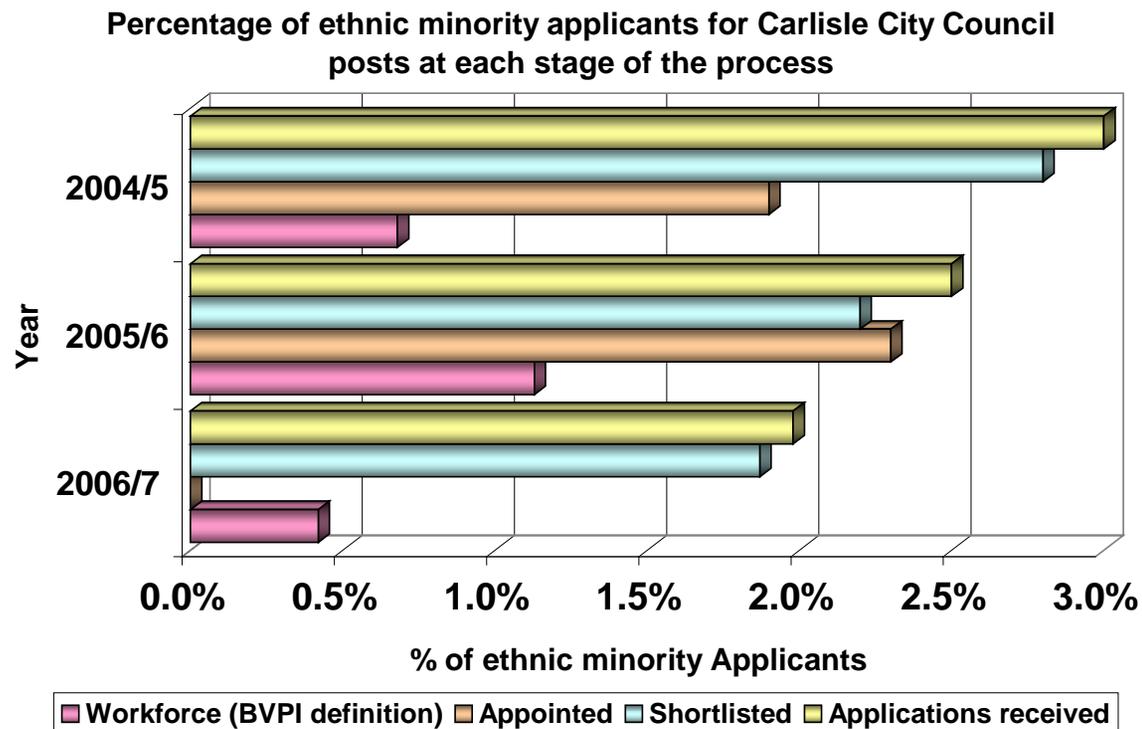
There are systems to record basic information about staff recruitment however the Council needs to develop more detailed monitoring about training, promotions, disciplinaries and grievances. The existing performance information about recruitment and staff numbers should be reviewed to determine what action can be taken to encourage ethnic groups to apply for Council jobs.

⁹ Page 10, Carlisle City Council Race Equality Scheme 2004

Figure 1

PI No	Brief Description of Indicator	Direction of Travel	05/06 Actual	06/07 Actual	06/07 Target	06/07 Trend	06/07 On Target?	07/08 Target	08/09 Target	09/10 Target	Quartile Position 2005/6 data
BV 11b	% of top 5% of earners from ethnic communities	More is Better	0.00%	0.00%	2.70%	Stayed the same	off	2.63%	2.63%	2.63%	3rd
Comment	No change in staff declaring ethnicity in top 5% of earners. Targets have been reviewed in the light of performance with this BVPI and with BV17a. They have been revised on the basis of one ethnic employee breaking through to the top 5%										
BV 17a	Staff from ethnic minorities	More is Better	1.12%	0.42%	1.00%	Deteriorating	off	0.70%	0.99%	1.28%	Worst
Comment	Actual number of staff has decreased from 7 to 3. This is due end of temporary contracts and career progression. In addition the number of declarations has increased by 84 which has a considerable effect on the overall %.										

Figure 2



Question		
Based on your answers above, how relevant is the policy to each equality category. If unsure, then assume relevance and proceed to data gathering / consultation. If certain there is no relevance, please say why and authorise. There is no need to continue		
Category	H M L relevance	Comments
Age	M	Age can impact on race equality issues. For example, older people and children and young people may have specific language needs.
Disability	L	
Ethnicity (race)	H	
Gender (sex)	H	Gender issues can impact on ethnic groups in different ways.
Religion or belief	H	Religion is intrinsically linked to ethnicity and race.
Sexual orientation	L	
None of above Signed: service head		

Step 4 – Collecting information and data and consulting on how the policy impacts on groups / communities

This is where we are building up a picture, considering peoples' experiences and feelings. Please think about:

- what information or data you will need
- consider quantitative and qualitative data
- make sure, where possible, there is information that allows all perspectives to be considered
- identify any gaps in the information / data and what it can tell you

The detailed information for this section is within a separate document '*Evidence document - Race Equality Scheme Impact Assessment 2008*', due to the volume of information

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
Customer feedback / compliments / complaints		
Corporate complaints	See Performance Information relating to complaints below.	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
Community consultation		
Quality of Life Survey 2006 Cumbrian Attitudes Survey 2007 (See 1.1 & 1.2 in Evidence Document for detailed information)	<p>These surveys provide an overview of general community perceptions and attitudes. The results indicate that there are mixed feelings towards race issues, however the trend is that race has become a more significant issue since 2005.</p> <ul style="list-style-type: none"> • 56% of people said that racial prejudice in Cumbria is about the same as it was 5 years ago, 23% said it is more now and 10% said it is less now. • The minority group that Cumbrians feel least positive towards are gypsy travellers (39%) followed by refugees/asylum seekers (30%), Muslims (28%), obese people (20%) gays and lesbians (14%) and East European migrant workers (13%). 	Ensure this information is available to service areas for use in impact assessments.
Multi-agency Consultation/ Cultural Audit with BME Community in Cumbria – June 2005 (See 1.3 in Evidence Document for detailed information)	<ul style="list-style-type: none"> • This survey highlights that language and cross-cultural issues are the biggest barriers for ethnic minority groups - for 60% of respondents English was not their first language. Gender can also impact on how people access services. • 90% of respondents had experienced bad mouthing. Other experiences of racism included avoidance, discrimination, physical attack and institutional racism. • To overcome these problems respondents felt that there should be more openness, contact and transparency, greater proportions of ethnic minority employees, better information in different languages, improved facilities for travellers and improved refuse collection for restaurants. 	
Community consultation on the Race Equality Scheme – February 2008 (See 1.4 Evidence Document for detailed information).	<p>The Council contacted various groups and organisations to consult them on how they access Council services, if they have experienced race issues and what improvements we can make to services. Those who responded to the consultation were:</p> <ul style="list-style-type: none"> • Asian Women's Group • AWAZ • Bangladeshi Community Association • Carlisle & District Citizens Advice Bureau • Carlisle One World Centre • Council for Voluntary Service • University of Cumbria • Member of the Polish community • Member of the Czech community 	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
	<p>The findings show there are a number of issues which the Council could address working with the community:</p> <ul style="list-style-type: none"> • Include religion in the Race Equality Scheme as race and religion are so closely linked. It is very important to provide a definition of race so that it is clear what the scheme covers. • Different ethnic groups have different needs from the services – access, times that services are provided, appropriateness, language, bureaucracy, outreach and involvement. This includes considerations of religious needs, gender issues, languages barriers, employment. Services and community events should reflect local culture and should be developed in partnership with the community. • The Council has to respond to the needs of all ethnic communities, not just one group. It also needs to address issues between established communities and migrant workers. • If people have a bad experience of a service this will discourage them from using it in future, people need to feel comfortable to raise issues and ask advice. • There is racism in Carlisle. It varies depending on where you live and it ties in with national racist trends. How people deal with racist abuse is very important – some people don't report it so it remains hidden. When people report abuse and crimes, it is equally important that something is done about it. • The presence of right wing extremism indicates that there is support in Carlisle – how do people who live in those areas/wards feel about this? The Council needs to take a positive approach to promote race equality. It should develop proactive events and initiatives in partnership with the community to maximise the impact. • The Council should have information/statistics to show how and where they spend money - so that they can demonstrate that spending on equality issues is proportionate to spending generally. It also needs to develop means of monitoring how the population changes so that services can be targeted effectively. • Positive action should be used for employment and for access to services. • The Council could consider distributing welcome packs to all newcomers that is triggered by electoral roll or council tax registration. • The Council needs to work in partnership with other organisations to develop information networks and respond to the needs of the community. 	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
	<ul style="list-style-type: none"> • The Council should consider supporting the development of a multi-cultural centre for Carlisle, where a wide range of services from the Council and partners can be provided in one place. This should be accessible for all groups. • The Council does a lot of good work to promote equality, particularly the Community Support Unit. Race relations needs to be formally part of a person's role to build on existing work and involve the community. • Feedback is very important to keep people engaged. The Council could use the disability equality model of engagement – consultation and involvement. 	
Member consultation		
Carlisle City Council, Consultation with Councillors on the review of the Race Equality Scheme – December 2007 (See 2.1, Evidence Document for detailed information)	<p>Three councillors attended the consultation, so the views obtained through this work do not reflect all member opinion. The session was promoted through the member group officers, the low take-up of the session indicates a need to identify different means of engaging with members.</p> <p>It was suggested that councillors need to be more involved with equalities issues and made the following comments about training that could be discussed at the Member Development Group:</p> <ul style="list-style-type: none"> • Training is available through the Member Services Development Programme but because it is optional, it is usually the same people, who are interested and informed, who attend. Could the Race Equality Scheme tie in with the member development programme? • Courses should be held in the evening when all members can attend, including those that work. • Equalities training could be put into the context of the members group meetings so that members would attend. • Better communication/information about work the Council is already doing to promote race equality – could this tie into training? • E-learning module is now available – how can we monitor that this is taken up by members and ensure that they learn from it? <p>The councillors supported the Council working in partnership and learning good practice from others. They also suggested that staff should be asked if the Council should use positive action to target recruitment at specific groups. This question was incorporated into staff consultation.</p>	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
Staff consultation		
Carlisle City Council, Employee Opinion Survey 2006 (See 3.1, Evidence Document for detailed information)	This survey shows that the majority of staff (95%) do not think the Council's policies, procedures, practices or culture prevents equal access for employees on the basis of race or religion. 59% of staff think the Council is good at encouraging diversity and equal opportunities, which suggests the Council could promote equality and diversity further. This is supported by a lack of staff awareness of the Council's duties regarding equality and diversity issues.	The questions regarding equality and diversity should be included in future staff surveys to monitor staff opinion over time.
Carlisle City Council, Employee Intranet survey on race equality issues, December 07 – January 08 (See 3.2, Evidence Document for detailed information)	<p>A staff intranet survey on race equality issues was completed by 68 employees.</p> <ul style="list-style-type: none"> • 62% of staff have not come across race related issues in their jobs, 38% have. • 65% of staff know where to get information and advice about race issues, 35% don't. <p>Staff were asked how they would like to access information and advice about race issues:</p> <ul style="list-style-type: none"> • The Intranet was the most popular means, followed by training and guidance documents • The least popular choices were team meetings, workshops, internet and guidance documents. <p>All staff had different preferences which suggested that information and advice should be available by all these means, and particularly through the intranet, training and guidance documents.</p> <p>The findings of this survey indicate that race is an issue for many employees and the Council has a duty as an employer to ensure that staff are trained and know where to access support. Specific comments relating to services should be made available to service areas to inform service delivery and impact assessments.</p>	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
Carlisle City Council, Workshop on race equality issues, December 07 – (See 3.3, Evidence Document for detailed information)	<p>Two staff workshops were advertised via the intranet, staff news, posters in Council buildings, flyers, and details of the sessions were outlined at management briefing. No staff attended the focus group at the Civic Centre, 11 staff attended the focus group at Bousteads Grassing.</p> <p>Key suggestions included:</p> <ul style="list-style-type: none"> • Council giving staff time off to train in assisting other workers or act as interpreters. (An example of a GMB union scheme was given). • Health and Safety is a key issue for non-English speakers, employees and temporary staff should have a basic standard of English. Agency staff are supposed to meet a basic standard of criteria – this needs to be adhered to. • Changes needed to the cemeteries service to provide for burials and requirements of ethnic groups. • More general education for staff about different cultures to change attitudes. • Need to review how staff statistics are collated and record data for agency staff. • Need better information about the community and their needs – how can we plan Council services for the future? • Adopt a careful approach to positive action - we must get the right person for the job • Provide information for new staff in a booklet in different formats/languages. • Ensure staff know where they can get information, eg translation services, training. • Provide an A4 or A5 sheet or card to summarise the Race Equality Scheme and give to all staff. 	
Performance information including PIs		
BV 11b - % of top 5% of earners from ethnic communities	Figure 1 (Page 13) shows that the Council has no ethnic minority employees in the top 5% of earners. Work could be undertaken to examine the reasons for this and if action is needed to address this.	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
BV 17a - Staff from ethnic minorities	<ul style="list-style-type: none"> Figure 1 (Page 13) indicates that the Council is within the worst quartile nationally for the number of ethnic minority staff employed. This figure depends on staff declaring themselves as Black Minority Ethnic employees. It excludes temporary staff who work for the Council for less than a year and agency staff, so the figures could be much higher. As these figures have to be made publicly available and are on the Council's website, the Council should consider reviewing what information is collected and how it is gathered to obtain a more accurate picture of the current workforce. The Council could also consider using positive action to target recruitment at specific groups within the community. 	
BV 174 Racial incidents recorded by the authority per 100,000 population BV 175 % of those racial incidents resulting in further action (See Figure 4.1 in Evidence Document for detailed information)	<p>Corporate complaints received about Council services are monitored by race and attention is paid to identifying whether any relate to racial discrimination or whether a policy is having an adverse impact on racial equality.</p> <ul style="list-style-type: none"> In 2006/07 there were 1.9 racial incidents recorded by the authority and 100% of those resulted in further action by the Council. The figures also show there has been a reduction in the number of incidents reported to the Council. The complaints correlate with community concerns regarding the presence of right wing extremism. Information to the end of January 2008 shows that there has been 3.87 complaints (this equates to 4 actual complaints). Two of these complaints relate to right wing extremist activity. These figures could indicate that complaints mechanisms have improved because they have begun to capture more complaints. It is important that the Council addresses customer concerns and uses this information to develop services. 	
National Indicators for Local Authorities and Local Authority Partnerships (See 4.2 in Evidence Document for detailed information)	<ul style="list-style-type: none"> The Government has introduced a new set of national indicators that will be reported from April 2008. The national indicators will replace all other existing sets of indicators, including the Best Value Performance Indicators described above. Cumbria as a whole will sign up to 35 of these targets through the new Local Area Agreement (LAA). Some of the new indicators have a direct bearing on Equality and Diversity, however, the Council will no longer be required to record and report the existing BVPIs. The authority has the option of retaining the BVPIs as local indicators and should consider if will keep recording this data to assist in race equality monitoring. 	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation																																															
Hate crime statistics, Cumbria Partnership Support (CUPS)	<p>We are all aware of different degrees of hate towards identifiable groups. The expression of this hate can take numerous forms, it is deemed a 'hate incident' if the victim perceives it to be the case.</p> <p>Our current level of measuring these incidents is dependent upon one key partner, Cumbria Constabulary. We are active in this partnership through the work of the Crime and Disorder Reduction Partnership (CDRP).</p> <p>The table below gives figures for hate incidents reported to the Police in Carlisle over the past 3 financial years:</p> <table border="1" data-bbox="506 654 1008 691"> <tr> <td>IMS LIST</td> <td>(All)</td> </tr> </table> <table border="1" data-bbox="506 721 1545 1019"> <thead> <tr> <th>Count of Incident_number</th> <th colspan="3">Financial_Year</th> <th></th> </tr> <tr> <th>District_Name</th> <th>2005/2006</th> <th>2006/2007</th> <th>2007/2008</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>Allerdale</td> <td>61</td> <td>57</td> <td>45</td> <td>163</td> </tr> <tr> <td>Barrow-in-Furness</td> <td>33</td> <td>51</td> <td>48</td> <td>132</td> </tr> <tr> <td>Carlisle</td> <td>155</td> <td>128</td> <td>118</td> <td>401</td> </tr> <tr> <td>Copeland</td> <td>58</td> <td>59</td> <td>51</td> <td>168</td> </tr> <tr> <td>Eden</td> <td>15</td> <td>14</td> <td>15</td> <td>44</td> </tr> <tr> <td>South Lakeland</td> <td>36</td> <td>43</td> <td>36</td> <td>115</td> </tr> <tr> <td>Grand Total</td> <td>358</td> <td>352</td> <td>313</td> <td>1023</td> </tr> </tbody> </table> <p>It is clear that Carlisle (39%) has the greatest proportion of Hate incidents in Cumbria.</p> <p>Comparison to a three-year trend based on hate incidents reveals seasonal variations and risks around major sporting events (especially football) and acts of terrorism.</p>	IMS LIST	(All)	Count of Incident_number	Financial_Year				District_Name	2005/2006	2006/2007	2007/2008	Grand Total	Allerdale	61	57	45	163	Barrow-in-Furness	33	51	48	132	Carlisle	155	128	118	401	Copeland	58	59	51	168	Eden	15	14	15	44	South Lakeland	36	43	36	115	Grand Total	358	352	313	1023	
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	<p>The breakdown of these incidents in the table below highlights that ‘Race hate’ incidents are the majority (72%). Comparison with our current most similar family of CDRPs reveals that we are one of the worst performing areas in our family group for this area of hate crimes (racially aggravated offences).</p> <table border="1" data-bbox="506 456 1100 488"> <tr> <td>District_Name</td> <td>Carlisle</td> </tr> </table> <table border="1" data-bbox="506 513 1608 837"> <thead> <tr> <th>Count of Incident_number</th> <th colspan="3">Financial_Year</th> <th></th> </tr> <tr> <th>IMS LIST</th> <th>2005/2006</th> <th>2006/2007</th> <th>2007/2008</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>QU HATE - AGE</td> <td>3</td> <td>1</td> <td>1</td> <td>5</td> </tr> <tr> <td>QU HATE - DISABILITY</td> <td></td> <td></td> <td>2</td> <td>2</td> </tr> <tr> <td>QU HATE - GENDER</td> <td>27</td> <td>5</td> <td>1</td> <td>33</td> </tr> <tr> <td>QU HATE - HOMOPHOBIC</td> <td></td> <td>18</td> <td>25</td> <td>43</td> </tr> <tr> <td>QU HATE - OTHER IDENT GROUP</td> <td></td> <td>7</td> <td>7</td> <td>14</td> </tr> <tr> <td>QU HATE - RACE</td> <td>119</td> <td>90</td> <td>80</td> <td>289</td> </tr> <tr> <td>QU HATE - RELIGION/FAITH</td> <td>6</td> <td>6</td> <td>1</td> <td>13</td> </tr> <tr> <td>QU HATE - TRANSPHOBIC</td> <td></td> <td>1</td> <td>1</td> <td>2</td> </tr> <tr> <td>Grand Total</td> <td>155</td> <td>128</td> <td>118</td> <td>401</td> </tr> </tbody> </table> <p>The Carlisle and Eden Crime and Disorder Partnership is taking the following action to reduce hate incidents:</p> <ul style="list-style-type: none"> • Continue to review hate incidents and crimes as part of the annual strategic assessment. • New tactics have been developed this year to increase reporting through 'third party reporting centres'. • We deploy our CCTV cameras and support 'target hardening' at vulnerable locations such as takeaways and the Mosque. • There is a commitment to set an equality target within the bounds of the Local Area Agreement Safer & Stronger Block to focus our minds on these issues. <p>These figures represent reported hate incidents, rather than crimes or convictions. The figures do not convey the number of incidents that may go unreported and highlighted in consultation with community groups. Increased reporting and resulting action are key in developing the community's confidence in the Council and partners. Given the high incidences of race crimes, the Council should support the CDRP taking further action against this and developing appropriate targets through the Local Area Agreement.</p>	District_Name	Carlisle	Count of Incident_number	Financial_Year				IMS LIST	2005/2006	2006/2007	2007/2008	Grand Total	QU HATE - AGE	3	1	1	5	QU HATE - DISABILITY			2	2	QU HATE - GENDER	27	5	1	33	QU HATE - HOMOPHOBIC		18	25	43	QU HATE - OTHER IDENT GROUP		7	7	14	QU HATE - RACE	119	90	80	289	QU HATE - RELIGION/FAITH	6	6	1	13	QU HATE - TRANSPHOBIC		1	1	2	Grand Total	155	128	118	401	
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When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
Comparative information -local / other		
An Engagement Guide for Local Churches in Supporting Migrant Workers and their Families and Developing Community, Churches Together in Cumbria	<p>Churches Together in Cumbria has developed a good practice guide for local groups to initiate forums through which migrant workers and their families can be supported and cohesion and new friendships be developed within the whole community.</p> <p>An existing programme had been developed by Churches Together in Carlisle to provide an informal, social gathering. Some language support is given but the primary focus is on conversation and spoken communication. A variety of activities have developed as a result of this, and support is given for practical tasks (eg completion of application forms, work agency advice, access to nursery provision etc.)</p>	
Cumbria County Council Translation Services	Cumbria County Council has established a translation service to migrant workers and other communities living in Cumbria. The service provides freelance interpreters based in the county who can speak and write fluently in English and at least one other language. Particular emphasis is on those with skills in Polish, Lithuanian, Czech, Mandarin, Cantonese, Portuguese, Bengali and Russian. This can be tapped into by Cumbria Constabulary, Cumbria PCT, local authorities and other key stakeholders in the county when necessary.	
Census, national or regional statistics		
Census 2001 Mapping of Advice and Support Needs in Cumbria for Migrant Workers, June 2007, Voluntary Action Cumbria	<p>As described on page 5, the data from the Census 2001 is likely to be inaccurate now due to natural population change, an increase in migrant workers and a growing student population.</p> <p>These changes have begun to affect the needs of our customers and impact on the services the Council provides. Consultation with partners has highlighted the need for more accurate data. Suggestions could include using:</p> <ul style="list-style-type: none"> • Electoral roll data • Council tax forms • GP registration data • Workers Registration Scheme data <p>Combining these mechanisms together could provide more accurate data and the council should work in partnership to develop this.</p>	

When and how was it collected?	What does it tell you - consider all six equality strands	Gaps in information – to inform future data gathering / consultation
Audits and reviews		
Gypsies and Travellers Housing Assessment	The Council is currently undertaking a housing assessment of gypsies and travellers with a view to putting a bid to develop a site in Carlisle to the Department of Communities and Local Government. This process has raised issues about how the Council monitors information about gypsies and travellers, and the lack of data. If the Council is conducting impact assessments and reviews how it collects ethnic minority data, information about gypsies and travellers should be included in this.	
Community Scrutiny Committee – Scrutiny review of Migrant Workers	The Community Overview and Scrutiny Committee is undertaking a Scrutiny Review of Migrant Workers. This review is considering how the benefits of migrant workers can be maximised and what the Council can do to respond to the needs of migrant workers. The review is due to complete by April 2008 and the revised Race Equality Scheme action plan will take the recommendations of the scrutiny review forward where appropriate.	

Step 5 –Analysing the information you have and setting equality objectives and targets

Please give your detailed findings in this table:

Policy:		
Findings – from screening / data / consultation	Which groups are affected and how	Whose needs are not being met and how?
There are many areas for improvement identified through the screening and consultation. The Council needs to work with its staff, councillors, community and partner organisations to develop service monitoring, consultation, employment practices, partnership working and improve service delivery.	Gaps in training and information affect staff and councillors ability to provide effective services. Lack of access or information affects the community in using the council's services or participating in service development. Partner organisations are affected as they may provide joint services or support the work that the Council does.	Some groups and communities may not have their needs met through lack of access or information about services.

Objectives

Please give your proposed objectives/ targets in this table:

These targets will be integrated into the Corporate Equality Action Plan to ensure that all equality actions are integrated. There may be crossover with existing actions within the action plan and objectives outlined below.

Equality objective / target – What?	Who, when, how? To be integrated within service planning
<p>All findings from the Race Equality Scheme Impact Assessment to be fed to relevant directorates for Equality Impact Assessments and service planning. This will help the Council to consider the needs of different ethnic groups, including issues of access, appropriateness, language, bureaucracy, outreach and involvement. This will include specific consideration of suggestions such as:</p> <ul style="list-style-type: none"> • Reviewing the Cemeteries service and how it can provide for the needs of ethnic groups. • The development of a multi-cultural centre for Carlisle, where a wide range of services from the Council and partners can be provided in one place. • Reviewing Community Centres to ensure that the Council has standard hiring policies and booking procedures. This should also include consideration of how the centres provide for the needs of ethnic groups. 	<p>Policy and Performance to disseminate to relevant service areas July 2008</p>
Equality objective / target – What?	Who, when, how?
<p>Review member codes of conduct and employee policies to ensure they are aligned with equality and diversity. Consider requiring members and staff to sign up to an equality and diversity code of conduct as part of the induction process.</p>	

Equality objective / target – What?	Who, when, how?
<p>Review the suggestions regarding member training:</p> <ul style="list-style-type: none"> • Link the Race Equality Scheme into the member development programme • Review the times that training is held • Equalities training to be put into the context of the members group meetings • Develop monitoring of the members e-learning module 	Personnel - Report to Member Development Group
Equality objective / target – What?	Who, when, how?
Set up central database of translation facilities and equalities training providers. Consider linking this into the County Council's translations facility.	Policy & Performance/Communications
Equality objective / target – What?	Who, when, how?
<p>Review how equalities information is available to staff and members to ensure they have access to information and advice by a variety of means. This should include information provided by:</p> <ul style="list-style-type: none"> • Induction • Equality and diversity training/staff workshops • Intranet • Internet • Guidance documents 	Policy & Performance/Communications
Equality objective / target – What?	Who, when, how?
Revise systems for monitoring and publishing employment information to ensure it complies with the race equality duties regarding employment.	Personnel
Equality objective / target – What?	Who, when, how?
Review staff and recruitment information to consider the use of positive action to target recruitment at ethnic minority groups.	

Equality objective / target – What?	Who, when, how?
Review performance information and Best Value Performance Indicators to determine what equality information will be monitored as local performance indicators from April 2008.	Policy & Performance
Equality objective / target – What?	Who, when, how?
Revise current data collection mechanisms on race and ethnicity to collate more accurate data, working in partnership to develop this. Consider using: <ul style="list-style-type: none"> • Electoral roll data • Council tax forms • GP registration data • Workers Registration Scheme data 	
Equality objective / target – What?	Who, when, how?
Investigate the possibility of developing a scheme to enable staff to train as interpreters or to assist other staff or service users with access needs or language barriers.	
Equality objective / target – What?	Who, when, how?
Investigate the possibility of developing cultural workshops for staff to raise awareness and complement current equality and diversity training.	
Equality objective / target – What?	Who, when, how?
Communication of duty, scheme and implementation plan: <ul style="list-style-type: none"> - Management Briefing - Staff Focus - Staff briefing note - Develop and distribute a summary of the Race Equality Scheme to all staff. - Members Briefing - Feedback to consultees 	Policy & Performance