REPORT TO: **POLICY AND RESOURCES COMMITTEE – 8 NOVEMBER 2004**

REPORT ON: **EQUALITY AND DIVERSITY MONITORING AND ACTION PLANNING**

JOINT REPORT BY: **HEAD OF COMMUNITIES AND ASSISTANT CHIEF EXECUTIVE (MANAGEMENT)**

REPORT NO: **721-2004**

1.0 PURPOSE OF REPORT

1.1 For decision on the recommendations.

2.0 RECOMMENDATIONS

2.1 It is recommended the Committee approve the framework for monitoring and action planning on Equality and Diversity to allow completed Departmental Equality and Diversity Action Plans to be submitted to the Policy & Resources Committee and for annual monitoring purposes thereafter, by August, to meet corporate monitoring reporting timescales.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no direct financial implications arising from this report

4.0 LOCAL AGENDA 21 IMPLICATIONS

4.1 The report outlines proposals and guidance for the development of Dundee City Council's Monitoring and Action Planning for Equality and Diversity which will result in improved access to the built environment for those excluded because of language and communication needs, physical and transport barriers.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 The report's main aim is to develop a framework for monitoring and planning of services to promote equality of access for all.

6.0 BACKGROUND

6.1 The Corporate Task Groups on Disability, Gender and Sexuality and Race Equality have produced templates based on the Council's Equality and Diversity standards (see appendices 1 and 2) aimed at assisting departments to produce:

- Statistics which monitor the full range of council functions and activities based on an approved set of categories.
- Service Assessment information that meets national criteria and fits within a broader policy and planning framework
- Equality Action plans which address identified gaps and contribute to the achievement of overall departmental objectives.

7.0 WHY MONITOR?

7.1 Without monitoring, an organisation cannot know whether its equality policies are working. If we can't produce evidence that we are improving, our policies can lose credibility with the public and employees. Monitoring not only evidences success, it helps identify problems eg

if certain ethnic groups are under-represented in parts of our workforce, we might take measures to increase applications. The real reason for their lack of success, however, might be that they are applying, but not getting to interview stage. Without monitoring, we would not be able to tell and would therefore waste resources on solutions that will not work.

7.2 An equally important reason to monitor is that, for ethnicity, it is a legal requirement and for the other equality strands it is recommended in Statutory Codes of Practice. This means it can be used in the organisation's defence (or otherwise) if an allegation of discrimination is made.

7.3 The Race Relations Amendment Act 2000, requires public authorities to monitor

7.3.1 For employment

- Staff in post
- Applicants for jobs, promotion and training
- Grievances
- Disciplinary action
- Performance appraisal
- Number of staff receiving training
- Number of staff leaving the authority.

7.3.2 For Service Delivery

- Rates of service usage
- Receipt of enforcement powers
- Outcomes of service usage
- Satisfaction levels or complaint rates

7.4 To meet recommended good practice by the Disability Rights Commission and the Equal Opportunities Commission, as well as changes to other equality legislation, it is proposed that this data be collected not only by ethnic group but also for disability, gender, religion and age. The categories are outlined in the appended pro-forma (see Appendix 1)

7.5 There are 4 main types of activity involved in monitoring service delivery. It is recommended that Departments should examine the services they provide and decide which combination of the following four they will use. For every type of monitoring conducted, the categories in Appendix 1 should be used.

- Ongoing contact: This measures people's experiences over time, or how different groups are treated at different stages of a process. The employment monitoring requirements described above fall within this activity. Monitoring in this way will be relevant only to certain services and it may take some time to create systems that will provide this type of information
- Episodic contact: This looks at the experiences of people who have short term contact with the service e.g. applications for licences or planning permission, receipt of enforcement orders for environmental health etc. Services such as this should record the gender, age, ethnicity and religion of service users alongside data they are collecting on length of time taken to complete the process, numbers of successful/unsuccessful users, numbers of complaints received from applicants or objections to applications.
- Usage: This type of monitoring covers services such as Leisure and Arts, and can be used to draw up profiles of the service needs of different groups.
- Satisfaction or complaints: This type of monitoring should include the equality categories in customer satisfaction surveys and records of customer complaints. This

helps to establish whether certain groups are less satisfied with the services they are receiving and why.

8.0 HOW WERE THE CATEGORIES DECIDED?

8.1 The categories recommended are based on recommendations, where available, from the relevant equality commissions, professional governing bodies and/or Scottish Executive practice.   The reasons for recommending a single set of categories for all monitoring conducted in the Council are:

- To make sure that our information is comparable with other public service providers and other areas of the country, thus helping to produce nationally relevant information which can be used to plan services.

- To be able to demonstrate to the public that there is a good reason for asking for this information. Some staff may worry that questions on ethnicity etc might offend some members of the public. If we make it clear that we will use the information to improve services and will not keep personal records on individuals' backgrounds it should help overcome this problem. It is not about "pigeonholing " people but about making our services better able to cater for them.

9.0 WHO SHOULD CONDUCT THE MONITORING?

9.1 Each Department is responsible for preparing the Department's Equality and Diversity Action Plan and ensuring the monitoring information is collected and reported to Committee.   As part of this process each Department will be required to meet with the Equality Task Group at least once a year to discuss progress and ensure that the monitoring programmes are in place.   The Action Plans and the Monitoring Report will require to be audited by the Equality Task Group before a monitoring report covering all Council Departments is submitted to the Policy & Resources Committee.

10.0 HOW OFTEN SHOULD DATA BE COLLECTED?

10.1 This will depend on circumstances. It should be done annually for reporting by August retrospectively, but may be required more often in some circumstances.

11.0 WHEN SHOULD DATA BE COLLECTED?

11.1 It is expected that Committee reporting of progress will happen each August. In order to allow time for preparation and agreement by Committee etc, this means producing reports for each department by the end of June annually for the previous year.

12.0 ACTION PLANNING

12.1 It is recommended that the attached pro-forma (see Appendix 2) be used to draft action plans. It has been prepared using the Council's Equality Standards and taking account of established templates in use throughout the council and partner agencies. It should therefore be possible to use it to integrate identified equality actions into Departmental Service Plans.   The pro-forma should also act as a tool to assess progress towards achievement of the Standard.

13.0 CONCLUSION

13.1 The corporate Equality Task Group members within each Department should advise and assist in the drawing up of monitoring reports and action plans. Information gathered at departmental level should be channelled through them to allow for the preparation and publication of corporate reports on progress. It is recommended that the Task Groups be asked to prepare recommendations on the best way to publish information in such a way

that it will provide a clear picture of progress towards Equality and Diversity objectives. These recommendations should take account of the need for confidentiality as well as good practice in producing accessible and user-friendly information in a context which relates to the Council's overall performance.

14.0 CONSULTATION

14.1 Consultation has taken place with the Chief Executive and all members of the Council's Management Team.

15.0 BACKGROUND PAPERS

15.1 The following background papers, as defined by Section 50D of the Local Government (Scotland) Act 19073 were relied on to a material extent in preparing the above report.

Report No 782-2002 Policy & Resources Committee "Equality Schemes".

**Stewart Murdoch
Head off Communities**   **28 October 2004**

**Jim Petrie
Assistant Chief Executive (Management)**   **28 October 2004**

DUNDEE CITY COUNCIL
CORPORATE EQUALITY AND DIVERSITY MONITORING

DEPARTMENT: _____.

SERVICE/SECTION: _____

Date/ from - to: _____

CATEGORY	SUB DIVISION	NUMBER
GENDER		
	Female	
	Male	
DISABILITY		
	None	
	Physical or Motor Impairment	
	Mental Health Issue	
	Learning Disability	
	Hearing Impairment - partial	
	Hearing Impairment - total	
	Visual Impairment - partial	
	Visual Impairment - total	
	Communication Difficulties	
	Multiple Disabilities	
	Other Chronic illness or disability	
RELIGION		
	None	
	Church of Scotland	
	Roman Catholic	
	Other Christian	
	Buddhist	
	Hindu	
	Jewish	
	Muslim	
	Sikh	

CATEGORY	SUB DIVISION	NUMBER
	Another Religion	

CATEGORY	SUB DIVISION	NUMBER
ETHNIC BACKGROUND		
White	Scottish	
	English	
	Welsh	
	Irish	
	Other British	
	Any other white background	
Mixed	Any mixed background	
Asian	Asian Scottish, Asian English, Asian Welsh or other Asian British	
	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Other Asian Background	
Black	Black Scottish, Black English, Black Welsh or other Black British	
	Caribbean	
	African	
	Other black background	
Other Ethnic Background	Any other ethnic background	
AGE		
	0-4	
	5-11	
	12-15	
	16-18	
	19-49	
	50-64	
	65-79	
	80+	

EQUALITY AND DIVERSITY PERFORMANCE INDICATORS/ACTION PLAN

DEPARTMENT/SERVICE:_____

DATE:- _____

Indicator	Themes	4	3	2	1	Evidence	Action	Lead officer	Timeline	Monitoring/Target
Meeting Needs	▪ Identifying the changing needs of <u>all</u> sections of the Community									
	▪ Responding to different needs									
Addressing Barriers	▪ Raising staff awareness of equality and diversity barriers									
	▪ Developing strategies to tackle equality and diversity barriers									
Promoting Social Inclusion	▪ Clarifying the role staff can play in promoting equality									
	▪ Adopting rules, procedures and working practices which promote equality									
Communicating Information on Services	▪ Reaching all members of the Community									
	▪ Using inclusive imagery and plain language									
	▪ Translating information into community languages									
	▪ Communicating with those with sensory disabilities									
	▪ Evaluating communication strategies									

Consulting Service Users	Consulting and involving excluded individuals and groups										
	Consulting and involving <u>all</u> sections of the community										
	Involving users and potential users in making decisions about services										
	Handling comments and complaints										
Ensuring Access to Services	Selecting appropriate times and places for the delivery of services										
	Providing a welcoming and friendly physical and social environment										
	Adapting services to suit individual circumstances										
	Providing support services (e.g. transport, crèche)										
	Considering differences in culture, religion, race, gender and language										
	Meeting access and accessibility standards										
	Directing members of the public towards other Council service areas										

4 = Very Good - Major Strengths
3 = Good - Strengths Outweigh Weaknesses
2 = Fair - Some Important Weaknesses
1 = Unsatisfactory - Major Weaknesses