



Charnwood

Leading in Leicestershire

Race Equality Scheme 2006 – 08

Diversity Delivers

Foreword

We have welcomed the opportunity to develop our second Race Equality Scheme and to recommit to the work of eliminating racial discrimination, and promote equality of opportunity and good race relations for the people who live, work and visit Charnwood.

The Race Relations (Amendment) Act 2000 gives us the legislative framework to not only tackle direct discrimination but also to the more subtle issues of indirect and institutional racism. We have already undertaken considerable work to promote race equality along side many of our partners. This Scheme is an integral part of the Council's wider Equality and Diversity Plan. It helps to provide a focus on the issues surrounding race inequalities. Diversity is a mainstream business issue and we understand that we must make it part of the Council's day-to-day life if we are to succeed.

We recognise that in our society, groups and individuals continue to be subject to unlawful discrimination which can have a significant detrimental effect on people's lives and we acknowledge our responsibility to eliminate unlawful discrimination and to promote equality of opportunity and good relations within the rich diversity of Charnwood.

We are fully committed not only to the work of eradicating unlawful racial discrimination amongst our staff and the local community but also to harnessing the value of the rich diversity across the Borough. We are proud of the diversity of our Borough and want to seek ways to understand, celebrate, and use that diversity to improve the quality of life of everyone living, working and visiting Charnwood.



Betty Newton
Diversity Member Champion



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Director of Change Management
Diversity Director Champion

Further Information

If you would like further information about this Race Equality Scheme please contact the Change Management Directorate using the contact details below, alternatively visit the Councils website's equality and diversity pages www.charnwood.gov.uk/community/equalityanddiversity.html

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ਕੌਂਸਲ ਦੇ ਦਸਤਾਵੇਜ਼ਾਂ ਦਾ ਅਨੁਵਾਦ

ਅਸੀਂ ਸਭ ਪ੍ਰਕਾਸ਼ਨਾਵਾਂ ਦੇ ਅਨੁਵਾਦ ਲਈ, ਲਿਖਤੀ ਅਤੇ ਆਡੀਓ ਟੇਪਾਂ ਦੇ ਅਨੁਵਾਦ ਦੀ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਕਿਸੇ ਵਿਕਲਪਕ ਭਾਸ਼ਾ ਵਿੱਚ ਕੌਂਸਲ ਦਾ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ 01509 634560 'ਤੇ ਫੋਨ ਕਰੋ।

কাজিসনের ডকুমেন্ট (দলিলপত্র) অনুবাদ

আমাদের সকল প্রকাশনার অনুবাদের ব্যবস্থা আমরা করি এবং নিখিত ও অডিও টেপে অনুবাদ-গুলো আমরা প্রদান করি। বিকল্প কোন ভাষায় যদি কোন কাজিসন ডকুমেন্ট (দলিলপত্র) আপনি অনুবাদ করানো চান তাহলে অনুগ্রহ করে 01509 634560 নম্বরে টেলিফোন করুন।

翻譯區議會的公文

為求翻譯所有的刊物，我們提供文字與錄音帶的翻譯設施。要索取其他語言版本的區議會公文請致電 01509 634560。

કાઉન્સિલના દસ્તાવેજોનો તરજૂમો - ભાષાંતર કરવા વિષે

ਅਮੇ ਅਥਾਯ ਪ੍ਰਕਾਸ਼ਨੀਨਾ (ਪਬਲਿਕੇਸ਼ਨਜ਼) ਤਰਜੂਮਾ ਮਾਟੇ ਵਿਖਿਤ ਅਨੇ ਆਡੀਓ ਟੇਪਨੀ ਟ੍ਰੈਨਸਲੇਸ਼ਨ ਸਹਾਯਤਾ ਪੂਰੀ ਪਾੜੀਐ ਈਐ. ਕਾਉਨ੍ਸਿਲਨੋ ਦਸਤਾਵੇਜ਼ ਕੋਠ ਅੀਯੋ ਤੇ ਵੈਕਟਿਪਤ ਆਖਾਮਾਂ ਮੇਯਵਵਾ ਕ੍ਰਪਾ ਕਰੀ 01509 634560 ਉਪਰ ਫੋਨ ਕਰੋ.

काउंसिल के दस्तावेज का अनुवाद

हम सभी प्रकाशनों के अनुवाद के लिए लिखित और ऑडियो टेप अनुवाद सुविधा प्रदान करते हैं। काउंसिल के दस्तावेज का किसी वैकल्पिक भाषा में अनुवाद प्राप्त करने के लिए कृपया टेलीफोन नंबर 01509 634560 डायल करें।

تہ رجومہ ی ئوراقی کونسیل (تبارہ وانی)

ئیمہ تہ رجومہ ی مہ کتوب یان لہ سہ ر شریتی ہہ موو نوسراوہ کانی کونسیل نامادہ دہ کہ ین. بؤ وہ رگرتتی ئوراقی کونسیل بہ زبائیکی تر، تکایہ تہ لہ قوون یکہ بؤ تہ م ر قہ مہ: ۰۱۵۰۹۶۳۴۵۶۰

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Section I

I.1 Leading in Leicestershire

Charnwood Borough Council's Corporate Plan highlights its main priority, which is "Ensuring the Borough is recognised as Leading in Leicestershire for the quality of its living environment for all." This is an ambitious priority which commits us to improving the quality of life for everyone who lives, works and visits the Borough. Statistics show that members of the minority ethnic communities still experience some of the greatest inequality and deprivation whether in employment, health or living accommodation, so we must work hard at improving the quality of life for these members of our community.

We believe that promoting diversity does deliver, and that embracing equality and diversity makes a difference. Minority communities are making a significant contribution to the economic, social and cultural life of the Borough. We believe it is only by celebrating our cultural diversity that we will build strong communities, while rejecting it leads to segregated communities.

In order to achieve our main priority of 'Leading in Leicestershire', we have identified six aims which reflect the scope of the Council's direct influence on the living environment. These are:

- A Sustainable Environment
- A Clean, Safe and Healthy Environment
- Leisure and Cultural Opportunities for All
- Decent Homes and Neighbourhoods
- An Economically Prosperous Environment
- An Excellent Council

I.2 Our Values

As a Council we recognise our leadership role within Charnwood and aim to be; Leading the Community, Leading in Innovation and Leading with Quality Services.

The Council has recently adopted 8 values, they are:

- Customer Focus
- Ambitious
- Diverse
- Accountable
- Develops Talent
- Innovative
- Adds Value
- Open

These values will have a significant impact on the way we work, the services we provide and the way in which we provide them. Customer focus and diversity are highlighted as being important to us. It is the aim of this second Race Equality Scheme to reflect these values and show how they will be put into practice.

1.3 Our Second Race Equality Scheme

The purpose of this second Race Equality Scheme is to reaffirm our commitment to achieving race equality for everyone who works, lives and visits Charnwood. In many ways this is a recommitment to the strategic aims outlined in the previous scheme. These are:

- To achieve fair and equitable provision of good quality services to all individuals and groups irrespective of their ethnic origin or any other irrelevant factor
- To ensure equality and ease of access to services to all individuals and groups irrespective of their ethnic origin or any other irrelevant factor
- To provide recruitment services and employment conditions which are fair to all individuals and groups irrespective of their ethnic origin or any other irrelevant factor

However these have been further developed to embrace the broader impact of the Council on local equality and diversity issues. The strategic aims of the revised plan are as follows:

- **Community Leadership**
We will ensure that in our work with partner organisations from the statutory, private, voluntary and community sectors we actively promote race equality and share good practice. We will support and encourage partner organisations to embed race equality in their own policies and practices and in turn we will learn from positive initiatives our partners have developed
- **Service Delivery**
We will provide services to our customers that are accessible and free of unlawful discrimination. Promoting race equality will improve the way public services are delivered for everyone
- **Employer of Choice**
We will increase the number of people applying for employment with the Council (whether as a direct employee or contractor) by promoting the Council as an Employer of Choice
- **Mainstream Equality and Diversity**
We will firmly embed race equality within our business planning processes to ensure equality action plans are thoroughly performance managed
- **Promote and Celebrate Diversity**
We will aim to celebrate diversity through the full range of the services we provide particularly through our leisure, culture and arts provision. This aims to overcome stereotyping and demonstrate the positive impact of diversity within the community
- **Train and Equip**
We will provide members, directors, managers, employees and those delivering services on behalf of the Council with the knowledge and skills to deliver their responsibilities within the Race Equality Scheme

The actions outlined in the plan demonstrate how we plan to fulfil these aims

1.4 Background

Direct discrimination has been outlawed since the 1976 Race Relations Act but, as the inquiry into the death of Stephen Lawrence showed, this is not enough to prevent organisations, groups and individuals from behaving in a way that indirectly causes discrimination.

The government therefore, recognised that positive steps were needed to promote racial equality by requiring organisations to examine their activities to identify where direct or indirect discrimination is happening and to take action to put it right. This resulted in the Race Relations Amendment Act (2000) (RR(A)A), which came into force in April 2001.

One of the primary aims of the legislation was to tackle institutional racism, defined in the MacPherson report as:

“The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people.”

The Act places a ‘general duty’ and some specific duties on all public authorities, including local councils, to promote race equality. The aim of the duty is to make racial equality central to the way public authorities work and at the heart of policy making, service delivery and employment practice. This duty means that public authorities must have due regard to the need to:

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

The purpose of a Race Equality Scheme is to outline how the Council will meet its requirements under the Act.

1.5 General and Specific Duties

The Act imposes a number of general and specific duties on public authorities and these are listed below:

1. Publish a Race Equality Scheme which sets out how we will meet the general and specific duties
2. Assess all functions and policies for relevance to the general duty to promote race equality and publish the list in the scheme
3. Assess and consult on the likely impact of proposed policies on the promotion of race equality
4. Monitor policies for any negative or adverse impact on race equality
5. Publish the results of any assessment, consultation and monitoring
6. Make sure there is public access to services and information
7. Provide training for staff in relation to the duties required by the Act
8. Carry out detailed employment monitoring by ethnic group and publish the results each year.

I.6 Links to the Equality Standard for Local Government

The Equality Standard for Local Government provides a framework to help deliver race equality throughout the Council's activity. It does this by ensuring that race equality, disability equality and gender equality are considered together without losing any of the focus on the race equality duty.

The Equality Standard has five levels and for each level the Council must consider four key areas:

- Leadership and commitment
- Consultation and community development and scrutiny
- Service delivery and customer care
- Employment and training

Many of the actions to fulfil elements of the RR(A)A duties are already captured in the Council Corporate Equality and Diversity Plan ([include hyperlink](#)), however, distinct race equality actions will be highlighted in the Action Plan accompanying this Scheme.

I.7 Progress so far

Race equality schemes are now in their second phase and continue to build on the work to eradicate discrimination and promote race equality. Charnwood Borough Council's first Race Equality Scheme has achieved many things. The main achievement has been to bring race equality to the forefront of our day-to-day working practices and long term planning.

Specific improvements include:

- Improved equalities monitoring within Human Resources processes – this has enabled us to gain a better understanding of our workforce and target improvement actions for improvement. We have been moving towards our targets for increasing the proportion of Black and minority ethnic staff
- Integrated Policy Appraisal – This appraisal document has been drawn up to assess the impact of new projects in relation to all of our corporate aims including equalities.
- All staff training – Staff have received a variety of training courses on equality and diversity and their responsibilities under various pieces of legislation. This varies depending on the purpose of people's jobs
- We have drafted guidance for all staff on improving communication and consultation with hard to reach groups
- Community Cohesion Pathfinder Project – The Council was awarded a Community Cohesion Pathfinder grant to research community cohesion issues across the Borough; this work has been incorporated into the recently revised Community Strategy
- Establishment of Common Monitoring Project for Racist Incident Reporting with Leicestershire County Council and joint working with the Local Police Force to review cases of racist incidents
- Range of community events – we have taken part in and helped fund a range of community events to help improve community relations

I.8 About Charnwood

Charnwood's diversity and contrasts provides a dynamic mix, which makes the Borough an interesting place to live. With a population of over 153,000 at the 2001 census the Borough is

one of the largest districts in England. During the 2001 Census 89.2% of the population described themselves as White British with 10.8% describing themselves as originating from a minority ethnic group, see chart 1.1 opposite.

Make up of the Black and Minority Ethnic Community

Chart 1.2 opposite shows the make up of the Black and minority ethnic (BME) population. The Indian population of 7,209 accounts for 43.6% of the BME population. This is followed by a new white category, Other White, a 'catch all' category which, for example, includes people from the European Union, with 2,639 or 15.9% of the BME population. The third largest population is Bangladeshi with 1,249 or 7.5% of the BME population. Irish and Chinese populations also make up a significant proportion of the BME population with 1,152 or 6.9% and 1071 or 6.5% respectively.

Of the minority ethnic population the largest community is the Asian or Asian British. In Lemington and Hastings Wards in Loughborough 23.4% and 22.7% of residents are of Asian or Asian British ethnicity. In south Charnwood 16.0% of the population of Thurmaston Ward and 14% of Syston West Ward classified their ethnicity as Asian or Asian British.

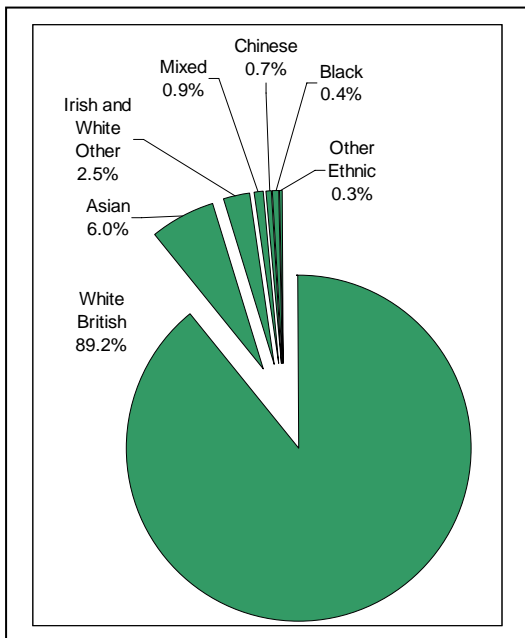


Chart 1.1 Charnwood's population by broad ethnicity Census Data 2001

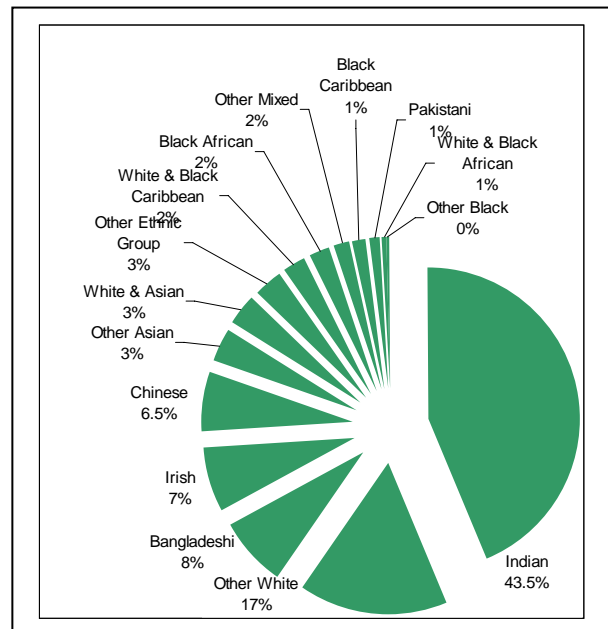


Chart 1.2 Breakdown of Black and Minority Ethnic Population of Charnwood Census Data 2001

An analysis of the economic activity rates of ethnic groups highlights disparities between groups. (Economic activity is the proportion of the population that are either in work or looking for work. The economic activity questions in the Census only apply to people aged 16 to 74.). Black Caribbean, Other Black and Indian groups have the highest activity rates. The White groups exhibit noticeable differences; White British 68.3%, White Other 61.2% and Irish 59.4%. Other Ethnic, Black African, Bangladeshi and Chinese are below 50%. Chart 1.3 below shows the further breakdown of economic activity by ethnic group.

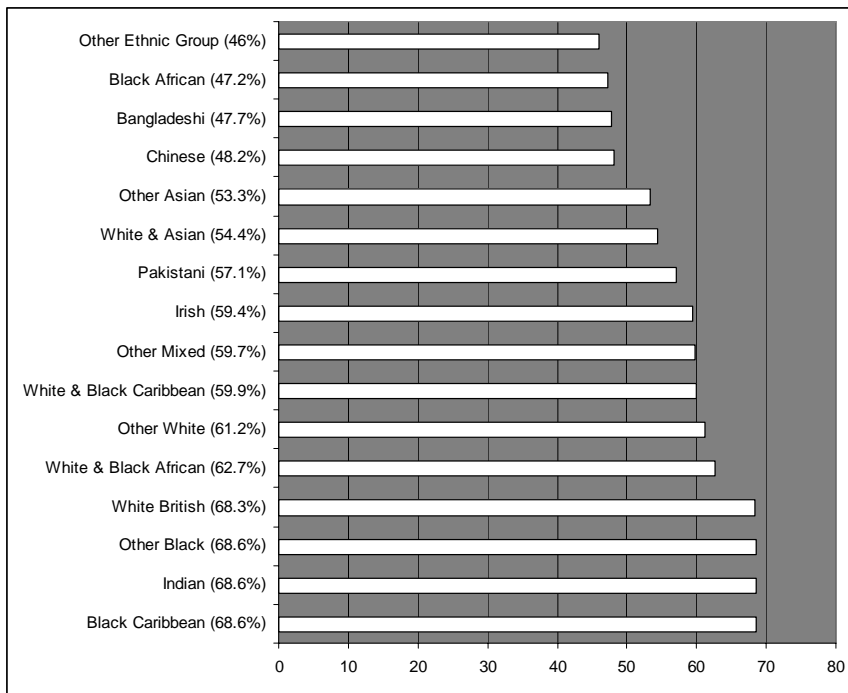


Chart 1.3 economic activity by ethnic group

The average unemployment figure for Charnwood is 3.9%. High unemployment amongst members of minority ethnic groups has been a long standing problem in the UK since at least the early 1980s, and as a result it is singled out as the 'major (economic) problem that faces ethnic communities.' (Pilkington A., *Racial Disadvantage and Ethnic Diversity in Britain*). The difference between the white and non-white population is illustrated on chart 1.4 which shows that the three white groups have the lowest unemployment, while Bangladeshi and Pakistani communities have the highest rates.

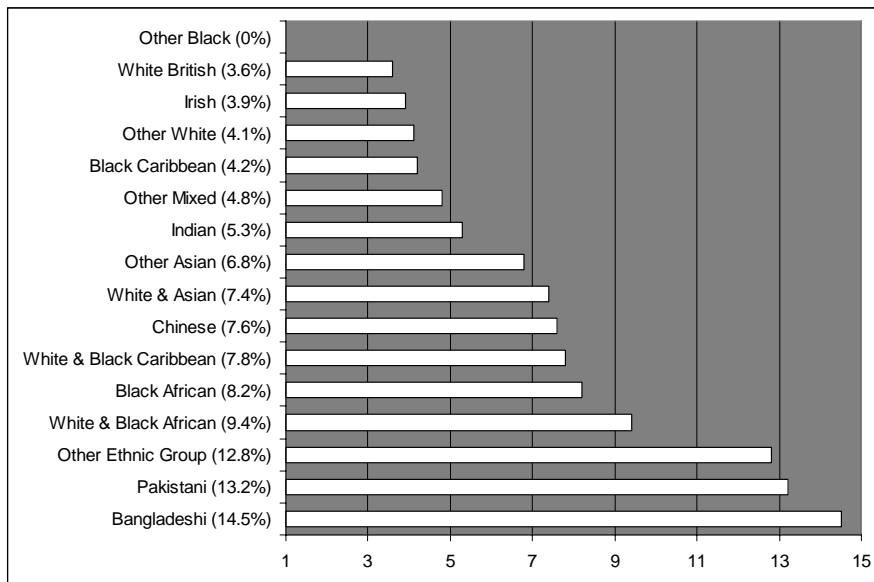


Chart 1.4 Shows % unemployment across the ethnic groups

A detailed look at the age structure for each of the ethnic groups shows that minority ethnic groups are younger than the white population. One in five of the White population is at pensionable age, compared to one in fourteen for the minority ethnic groups.

Charts I.5 and I.6 below, on general health show that the Irish community has the highest proportion of persons with limiting long term illness and those saying they are not in good health.

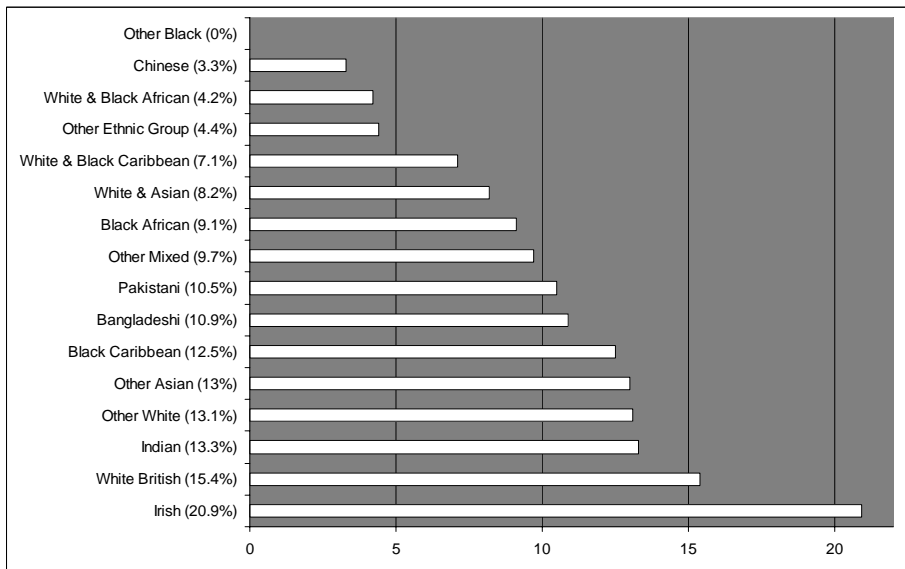


Chart I.5 Limiting Long Term Illness

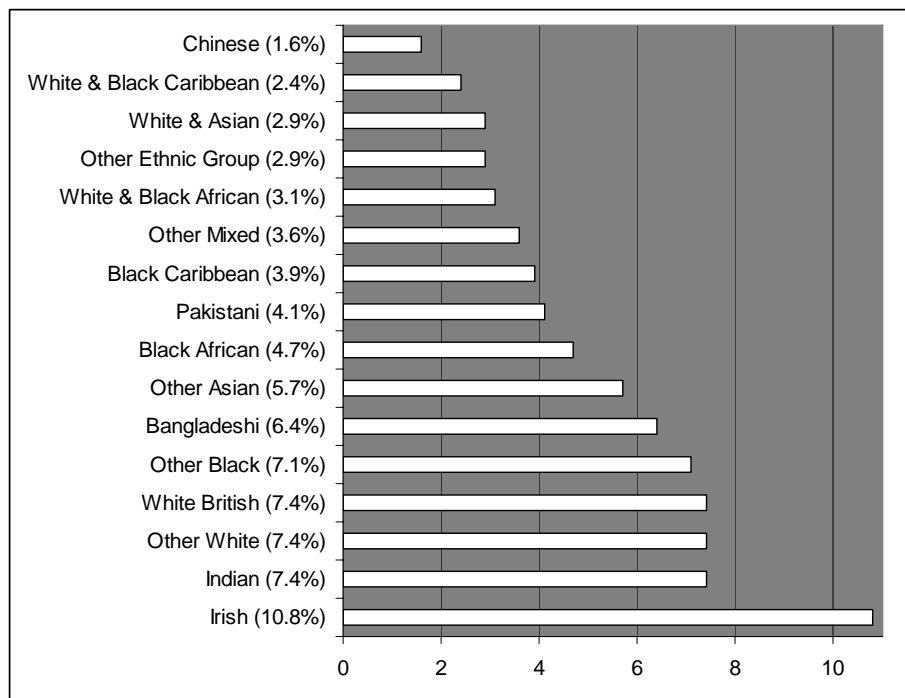


Chart I.6 Not 'good health'

The data shown here highlights that there are different lifestyles and experiences among people from different ethnic backgrounds, there are almost certainly others that haven't been mentioned here. It is our hope that the Census in 2011 will show a narrowing of the gap between the experiences, and in particular the inequalities among people of different ethnicity.

Section 2

2.1 Integrating the work of the Race Equality Scheme the Council's business

In order to mainstream race equality throughout the Council's activity it is important to include actions and targets within directorates' service plans. For the first time the Council's Service Delivery Plan 06-09 includes a dedicated Appendix for the Equalities Action Plan. This is a significant commitment on the part of the Council to its equality and diversity work. The Service Delivery Plan will be rigorously performance managed and reviewed annually to ensure directorates are achieving their commitments to equality and diversity, including race equality.

To raise the profile of the scheme, and to make sure it is part of all corporate decision making, a member of the Senior Management Team, the Director of Change Management, has been appointed as Diversity Champion, to provide strong accountable leadership on all equality issues at the Council, including this scheme. The Cabinet also has a lead member for equality and diversity, to ensure new policies and procedures include diversity issues. Day-to-day coordination of the scheme rests with the Performance Support Officer of Change Management.

The following sections explain more fully how the scheme will be implemented.

2.2 Identifying relevant functions and policies

Race equality will be more relevant to some functions than others. Relevance is about how much a function affects people, as members of the public or as employees.

To decide whether a function or policy is relevant to the general duty to promote race equality, we should consider whether that function or policy could affect different ethnic groups in different ways or affect good race relations.

There are several questions we need to ask to decide if a policy, procedure or function is relevant to the race equality duty:

- Whether, and how, each of the three parts of the general duty – eliminating discrimination, promoting equality of opportunity, and promoting good race relations – applies
- Which ethnic groups are affected, and
- Whether there is any reason to believe that people are, or could be, differently affected because of their ethnic group

To help us do this we will list all our functions and assess which ones are relevant to the duty. In some cases we will also consider the relevance and effect of particular policies.

In order to prioritise the order in which we carry out assessments we will consider:

- Whether there is already evidence that the function or policy is affecting some ethnic groups differently
- Whether there is any public concern that the function or policy in question is causing discrimination, and

- Whether there is any public concern that the function or policy is damaging good race relations

Evidence to help us decide will include complaints, outcomes from previous assessments e.g. Best Value or Comprehensive Performance Assessment, and issues raised through the impact assessment process or the annual self assessment process.

2.3 Assessing and consulting on the likely impact of proposed policies and functions

The RR(A)A requires us to assess the impact of all our policies and functions (including the proposed ones) on race equality. Assessing the impact of a policy or function will help to identify whether that policy or function might have different impacts on some groups of people and whether it contributes to good community relations. The assessment will involve using:

- Information that is already available,
- Research findings,
- Population data, including census findings,
- Comparisons with similar policies in other authorities,
- Survey results,
- Data on ethnicity collected at different stages of a process (for example, when people apply for a service and then when they receive the service),
- One-off data-gathering exercises, or
- Specially commissioned research.

We are also working with the Equality Standard for Local Government which involves not only assessing the impact of policies and functions in terms of race, but also gender and disability. We would like to go a stage further and include in the impact assessment process the impact of policies and functions on age, religion and belief and sexuality equality. Whereas the Commission for Racial Equality recommends assessing only the policies and functions that are relevant to race, the Standard requires all policies and functions to be assessed over time and, as well as highlighting any negative impacts, recognising the positive impacts that could be built upon or could be relevant for other services.

Equality Impact Assessment (EIA) Process

Our EIA process follows the best practice from the Commission for Race Equality by having a separate screening and full impact assessment process.

The aim of the equality impact assessment process is to:

- Identify and highlight the potential effects that proposed policies will have on different groups,
- Take action to reduce or eliminate any identified adverse impact that cannot be justified before the policy is implemented, and
- Identify issues in the context of other relevant policies.

The screening process is designed to screen all policies and functions for its relevance to race, disability, age, religion and belief, sexuality and gender. If through the screening process it is realised that the policy or function has either an adverse or positive impact on any of the six equality strands mentioned above a full impact assessment will be undertaken.

The full impact assessment process is a systematic way of fully assessing a relevant policy or function to make sure it will not have adverse effects on different groups of people.

These impact assessments will be done involving members of staff from a range of positions within the Council and where appropriate customers and stakeholders.

This process will be managed through the Equality Project Team and progress will be reported quarterly to the Project Board. The impact assessment process will be reviewed annually and the full list of policies and functions reviewed after two years in 2008.

Results of the Equality Impact Assessments will be published on our website www.charnwood.gov.uk/community/equalityanddiversity.

Consultation

Consultation and community engagement is a key element in the development of our policies and functions to ensure that they are free from discrimination and help promote good community relations.

We have recently established a Consultation and Communications Team who have carried out a project to improve our consultation and communication with 'hard to reach' groups within our community. A Toolkit has been developed for officers to help them plan more effective consultation exercises. The Team have also drawn up an annual consultation plan to coordinate the Council's consultation work and ensure that all the relevant groups within the community are consulted on policies and plans that will affect them.

Further information on our consultation work can be found on the Council's website on the 'Have Your Say' Pages www.charnwood.gov.uk/democracy/haveyoursay.html.

2.4 Monitoring our policies and functions for adverse impact

In order to establish if our policies or functions are having an adverse impact on particular groups it is vital to carry out equality monitoring.

Monitoring allows us to test:

- How different groups are affected by our policies and functions (e.g. how often and why people use our services, how often and why they make complaints etc).
- Whether people from all groups are equally satisfied with the way they are treated and the services we provide
- Whether services are provided effectively and according to need to all communities and
- Whether services are suitable and designed to meet different needs (e.g. cultural needs, language barriers etc).

To help us identify policies and functions which have an adverse impact on different groups we will monitor using a variety of methods:

- Statistical analysis of ethnic monitoring data,
- Satisfaction surveys (including breakdown of ethnic groups)
- Random or targeted surveys, and
- Meetings, focus groups and our citizens' panel.

This monitoring information will then feed into the service improvement process to ensure that the outcomes have been dealt with.

We currently monitor a number of areas across the Council including service uptake, customer satisfaction and the make up of our staff.

However, there is an inconsistent approach to monitoring across the Council, therefore, one of the tasks of the project group is to develop a corporate approach to equality monitoring and ensuring it is implemented throughout all the Council's directorates.

2.5 Publishing the results of assessments, consultations and monitoring

It is important that we make the information gained from the work we are doing available to the public for several reasons: to make people aware of any changes; to explain changes that have occurred due to results; to form our impact assessment findings or consultation work; and let people know about the work we are doing to eradicate unlawful discrimination.

We will publish information on:

- Our consultation exercises
- Our equality impact assessments
- Service delivery monitoring data
- Employment monitoring data

We will do this in a variety of ways;

- The Council's website
- The Charnwood News (the Council's newspaper)
- Service publications e.g. Housing News
- Giving feedback to individuals and organisations who have responded to consultation work we have done
- The Staff Discovery Day (annual day for staff to be involved in the Council's planning)
- The Council's Intranet for staff

We will also publish an annual report on the progress of this Race Equality Scheme to highlight projects that have been carried out which many not be covered in the information above.

To make the information we publish accessible and freely available, upon request, we will provide our documents in large print, audio tape, Braille and community languages.

2.6 Making information about the Council and its services available to the public

We acknowledge that our services will only be successful if all our customers know about them and how to use them. We therefore aim to provide a wide range of information about our services to all sections of the community.

We have made significant improvements to the Council's own website, which includes more up-to-date information on the Council's services. The website also delivers a number of services including bill payment, job applications and real time information on your area. We have extended the opening times of our Customer Contact Centre to enable people to contact us out of normal working hours.

We aim to provide information through a range of other media including local press, Charnwood News (the Council's own free publication), home visits for various customers including housing tenants etc.

We also provide alternative services including internal interpreters, external interpreters, Charnwood Language Line, translated documents, Braille, audio and large print

As required under the Freedom of Information Act (FOI), we have produced a downloadable publication scheme, which explains what types of information will be available, and how people can obtain it.

2.7 Training Staff

We recognise that the most effective way to deliver this scheme and any other equality and diversity initiatives is by training our staff.

The Race Duty requires us to:

- Ensure staff responsible for meeting the duty are aware of their responsibilities, and
- Ensuring these staff members have the skills needed to carry them out.

The Council's Human Resources Section coordinates the corporate training programme called the Academy 'Learning in Leicestershire'. Equality and Diversity are an essential element of staff training and development and have been incorporated into the Academy programme.

Currently every member of staff undergoes equalities training through the Induction Training Programme. We are investigating how to train staff appropriately to their role and the potential impact they have in relation to the RR(A)A and other equality legislation.

Our Future Leaders programme for developing leadership within the authority includes equality and diversity competencies as part of the assessment of trainees. This helps share ownership of the responsibility for the promotion of equality and diversity throughout the authority. Equality and Diversity competencies are also included in employees' Performance and Development Reviews.

This will also be included in the Member Development Programme to ensure Members are fully aware of their role in promoting good community relations through their community leader role.

Project specific training will also be designed to meet the various requirements of the RR(A)A and the Equality Standard, for example, implementing equality monitoring systems, conducting impact assessment training, carrying out a self assessment etc.

2.8 Meeting the specific duties for employers

The requirements of the RR(A)A duty for employers is largely related to monitoring our staff make up and changes within that make up.

We are specifically required to monitor numbers and ethnicity, as follows:

- The workforce profile
- Applicants for employment, training and promotion
- Staff who receive training
- Staff who benefit or suffer from performance appraisals
- Staff who are involved in grievance procedures
- Staff who are subject to disciplinary procedures
- Staff and the reason for leaving employment with us

The ethnic categories that we use are those used in the 2001 Census. We collect ethnicity data on detachable equal opportunities questionnaires which are included in the job application packs. These details are updated annually.

Currently the quality of workforce information is limited by the Human Resources information management system 'Workforce'. This is being updated in 2006 to allow us to collate and analyse more detailed data. This will also help us identify patterns of inequality both corporately and on a directorate level.

The annual staff survey uses equalities monitoring to help us identify any differences in our employees' experiences at the Council.

We will analyse any patterns of inequality that are shown by our monitoring of employment, and take what ever steps are needed. This may include taking Positive Action. For example, if our continued monitoring of the ethnicity of staff show that a particular ethnic group is unjustifiably under-represented, we may focus our recruitment efforts on that group.

2.9 Procuring goods, works and services

There have been significant internal changes to the Council's procurement processes over the past year. We have established a central procurement team and updated our financial management system to enable e-procurement. Our Procurement Strategy was adopted by Cabinet in November 2004 and includes milestones or actions to improve the elimination of unlawful discrimination and the promotion of good community relationships through the procurement process.

We currently have a staff guidance on Equalities in the Contracting Process. However, this is scheduled to be reviewed in 2006.

We also administer a Community Grants Scheme where community and voluntary organisations can gain grant aid for providing much needed community services. This also includes requirements to deliver any Council grant aided schemes in a non-discriminatory manner. Many of the projects funded through the scheme are for cultural events which help promote equality and diversity.

2.10 Racist Incidents

“A racist incident is any incident which is perceived to be racist by the victim or any other person” (Stephen Lawrence Inquiry Report)

We recognise that racial harassment and attacks are a reality in the lives of many people in our community. We are committed to helping people not only report those incidents but also support victims of racist incidents by carrying out follow up actions to remove the threat if it is related to one of our own services or contacting relevant agencies to deal with the problem.

The Council’s main Southfields Building is a racist incident reporting centre where members of the public who have been subject to a racist attack can report the incident in a safe non-confrontational environment.

We are part the Common Monitoring Project with Leicestershire County Council to establish a coordinated way of reporting racist incidents across the County.

For more information on reporting racist incidents please look on our website www.charnwood.gov.uk or telephone the Community Safety Team on 01509 634556.

2.11 Responsibility for Promoting Race Equality

Whilst all parts of the Council have responsibility for promoting race equality, the following have particular responsibilities.

Staff

All Charnwood Borough Council staff are required to show commitment to promoting race equality both with our customers and other employees whether they are direct employees of the Council, contractors or agency staff. They are expected to work towards delivering the actions within the Race Equality Action Plan and the Equality and Diversity Action Plan.

Directorates

Directorates must ensure that their policies, procedures and functions reflect the principles and contents of the Equality and Diversity Plan and the Race Equality Scheme. Directorates are responsible for delivering actions within the Race Equality Action Plan and the Equality and Diversity Action Plan relevant to their area of work.

Directors

The Director of Change Management is the Senior Management Team’s ‘Diversity Champion’ and therefore, has responsibility for the Councils performance on diversity issues. The remaining Directors take responsibility for actions within their own directorates and for promoting a positive working environment.

Equalities Project Board

The Equalities Project Board has responsibility for managing the Council's Equality work and providing direction and resources to deliver the Council's commitments.

Member Reference Group

The Member Reference Group is responsible for shaping and guiding plans and policies relating to the Council's race equality work. They are also role models for the Borough Council's Members in promoting Equality and Diversity in the community.

Cabinet

The Cabinet is required to make decisions which are in line with the Council's overall policies and budget. The Cabinet Diversity Champion has overall responsibility for the implementation of the Race Equality Scheme, with other Cabinet Members having responsibility for key objectives of the plan relating to their portfolios.

2.12 What to do if something goes wrong

Members of the public

If you think we are not providing a service in line with this policy or you think you have been treated unfairly in any way, you can complain to the Borough Council. Our complaints procedure 'Have Your Say' ([make a hyperlink](#)) explains how you can do this. You can obtain a copy of the procedure by visiting the Customer Service Centre, Charnwood Borough Council, Southfields, Loughborough, by telephoning 01509 634789, or by emailing complaints@charnwood.gov.uk. You can also make a complaint by telephone or by writing to the Department or part of the Council you are unhappy with.

For further information on the Council's complaints procedure look at the Council's website using the link below. <http://www.charnwood.gov.uk/democracy/haveyoursay.html>

Borough Council employees

If you are concerned about any equality issues relating to your employment you can speak to your line manager, or to the Human Resources Team.

If you feel embarrassed, humiliated, offended, distressed, alarmed, apprehensive or fearful because of someone else's behaviour towards you, you have the right to make a complaint and ask for the behaviour to be stopped. The Council's Harassment and Bullying Policy ([make a hyperlink](#)) explains how to do this and how you can get support from our Counselling Service. You also have the right to take up issues through the Grievance Procedure ([make a hyperlink](#)). You can find out more information by speaking to your Directorate's Human Resources Advisor or looking on the Intranet ([make a hyperlink](#)).

If you are in a Trade Union, you can contact them for advice and support. Please refer to your local Trade Union representative for more details.

Letting us know what you think

We welcome your comments and suggestions at any time. Please contact the Performance Support Officer on 01509 634504 if you wish to discuss this policy or make any comments or suggestions on the work we are aiming to do to carry out this policy. Alternatively you can email us on equality@charnwood.gov.uk

2.13 Review of the Race Equality Scheme

We will conduct annual reviews of progress in implementing this scheme, and will publish annual reports. At the end of the two year period we will produce a revised version to cover the following three years.

Section 3

3.1 Race Equality Scheme Action Plan 06-08

Task	Responsibility	Start	Finish	Resources	Performance Measure	Completed
eliminate unlawful racial discrimination						
Assess all Council policies and functions to assess their relevance to the RR(A)A general and specific duties	Directors	Jan 06	Mar 06	Officer Time	Assessment completed and prioritised list produced	
Carry out equalities impact assessments on all new, revised and existing policies, procedures and functions to ensure they are non-discriminatory	Directors Performance Support Officer	Dec 05	Jan 06 Apr 06 May 06	Training £2000 Officer Time	Toolkit developed All P,P&F assessed 3 yr impact assessment programme agreed Initial impact assessments begun	
Incorporate recommendations for the CRE Code of Practise on Procurement into the revised Equalities in the Contracting guidance	Head of Finance Directors	Jun 06	Dec 06		Revise Equalities in the Contracting Process	
Deliver the commitments in the Corporate Equality and Diversity Policy	Equalities Project Board	Apr 06	Mar 09	Budgets for departmental projects	Progress on CEDP	
Establish corporate monitoring and evaluation of service take-up and customer satisfaction by age, disability, ethnicity and gender	Performance Support Officer Head of ICS	Feb 06	May 06	Directors Performance and Audit Team	Develop corporate guidance on equality monitoring Monitoring supported developed through the	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
						intranet Each directorate develop further equality monitoring year on year	
	Monitor customer feedback and complaints by age, disability, ethnicity and gender and act on the outcomes to improve services	Corporate Service Development Officer	May 05	Ongoing	Officer Time	Report the analysis of Have Your Say scheme Customer Satisfaction Surveys	
	Increase the confidence in reporting Racist Incidents and other hates crimes	ASO Officer Performance Support Officer	Apr 06	Aug 06	Community Safety Budget	Training for customer service and peripatetic staff on racist incident reporting Publicity produced on reporting racist incidents and other hate crimes BVPI 174, 175 Participate in the Racist Incident Review Panel	
	Invite stakeholders and customers to conduct mystery shopper exercises etc	Performance Support Officer	Jan 06	Ongoing	Support to groups	4 mystery shopper event a year – tie findings into quarterly reports	
promote equality of opportunity							
	Consult widely on the RES 06-08 including Members, Staff, Trade Unions, stakeholders and the community and where relevant organisations/groups representing race equality, disability, gender, religion or belief, age and sexuality	Performance Support Officer	Jan 06	Apr 06	Consultation budget	Range of consultation methods used	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
	Consultation Toolkit and Hard to Reach Toolkit launched for officers to contain an up to date section on BME communities	Communication and Consultation Team & Performance Support Officer	Jun 05	Feb 06	Officer Time	Toolkit launched on the intranet Awareness raised through lead communicators training All consultations and communications take into account H2R groups	
	The Citizens Panel membership to become reflective of the local community	Communication and Consultation Team & Performance Support Officer	Jun 05	Jun 07	Officer Time Publicity	Increase membership of BME Communities from 3.7% of members to 8% to reflect the demographic make – up of the Borough	
	Integrate race equality actions into all service delivery plans and performance management within the Council	Directors	Oct 05	Year on Year	N/A	100% of service plans include actions within the RES	
	Ensure all staff are aware of their responsibilities under the RR(A)A and the RES	Learning & Development Advisor and Performance Support Officer	Ongoing			Information detailing responsibilities communicated to all staff Awareness monitored by undertaking surveys with internal staff across the directorates.	
	Ensure all employees irrespective of background are able to take advantage of learning and development opportunities	Learning & Development Advisor	Apr 06	Oct 07	Corporate Training budget	Learning and Development Plan Development of priority rated areas	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
						PDRs Training Monitoring through workforce	
	Use personnel information to identify to gaps in the representation of the workforce and introduce positive measures to move towards greater equality in the workforce	Human Resources				BV Targets Use to develop Employer of Choice initiatives	
	Become an 'Employer of Choice' irrespective of a persons background, ethnicity, gender, sexuality, age or culture	Human Resources	Feb 06	May 06	£25,000	Commission Research project Implementation of positive actions Ensure that reasonable adjustments are put in place Draft Religion and Belief Policy in line with EU legislation Draft Work life balance policy	
	Improve monitoring of the workforce by ethnicity etc	HR Information Officer	Feb 06	Dec 06	HR Budget	Roll out of new Workforce system	
	Establish forums for under represented groups within the Council's work force	Human Resources	Oct 06	Ongoing		1 group established per year Launch during Diversity Week	
	Review all Council publications for accessibility and improve use of interpreter and translation facility and Language Line	Communication and Consultation	Oct 05	Apr 07	Communication Budget	Review of all publicity Increased uptake of interpretation, translation	

Task		Responsibility	Start	Finish	Resources	Performance Measure	Completed
		Team Directorates				facility and Language Line	
promote good relations between people of different racial groups.							
	Develop and deliver a programme of community festivals, gala days and other celebratory events across the Borough to help promote its diversity	Director or Leisure and Environment	Apr 06	Mar 09	£62,400 (over 3 years)		
	Implement the BME housing strategy in line with the CRE Good Practise Guidance	Housing Strategy Officer	Jan 06	July 06	Housing Budget	Strategy produced and implemented	
	Provide equality and diversity training for all employees to equip them with skills and knowledge to provide high quality services	Learning & Development Advisor	Ongoing		Corporate Training budget	Development of 3 year programme	
	Include Equality and Diversity in the Member Development programme to support and equip members in their role as community leaders	Learning & Development Advisor		Mar 07	Corporate Training budget	Equality and Diversity included in the member development programme All members to have completed the training by March 07	
	Hold annual Diversity Week for staff and customers to raise awareness of the diverse community of Charnwood	Performance Support Officer	Oct 06	Annual Event	Change Management Budget	Events week taken place	

Appendix I

Charnwood Borough Council's Functions

Council Directorates		
<p>Deputy Chief Executive (DCE)</p> <ul style="list-style-type: none"> Property Services <ul style="list-style-type: none"> Asset Management Car Park Management Pubic Conveniences Financial Services <ul style="list-style-type: none"> Accountancy and Audit Administration and Exchequer Contracts and Public Services <ul style="list-style-type: none"> Housing repairs Grounds maintenance Information and Communication Services <ul style="list-style-type: none"> Computer Services GIS Telephones IT Training Data Protection <p>Change Management (CM)</p> <ul style="list-style-type: none"> Human Resources <ul style="list-style-type: none"> Employment Training & Leadership Development Programme, Project Delivery Support Unit <ul style="list-style-type: none"> Project Management Service Delivery Planning Environmental Management Democratic Services <ul style="list-style-type: none"> Committee Administration Mayoralty Electoral Register Land Charges Community Safety <ul style="list-style-type: none"> Emergency Planning Health and Safety Community Safety Anti-Social Behaviour Community Grants Equality and Diversity 	<p>Risk Management (RM)</p> <ul style="list-style-type: none"> Performance and Audit <ul style="list-style-type: none"> Performance Management Audit Best Value Legal Services <ul style="list-style-type: none"> Monitoring officer Ombudsman <p>Partnerships and Customer Service (PACS)</p> <ul style="list-style-type: none"> Benefits and Revenues <ul style="list-style-type: none"> Benefits – Housing and Council Tax Cash Office Council Tax NNDR (National Non-Domestic Rates) Communication and Consultation Team Customer Contact Centre Customer Services Corporate Services Licensing <p>Regeneration (R)</p> <ul style="list-style-type: none"> Economic Development <ul style="list-style-type: none"> Business information Regeneration Town Centre Management <ul style="list-style-type: none"> Markets and Fairs <p>Development (D)</p> <ul style="list-style-type: none"> Building Control Development Control Conservation Landscape and Trees Planning Policy 	<p>Environment and Leisure (EL)</p> <ul style="list-style-type: none"> Environmental Services <ul style="list-style-type: none"> Waste recycling Household refuse collection Street Cleansing Removing Fly Tipping Recreational Services <ul style="list-style-type: none"> Sport and Recreation Leisure Centres Leisure Facilities Parks & Open Space Technical Services <ul style="list-style-type: none"> Land Drainage Flood Alleviation Street Names Cultural Services <ul style="list-style-type: none"> Town Hall Tourism & Heritage Arts and Culture Museums <p>Housing and Health (HH)</p> <ul style="list-style-type: none"> Environmental Health <ul style="list-style-type: none"> Environmental Protection Food hygiene & safety Occupational Health and Welfare Private Sector Housing Dog Warden Pest Control Housing Services <ul style="list-style-type: none"> Housing Strategy and Policy Housing Needs Wardens Services Tenancy Services Tenant Participation Rent Collection and Advice Repairs and Maintenance Disability Grants

Appendix II

Consultation on Race Equality Scheme

This document has been consulted on with;

Charnwood Voluntary Service
Charnwood Race Equality Council
Charnwood Borough Council employees
Charnwood Borough Council Trade Unions
Loughborough Council of Faiths
Leicestershire County Council
Charnwood Asylum Seekers Forum
Charnwood and North West Leicestershire Primary Care Trust
Leicestershire Constabulary
Charnwood Youth Forum
Shree Ram Krishna Centre, Loughborough
Loughborough Mosque and Islamic Cultural Association
Charnwood Bangladeshi Society
Sikh Temple
Bangladesh Social Association
Geeta Bhawan, Loughborough
The Charnwood Local Strategic Partnership

Appendix III

The Council Decision Making Process

All local authorities conduct their activities through a Council of members (Councillors). In Charnwood, there are 52 councillors representing the 28 wards of the Borough. Meetings of the full Council are held every 6 weeks to make the major decisions, for example setting the budget and approving major policies. Authority for decision-making is set out in the Council's Constitution.

In response to legislation, the Borough Council has delegated executive decision-making to a Cabinet of nine councillors. Currently this comprises a Leader, two Deputy Leaders and six other councillors, each of whom acts as the "Cabinet Lead Member" for a particular area of the Council's activities.

Many decisions are taken by Council Officers under "delegated powers", which are set out in the Constitution.

Other Councillors serve on Scrutiny Committees and the Scrutiny Commission (which oversees the scrutiny work) also reviews certain decisions made by the Cabinet, to ensure that decisions comply with the Council's Constitution and approved policies.

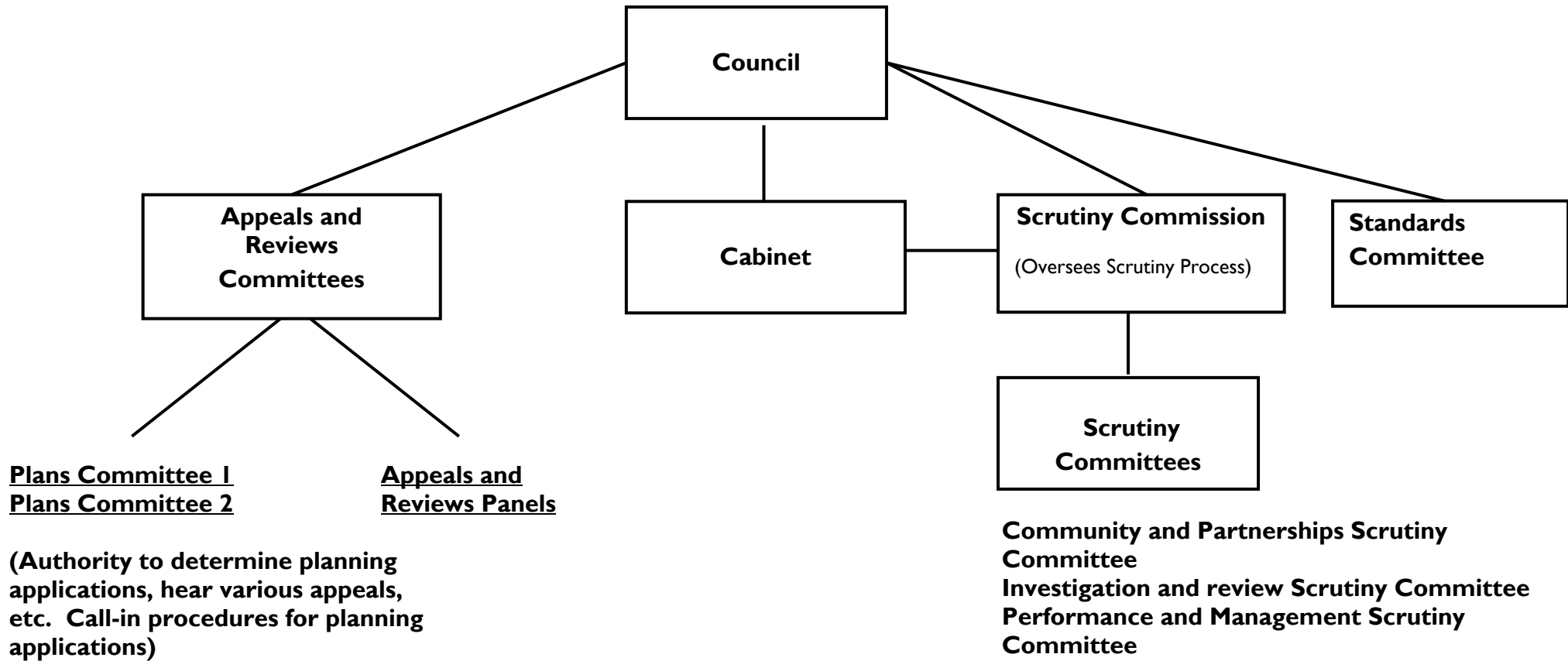
Councillors also carry out the Council's "regulatory" functions, including determining major or controversial planning applications, various forms of licensing (recently extended to include liquor licensing and late night entertainment), and various types of appeals against decisions that have been taken by Council officers. These committees are quasi-judicial and act within constraints set by law.

The Standards Committee oversees the ethical conduct of the Borough Council, its members and officers.

The times and dates of the Council and Committee meetings, most of which are open to the public, are advertised in Southfields Reception area and on the Council's website. Council and committee papers are also publicly available.

To find out more information on the details of the Council's decision making processes please contact our Democratic Service Department by telephone on 01509 634781, or through the Council's website www.charnwood.gov.uk/democracy/home.html.

Charnwood Borough Council Political Structures



Appendix IV

Equality and Diversity Policy

We acknowledge that promoting equality and diversity is not only good for the local community but for us as an organisation. It enhances our business performance, enables effective recruitment and improves employee satisfaction. Therefore, this policy includes both service delivery and employment issues.

We believe our responsibility for equality and diversity is wider than those areas currently covered by present legislation. We are committed to achieving equality for all by removing direct and indirect discrimination on the grounds of:

- Age
- Gender or transgender identity
- Race, colour, nationality, national or ethnic origin, being a traveller or gypsy
- Disability, including people with a hearing impairment, people with a visual impairment, people with learning disability, people with a mental illness, and people living with HIV and AIDS
- Religious belief or non-belief, or other beliefs
- Marital status, family circumstances, or caring responsibilities
- Sexual orientation
- Income, employment status or housing circumstances
- Membership or non-membership of trade unions, or involvement in trade union activity
- Offending Status
- Any other ground that cannot be shown to be justified

To achieve this, we will:

- Meet all our responsibilities under relevant legislation, codes of practice and Council policies or strategies
- Mainstream equality and diversity into our every day work
- Set equality targets in relation to employment, service delivery and carrying out our functions
- Tackle all forms of bullying, harassment and intimidation
- Make delivering this policy and plan the responsibility of every Member, employee and representative of the Council
- Train our employees to implement this policy and plan
- Monitor the actions we take under this policy and plan and publicly report on progress,
- Make our services and the buildings we deliver them from more accessible
- Improve the diversity of our workforce to truly reflect the community
- Working with Charnwood's diverse communities to tackle discrimination
- Make copies of this policy freely available in a range of spoken community languages
- Braille, large print and tape version and as a printed document or in an electronic format so that it can be emailed or obtained from our Intranet or Internet Site

Providing services

We will:

- Deliver services throughout Charnwood to people who need them, without discriminating against, stigmatising or patronising people. Every customer will be treated in a professional manner, with courtesy and respect.

- Set challenging but realistic equality objectives and targets in relation to service delivery and the carrying out of our functions
- Continually improve access to our services, our buildings and information we provide
- We will take appropriate steps to monitor, consult on and evaluate equality issues, and take action if necessary.
- Ensure our services are meeting the needs of our diverse community by involving the community in planning our services and listening to their views through effective engagement and consultation
- Communicate with all our customers in an honest, open and effective way by:
 - Providing information in plain English and use methods other than written documents to present information as appropriate
 - Offering information in accessible formats, including community languages (e.g. printed, using an interpreter or recorded on audio tape), Braille, large print, audio tape and on the Internet, in line with our **Communications Policy** (make hyperlink) and this policy
 - Providing interpretation, translation and sign language services as appropriate, in line with the **Communications Policy** and this policy
- Make sure that our employees are trained and supported to deliver the highest possible levels of customer service in line with this policy
- Make sure the organisations we buy our services from or provide funding to, operate similar policies and practices on equality and diversity

As an employer

We will:

- Seek to develop a work force that reflects the diversity of the Borough by taking steps to ensure that people from groups currently under represented in our work force are encouraged to seek employment with us
- Embed equality and diversity in all aspects of employment, from the recruitment and selection process, terms and conditions of employment, training and personal development, to reasons for ending employment
- Monitor and analyse trends of all disciplinary or grievance cases to ensure they do not adversely affect any specific group of employees
- Provide appropriate workplace adaptations and aids to enable qualified disabled people to obtain and retain employment with the Council
- Develop and promote work life balance policies and procedures for employees
- Promote a working environment that values and respects the identity and culture of each individual by not tolerating any acts of discrimination or harassment, and by introducing standards of behaviour contained within a **code of conduct for all our employees**, (make hyperlink)
- Include equality targets and competencies in the **Performance Development Review process**. (make hyper link to PDR process)
- Use an equality-proofed Job Evaluation Scheme to ensure equal work for equal pay across the organisation
- Be open and honest in communicating any changes within the organisation to our staff
- Ensure employees know and understand their responsibilities under this policy by ensuring that all managers discuss this policy and any relevant action plans with their teams
- Ensure managers deal with any breaches of this policy and failure to carry out relevant action plans. Failure to tackle issues of discrimination or harassment could result in line managers being held liable for such action

- Ensure all employees comply with the Council's Equal Opportunities Policy

For a full copy of the Councils Corporate Equality and Diversity Plan using the contact details below, alternatively visit the Councils website's equality and diversity pages www.charnwood.gov.uk/community/equalityanddiversity.html.

Change Management
Charnwood Borough Council
Southfields
LE11 2TR
Tel 01509 634504
Charnwood Language Line 01509 634560
Minicom 01509 215996
Email equality@charnwood.gov.uk

Appendix V

Glossary of Terms

Adverse Impact

There is a significant difference in patterns of representation or outcomes between different sections of the community with the difference amounting to a detriment for some people.

Discrimination

Unfair treatment as a result of prejudice. It can be intentional or unintentional, regardless, it is less favourable treatment.

Direct Discrimination - Under sex and race legislation direct discrimination means treating a person less favourably than another, purely on the grounds of sex, race, gender reassignment or disability. For example not offering a person a job because she is a woman, refusing to promote a person because he is black, a landlord advertising a rented flat with a clause that disabled people can not apply.

Indirect Discrimination - This can happen when an apparently neutral provision, criterion or practice would put persons from a particular group at a disadvantage compared with other persons, unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary. An example of this is inflexible working hours that would limit parents with child care responsibilities being able to apply for a particular job

Diversity

Diversity refers to all of the different things that make up our local community, recognising that difference is good and celebrating the diversity of people, practices, activities, understandings, backgrounds and more.

Equality

This ensures everyone is treated equally when accessing services or as employees or councillors. It is not about treating everyone as the same, but about recognising difference and try making sure people have equal opportunity in their dealings with the Council.

Equality Monitoring

The process of collecting and analysing data about residents' backgrounds, linking this data and analysis with the planning and implementation of policies and measuring how far we are achieving our aims.

Functions

The full range of activities carries out by a public authority to meet its duties.

Impact Assessment

An assessment of policies, procedures and functions to make sure the Council does not discriminate and that it promotes equality. It involves anticipating the effects of decisions on different sections of the community so that where negative effects are found, action is taken to avoid them and promote equality.

Institutionalised Racism

'The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture and ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people' As defined in the MacPherson enquiry

Mainstreaming

Building equality and diversity into everyday work so that it is integral rather than additional.

Policies

Policies are the sets of principles or criteria that define the ways in which an organisation carries out its role or functions and meets its duties.

Positive Action

The deliberate introduction of measures to eliminate or reduce discrimination. An example of this would be if disabled people were under represented in management positions training could be set up for senior managers to educate them on how effective and capable our disabled community is and that they therefore shouldn't be discounted because of a negative perception. Positive action is not treating one group of people more favourably than another, that is positive discrimination which is illegal in the UK

Prejudice

An opinion or belief that is not based on facts, but on some preconceived irrational feeling. Prejudice can manifest as, among other things, bigotry, bias and dislike. If acted upon, prejudice becomes discrimination.

Racial/Ethnic Group

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

Stereotyping

A stereotype is a simplified mental picture of an individual or group of people who share certain characteristics or qualities. The term is often used in a negative sense. An example of stereotyping would be "all young people wearing hoodies are up to no good"

Victimisation

When a person has been treated less favourably than another person because:

- 1) They have made allegations of race, sex or disability discrimination or unequal pay. It does not matter if the allegations are not true, providing they were made in good faith.
- 2) It is known that he or she intends to bring a case under equality legislation.
- 3) He or she has given evidence in such a case.