

Valuing Diversity

Race Equality Scheme 2008 - 2011



Wrexham County Borough Council
is committed to improving the quality of life
for all citizens

This document is available upon request in a variety of accessible formats including large print, Braille, BSL DVD, audio-CD, on audio-cassette or computer disk.

It can also be made available in easy read format and languages other than English and Welsh.

Please ask for details

Wrexham County Borough Council Race Equality Scheme 2008 – 2011

Contents

A Message from the Chief Executive	Page 4
Executive Summary	Page 5
Section 1: Introduction	Page 8
Section 2: Local Diversity	Page 16
Section 3: Strategic Links	Page 28
Section 4: The Race Relations Amendment Act	Page 41
Section 5: The Race Equality Scheme 2005 – 2008	Page 53
Section 6: Priorities and Action Plan	Page 55
Appendix One - Functions Assessment and Impact Assessment Schedule	
Contact Details	Page 70
Feedback Form	Page 71

A Message From the Chief Executive

This is the Council's third Race Equality Scheme and a further step on our journey to race equality.

We have learned a lot from previous schemes and the changing social and policy context of Wales. Our challenge is to balance the needs of all communities – the race equality scheme affects everyone who lives, works or visits Wrexham – not just minority groups.

We value the support of the Equality and Human Rights Commission and the engagement with local authority Chief Executives during the local government project reviewing race equality schemes across Wales. We have found their report "Putting Priorities in Focus" very helpful and have used it to inform this scheme, along with views and suggestions gathered through consultation and engagement events.

Achieving full compliance with the requirements of the legislation sets a very high standard to attain.

Race equality is everyone's business, although I recognise my special role as Chief Executive. Leadership is central to embedding equality into all that we do.

In time we will work towards a single equality scheme and we need to ensure that monitoring arrangements are in place so that we can fully understand the impact we have on the public.

We are all committed to delivering this scheme.

Isobel Garner
Chief Executive

Executive Summary

This is the Council's third Race Equality Scheme and covers the period 2008 – 2011.

This latest scheme sets the Council's agenda for race equality from 2008 to 2011 and the arrangements the Council has in place to meet the general and specific duties placed upon public bodies by the Race Relations (Amendment) Act 2000.

The Race Relations (Amendment) Act 2000 strengthened the 1976 Race Relations Act and introduced proactive race equality duties placing race equality at the heart of public services. The race equality duty comes in two parts:

- The General Duty requires the Council, when carrying out its functions, to have due regard to the need to eliminate unlawful discrimination, promote equality of opportunity and promote good relations between people of different racial groups
- The Specific Duties to deliver race equality are to prepare and publish a Race Equality Scheme by the 31st May, 2002 (and every three years after)

This scheme sets out how we will meet the race equality duty but more importantly it helps us to improve services and ensure we are meeting the needs of our customers and residents.

Race equality is critical to delivering good-quality public services and a better quality of life for everyone. The drive towards citizen-focussed public service delivery recognises the needs of the individual vary according to their particular circumstances.

Good practice starts with acknowledging, recognising and responding appropriately to the diverse needs of the people we provide services for.

Race equality is a journey of continuous improvement and we have learned a great deal since publishing our first scheme in 2002.

We are very grateful to the many different people who have shared their views and experiences with us and helped us develop a meaningful scheme and identify the priority areas for 2008 – 2011, listed below.

1. Establish the Race Equality Scheme (Development, Monitoring and Review) Group
2. Equality Monitoring
3. Equality Training and Awareness
4. Equality Impact Assessments
5. Employment
6. Access to Services
7. Education and schools
8. Partnerships
9. Welsh Language and Culture
10. Community Cohesion

The Scheme is set out in two main parts:

- The body of the scheme summarises the legal and policy context and the arrangements in place for meeting the race equality duties. It includes an action plan that sets out our priorities and a series of tasks and targets.
- The Impact Assessment Schedule (appendix one) sets out the arrangements for assessing the impact policies, plans and strategies may have on the public.

The scheme benefits from sound performance management and Scrutiny arrangements enabling us to monitor and measure progress over time.

Achieving our race equality aims means making equality the responsibility of everyone in the organisation and strengthening internal and external links.

This scheme has an important role to play in helping us to achieve our wider aims and meet the needs of residents, service users and stakeholders.

We have established clear roles and responsibilities and this will be made clear to all staff within our comprehensive training programmes.

The Council's Chief Executive and Elected Members will continue to play a key role in taking race equality forward across the whole organisation. However, all staff at all levels of the organisation will play their part in delivering this scheme.

In practice this means

- We will make available information about the Council and the services we provide in Welsh, English and in other languages and formats to make sure all of our information is clear and easy to understand
- When we ask our customers and residents to share their views we will ensure that we include people from Black and minority ethnic backgrounds
- We will introduce effective arrangements to monitor the ethnic backgrounds of our customers to ensure we are treating people fairly. This will mean asking customers, job applicants and staff to provide information about their ethnicity in the most appropriate way. We will only use this information to help us understand if services are accessible and if people are getting the services that best suit their needs.
- Staff will undergo equality and diversity training to help us deliver citizen-focussed services that meet the needs of local people
- We will take steps to deal with racism and racial discrimination including harassment
- We will check new and existing policies to ensure that the diverse needs of different groups have been considered

The Council also has in place a Gender Equality Scheme and a Disability Equality Scheme. Each scheme has been prepared to meet the requirements of the race, disability and gender equality duties and supports our continued efforts to mainstream the equality duties and good practice into functions, policies, plans and working practices.

In the future it is likely that we will publish a Single Equality Scheme that draws together our plans for all strands of equality.

For further information contact the Equality Manager on 01978 292808

Section One: Introduction

Equality is a core organisational value and underpins all of the Council's corporate priorities.

This is our third Race Equality Scheme and represents a further stage in Wrexham Council's race equality journey: It sets out the Council's arrangements for meeting the race equality duties placed upon public bodies by the Race Relations Amendment Act and includes details of our priorities, our race equality action plan and details of our assessment of functions in appendix one.

The purpose of this scheme is to meet the legal duties and contribute to improving the quality of life for everyone in Wrexham.

Without question race equality is central to public services.

In preparing this scheme we have reviewed our 2005 – 2008 scheme and engaged and consulted widely with staff, Elected Members, partners in all sectors and with the public asking about their experiences and what they would like to see in the new scheme for 2008 - 2011.

We are very grateful to every individual and organisation that has taken the time to share their views and experiences with us and has helped us to shape this scheme.

We have also responded to the Commission for Racial Equality in Wales (CRE) report "Putting Priorities in Focus". The report summarises the CRE review into Race Equality Schemes of all 22 local authorities in Wales and concludes that no local authority in Wales fully meets the requirements of the legislation and makes recommendations for 2008 – 2011 schemes.

In addition we have considered key reports on the impact of immigration nationally and regionally.

Currently under development is a Community Cohesion Strategy for Wrexham. The Community Cohesion Strategy and this scheme are complementary to each other.

Terms Explained

Within this scheme we have defined black and minority ethnic (BME) communities to include the following census categories of ethnicity: White Irish, White Other (including white asylum seekers and refugees), Mixed (White and Black Caribbean, White and Black African, White and Asian, any other mixed background), Asian or Asian British (Indian, Pakistani, Bangladeshi, any other Asian Background), Black or Black British (Caribbean, African or any other Black background), Chinese, and any other ethnic group.

A racial group is a group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins. Nationality is the status of belonging to a particular nation by birth or naturalisation.

Commitment to Equality

We are committed to improving the quality of life for everyone in Wrexham.

We are taking action to promote equality of opportunity, to combat discrimination and promote good community and race relations across Wrexham in our role as an employer, provider of services and community leader.

- As an employer we are committed to promoting equality of opportunity in our policies and working practices and to the removal of barriers and obstacles that may limit employment opportunities for any group.
- As a service provider we will ensure that services are citizen focussed and accessible.
- As a community leader we will lead by example and work in partnership across all sectors to share best practice, learn about the needs of our communities and respond accordingly taking steps to improve the quality of life for people in Wrexham.

Our commitment extends beyond what we promise to do and can be identified in our policies, working practices and behaviours.

Since the publication of our first Race Equality Scheme in 2001 we have mainstreamed race equality into our policies, working arrangements, staff training and have improved our monitoring arrangements to help us ensure that employees, customers and residents alike are treated fairly regardless of their age, disability, gender, race, religion or belief or sexual orientation and can access what they need.

We have also introduced a robust system for assessing the impact of our proposed plans and policies on the public.

We are continuing our work to

- Provide high quality services that are accessible to everyone and meet the diverse needs of our customers
- Make sure our buildings are as accessible as possible
- Provide information about our services in accessible formats such as large print, Braille, on audiocassette or computer disk and providing information in languages other than English or translators, including British Sign Language interpreters, where they are needed.
- Promote cohesive communities that have a shared sense of belonging and pride in Wrexham
- Challenge unfairness and discrimination
- Engage with and consult the diverse communities of Wrexham to ensure their needs are identified and met
- Value the important contribution the community and voluntary sector makes to Wrexham life
- Work in partnership to share good practice and promote a consistent approach
- Train our staff to deliver services fairly, efficiently and effectively
- Actively seek feedback to continually develop and improve our approach

Race Equality and Public Services

Race equality is critical to delivering good-quality public services and a better quality of life for everyone. The drive towards citizen-focussed public service delivery recognises the needs of the individual vary according to their particular circumstances.

Identity is a complex issue and is as much about an individual's sense of belonging to any given community, or place, as it is about how they view the world. Most people have preferences as to how they are racially identified which are closely linked to their family heritage, place of birth or national identity.

We recognise that people are individuals and have multiple and unique identities across all equality strands – race, disability, gender, sexual orientation, age, religion and belief.

Good practice starts with acknowledging, recognising and responding appropriately to the diversity of people's backgrounds. A multicultural approach is one that acknowledges, celebrates and values difference and diversity. This approach also recognises what people have in common and uses this to unite communities in a shared sense of belonging.

We recognise that people of Black and Minority Ethnic (BME) origin continue to experience inequalities across Wales and the whole of Britain. Racial discrimination is a complex issue but put simply it occurs when a person, or

group of people, experience disadvantage by being treated less favourably than others by virtue of their race or ethnic identity.

Local consultation shows that most people are certain that racism and racial discrimination exists in employment and services, although many people felt they had not directly experienced this. Most people (including those from BME communities) reported that they are unsure about what race equality really means and how such inequalities and differences in outcomes occur, can be sustained or removed.

It was felt that a sense of belonging was very important to how people feel about themselves and relate to their neighbours.

A comment from our consultation

“... to have a sense of identity one must have a strong sense of belonging and where you fit within your community”

National statistics indicate that people from BME communities do not fare as well as other groups in areas such as housing, education and employment. Consultees expressed concern about the persistent inequalities experienced by BME communities. However, when asked what we could do to address those issues most suggestions focus around providing interpreters, training staff and making it easier to learn the local language.

Whilst those actions in themselves may go some way to making services more accessible more effective actions and interventions are needed.

Consultation also highlighted the need to include Welsh language and culture as part of the race agenda and that a failure to do so would be likely to have a negative impact on community relations.

This clearly shows the complex nature of race equality and that there is no “quick-fix” to the long-standing and stubborn inequalities experienced by many BME communities. Achieving race equality means being inventive, investing in research, developing strong partnerships and working smarter and harder to engage, enable and empower BME communities.

Organisational Equality Indicators

We will use mainstreaming techniques to embed equality, diversity and community cohesion into the Council’s policy framework, working practices, training programmes and business management systems.

Analysing equality monitoring data helps develop a statistical perspective of equality and diversity, but in isolation cannot give a full picture of how the organisation is progressing overall.

The organisational indicators set out in the table below have been designed to provide an insight into organisational culture that is in many ways beyond traditional measurement.

Elected Members & Senior Managers	<ul style="list-style-type: none"> • Work to achieve an agreed and shared vision and priorities behaving as one organisation • Demonstrate visible involvement in leading equalities • Ensure provision of appropriate resources for activities and initiatives which support equality • Address equality and diversity considerations in dealing with customers, staff, contractors, suppliers & partners • Actively promote equality outside the organisation
Policy Strategy &	<ul style="list-style-type: none"> • Is developed and monitored in a consistent way • Equality is embedded into policy vision and core values • Is research based and uses equality impact assessments and effective monitoring to combat discrimination • Is the basis of business & service plans which focus on equality outcomes • Is effectively communicated and monitored for negative / positive impact • Has explicit aims linked to the equality duties
Employee Management	<ul style="list-style-type: none"> • Skills and capabilities of all employees are developed and preserved through the establishment and maintenance of fair and objective systems • All employees feel empowered and involved in promoting equality and combating discrimination • Communication addresses the needs of all employees • HR procedures support diversity and demonstrate equality of opportunity as a reality for all • Monitoring data is gathered and informs actions, initiatives and targets • A diverse workforce is developed and maintained that is broadly representative of the wider community • The business case for diversity is fully understood and the organisation benefits from a wider pool of skills and talents

Resources	<ul style="list-style-type: none"> • Equitable access to resources for all • Equality principles and practices are applied through all funding activities, Service Level Agreements, formal and informal contracts and are embedded within procurement arrangements • Specific resources are allocated for equality work
Delivery Process	<ul style="list-style-type: none"> • Services are designed, developed and delivered in a way which respects diversity, incorporates equality principles and practices • Delivery processes are effectively reviewed and monitored • Information and services are fully accessible to the public
Employee Satisfaction	<ul style="list-style-type: none"> • Employees perceive the employer as committed to equality and fairness
Customer Satisfaction	<ul style="list-style-type: none"> • Customers perceive the Council as committed to equality & fairness
Impact on Community	<ul style="list-style-type: none"> • The Council understands the impact of its actions, decisions and policies on the public
Business Results	<ul style="list-style-type: none"> • The Council has established links between activities that support equality and diversity and shows improvement against relevant performance measures and indicators and improves business results • Equality schemes, action plans and the impact assessment schedule are successfully delivered

Roles and Responsibilities

Achieving positive indicators across the whole organisation means setting out clear roles and responsibilities of Elected Members, employees at all levels and our partners across all sectors:

- Elected Members have responsibility for leadership, ensuring that there is sufficient capacity to deliver this scheme and for allocating resources. This includes monitoring overall performance against the legal duties.
- The Leader of the Council holds the portfolio for equality at Elected Member level and is committed to delivering the equality duties.
- Everyone has responsibility for delivering this Scheme. However the Chief Executive is responsible for ensuring that the legal duties are met and that race equality is central to all that we do as a service provider, employer and community leader.
- Managers are responsible for implementing and monitoring this scheme and

ensuring its objectives are met. Managers must also be positive role models and ensure that their behaviour and language demonstrates their commitment to equality.

- Senior Managers have responsibility for managing performance and ensuring there is sufficient capacity within their departments to ensure this scheme is delivered efficiently and effectively.
- Employees at all levels of the organisation have an individual and collective responsibility to support delivery of the Council's equality schemes and demonstrating their commitment to equality in their day-to-day working practices, behaviours and language. Every member of staff has a responsibility to challenge negative behaviours or cultures which may undermine effective mainstreaming of equality.
- The appropriate Scrutiny Committee receive regular reports on equality, and considers other key plans and strategies. They play a pivotal leadership role in raising the profile of equality in all policy matters and ensuring the scheme is being delivered. In addition they monitor the performance of individual departments against the impact assessment programme.
- All Scrutiny Committees have made a commitment to not recommend any proposed policies to the Executive Board for adoption until an impact assessment has been completed.
- The Council's Executive Board makes most important policy decisions, and demonstrates clear senior Member commitment to equality. Before any item is submitted to the Executive Board it should have been subject to an impact assessment. The Executive Board report format requires all reports to include narrative regarding how equality has been considered.
- The Council's Strategic Management Team consists of the Chief Executive and Strategic Directors. They are committed to supporting the aims of this scheme and meeting the equality duties. They meet monthly and consider issues of strategic importance to the authority, providing guidance and direction to departments.
- The Portfolio for equality is held at Strategic Director level. This person has strategic responsibility for equality. Their role is central to making strategic links. In addition to being a key member of the Strategic Management Team, this person is also chairperson of the Corporate Equality Group and the Disability Equality Scheme (Monitoring and Review) Group. The same Executive Director also has strategic responsibility for community cohesion and community safety.

- Departmental Management Teams must ensure equality is being addressed within the department and to ensure the arrangements necessary for meeting the race equality duty are all in place. Each department has Equality Co-ordinator that represents the department at the Corporate Equality Improvement Group. It is their role to liaise between the department and the Equality Improvement Group.
- The Strategic Director who holds the portfolio for equality chairs the Councils Corporate Equality Group. The Group consists of individual departmental Equality Co-ordinators and key people within the organisation. The Group is connected to a number of important groups and sub groups. The Group meet quarterly and departments provide an update on key priority areas. This Group will take forward the Equality Improvement Framework for the organisation.
- The Valued Workforce Scheme came into effect in 2002 to link equality, training and health and wellbeing.

Delivering equality effectively involves working with our partners and setting out our expectations and standards.

- The community and voluntary sector have a role to play in participating in the implementation, development, monitoring and review of this scheme.
- Partners and contractors of services provided on behalf of the Council have a responsibility to uphold the principles of equality and to operate within the parameters of the Council's equality schemes and plans, and where relevant support delivery. They are also required to comply with the legal duties for race, disability and gender when carrying out functions on behalf of or in partnership with the Council.

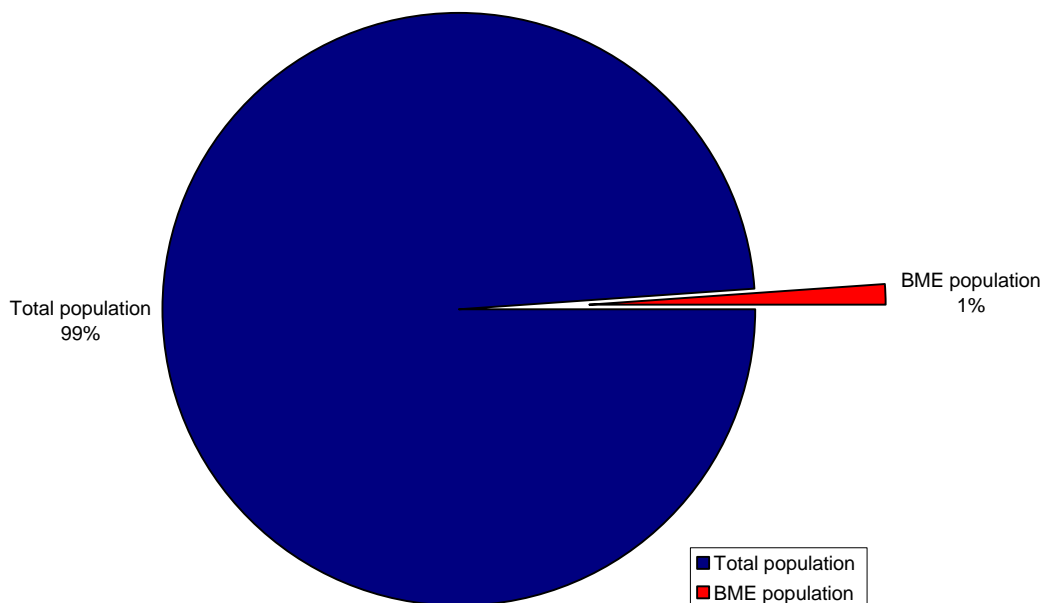
Section Two: Local Diversity

There are approximately 670,000 people living in North Wales and 130,000 people living in the County Borough of Wrexham.

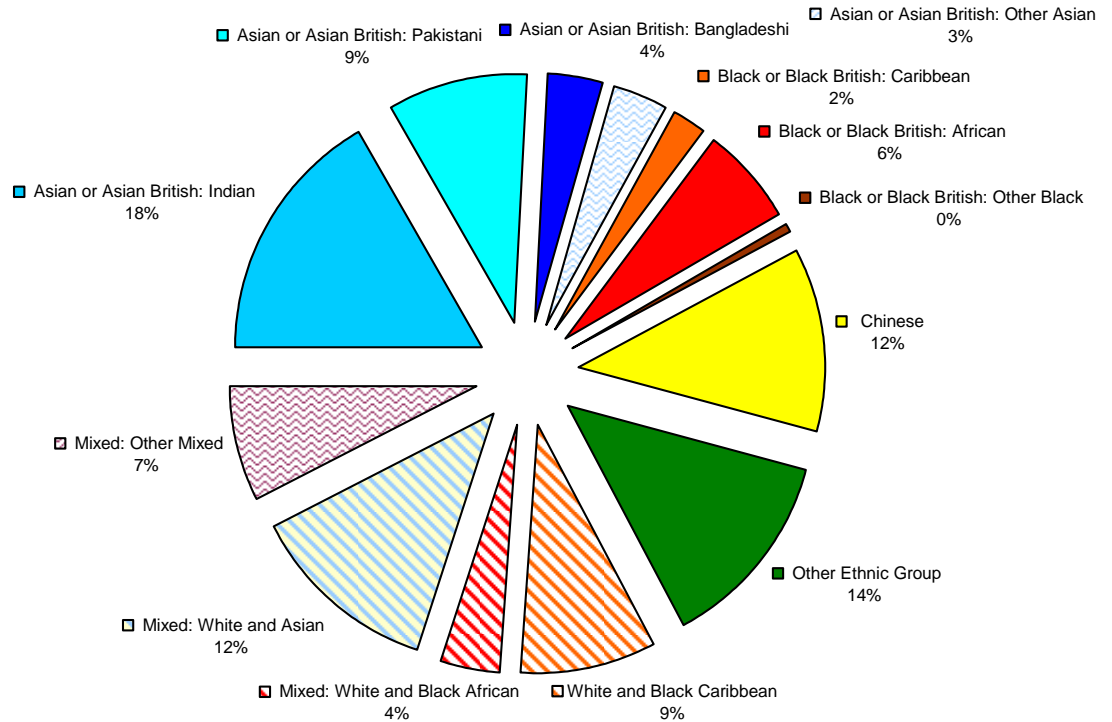
According to the 2001 Census 99% of the population define themselves as “White British” and around 1% of the local population belong to Black or minority ethnic (BME) groups. This represents a 60% increase in the total BME population since the 1991 Census. Evidence suggests that the increasing trend has continued since 2001.

BEST Partnership Report 2004

Visible BME population as a percentage of total population



Wrexham Local Authority Area makeup BME population



Although making up just over 1% of the total population there is considerable diversity within the BME population as shown below. Please note the figures are for indicative purposes only and have been rounded up or down for ease of reference.

Asian / Asian British: 37%

Indian	18%
Pakistani	9%
Bangladeshi	4%
Asian or Asian British	3%
Other Asian	3%

Chinese: 12%

Chinese	12%
---------	-----

Mixed: 32%

White and Asian	12%
Other	7%
White & Black Caribbean	9%
White and Black African	4%

Black or Black British: 8%

Other Black	0%
Caribbean	2%
African	6%

Other Ethnic groups: 14%

Over the past decade there has been a steady growth in the overall population of Wrexham and the local population is more ethnically diverse than ever before. More recent statistics suggest that the BME population may account for more than 3% of the overall population.

We recognise that the 2001 Census provides a snapshot of the population at a given time. Therefore it cannot accurately reflect the true extent of diversity of the Wrexham County Borough in 2008.

Gypsies and Travellers

Gypsies have been a recognised ethnic group in England and Wales for the purposes of race relations legislation since 1988, and Irish Travellers since 2000. Gypsies and Travellers are not necessarily recorded by the Census, even within the “Other” category of minority ethnic groups.

In Wrexham there are about 200 Gypsies and Travellers who currently live in the town. This figure does not include those who visit the town from time to time.

National research confirms that Gypsies and Travellers suffer high levels of deprivation and social exclusion and experience considerable discrimination and inequalities. Experiences and needs are largely unrecorded and therefore many public services do not meet their needs.

We recognise that Gypsies and Travellers are uniquely vulnerable to multiple discrimination and experience discrimination, isolation and exclusion. We are taking steps to ensure their needs are identified and considered as part of our work to deliver our duties under the Race Relations Amendment Act but also as part of our wider equality agenda.

Wrexham Council manages a 19 plot site predominantly inhabited by Irish Travellers. Welsh and English Travellers or Gypsies predominantly live in houses around Wrexham but there is some overlap and some smaller family sites.

The health profile of Gypsies and Travellers is significantly worse than for the settled population of Britain. Life expectancy for Gypsies and Travellers is 10 to 12 years less than the settled community. This is linked to a number of factors including access to health and other public services and poor quality housing.

The Gypsy and Traveller Multi Agency Forum has been established to join together key partners and organisations to address improving the quality of life for Gypsies and Travellers in Wrexham. A number of steps have been taken and improvements made however it is recognised that accommodation is central to making improvements.

Accommodation is a complex issue and transit and settled accommodation needs are very different. The needs of the “settled community” must also be considered.

An assessment of the future accommodation needs of Wrexham's Gypsies and Travellers has been carried out for the period 2006 – 2011 but needs to be extended to cover the Local Development Plan period up to 2021.

It is estimated that a further 18 pitches are needed to serve the community based in Wrexham, although this does not include transit accommodation which will be looked at on a North Wales basis.

The Local Development Plan will seek to address identified accommodation needs in line with new government guidance. There will be meaningful community engagement and engagement with Gypsies and Travellers during this process.

An action plan has recently been developed to engage people in the process of addressing accommodation needs, this sets out a number of initial actions which include:

- the appointment of consultants to engage directly with the Gypsy and Traveller communities to identify accommodation needs, areas of search and potential sites up to 2021
- site search
- training for Elected Members and Council staff prior to any site-selection criteria or proposed sites
- consideration of council-owned site provision
- specific allocation of land in the Deposit Local Development Plan following consideration by Planning Policy Panel, Planning Committee and Executive Board
- positive engagement of the media
- wide public consultation on the Deposit Local Development Plan

Economic Migrants and Migrant Workers

National patterns of immigration have had an impact on the local area. Wrexham has seen an increase in the numbers of people from Eastern European countries living and working in the area.

Consultation has shown that immigration is a significant concern of local people. Most people saw immigration as a national problem and were concerned about a recent government report that concluded immigration was not having a positive impact on the British economy. Many people had heard about instances where they considered that migrant workers were being given preferential treatment, and some expressed concerns about the pressure economic migrants are putting on local services. Overall people expressed concerns about the ability of Wrexham to cope with the growth in population and felt that local culture was being challenged as a result. People felt uncomfortable with signs in the area aimed at Polish speakers.

Few people raised issues around immigration from outside Europe including refugees or asylum seekers.

Understanding patterns of immigration, in particular those people from Eastern European countries who are living and working in the area, is difficult due to the lack of accurate figures. European citizens can enjoy freedom of movement and are mainly recorded through National Insurance or Work Permit applications.

Details of patterns of movement and leavers are not recorded. Any figures that are available may not reflect the true picture because they are unlikely to include family members who are often more reliant on public services.

Whatever the true figures are, the increased numbers of people from Eastern European countries represent a growth in a category described by the Census as "White other".

Through our work on community cohesion we are currently working with the Welsh Assembly Government and our partners to help us understand the impact of immigration locally and in particular its impact on existing BME and visible minorities.

Asylum Seekers and Refugees

Home Office UK statistics show that during 2006 a total of 23,520 applications for asylum were received and of those applications 2,170 were granted refugee status and 60 given humanitarian protection.

The Welsh Refugee Council estimates that there are currently approximately 10,000 refugees spread out across Wales and approximately 100 – 150 asylum seekers and refugees are resident in the Wrexham borough.

Welsh Refugee Council is an independent charity that aims to empower refugees and asylum seekers to rebuild their lives in Wales. It has a base in Wrexham and work closely with the Council and other local partners.

The Council is committed to supporting the Wales Refugee Council at a local and practical level so that they can continue to provide one-stop and drop-in advice and support services for asylum seekers and refugees in the area.

Welsh Refugee Council Equal Project Team notes the main issues of concern to refugees as:

- Lack of knowledge of local systems
- Lack of appropriate support and resources
- Language and skills deficiency

- Lack of recognition of overseas qualifications and experience
- Hostile media and environment
- Lack of networking and role models

We recognise that asylum seekers and refugees are vulnerable and in many cases traumatised or otherwise affected by their experiences. Lack of language skills and cultural barriers are barriers to accessing essential support and services and to building relationships.

We currently consider the needs of asylum seekers and refugees within our race equality impact assessments.

We will help raise awareness and increase understanding through our staff training programmes and look at how the organisation can support volunteering and work experience programmes to help people gain valuable experiences and develop confidence.

In addition we will work with Welsh Refugee Council and our regional partners to further support asylum seekers and refugees in North Wales.

Through the Community Cohesion Strategy and this scheme the Council will ensure that asylum seekers and refugees are considered in all that we do on race equality and community cohesion.

Language

In Wrexham there are over 40 different languages in use including Welsh and English. Language is an important issue in promoting equal opportunities because of its power to shape thought and social interaction and in enabling people to access information and the services they need. Language is not only a communication tool – it is the way we as human beings think and make sense of the world around us and express our feelings and thoughts.

We recognise that language and effective communication is central to good community relations and that it can also be a barrier to accessing services and information, to integration and in employment. We are working to reduce disadvantage, exclusion or segregation caused by the language barrier.

To help address language barriers we strive to use plain and clear language avoiding jargon and bureaucratic language. In addition we provide interpreting and translation facilities and provide training to staff who want to learn Welsh or British Sign Language. In addition we provide cultural awareness training for staff based upon the local population demographic.

Our long term aims are to manage linguistic and communication barriers to

enable customers to communicate in the way they feel most confident in.

Language is not simply a barrier to being understood – effective communication also takes account of the conversational and cultural context of the parties communicating.

As the local authority we provide a vast range of services and functions. Many are very personal and centred on the individual, such as care services. In this and other instances it would be inappropriate to ask our customers to express themselves in anything other than their first language.

However we must balance this and avoid creating dependency that could result in isolation or segregation. Wherever appropriate we must encourage people who are new to the area to learn English or Welsh, whilst recognising their personal needs, preferences and abilities.

Getting the language balance right means delivering a range of interventions: this includes

- promoting access to high quality interpretation and translation services for those who rely upon it
- ensuring that language courses such as ESOL (English as a Second Language) and WSOL (Welsh as a Second Language) are available and accessible

This can only be achieved through working with our partners and with the active engagement of communities themselves.

Welsh Language and Culture

Welsh is the native language of Wales and is protected by the Welsh Language Act 1993. The Act also established the Welsh Language Board as the body responsible for promoting and facilitating the use of the Welsh language. It requires public bodies to prepare Language Schemes to explain how they will treat Welsh and English equally in providing public services.

The Welsh Assembly Government is committed to ensuring that the Welsh language is supported and is given the right environment to flourish. As such the Assembly has developed a framework called Aith Pawb, which means “Everyone’s Language”. Its aim is to ensure that the Welsh language can be used freely in social, leisure and business activities throughout Wales and that the number of people in Wales able to speak Welsh continues to increase.

The Council supports the aims of the framework and considers that its Welsh Language Scheme represents an important local contribution towards the realisation of this broader national strategy.

On publishing its Welsh Language Scheme the Council commits to strengthen and promote the position of the Welsh language while stating its preparedness to support as far as possible, activities which promote the use of Welsh by;

- Promoting and supporting the Welsh language
- Contributing to the Welsh Assembly Government's vision of a truly bilingual Wales and;
- Planning, providing and evaluating services in Welsh and English

One of the Council's Corporate Priorities is the promotion of the Welsh Language and Culture which demonstrates the Council's continued commitment to supporting and developing all aspects of this area.

The Council has adopted the principle that in the conduct of its public business in Wales, the English and Welsh languages will be treated on a basis of equality and offers its customers the choice of conducting their business in Welsh or English.

Many organisations in Wales including some of our key partners operate through the medium of Welsh or bilingually in Welsh and English. Our commitment to offering services through the medium of Welsh or English is central to providing services that meet the needs of our customers and working in partnership to preserve the rich culture, history and heritage of Wrexham and Wales.

The Council has in place a draft Linguistic Skills Strategy which will provide the basic framework for addressing the Welsh Language Act 1993. The main aims of the strategy are ensure that we have an adequate number of Welsh speakers in key services areas to provide a service in Welsh, to ensure training opportunities so that the Council can meet its commitment to provide a bilingual service.

- As an employer we are keen to increase the number of Welsh speaking staff and recognise that this is a key skill for our staff. Under the Welsh Language Act 1993 public bodies providing services to the public in Wales must make their services available in both Welsh and English. This means a wide range of posts need workers who can speak, write and read Welsh. In some cases this may mean that Welsh language is an essential requirement for an appointment, or that other staff may be asked to agree to learn Welsh to the required level within a period of time after the appointment.

We also offer employees opportunities to learn Welsh and have a register of Welsh speaking staff that can be called upon should a customer express a preference to conduct their business with us in Welsh.

We work to the Commission for Race Equality Statutory code of practice on

racial equality in employment which sets out guidance for language in the workplace.

- As a service provider we offer our customers the choice of conducting their business with us in English or in Welsh. The Council's Welsh Language Scheme sets out in detail the arrangements we have in place to meet the requirements of the Welsh Language Act 1993.

Religion, Belief and Non-Belief

The Human Rights Act, Employment (Religion and Belief) Regulations 2003 and Part Two of the Equality Act 2006 prohibit discrimination on ground of religion and belief and against those people who do not hold a religion or belief.

There is considerable racial and ethnic diversity across religious groups. Although separate issues race and belief of non-belief can be an important part of a person's cultural identity and heritage.

The Wrexham borough is home to many different places of worship and public congregation. For many people the local place of worship is central to the life of the community and regular prayers and religious observances are part of the routine of their day.

We are committed to engaging with people with strong or not so strong religious or belief systems, along with Humanist and non-religious people within the remit of our work.

In preparing this scheme we have engaged with local churches, religious and faith groups and non-religious groups including Humanists.

North Wales benefits from a strong inter-faith network including the North Wales Racial Justice and Interfaith Forum formed in 2003 and Wrexham Interfaith Forum. The groups aim to celebrate events of importance to communities and to use their influence to bring people together.

Consultation with local faith groups identified a number of common issues, in particular, food, refreshments and catering at events, burial and cremation services and the need to improve networking across all groups and working with schools to improve understanding about different faiths. It was felt that the "Tapestry of Life" project was very positive in this respect.

Other issues were also highlighted such as a tendency to assume a default faith rather investigate or acknowledge non-belief systems. It was also recommended that the Council should consider religious and faith status within all aspects of its corporate caring roles for example ensuring that people in residential care or

supported housing are given sufficient support to attend their chosen place of worship and observe the faith of their choice.

Separate consultation with Council staff resulted in a request for quiet space specifically designated for quiet reflection, meditation or prayer. It was also noted that as an employer the Council must be aware that staff need freedom to discreetly carry or wear sacred objects and need flexibility to take time off to undertake religious studies and that this affected both adults and school age children. Food provided at training, partnership or community events was also of concern – the availability of appropriate food for people observing special diets, and consideration of people who were fasting were all seen as essential but straightforward changes the council must make.

Through consultation a number of examples where there may be potential conflicts of faith in group environments were highlighted for example at meetings and events such as training: it was felt that cultural awareness and sensitivity were essential for anyone arranging meetings and events and that this should always be checked well ahead of the meeting or event. In general it was felt that overall internal and external meetings and events generally failed to address dietary and other cultural needs.

Community Cohesion

Promoting good relations between persons of different racial groups is a key part of the equality duties and a priority for the Council.

In 2005 an initiative called 'One Wrexham' was introduced and has since become the umbrella term given to work on community cohesion. As a phrase it encapsulates what we are trying to achieve – a shared sense of being a stakeholder in Wrexham's future. A key activity under One Wrexham is the Charter of Belonging. This is a simple certificate setting out a statement of values and commitment in relation to equalities and diversity.

The Charter provides an opportunity for organisations to positively acknowledge their responsibilities as a member of Wrexham society and take a stand against the unfair treatment of others. To date over 100 local groups and organisations have signed up to the Charter including public bodies, local businesses, schools, colleges, voluntary and community groups, support organisations, residents' associations, play groups, young/older persons groups, churches and faith groups.

Other One Wrexham activities include a local campaign to raise the profile of hate crime as an anti-social and unacceptable behaviour. The values set out in the Charter of Belonging underpin this and other planned work.

We will be publishing a Community Cohesion Strategy in 2008 setting out a detailed action plan which includes actions that directly support this Race Equality Scheme. The strategy is a partnership document that unites key organisations and promotes a shared sense of ownership for community relations.

The Community Cohesion Strategy is complementary to this scheme and is a key part of the Council's commitment to meet the duty "to promote good community relations.

Community Cohesion is highlighted as one of our ten priority areas within this scheme. As a key local partner we are committed to taking action to deliver the strategy.

Racial Incidents and Hate Crime

A racial incident is "any incident considered by the victim or any other person as being racially motivated".

A race crime is defined as "any incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate".

It is widely acknowledged that many incidents are unreported and unrecorded. Our long term aim is to reduce racial incidents and promote community cohesion. We aim to increase public confidence and encourage people to record incidents of racist and discriminatory behaviour so that it can be addressed.

The race equality duty places upon public bodies a legal duty to promote equality, combat discrimination and promote good relations between persons of different racial groups.

The Council has procedures in place to record and address racial incidents. This includes the speedy removal of racial graffiti.

We are working in partnership to develop systems and processes that can be applied successfully to combating all forms of hate crime.

Our objectives are to:

- Develop data collection and monitoring processes that fed into the existing Police hate crime reporting system. This includes the development of 14 Third Party Reporting Centres across the borough at community level.
- Establish co-ordinated support services by
- Develop risk assessment conference systems linked to community tension

monitoring processes which in turn are linked to the anti-race hate strategy

- Develop a public awareness campaign

We have distributed widely across statutory and voluntary and community sector agencies a self reporting form to raise awareness that people can opt for non-police intervention if they wish.

Section Three: Strategic Links

Strategic Links: Internal

Wrexham County Borough Council aims to continue to make Wrexham a prosperous and vibrant place to live, work and visit.

Ongoing work with our partners in the public, private and voluntary sector will be pivotal in delivering what matters to the people of Wrexham in 2008/09 and beyond.

The 'Delivering What Matters' diagram on the following page illustrates the Council's priorities for 2008/09.

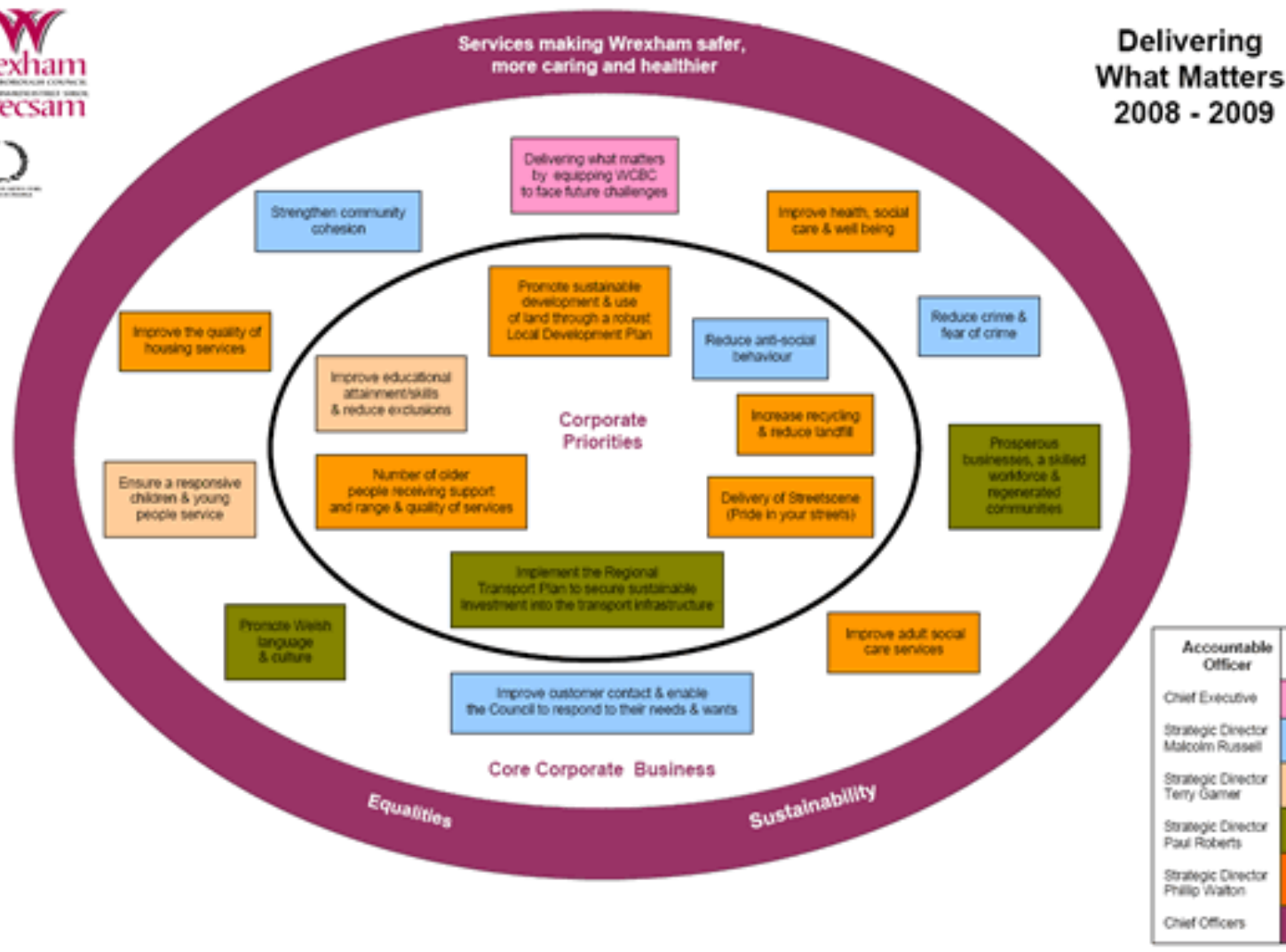
"Delivering What Matters" shows the key activities and services that the Council is improving in order to make an important contribution to the lives of people in Wrexham County Borough.

In establishing our improvement agenda, we have considered previous performance, analysis of information from our corporate and service planning processes, strategic risk review, sustainability and equality impact assessments, customer consultations, efficiencies work and audit and inspection findings.

A rigorous 'Joint Risk Assessment' process run in conjunction with the Wales Audit Office also underpins 'Delivering What Matters'.

'Delivering What Matters' is split into three levels: 'Corporate Priorities', 'Core Corporate Business' and 'Service Priorities'.

The inclusion of 'Equalities' and 'Sustainability' represents our commitment to ensuring equitable service delivery in a sustainable way for all of our services.



Corporate Priorities

The centre of the 'Delivering What Matters' diagram shows the seven Corporate Priorities where we are focussing resources and effort to deliver service change and improvement.

These areas will be subject to the highest level of attention from our officers, elected members and customers.

Delivering our Corporate Priorities will often require a number of departments to work together. To co-ordinate this work each priority has a Strategic Director who is accountable for ensuring improvements are achieved, as well as a Lead Member who acts as a 'champion'.

Our Corporate Priorities are:

- Delivery of Streetscene – Pride in your streets

Pride in your streets marks a significant shift to customer focused services and aims to make Wrexham cleaner, greener, safer and tidier. Improved customer contact, a reduction in the time taken to deliver key services and an increase in satisfaction with the local environment are key outcomes of this priority.

- The number of older people receiving support and the quality and range of services they receive

Working with partners to support older people to live independently at home is a priority for the Council. This priority will be focussing specifically on enabling more people to live in their own homes for longer, improving access to services and increasing the number of people using the re-ablement service.

- Improve educational attainment/skills and reduce exclusions

In this area we will continue to focus on improving performance in schools – aiming for an increase in the percentage of pupils achieving five or more GCSE passes at grades A* to C from 51% to 55%, and to increase the percentage of primary school pupils achieving the Core Subject Indicator at Key Stage 2 to 79%. In addition, we are also working to improve the attainment of vulnerable groups and to increase the number of excluded children taking up their full support entitlement.

- Promote sustainable development and use of land in the County Borough through a robust Local Development Plan (LDP)

Implementing the current Unitary Development Plan and adopting a new Local Development Plan in 2010/2011 will give clear direction to the amount, nature and quality of new developments. This will help us to deliver employment, affordable housing and a range of social facilities whilst also protecting other areas from inappropriate development. In 2008/09 the focus is on effectively engaging with communities and partners to develop a draft Local Development Plan and to secure sustainable development.

- Reduce anti-social behaviour

Reducing anti-social behaviour in Wrexham requires working in partnership with other public service bodies with the overall aim of decreasing anti-social behaviour. We will do this by helping to carry out the activities in the Anti-Social Behaviour Strategy, including providing diversionary activities for those at risk of anti-social behaviour and through helping to fund Police Community Support Officers who undertake a significant proportion of the enforcement activity.

- Implement the Regional Transport Plan to secure sustainable investment into the transport infrastructure

This priority supports the needs of local people and visitors to have a safe and modern road, footway and public transport system. Resources in this area will be used based on condition, usage and expected future deterioration of carriageways and footways. Sustainable modes of transport will be promoted as well as improving access to Wrexham Industrial estate.

- Increase recycling and reduce landfill

We are committed to dealing with waste in the most economical and environmentally sustainable way – setting an aspirational target to divert 40% of municipal waste away from landfill. We also aim to recycle, reuse or compost 65% of the waste received at household recycling centres and to increase the number of households who participate in the kerbside recycling collection scheme to 85%.

- Core Corporate Business Outcomes

The next level of 'Delivering What Matters' priorities is made up of our 10 'Core Corporate Business' areas. These are 'strategic' services and activities that the Council has been focussing additional attention

on to achieve improvements; they include the Council's commitment to strengthen community cohesion. In common with the Corporate Priorities, many of the areas require departments to work together to deliver the desired service improvements.

- Service Priorities

The third level of 'Delivering What Matters' is our commitment to improve our services within each department. These priorities are outlined within Department Service Plans each year.

Strategic Plans and Strategies

The Community Strategy for Wrexham is known as "Wrexham Refreshed" and sets out the vision for Wrexham County Borough for 2004 – 2020.

The Strategy sets out the vision and six priorities agreed through extensive public engagement and consultation between partners and stakeholders:

1. a place that values learning
2. a safe place
3. a healthy caring place
4. a place where children and young people are valued
5. an economically prosperous place
6. a place that cares for the environment

The priorities are underpinned by seven guiding principles:

1. Sustainability
2. Fairness and equality
3. Citizenship
4. Social Inclusion
5. Bilingualism
6. Partnership
7. Welsh Culture and Heritage

The Community Strategy is currently being reviewed to ensure it reflects the needs and aspirations of the local population.

Working with our partners we will take this opportunity to review how the strategy addresses race equality and if changes are needed.

Core Documents

The priorities and guiding principles of the Community Strategy have been used to inform the Council's key internal strategic plans, policies and strategies including:

- Improvement Plan
- Children and Young People's Plan
- Local Housing Strategy
- Local Development Plan
- Health, Social Care and Wellbeing Strategy
- Strategy for Older People in Wrexham
- Disability Equality Scheme
- Gender Equality Scheme
- Race Equality Scheme
- Welsh Language Scheme
- Local Development plan (under review pending collaborative working on a Regional Transport Plan)

Currently the Council is embracing the concept of plan rationalisation which aims to reduce the number of key strategies and plans. As key documents and strategies are developed and reviewed we must take every opportunity to ensure the strategic links with the race equality duties are fully realised.

Although many of the plans and strategies listed above have been subject to impact assessment we still have further work to do to ensure that the equality duties and the priorities of this scheme are fully integrated and reciprocated in all of our key plans and strategies. All new plans and strategies will be subject to equality impact assessment in accordance with the impact assessment toolkit.

Performance Management

This scheme is a living document and will be closely monitored as part of the Councils overall performance monitoring framework.

We have agreed one local indicator at this time that measures the percentage of new and revised procedures and policies subjected to an Impact Assessment. This has a target of 100%.

As this scheme is agreed we will confirm other relevant performance indicators which will be linked to our priority areas. We recognise the link between performance indicators and behaviours and will seek to introduce relevant indicators to promote action in key, priority areas.

Service Planning

Service plans are produced annually by each department. Guidance on equality has been issued to each department on issues to consider within their service plans.

The service planning process begins in October / November time each year to ensure plans are in place for April, the start of the new financial year.

By April 2009 all departments will have completed a race equality compliance checklist which will inform 2009/2010 service plans, specifically the steps that the department will take to deliver this scheme and ensure the arrangements required to meet the race equality duties are all in place.

Equality Improvement Framework

The Framework was introduced in January 2008 to replace the Equality Standard for Local Government withdrawn in 2007.

The Council plans to adopt the Equality Improvement Framework and commence self assessment by December 2008. This will ensure aims and objectives can be agreed and embedded into service plans for 2009/10.

The framework has been designed to work with new and existing anti-discrimination law and provides a model for mainstreaming that supports effective delivery of the statutory equality duties and changing policy, legal and social context for equality.

The framework has been designed to help local authorities in Wales address those changes which for Wrexham must be considered alongside the changing needs of an increasingly diverse population.

- The introduction of three new Public Sector Duties for race (2001), disability (2005) and gender (2006)
- The introduction of Employment Regulations outlawing discrimination in employment and training on grounds of sexual orientation, religion and belief and age
- New protection from discrimination in relation to the provision of goods, facilities and services on grounds of religion/belief, sexual orientation and transgender
- The creation of the Equality and Human Rights Commission in 2007 with new powers to ensure public bodies promote equality and human rights

- The 2007 Equality Review and Discrimination Law Review which looked at the persistent inequalities in society and the role of legislation in tackling discrimination.
- The Green Paper that proposes a Single Equality Act to strengthen further human rights and equality and address the complexities of the current legal framework

The Framework sits within the Wales Programme for improvement and performance monitoring and auditing will be managed through existing mechanisms and overseen by the Wales Audit Office.

The framework is designed around five foundation principles:

1. promoting equality and diversity
2. equality services
3. mainstreaming
4. continuous improvement
5. responding to local needs

The framework is an assessment tool which will help to identify if all of the elements for equality improvement are in place and how well these are combined to deliver positive outcomes.

Measuring progress against established baselines identified through the self-assessment process is central to the framework. It has been designed around familiar models of performance management and will help establish a consistent approach across all departments.

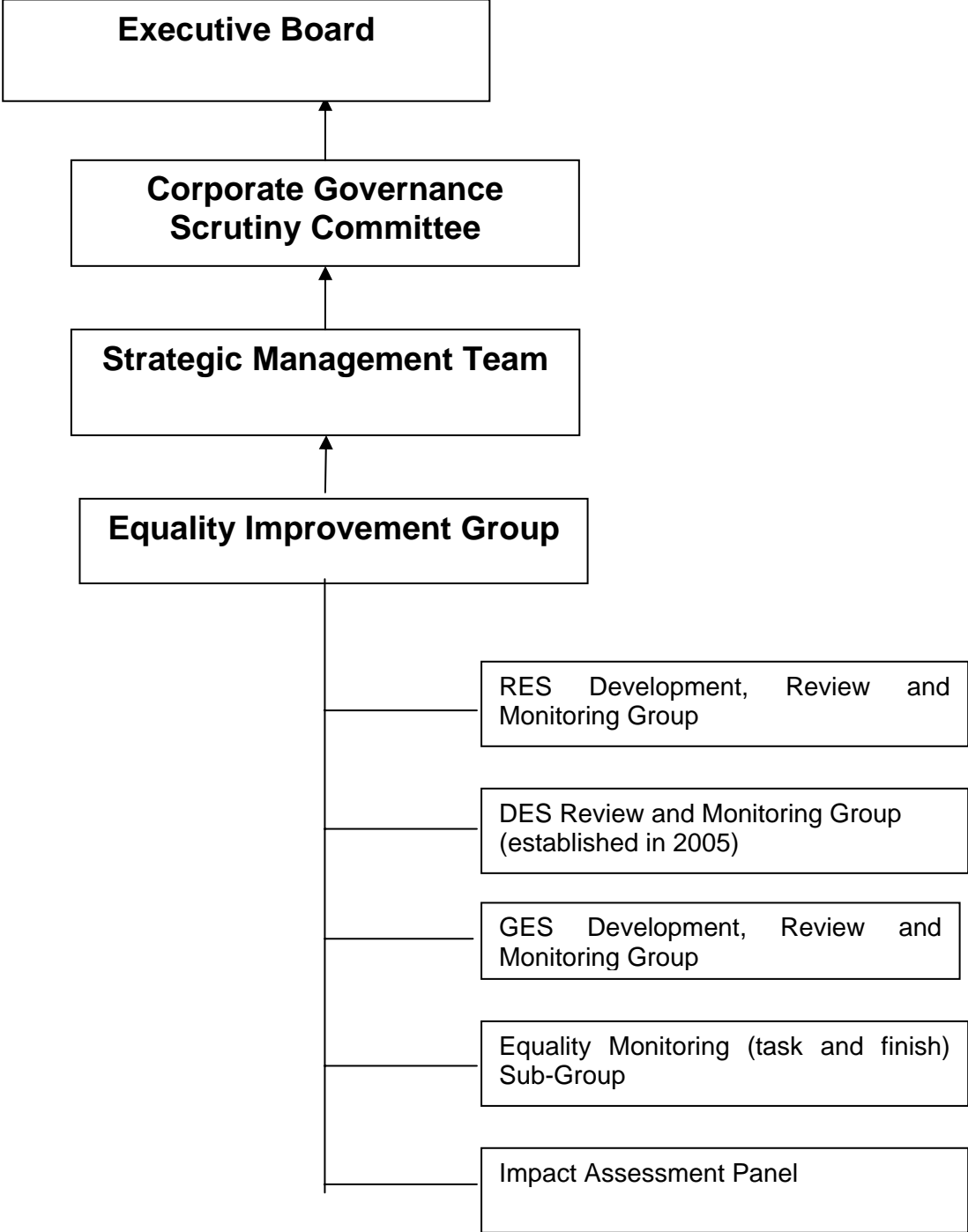
The framework has been designed to integrate with existing systems for operational and budget planning rather than create a parallel process.

Equality is a performance issue and failure to comply with the legal duties is an identified strategic corporate risk.

Central to meeting the equality duties and promoting compliance by all departments is mainstreaming. This means developing a systematic approach to equality and using departmental service plans and existing corporate performance management arrangements, staff training and impact assessments.

Local performance indicators will be developed to monitor the progress of individual departments

Equality Structure (Internal)



Strategic Links: External

The Council is committed to improving the quality of life for its residents. We cannot achieve this without working in partnership across all sectors and with communities themselves.

Local Service Board

Local Service Boards arise from the review of local service delivery led by Sir Jeremy Beecham and the resulting report from the Welsh Assembly Government “Making the Connections: Delivering Beyond Boundaries” published in November 2006.

Local Service Boards have been established to strengthen local public service leadership, to tackle cross cutting service delivery issues and to promote cross sector working to improve services for citizens.

Wrexham was successful in its bid to become a pilot area and is one of six development areas identified by the Welsh Assembly Government in March 2007.

The Local Service Board is made up of a number of groups: An Executive Group, a Steering Group, Annual Citizen Event and Topic Groups.

Organisations currently represented include:

- Association of Voluntary Organisations in Wrexham
- Children and Young People Framework Partnership
- Community Safety Partnership
- Health, Social Care and Wellbeing Partnership
- Local Health Board
- National Public Health Service
- North East Wales Institute for Higher Education
- North East Wales NHS Trust
- North Wales Fire and Rescue
- North Wales Police
- Wrexham County Borough Council
- Yale College
- Welsh Assembly Government representative

Welsh Assembly Government

The Welsh Assembly Government also has in place a Single Equality Scheme. We will work in partnership with the Welsh Assembly Government, including the Strategic Equality and Development Unit to support the aims of their scheme for the benefit of the people of Wales.

We will continue to work closely with the Welsh Assembly Government and actively engage on a local, regional and all-Wales basis.

Making the Connections

Making the Connections is the Welsh Assembly Government's vision for a prosperous, sustainable, bilingual, healthier and better-educated Wales.

The Making the Connections programme sets out four key areas:

1. **Citizens at the Centre:** services more responsive to users with people and communities involved in designing the way services are delivered.
2. **Public Engagement:** every person to have the opportunity to contribute and connect with the hardest to reach.
3. **Working together as the Welsh Public Service:** more co-ordination between providers to deliver sustainable, quality and responsive services.
4. **Value for Money:** making the most of our resources.

This scheme plays its part supporting delivery of this vision. Equality is central to each of the four key areas.

The priority areas set out within this scheme meet those aims by increasing engagement and developing our understanding of what the needs of service users, residents and stakeholder are; working in partnership on a local, regional, all-Wales basis; and ensuring our limited resources are focussed on improving the quality of life for the people of Wrexham.

Wales Programme for Improvement

The Local Government Act 1999 requires local authorities to:

- Secure continuous improvement in the way in which they exercise their

functions, having regard to a combination of economy, efficiency and effectiveness

- Consult widely on how to do so and report publicly on the outcome
- Conduct reviews of their functions
- Prepare a performance plan

The purpose of the Act is to ensure local authorities are engaged in a cycle of continuous improvement a process of annual assessments of services and functions including equality and sustainability.

Joint risk assessments help to identify priorities for improvements which are in turn feeding into the councils corporate and budget planning processes.

More fundamental reviews of services and functions must also take account of equality and effective performance monitoring and evaluation arrangements should be linked to the Council's performance plan.

The Council has all of these elements in place and these arrangements play a fundamental role in mainstreaming equality into business and service planning.

One Wales

The Welsh Assembly Government published "one Wales" a document that sets out a progressive agenda for the government of Wales. It includes aims for a fair and just society in Wales.

The programme involves:

- Promoting equality
- Enhancing citizenship and community cohesion
- Regenerating communities
- Tackling child poverty and ensuring an effective youth and criminal justice system

We support the ambitions of this document and will play our part in delivering a fair and just Wales.

Partnerships

We recognise the value of partnerships and that as an organisation we will be much more effective in delivering our equality aims if we work with others. We recognise that we also have a role to play in supporting our partners locally and regionally to deliver equality for the benefit of the

communities we all serve.

The Council has established links, relationships and a number of excellent networks with local groups and organisations, and will continue to build on this. Our role in many cases is to facilitate, support and enable the development of the community and voluntary sector.

We will work in partnership wherever appropriate to deliver this scheme and seek to identify areas where partnership working will add value and strengthen our approach.

In addition we have established an informal public bodies equality network connecting equality staff within our partner organisations. As a group we are seeking to share best practice and learn from each other. We also aim to look at developing a joint generic impact assessment model, shared training, joint public events and co-ordinated and shared consultations.

The Wrexham Local Service Board will consider a discussion paper later this year proposing that a single equality scheme is developed for Wrexham. This would provide a structured approach to joint working on equality.

Section Four :The Race Relations Amendment Act 2000

Summary of the Race Relations (Amendment) Act 2000

The Race Relations Act 1976 provides the specific legislative base for action against racial discrimination. On 2nd April 2001 the Race Relations (Amendment) Act 2000 came into force extending the scope of the 1976 Race Relations Act to include *all* functions of *all* public authorities through the introduction of new, proactive race equality duties placing race equality at the heart of public services. The duty comes in two parts:

The General Duty requires the Council, when carrying out its functions, to have due regard to the need to:

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

This duty applies not only to the direct work of the authority, but also to the way in which it carries out its functions within partnerships.

The Specific Duties to deliver race equality are to:

- Prepare and publish a Race Equality Scheme by the 31st May, 2002 (and every three years after)
- The scheme must set out the Council's functions and policies, or proposed policies which have been assessed as relevant to the performance of the legal duties. It must also set out the arrangements for:
 - Assessing and consulting on the likely impact of proposed policies on the promotion of equality
 - Monitoring policies for any adverse impact on the promotion of equality
 - Publishing the results of such assessments and consultation including monitoring adverse impact
 - Ensuring public access to information and services provided by the Council
 - Training staff in connection with the duties
- Assess functions and policies for relevance to the general duty and to carry out subsequent reviews (both in respect of service delivery, training and employment).

- Set out arrangements for monitoring any adverse impacts of policies on the promotion of race equality.
- Set out arrangements for assessing and consulting on proposed policies.
- Set out our arrangements for publishing the assessments, consultation and monitoring results.
- Set out our arrangements to ensure access to information and services.
- Set out our arrangements for training staff

The specific duty on Employment applies in addition to the general duty.

The duties require the Council to have in place arrangements for monitoring by racial group the following:

- Numbers of staff in post
- Applicants for employment, training and promotion
- Staff who
 - receive training
 - benefit or sufferer detriment as a result of its performance assessment procedures
 - are involved in grievances
 - are the subject of disciplinary procedures or
 - cease employment with the council

Equality Impact Assessments

An impact assessment is the way the Council evaluates how the public could be affected by its policies and decisions. It is not an end in itself, but a means of developing better policies and strategies that meet local needs, actively promote equal opportunities and sustain good relations between different groups and individuals.

We have completed approximately 100 impact assessments since 2005 looking at all equality strands during each assessment, prioritising the legal duties for race, disability and gender.

We have developed and improved our approach to impact assessments during the lifetime of our earlier scheme (2005 -2008) and have developed new arrangements to support the organisation to carry out impact assessments including:

- **Assessment of Functions Summary and Impact Assessment Schedule** – sets out a summary of functions that are considered

relevant to the equality duties for race, disability and gender and the timetable for completing impact assessments from 2008 to 2011

- **Impact Assessment Toolkit** – a document that sets out the Council's arrangements and documentation for carrying out impact assessments. The Toolkit includes a "Policy Writers' Checklist" and key principles of meaningful consultation and engagement
- **On-line impact assessment tool** – a computerised database and on-line form for recording / storing completed impact assessments capable of producing performance reports.
- **Training** – development and learning opportunities for staff who will be engaged in impact assessments
- **Drop-in-surgeries** – a programme of monthly drop-in sessions for advice and problem solving on impact assessments
- **Impact Assessment Panel** – a group of key staff from different departments who meet monthly to "challenge" completed impact assessments and new policies

The process of assessing impact usually begins with the development of a new policy and then continues throughout its lifetime by way of monitoring its effects for example, gathering and analysing information about usage patterns and complaints. This helps us to understand if the policy is working as intended during its lifetime and if it is adversely affecting some members of the public.

Impact Assessment is an ongoing process; even when a policy has been introduced following rigorous scrutiny, regular review and on-going monitoring will be necessary to ensure no unintended and negative consequences occur in the future.

Historically most functions, policies and services were designed around mainstream needs. Our approach to designing and developing services and policies has changed and it is now widely understood that this approach may lead to unwitting discrimination and exclusion. We have learned from our experiences of undertaking impact assessments that some neutral actions and policies may have a negative impact or affect different groups in different ways.

Underpinning the whole process is the use of data, research and information about the needs and aspirations of different communities.

Using data to compare how different groups such as men and women, different ethnic groups, disabled persons and other citizens use council services we can see if some groups have better or worse experiences than others. Consultation provides further information about potential impact.

Where an impact assessment identifies a risk that some people may be affected negatively by something the Council is proposing to introduce, measures will be introduced to either remove or reduce the negative impact. On-going monitoring will help identify if further changes are required.

All functions have to be screened for their relevance to the legal duties. (The outcome of this screening exercise is set out in appendix one, it shows which functions have been assessed and which are considered to be of “High”, “Medium” or “Low” relevance to the equality duties.

All policies will be considered initially according to the outcome of the assessment of the function they relate to. This indicates the likely impact assessment arrangements for any new policy and the depth of the assessment as set out below:

High ↓	Medium ↓	Low ↓
considered to be of particular relevance to the equality duties, and to have the greatest impact on the public	considered to be relevant to the equality duties and have a significant impact on the public.	considered to be relevant to the equality duties and to have some impact on the public
Impact Assessment Questionnaire Complete parts A, B & C	Impact Assessment Questionnaire Complete parts A & B	Impact Assessment Questionnaire Complete part A
Consultation? Yes	Consultation? Yes	Consultation? Not if sufficient information and data available
Submit to Impact Assessment Panel? Yes	Submit to Impact Assessment Panel? Yes	Submit to Impact Assessment Panel? No – unless guidance needed)
Equality Monitoring? Yes	Equality Monitoring? Yes	Equality Monitoring? Unlikely
Timescale Service Plan: Year One (2008/09)	Timescale Service Plan: Year Two (2009/10)	Timescale Service Plan: Year Three (2010/2011)
Publish IA on Web Yes	Publish IA on Web Yes	Publish IA on web Yes

Assessing and Consulting on the Impact of Policies

All impact assessments are undertaken following the arrangements set out in the equality impact assessment toolkit.

The toolkit includes a questionnaire which is used to structure the assessment and also encourages the assessor to use data, research and information, including consultation as part of the assessment.

The toolkit also helps to identify which groups are likely to be affected and if any group could be disadvantaged by the aims of a policy or how it is delivered.

The questionnaire is in three parts and has been designed to promote a proportionate approach ensuring that each policy is looked at in the right amount of detail and that those policies considered to have a significant impact on the public are appropriately prioritised. The on-line impact assessment tool complements the process.

The impact assessment will identify any immediate changes that need to be made or included within the draft document and will also help identify appropriate equality monitoring arrangements. On-going monitoring of policies is required to ensure the outcome of the policy is as was intended and will ensure the way the policy is working in practice is fully understood.

Upon completion of the impact assessment we will record and publish the results on the Councils website.

In our impact assessments to date we have used data and knowledge of the service to inform our impact assessments. Consultation has generally been undertaken once a draft document has been produced. In future we must increase the analysis of equality monitoring data including staff and service user profiling. We must also develop our approach to engagement and encourage participation by people who are likely to be affected by the policy in the early stages of development. This would be an effective step towards greater understanding of how the public are affected by council policies and plans.

We will ensure that there are opportunities to comment on policies throughout their lifetime and not simply during the development period, in recognition that some issues may only be identified as the policy is embedded into day-to-day working practices.

Public Access to Information and Services

The Council offers free translation and interpretation to all of its customers who prefer to communicate with us in languages other than English and Welsh.

In every public area a multi-lingual poster offering documents in large print,

Braille, on audiocassette or computer disk is displayed. The poster also advises customers that there is the option of having a translator or a British Sign Language Interpreter arranged where this is required. This will be updated in 2008.

We have in place a Welsh Language Scheme and Linguistic Skills Strategy in accordance with the Welsh Language Act.

We are registered with “The Big Word” translation service as part of a regional contract.

It is recommended that departments include an access statement in all publications

We are constantly reviewing our Website and are committed to making sure the right information is there and that this is as accessible as possible

Training Staff

Training and supporting staff to deliver race equality is an on-going priority for the Council. Training and developing our staff are key aspects and greatly help to raise the profile of all aspects of equality. We recognise that staff training is an investment in the culture of the organisation.

We seek to develop our capacity to deliver race equality through good quality training for staff. Staff have access to cultural awareness and diversity training. In 2007 – 2008 over 1,000 training places were provided and a large number of staff completed the on-line race equality training module.

All new staff are advised of the equality duties and our equality schemes at their induction sessions and are actively encouraged to take up equality training.

The Council’s Performance, Review and Development (PRD) scheme is also used to capture training needs. The aim of training is to:

- Ensure the Council meets its statutory duties
- Ensure staff fully understand their rights, roles and responsibilities
- Develop important skills and support our staff to deliver services that meet genuine and not perceived need
- Promote a shared understanding of the needs of the people of Wrexham and the Council’s objectives
- Promote understanding that diversity is a strength
- Promote and share good equality practice

Monitoring and Reviewing the Action Plan

During 2008 we will establish the Race Equality Scheme (Development, Monitoring and Review) Group to monitor this scheme.

The Group will meet quarterly to review progress against the action plan and make recommendations for amendments to the Scheme.

The Group will receive quarterly reports and their views and comments will be reported to Scrutiny Committee.

Strategic Management Team will consider the annual report before it is submitted to Scrutiny Committee and finally being published on the Council's website.

How We Will Deal With Complaints

The Council's Compliments, Comments and Complaints system can be used by any member of the public or service user wishing to complain, comment or provide feedback concerning services provided by the Council or how they are delivered.

Employees wishing to raise a complaint about unfair treatment, racial discrimination or harassment on any grounds should follow the arrangements set out in the Dignity at Work policy.

The Council also has in place a Whistle-blowing Policy.

Internal and external complaints are investigated in accordance with an agreed procedure set out in detail within each policy document.

Identifying Functions and Policies

The Council revised and listed all of its functions in early 2008 and assessed them for relevance against each element of the legal duties for race, disability and gender.

Appendix one is a detailed list of the Council's functions arranged according to the department responsible for it.

Appendix one outlines the process we followed, the outcome of our initial assessment for relevance and the Council's impact assessment schedule for 2008 - 2011.

Consultation, Engagement and Participation

Consultation is a critical part of the on-going development of our services, policies and plans. In developing this scheme we have consulted widely and recorded the views and opinions shared with us for wider circulation. Feedback is also warmly welcome throughout the lifetime of this scheme and a feedback form is included within the scheme.

As the local authority we have special responsibilities to lead communities and promote effective communications within and across communities. We understand that there are communities within communities. Consultation also involves communicating with people who do not necessarily wish to engage with us. It can be difficult to communicate effectively with communities who are transient, or who are uncomfortable or unaccustomed to being asked for their views.

We have made progress in this area and are consulting more and developing strong links with partners including the community and voluntary sector. However, there is more to do to establish a strategic framework to ensure we get the very best from all consultation, engagement, participation and involvement activities.

A Participation and Involvement Strategy has been adopted by the Adult Social Care Department which will be evaluated for its effectiveness prior to it being adopted for use by all departments.

We have made good progress on increasing the engagement of disabled service users and residents specifically through the Disability Equality Scheme Monitoring and Review Group. This has been a valuable lesson in engagement.

As a result our first priority action is to establish a Race Equality Scheme Monitoring and Review Group to increase external scrutiny of our Race Equality Scheme and to ensure we work closely with local Black and Minority Ethnic people and religious and faith groups.

The Group will consist of key Council staff, members of the community, voluntary and faith sectors and meet quarterly to monitor how the Council is delivering its Race Equality Scheme.

Consultation is central to understanding how our policies and plans may affect people and is a key part of the impact assessment arrangements we have in place.

Monitoring

Establishing effective equality monitoring, data capture and analysis arrangements was a key part of the 2005 – 2008 scheme. Although progress has been made particularly in monitoring Housing and Employment functions, further work is still needed to ensure the systems and arrangements we have in place are capable of delivering meaningful information.

Monitoring is central to developing an understanding of ...

- how what we do, or don't do affects local people
- who is and who is not accessing services
- whether equality of opportunity is a reality for all staff and job applicants
- whether we are meeting the legal duties
- whether our policies and plans are working as intended
- patterns of complaints, service usage, and over / under representation

The lack of effective monitoring, particularly on service usage has affected the quality of a number of our impact assessments. Equality monitoring challenges faced includes:

Capturing data:

- Developing useable forms that establish a balance between capturing the data we want with what is comfortable for our customers to provide
- Determining what we need to monitor, when and how to ask for this data
- Raising awareness of why we need this information and how it will be used

Managing, storing and recording data:

- Practical issues such as different systems, some electronic some manual, with variable categories
- Data Protection / Freedom of Information concerns
- Developing and maintaining systems that can cope with the type and volume of information

Analysing data

- Analysing the data is a specialist skill and a time consuming task
- Understanding the story behind the data and designing appropriate remedial actions

Consultation indicates that people are concerned how this information will be used and why it is needed. Many people expressed concerns that equality monitoring was a way of labelling people and that it could emphasise differences. Many people could not see any benefits in providing this information.

We recognise the need for a structured, co-ordinated and well managed approach to equality monitoring. In addition we must raise awareness of why we require the information, how it will be used, analysed and stored, and be capable of demonstrating benefits of equality monitoring.

The Council's Information Systems Department has commenced a review of Council systems to identify where capacity to store and manage equality monitoring data exists within current systems.

Establishing effective monitoring arrangements is a priority area for 2008 – 2011. The action plan sets out our plans for the further development of our monitoring arrangements.

Publishing Results

The Council's website will be the main vehicle for publishing equality information and progress reports.

We will review our equality and diversity pages to ensure that information is readily available and easy to find.

Published information will be available in a variety of electronic and printed formats and in languages other than English and Welsh upon request.

In 2011 at the end of this scheme we will publish a summary report setting out what we aimed to do and what we have achieved. We aim to be objective, honest, open and accountable.

We will produce an annual report summarising our progress and priorities for the next year.

Reports will be published on the Council's website and will be available in accessible formats and community languages on request.

We also issue press releases and engage the media to promote positive stories about our progress and local issues.

Minutes and notes of the Race Equality Scheme (Monitoring and Review) Group will also be published on the Council's web-site and circulated widely.

Equality Monitoring

We will publish annually on our web-site the results of employment and service monitoring, following the principles set out within the Data Protection Act.

Impact Assessments

We will publish the outcome of our impact assessments as they are completed and will publish our annual impact assessment performance report on the Council's website

Annual Reports

We will produce an annual report to demonstrate our progress and show how we are working to meet the legal duties.

The Race Equality Scheme (Monitoring and Review) Group will be established to monitor and review the scheme and will consider updates quarterly and help produce the annual report. The performance year runs from April to March. We will submit an annual summary of progress to Strategic Management Team and Scrutiny Committee for their consideration and comment prior to publication. We aim to publish this by July each year.

We are committed to developing race equality action plans for each department. Within our annual report we will include details of how departments are progressing with their own race equality annual plans.

We will use our annual report to inform any changes we wish to make to this scheme, its appendix or action plan.

Section Five: Evaluating the Race Equality Scheme 2005 – 2008

What we sought to achieve

The Council's Race Equality Scheme 2005 – 2008 set out ten key objectives:

1. To ensure all Council services and information is fully accessible.
2. To ensure staff at all levels and Members are appropriately trained and are aware of their roles and responsibilities in delivering this scheme and the wider equality agenda.
3. To integrate race equality within the Council's policy framework including policy development and policy management practices.
4. To integrate equality into the Council's business and service planning framework including performance management arrangements.
5. To integrate race equality within the Council's procurement functions and arrangements for managing works carried out under contract or on behalf of the Council.
6. To develop mechanisms for consultation and community engagement.
7. To develop procedures for recording and handling racial incidents.
8. To implement the Commission for Race Equality Statutory Code of Practice on Racial Equality in Employment.
9. To promote Welsh Language and Culture.
10. To support Schools and local educational establishments to promote race equality.

The objectives were developed through engagement with staff, key partners, the community and voluntary sector and local people during a series of engagement and consultation events held during 2005.

The objectives formed the basis of the action plan which set out a series of tasks and targets relevant to each objective.

What we have achieved

Within the scheme 2005 – 2008 we aimed to improve our monitoring arrangements and although we have had some success in this area particularly in housing and employment there is further work to do.

We also successfully completing over 100 impact assessments.

We have made good and steady progress against each of the objectives set out within the 2005 – 2008 scheme, although some areas of work require further attention.

It is evident that across the organisation levels of awareness of diversity and the equality duties are higher as a direct result of training.

We recognise that race equality is a journey and that there are no “quick fixes” to the persistent inequalities experienced by many people. Inequality can only be effectively tackled through a mixture of inter-connected and related activity.

Our ten objectives established an ambitious framework for work on race equality upon which to build over time, focussing on establishing key arrangements.

A more detailed report is available from the Council’s Equality Manager.

What we have learned

Key learning points:

- Appropriate and relevant performance measures can be effective drivers of behaviour
- We must improve our approach to equality monitoring to help us improve the quality of our impact assessments
- Partnership working adds value to our aims
- We need to continually update our knowledge and keep abreast of the changing social and legal context
- A “whole organisation” approach is needed
- We must make greater use of public and service user consultation in impact assessments
- More training and support is required for departments to successfully deliver the impact assessment programme
- We need to build capacity within the organisation to address equality and ensure it is mainstreamed
- We must strengthen strategic internal and external links
- Training underpins all of our equality schemes

Section Six: Priorities for 2008 – 2011

The main aim of our Race Equality Scheme 2008 – 2011 is to achieve full compliance with the race equality duties.

Our priorities for 2008 – 2011 have been identified through consultation and engagement exercises and internal and external evaluation of our previous scheme.

1. Race Equality Scheme (Development, Monitoring and Review) Group
2. Equality Monitoring
3. Equality Training and Awareness
4. Equality Impact Assessments
5. Employment
6. Access to Services
7. Education and Schools
8. Partnerships
9. Welsh Language and Culture
10. Community Cohesion

The aim of this scheme is to ensure Wrexham County Borough Council is fully compliant with the race equality duties by 2011.

This scheme is a further stage of our journey to race equality. We will focus on mainstreaming the race equality duties into our functions, policies, plans and working arrangements.

Mainstreaming race equality involves the integration of the race equality duties into all policy development, implementation, evaluation and review processes across all functions of the Council and every aspect of its work.

It will help us to achieve our wider aims and meet the needs of residents, service users and stakeholders. It helps us to ensure the progress we make on race equality is sustainable and achieves positive outcomes.

Mainstreaming is an essential tool to help us manage change effectively in the light of internal and external developments such as the impact of immigration and changes to anti-discrimination legislation.

The Council's approach to mainstreaming equality began with securing

support for equalities at the highest level. Equality is an underpinning value of our corporate priorities and central to all that we do. In addition key people at the top of the organisation play an active role in progressing equality.

We have made progress with mainstreaming equality and will build on this work through the priorities and objectives in our race, disability and gender equality schemes. We will also produce a Single Equality Scheme as we are using the Equality Improvement Framework for Local Government in Wales as the framework.

Delivering the Race Equality Scheme 2008 – 2011

Developing our plan will include carrying out departmental equality audits and establishing measurable equality performance indicators so that we can monitor progress over time.

Achieving our aims means making equality the responsibility of everyone in the organisation and strengthening internal and external links.

We have established clear roles and responsibilities and this will be made clear to all staff and Members.

Race Equality Scheme Action Plan 2008 - 2011

This action plan sets out the following priority areas for 2008 – 2011

1. Race Equality Scheme (Development, Monitoring and Review) Group
2. Equality Monitoring
3. Equality Training and Awareness
4. Equality Impact Assessments
5. Employment
6. Access to Services
7. Education and Schools
8. Partnerships
9. Welsh Language and Culture
10. Community Cohesion

Delivering this action plan is everyone's business. However responsibility for delivering the actions and ensuring these are reflected in service plans rests with Chief Officers. They will determine which officer(s) within their department will deliver that action and how it will be managed and resourced. Setting out a designated Lead Chief Officer does not mean that they will work in isolation to deliver the action; inter-departmental working and working with external partners is to be actively encouraged.

The following abbreviations have been used within the action plan:

CASCO	Chief Adult & Social Care Officer
CEDO	Chief Economic Development Officer
CEO	Chief Environment Officer
CFPO	Chief Finance & Improvement Officer
CHRO	Chief Human Resources Officer
CHPPO	Chief Housing & Public Protection Officer
CISO	Chief Information Systems Officer
CLDSO	Chief Legal & Democratic Services Officer
CLAO	Chief Learning & Achievement Officer
CLLCO	Chief Leisure, Libraries & Culture Officer
CPIO	Chief Prevention & Inclusion Officer
CPO	Chief Planning Officer
CSSO	Chief Safeguarding & Support Officer
CTAMO	Chief Transport & Asset Management Officer
CEIG	Corporate Equality Improvement Group

Priority 1: Race Equality Scheme (Development, Monitoring and Review) Group			
Ref.	Action	Lead Chief Officer	Timescale
1.1	Establish the Race Equality Scheme Monitoring and Review Group (RES Group) to help develop this and future schemes; to monitor progress against the action plan and impact assessment schedule; and to review this and future schemes	Strategic Director	By end 2008
1.2	Add RES Group update as standing item for the Corporate Equality Improvement Group	Strategic Director	From August 2008
1.3	Carry out an audit against the statutory and non-statutory CRE Code of Practice(s) by department to establish a baseline against which further progress can be measured.	CHR0	Commence January 2009

Priority 2 : Equality Monitoring			
Ref.	Action	Lead Chief Officer	Timescale
2.1	Conduct capability / capacity audit of relevant data management systems	CISO	By September 2008
2.2	Carry out an audit / review of existing equality monitoring arrangements within each department	All CO's	By end 2008
2.3	Establish sub-group of Corporate Equality Improvement Group to agree standard service and employment monitoring forms, evaluate audit findings and make recommendations to the Corporate Equality Improvement Group	Strategic Director EIG	By end 2008
2.4	Produce a detailed action plan for each department, linked to service plans and existing performance management arrangements	All CO's	By end 2008
2.5	Deliver equality monitoring action plan and ensure all arrangements for data capture, storage and analysis are in place	All CO's	By 2011
2.6	Publish equality monitoring policy and managers guide to equality monitoring	CHRO	By end 2008
2.7	Publish an equality monitoring information leaflet for staff and customers	CHRO	By end 2008
2.8	Establish arrangements for monitoring and analysing the usage of translation and interpretation services	CISO	By 2009
2.9	Establish procedures to monitor work experience requests	CHRO	By 2009

Priority 3: Equality Training, Awareness			
Ref.	Action	Lead Chief Officer	Timescale
3.1	Produce Corporate Equality Training Plan for employees that includes mandatory equality and cultural awareness training for all staff including new starters	CHRO	2009
3.2	Publish "Valuing Diversity" series of guides on equality and diversity issues, including cultural awareness	CHRO	On-going 2008
3.3	Produce equality training plan for Elected Members	CLDSO	2008
3.4	Produce revised guidance on equality, diversity and community cohesion for new Members	CLDSO	2008
3.5	Develop a comprehensive range of endorsed training and learning options, materials, and equipment	CHRO	2009
3.6	Develop a lending library of learning materials and tools		On-going 2008
3.7	Include equality and diversity in Core Competency Framework	CHRO	2008
3.8	Distribute diversity calendar to raise awareness of key events and promote awareness of religious and cultural diversity	CHRO	Annual
3.9	Increase the network of departmental Equality Trainers	CHRO	2011
3.10	Produce a training and support plan for department Equality Trainers	CHRO	2008
3.11	Introduce information posters in staff areas	CHRO	2009
3.12	Explore opportunities to share training with partners and develop shared training modules	CHRO	From 2008
3.13	Publish quarterly Equality Update for staff and Elected Members	CHRO	Ongoing

Priority 4: Equality Impact Assessments			
Ref.	Action	Lead Chief Officer	Timescale
4.1	Publish revised Impact Assessment Toolkit	CHRO	By end 2008
4.2	Publish revised functions assessment and Impact Assessment schedule	CHRO	By May 2008
4.3	Ensure all Departmental Management Teams consider and disseminate information about the impact assessment toolkit, revised functions list and impact assessment schedule across their department.	All CO's	By end 2008
4.4	Establish the Impact Assessment Panel consisting of key staff from each department, as a sub group of the Equality Improvement Group	All CO's	By end 2008
4.5	Develop the on-line impact assessment tool	CISO / CHRO	By end 2008
4.6	Agree annual performance indicator(s) for service plans	CFPO	2009/10
4.7	Publish guidance on the use of consultation in the impact assessment process	CHRO	By end 2008
4.8	Publish the Policy Writers' Checklist as part of the Impact Assessment Toolkit	CHRO	By end 2008
4.9	Develop IA checklist for Scrutiny members	CHRO	November 2008
4.10	Publish programme of impact assessment drop-in surgeries for staff	CHRO	From November 2008

Priority 5: Employment			
Ref.	Action	Lead Chief Officer	Timescale
5.1	Amend Job Applicants pack to include specific information about equal opportunities, diversity and equality policies, schemes, initiatives and support projects	CHRO	By 2009
5.2	Publish new Equal Opportunities Policy	CHRO	By 2009
5.3	Promote positive images of diversity in employment literature and publications to promote the organisation as one that values diversity	CHRO	From 2008
5.4	Review how jobs are advertised and ensure they are reaching as wide an audience as possible	CHRO	2008
5.5	Introduce “valuing diversity” strap-line to all job adverts for Council jobs	CHRO	2009
5.6	Review web information for potential job applicants	CHRO	
5.7	Develop employee feedback, consultation and engagement mechanisms to engage more people in employment policy development	CHRO	2009
5.8	Review “Valued Workforce” initiative	CHRO	2009
5.9	Investigate potential to provide a dedicated “quiet room” for staff to use for reflection, meditation and prayer	CHRO	2009
5.10	Review PRD arrangements to ensure equality training needs are identified and monitoring if they are being met.	CHRO	2009
5.11	Carry out an audit against the Statutory Code of Practice on Racial Equality in Employment	CHRO	2008
5.12	Develop an action plan to address any gaps identified through auditing the Statutory Code of Practice on Racial Equality in Employment	CHRO	By 2009
5.12	Increase the number of BME job applicants by 30%	CHRO	By 2011
5.13	Increase the number of BME staff by at least 30%	CHRO	By 2011
5.13	Review how equality is incorporated into employee induction	CHRO	By 2009

5.14	Develop work experience / job taster programme for BME Graduates and Refugees	CHRO	By 2010
5.15	Produce guidance for employment agencies used by the Council	CHRO	By 2009

Priority 6: Access to Services			
Ref.	Action	Lead Chief Officer	Timescale
6.1	Develop the use of the Council's website to improve access to services and raise public awareness of how departments promote equality and address diverse needs of their customers	All CO's	On-going
6.2	Review equality content of website	CHRO	2008
6.3	Publish revised multi-lingual poster promoting translation, interpretation and accessible formats.	CHRO	2009
6.4	Ensure all front-line staff and customer advisors undertake equality and diversity training module linked to job related competencies.	All CO's	From 2008
6.5	Publish a guide to accessible services as part of the "Valuing Diversity" guides	CHRO	2008
6.6	Impact Assess Customer Focus Strategy and include equality and diversity issues within the action plan	CISO	2009
6.7	Secure representation from the Equality Team on the Customer Access Group	CHRO	2008
6.8	Publish annual reports on service monitoring as part of race equality updates	CISO / CHRO	2008
6.9	Establish customer monitoring systems as part of the Customer Relationship Management System	CISO	From 2009

Priority 7: Education and Schools			
Ref.	Action	Lead Chief Officer	Timescale
7.1	Produce outline race equality training module for school staff and promote “whole school” equality training programme	CLAO	By 2010
7.2	Ensure all schools have race equality policy in place	CLAO	By end 2008
7.3	Provide twice yearly equality updates to Head Teacher meetings and LEA Support staff group meetings	CLAO	On-going from 2008
7.4	Circulate corporate equality update to all schools and invite contributions	CLAO	Ongoing from 2008
7.5	Review equality support needs and access to support for schools	CLAO	January 2009
7.6	Establish school representative on Corporate Equality Improvement Group	CLAO	By end 2008
7.7	Develop series of myth-buster and fact sheets for use in schools	CLAO	2009
7.8	Develop “Valuing Diversity” quality mark for schools linked to community cohesion strategy, Tapestry of Faith	CLAO	2009/10
7.9	Produce Governors guide to equality and circulate via all schools	CLAO	2010

Priority 8: Partnerships			
Ref.	Action	Lead Chief Officer	Timescale
8.1	Develop Wrexham Public Bodies (Equality Officers) Group and develop links to Local Service Board	CHRO	2008
8.2	Develop programme of informal learning events in partnership with local community and faith groups	CHRO	On-going from 2008
8.3	Arrange an annual diversity day event aimed at drawing together the whole community as one	CHRO	From 2008
8.4	Publish information and raise awareness of the equality duties for partners in the community and voluntary sector	TBC	TBC
8.5	Ensure equality is fully mainstreamed into all Service Level Agreements	TBC	TBC
8.6	Circulate equality information to all groups and organisations registered in the Partnerships Register	CHRO	TBC
8.7	Increase levels of engagement in existing and emerging BME projects in Wales	CHRO	TBC
8.8	Working with Newi and Yale develop “introducing Wrexham” pack for people new to Wrexham	CHRO	2009

Priority 9: Welsh Language and Culture			
Ref.	Action	Lead Chief Officer	Timescale
9.1	Develop and deliver Linguistic Skills Strategy to enhance Welsh language skills within the organisation	CHRO	By 2009
9.2	Develop an annual programme of cultural events within Wrexham in the context of Wales to promote Welsh language, Welsh culture, history and heritage	CLLCO	Start 2009
9.3	Include actions within the Linguistic Skills Strategy, promoting the Council as a bilingual organisation, are included within service plans as appropriate	All CO's	By 2009
9.4	Include Welsh as a strand within the impact assessment toolkit	CHRO	2008
9.5	Develop Welsh language and culture staff training module as part of corporate race and cultural awareness training	CHRO	2008
9.6	Produce a series of phonetic prompt cards to staff as reminder of basic Welsh phrases	CHRO	2009
9.10	Produce Welsh language and culture guide as part of Valuing Diversity series	CHRO	2010

Priority 10: Community Cohesion

Ref.	Action	Lead Chief Officer	Timescale
10.1	Support the development of 14 third party reporting centres to support community cohesion project	CEDO	To be confirmed when Draft Strategy is finalised and adopted
10.2	Develop risk assessment conference system linked to community tension monitoring processes	CEDO	
10.3	Publish further Myth Buster leaflets	CEDO	
10.4	Support public awareness raising campaign	CEDO	
10.5	Deliver the Community Cohesion Strategy action plan as agreed	CEDO	

Contacts

Wrexham County Borough Council

Equality Manager

Guildhall

Wrexham

LL11 1AY

Tel:01978 292808

Fax:01978 292132

Website:www.wrexham.gov.uk

Email:equality@wrexham.gov.uk

Equality & Human Rights Commission:

By post: 3rd Floor, 3 Callaghan Square, Cardiff, CF10 5BT

Tel: 02920 447710 (Non helpline calls)

Fax: 02920 447712

Email: wales@equalityhumanrights.com

Website: www.equalityhumanrights.com

Equality & Human Rights Commission
Wales Helpline

Tel: 0845 604 8810

Textphone: 0845 604 8820

Fax: 0846 604 8830

Feedback Form

We welcome feedback at any time during the lifetime of this scheme. We are grateful for the views and comments shared with us and for the time you have taken to do this.

Feedback will help us develop our approach to race equality over time and ensure that we are responsive to local needs.

Your name.....

Contact details.....

.....

(you do not have to tell us who you are if you prefer not to, but if you want us to respond on any point then we can only do this if we have your contact details.)

Please let us have your comments here.

It would be helpful if you can indicate what page you are referring to if your comment is very specific. If you need to please continue on a separate sheet.

Page number	Your comment

Thank you

Please return your form to the Equality Manager, Wrexham County Borough Council, Lambpit Street, Wrexham.

Valuing Diversity

Race Equality Scheme (Appendix 1)

Assessment of Functions and Impact Assessment Schedule 2008 - 2011



This Document is an appendix to the Council's Race Equality Scheme for 2008 – 2011 and should be read in conjunction with that scheme and the Council's Impact assessment Toolkit.

Within this document

- The term “function” is used to describe the full range of Council activities including services, regulation, law enforcement and grant-aiding etc.
- The term “policy” describes the formal and informal decisions about how the Council carries out its duties and uses its powers, it includes strategies, plans and procedures.
- In preparing this document a list of the functions for each department was drawn up and each function was assessed against the race, disability and gender equality duties to determine how relevant each function is using the chart below.

Race Equality Duty: does or could this function help to ...	Y / N / ?
Eliminate or address race discrimination as defined by the Race Relations Amendment Act 1976 as amended 2001?	
Promote race equality?	
Promote good relations between persons of different racial groups?	
Is there any public concern about discrimination or damage to public /community relations?	
Disability Equality Duty: does or could this function help to...	Y / N / ?
Promote equality of opportunity between disabled and other persons?	
Eliminate discrimination that is unlawful under the DDA 1995?	
Eliminate harassment of disabled persons that is related to their disability?	
Promote positive attitudes towards disabled persons?	
Encourage participation by disabled persons in local life?	
Take account of disabled persons' disabilities – even where that involves treating disabled persons more favourably than other persons?	
Promote good relations between disabled and other citizens?	
Is there any public concern about discrimination or damage to public / community relations?	
Gender Equality Duty: does or could this function help to -	Y / N / ?
Eliminate unlawful discrimination (of men, women or transgender people) under the (a) Sex Discrimination Act 1976? (b) Equal Pay Act 1975?	
Eliminate harassment, including sexual harassment?	
Promote equality of opportunity between men and women?	
Promote good relations between men and women?	
Is there any public concern about discrimination or damage to public /community relations?	

The Council conducts impact assessments across the following equality strands: race, disability, gender, age, religion and belief and sexual orientation. We also use the following list as an aid to help identify which groups might be affected by our functions and policies:

Workforce of WCBC – All
Men
Women
Transgendered people
Lesbians, Gay men, and Bisexual people
Working parents
Carers
People who have a disability (defined by the DDA 1995)
People who have restricted mobility
People who have a sensory impairment
People who have learning difficulties
People who have poor mental health
Migrant workers
Refugees
Asylum seekers
Young people
Children
Older people
People affected by domestic abuse
Gypsies and Travellers
People who are Christian and non-Christian
Single Parents
People who define themselves as White British (English, Scottish, Welsh, any other White background)
People who define themselves as Mixed Race (White and Black Caribbean, White and Black African, White and Asian, any other Mixed background)
People who define themselves as Asian, Asian British, (Asian English/Scottish/Welsh, Indian, Pakistani, Bangladeshi, any other Asian background)
People who define themselves as Black, Black British, Black English/Scottish/Welsh, (Caribbean, African, any other Black background)
People who define themselves as Chinese, Chinese British, (Chinese English, Scottish/Welsh)
People who define themselves as any other racial or ethnic group*

Consideration of all of these factors enables us to identify the functions that are relevant to the equality duties and those that we have considered to be of “high”, “medium” or “low” relevance to the equality duties. This informs our impact assessment priorities as set out in the impact assessment schedule for 2008 - 2011.

The following table outlines what this means in practical terms for the policies, plans and strategies that underpin each function.

High ↓	Medium ↓	Low ↓
considered to be of particular relevance to the equality duties, and to have the greatest impact on the public	considered to be relevant to the equality duties and have a significant impact on the public.	considered to be relevant to the equality duties and to have some impact on the public
Impact Assessment Questionnaire Complete parts A, B & C	Impact Assessment Questionnaire Complete parts A & B	Impact Assessment Questionnaire Complete part A
Submit to Impact Assessment Panel? Yes	Submit to Impact Assessment Panel? Yes	Submit to Impact Assessment Panel? No – unless guidance needed)
Consultation? Yes	Consultation? Yes	Consultation? Not if sufficient information and data available
Equality Monitoring? Yes	Equality Monitoring? Yes	Equality Monitoring? Unlikely
Timescale Service Plan: Year One (2008/09)	Timescale Service Plan: Year Two (2009/10)	Timescale Service Plan: Year Three (2010/2011)
Publish IA on Web Yes	Publish IA on Web Yes	Publish IA on web Yes

Where a function is not supported by a written policy, we will impact assess the function and how it is delivered. All new policies, plans and strategies will be subject to impact assessment before they are adopted.

We will review and assess policies in order of priority, as set out in the impact assessment schedule, and in accordance with the arrangements set out within the equality impact assessment toolkit.

The Equality Team have assessed all of the Council's functions. Departments have used this to inform their impact assessment schedules and annual service plans.

From time to time it may be necessary to amend the schedule. In such cases each proposed amendment will be considered on its merits and as part of the bigger picture for that function and department. Any amendments to the schedule will be considered by the Impact Assessment Panel, a sub group of the Corporate Equality Improvement Group.

Additional practical support is provided through regular drop-in surgeries hosted by the Council's Equality Manager and staff training.

We will work with our partners to Impact Assess partnership plans, policies and strategies.

Our impact assessment schedule is integral to the Councils performance monitoring arrangements and Departmental service plans. Details of progress and performance will be reported to the relevant Scrutiny Committee and included within the RES Annual reports.

The schedule sets out the impact assessments each department will undertake over the next three years.

This document is arranged by department in the following order:

1. Adult Social Care
2. Children's Services: Learning and Achievement
3. Children's Services: Prevention and Inclusion
4. Children's Services: Safeguarding and Support
5. Economic Development
6. Environment
7. Finance and Performance
8. Human Resources
9. Housing and Public Protection
10. Information Systems
11. Legal and Administration
12. Leisure Libraries and Culture
13. Planning
14. Transport and Asset Management

EQUALITY ASSESSMENT OF FUNCTIONS: ADULT SOCIAL CARE

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Commissioning / Contracting	✓			✓			✓		
Access - Assessment, Care Management, Resource Panel, Brokerage and Review	✓			✓			✓		
Older People Services	✓			✓			✓		
Mental Health Services	✓			✓			✓		
Physical Disabilities / Sensory Impairment Services	✓			✓			✓		
Learning Disabilities Services	✓			✓			✓		
Home / Domiciliary Care	✓			✓			✓		
Residential / Nursing / Respite Care	✓			✓			✓		
Day, Work Opportunities and Community Services	✓			✓			✓		
Protection of Vulnerable Adults	✓			✓			✓		
Welfare Rights - Financial Assessment/Client Contributions	✓			✓			✓		
Carers Support Services	✓			✓			✓		

EQUALITY IMPACT ASSESSMENT SCHEDULE: ADULT SOCIAL CARE

Service Plan Year 1 (2008-09)	Service Plan Year 2 (2009-2010)	Service Plan Year 3 (2010-2011)
<ul style="list-style-type: none"> • Stakeholder Participation and Involvement Strategy • Short term/respice • Self Directed Support • Reablement • Community Meals Strategy • Integrated Community Equipment Stores • EMH reconfiguration • Integrated Community Equipment Stores • Charging Policy • Care Management Manual 	<ul style="list-style-type: none"> • Protection of Vulnerable Adults • Intermediate Care Services • Existing Business Processes • Welfare Rights Policy • Joint Commissioning Plan – Mental Health • Joint Commissioning Plan Learning Disability • Carers’ Strategy • Eligibility Criteria Policy • Older People’s Strategy 	<ul style="list-style-type: none"> • Strategy for People with Physical & Sensory Issues Long-Term Neurological Conditions, and the Cultural Deaf Community. • Medication Policy • Resource Panel Management Policy • Transition into Adult Services Policy

EQUALITY ASSESSMENT OF FUNCTIONS

CHILDREN'S SERVICES: LEARNING AND ACHIEVEMENT

FUNCTIONS:	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
School improvement service	✓			✓			✓		
Basic Skills	✓				✓		✓		
Governor Support and Training		✓			✓			✓	
Provision of School places and reviews	✓			✓			✓		
Access including admissions and transfers	✓			✓			✓		
Schools Management of information systems			✓			✓			✓
Schools professional development	✓			✓			✓		
Schools engineer service, cleaning and catering services including corporate catering	✓			✓			✓		
Translation Service	✓			✓			✓		
School Transport (in partnership Transport & Asset Management)			✓	✓					✓

EQUALITY IMPACT ASSESSMENT SCHEDULE

CHILDREN'S SERVICES: LEARNING AND ACHIEVEMENT

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none">• Hazardous Routes Policy• School Child Protection Procedures	<ul style="list-style-type: none">• Access Strategy• Admissions Policy and Procedures• Welsh Language Scheme	<ul style="list-style-type: none">• School Transport Policy

EQUALITY ASSESSMENT OF FUNCTIONS: PREVENTION AND INCLUSION

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Learning Support Services	✓			✓			✓		
Special Education Needs Support Service	✓			✓			✓		
Pupil Support /Statementing Service	✓			✓			✓		
Education Social Work Service	✓			✓			✓		
Traveller Education Service	✓			✓			✓		
Sensory Support Service	✓			✓			✓		
English as an Additional Language	✓			✓			✓		
Youth Service	✓			✓			✓		
Children's /Youth University	✓			✓			✓		
Youth Justice Service	✓			✓			✓		
Healthy Schools Initiative	✓			✓			✓		
Children's Information Bureau	✓			✓			✓		
Family Centres	✓			✓			✓		
Integrated Children's Centres	✓			✓			✓		
Flying Start	✓			✓			✓		
Integrated Activities – Team Around the Child	✓			✓			✓		
Play Development	✓			✓			✓		
Performance, Support and Development	✓			✓			✓		
Oversight of three Pupil Referral Units and providing education to those children and young people not in mainstream education	✓			✓			✓		

EQUALITY IMPACT ASSESSMENT SCHEDULE

CHILDREN'S SERVICES: PREVENTION AND INCLUSION

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none">• Youth Justice Plan• Youth Service Plan• Play Strategy• CIB Strategic Plan• Children and Young People's Plan• Pupil Referral Units Policies and procedures	<ul style="list-style-type: none">• Team Around The Child• Participation Strategy• Parenting Strategy• Autistic Spectrum Disorder	

EQUALITY ASSESSMENT OF FUNCTIONS: SAFEGUARDING AND SUPPORT

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
The delivery of social care services to children and young people including family support, child protection, supporting disabled children and young people, care services (residential and fostering) and adoption services	✓			✓			✓		

EQUALITY IMPACT ASSESSMENT SCHEDULE

CHILDREN'S SERVICES: SAFEGUARDING AND SUPPORT

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Safeguarding and Support Annual Business Plan • Corporate Parenting Strategy • Access to Services policy and procedures • Referral and Assessment policy and procedures • Emergency Duty Team policy and procedures • Adoption Service policy and procedures • Fostering Service policy and procedures • Private Fostering policy and procedures 	<ul style="list-style-type: none"> • Commissioning Strategy • Placement Strategy • Partnership with Parents policy and procedures • Competency to make or consent to decisions policy and procedures • Family Support policy and procedures • Looked After Children policy and procedures • Leaving Care policy and procedures • Advocacy policy and procedures • Children who present inappropriate sexual behaviour policy and procedures • Conveying vulnerable children in cars policy and procedures 	<ul style="list-style-type: none"> • Parental Responsibility • Confidentiality • Data Protection • Recording Practice • RAISe • Transferring work between team • Staff supervision • Dealing with Post, Email and Telephone contacts in staff absence • Legal Court Orders • Residential Placements • Lone working policy and • Risk Assessment (staff visits)

EQUALITY ASSESSMENT OF FUNCTIONS: ECONOMIC DEVELOPMENT

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Economic Development	✓			✓			✓		
Business and Learning		✓			✓			✓	
Physical Regeneration	✓			✓			✓		
Community Regeneration	✓			✓			✓		
Community Cohesion	✓			✓			✓		
Community Safety	✓			✓			✓		
Anti-Social Behaviour	✓			✓			✓		
Town Centre Management		✓		✓				✓	

EQUALITY IMPACT ASSESSMENT SCHEDULE: ECONOMIC DEVELOPMENT

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Economic Development Strategy and Service Plan 2008-11 • Rural Development Plan (partnership strategy) • Community Regeneration Strategy • Broughton Community Strategy (partnership strategy) • Community Cohesion Strategy 	<ul style="list-style-type: none"> • Business & Learning Framework • Community Safety Strategy • Substance Misuse and Alcohol Action Plan • Anti Social Behaviour Strategy • Gating Policy 	<ul style="list-style-type: none"> • Town Centre Management • Shopmobility • Tourist Information Centre

EQUALITY ASSESSMENT OF FUNCTIONS: ENVIRONMENT

FUNCTIONS		Race			Disability			Gender		
		H	M	L	H	M	L	H	M	L
Waste Services	Waste Management			✓			✓			✓
	Waste Disposal			✓			✓			✓
	Recycling / Refuse Collection			✓	✓					✓
	Household Recycling Centres			✓			✓			✓
	Abandoned cars			✓			✓			✓
Streetscene and Highways	Highway Maintenance (including snow clearing & gritting)			✓	✓					✓
	Street lighting		✓		✓				✓	
	Gully emptying			✓			✓			✓
	Fly tipping, graffiti, sharps removal			✓			✓			✓
	Street sweeping			✓		✓				✓
	Grounds / open space maintenance			✓		✓				✓
	Public conveniences			✓	✓				✓	
Transport	Fleet management			✓			✓			✓
	MOT testing			✓	✓		✓			✓
	Private Hire / Hackney Carriage Testing			✓			✓			✓
Parks Countryside and Public Rights of Way	Parks and countryside services			✓	✓					✓
	Public rights of way			✓						✓
	Allotments			✓		✓				✓
	Aboriculture			✓			✓			✓
Cemeteries & Crematorium	Cemeteries and crematorium service	✓					✓			✓

EQUALITY IMPACT ASSESSMENT SCHEDULE: ENVIRONMENT

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Winter Maintenance Policy • Cemeteries and cremation service 	<ul style="list-style-type: none"> • Policy on Highway Safety inspections, intervention criteria response times • Wrexham Allotment Strategy • The Provision and Distribution of Open Access, Outdoor Fixed Play Equipment in WCB 	<ul style="list-style-type: none"> • Municipal Waste Management Strategy • Provision of Bin capacity for large households • Floral tributes/roadside memorials on County roads following fatal road accidents/collisions • Wrexham Rights of Way Improvement Plan • Wrexham Tree Strategy

EQUALITY ASSESSMENT OF FUNCTIONS: FINANCE AND PERFORMANCE

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Council Tax			✓			✓			✓
Housing and Council Tax Benefits		✓		✓				✓	
Anti fraud		✓				✓			✓
Business rates			✓			✓			✓
Performance improvement			✓			✓			✓
Cash office and cash collection			✓		✓				✓
Payroll			✓			✓			✓
Insurance			✓			✓			✓
Accountancy, Treasury Management and financial support to schools			✓			✓			✓
Internal audit			✓			✓			✓
Creditor payments			✓			✓			✓
Debtors invoices			✓			✓			✓
Strategic procurement	✓			✓				✓	
Student support			✓		✓				✓

EQUALITY IMPACT ASSESSMENT SCHEDULE: FINANCE AND PERFORMANCE

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Procurement Strategy • Procurement Code of Practice • Community Strategy 	<ul style="list-style-type: none"> • Benefit Fraud Sanctions Policy • External sanctions policy • Anti fraud and verification • Local Housing Allowance – safeguard policy 	<ul style="list-style-type: none"> • Improvement Plan • Remissions Policy • Uniform Grants • Student Support • Treasury Management Strategy • Financial Regulations • Anti Fraud and Corruption Strategy • Sanctions Policy for External Fraud • Anti Money Laundering Policy • Risk Management Policy • Risk Management Strategy • Code of Corporate Governance • Tenants Contents Insurance Scheme • Insurance(Public–staff liabilities, buildings) • Debt recovery write-off policy

EQUALITY ASSESSMENT OF FUNCTIONS: HOUSING AND PUBLIC PROTECTION

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Strategic Housing	✓			✓			✓		
Sheltered housing	✓			✓			✓		
Care Call	✓			✓			✓		
Repairs and Improvement	✓			✓			✓		✓
Housing Allocations	✓			✓			✓		✓
Council Housing Management (including Rent Collection)	✓			✓			✓		
Private sector housing – grants, renewal areas and Houses in Multiple Occupation Enforcement	✓			✓			✓		
Homelessness	✓			✓			✓		
Supporting People	✓			✓			✓		
Environmental Enforcement			✓			✓			✓
Public Health & Environmental Enforcement			✓			✓			✓
Licensing		✓			✓			✓	
Food safety, Environmental protection & domestic noise/public health		✓			✓			✓	
Health promotion	✓			✓			✓		
Fair Trade/Trading Standards			✓			✓			✓

EQUALITY IMPACT ASSESSMENT SCHEDULE: HOUSING AND PUBLIC PROTECTION

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Local Housing Strategy • Empty Homes Strategy • Private Sector Renewal Strategy • Homelessness • Delivery of Telecare/Care Call • Supporting People Operational Plan • Lettings Policy • Local Lettings Policy (Difficult to Manage Properties) • Local Lettings Policy (Properties Suitable for Older Persons) • Mutual Exchanges • Exclusions Policy • Revenue Collection (Rent Arrears) • Assisted Gardening Scheme • Work to Trees & Hedges • Anti Social Behaviour Policy • Rechargeable Repairs • Standby Policy • Lone Working Policy • Policy – Use of Council Vehicles • Sheltered Housing With Support • Medication Policy 	<ul style="list-style-type: none"> • Burial of Destitute Persons • Exhumation • Accumulation of Refuse • Secure Storage, Handling, Use, Retention & Disposal of Disclosure Information • Private Drivers - Licenses • Licensing Policy Statement – Licensing Act 2003 • Licensing Policy Statement – Gambling Act 2005 • Food Inspection • Contaminated Land Strategy • Private Water Supplies • Noise Procedures • Noise Enforcement Policy • PPC Enforcement Policy • Public Protection Enforcement Policy • Service Charter – Public Protection 	<ul style="list-style-type: none"> • Audible Alarms • Vehicle Alarms • Stray Dogs • Dog Fouling • Litter • Noise Nuisance • Use of Matron • Filthy & Verminous Premises • Pest Control • Water Monitoring – Swimming Pools • Water Monitoring – Spa Pools • Smoke Control • Securing of Buildings against Unauthorised Entry • Caravan Site Licence • Drainage • Dealing with Side Waste • Use of Child Volunteering for Test Purchasing – Age Relating Products • Issuing Proof of Age Cards to Young People • Consumer Advice Services • Inspection & Sampling at Retail Premises • Investigation -Trading Standards Offences

EQUALITY ASSESSMENT OF FUNCTIONS: HUMAN RESOURCES

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Human Resource Strategy and Planning	✓			✓			✓		
Recruitment and Selection	✓			✓			✓		
Training and Development	✓			✓			✓		
Equality and Diversity	✓			✓			✓		
Employment relations	✓			✓			✓		
Pay and reward	✓			✓			✓		
Health and safety	✓			✓			✓		
Problem solving and Case work	✓			✓			✓		

EQUALITY IMPACT ASSESSMENT SCHEDULE: HUMAN RESOURCES

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Induction Procedure • Learning & Development • PRD Scheme • Dignity at Work • Flexible Working Scheme • Work Life Balance Arrangements • Capability Procedure • Disciplinary Procedure • Grievance Procedure • Exit Interviews • Payroll Authorisation • Car Leasing • Adverse Weather Arrangements • Stress Policy 	<ul style="list-style-type: none"> • Travel & Subsistence • Annual Leave • Sickness Absence Management • Relocation Scheme • Code of Conduct • Guidelines on Mobile Phone Use 	<ul style="list-style-type: none"> • Recruitment & Selection • Job Evaluation • Honoraria/overtime • Travel & Subsistence • Provision to assist working parents • Health & Safety Policy & Arrangements • Managing Redundancy & Redeployment • Early Retirement Scheme • Flexible Retirement Scheme • Severance Scheme • Accessing Occupational Health

EQUALITY ASSESSMENT OF FUNCTIONS: INFORMATION SYSTEMS

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Personal computing			✓		✓				✓
Telecommunications			✓		✓				✓
Data Networks			✓			✓			✓
Schools ICT support			✓		✓				✓
ICT security		✓				✓			✓
ICT Technical Support			✓			✓			✓
Systems Integration			✓		✓				✓
ICT Helpdesk and Inventory Control			✓			✓			✓
ICT Policy and Strategy		✓			✓				✓
ICT Procurement		✓			✓				
Web and Internet Development	✓			✓				✓	
Customer Access to Services	✓			✓				✓	

EQUALITY IMPACT ASSESSMENT SCHEDULE: INFORMATION SYSTEMS

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Customer Focus Strategy • Guidelines for providing content for website • Guidelines for responding to emails from the public 	<ul style="list-style-type: none"> • ICT Procurement Policy and Guidelines • IT Security Guidelines 	<ul style="list-style-type: none"> • Acceptable use of ICT facilities

EQUALITY ASSESSMENT OF FUNCTIONS: LEGAL & DEMOCRATIC SERVICES

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Legal Services			✓			✓			✓
Registrars' services		✓			✓				
Electoral services		✓			✓			✓	
Coroner support			✓			✓			✓
Mayoral / Civic Support			✓			✓			✓
Member Services		✓			✓			✓	
Committee Administration			✓			✓			✓
Scrutiny Support	✓			✓			✓		
Office Support services – reception, switchboard, corporate reprographics and administration support	✓			✓			✓		
Complaints	✓			✓			✓		

EQUALITY IMPACT ASSESSMENT SCHEDULE: LEGAL AND DEMOCRATIC SERVICES

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Corporate Compliments, Comments and Complaints Policy and Procedures • Whistleblowing Policy (Monitoring Officer Role) • Registration Services (General Register Office Review) • Member Development Charter • Scrutiny support 	<ul style="list-style-type: none"> • Members Services Policies, Procedures and Protocols • Member Officer Relations Guidance • Code of Conduct (Officers) (Monitoring Officer Role) • Electoral Registration 	<ul style="list-style-type: none"> • Legal Services Office Manual • Constitution • Planning Protocols

EQUALITY ASSESSMENT OF FUNCTIONS: LEISURE, LIBRARIES AND CULTURE

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Library and information service	✓			✓			✓		
Heritage Services		✓		✓				✓	
Modern Record service			✓			✓			✓
Leisure & Activity services	✓			✓			✓		
Public art, visual arts, performing arts		✓			✓			✓	
Twinning			✓			✓			✓
Community centres	✓			✓			✓		
Informal learning	✓			✓			✓		
Information Legislation			✓			✓			✓
Communications Unit	✓			✓			✓		

EQUALITY IMPACT ASSESSMENT SCHEDULE: LEISURE, LIBRARIES AND CULTURE

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Welsh Language Scheme • Communications Strategy • Community Centres - conditions of hire • Community Centres - Scale of charges • LIS Stock Management Policy • LIS ICT Acceptable Use Policy • Leisure- Scale of Charges • Leisure – Conditions of Hire • Leisure – Elite Athlete Performance Development 	<ul style="list-style-type: none"> • Media Guidelines • Photographic Guidelines • Community Centres – Management Committee Constitution & Rules • Heritage Strategy • Collections, Acquisition & Disposal Policy • Culture & Heritage Facility Hire/Booking Policies & Charges 	<ul style="list-style-type: none"> • Information Legislation Policy & Procedures

EQUALITY ASSESSMENT OF FUNCTIONS: PLANNING

FUNCTIONS	Race			Disability			Gender		
	H	M	L	H	M	L	H	M	L
Unitary Development Plan and other Planning Policies and Guidance		✓		✓				✓	
Protecting Listed Buildings and Conservation Areas			✓			✓			✓
Protecting trees and hedgerows			✓			✓			✓
Protecting Biodiversity			✓			✓			✓
Processing Planning applications		✓		✓				✓	
Enforcement against breaches of planning legislation			✓			✓			✓
Processing Building Regulations applications			✓			✓			✓
Dealing with dangerous structures			✓			✓			✓
Processing Street naming and numbering			✓			✓			✓
Emergency planning	✓			✓			✓		
Sustainability		✓			✓			✓	

EQUALITY IMPACT ASSESSMENT SCHEDULE: PLANNING

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Unitary Development Plan 2004 – 2011 and Supplementary Guidance • Emergency Planning (Response policies and procedures including Town Centre Evacuation Plan) 	<ul style="list-style-type: none"> • Local Development Plan * (Ongoing as it is developed) • Customer Charter (dealing with the public, public access to the Planning service and consultation) • Sustainability Co-ordination 	
	<p>*The Local development Plan (replaces the Unitary Development Plan) is under development, underpinning policies and Impact Assessment Panel will advise.</p> <p>The department has published a wide variety of supplementary guidance notes, many of which are technical and land based. These will be assessed as they are updated and added to the schedule as appropriate.</p> <p>The department will refer to the Impact Assessment Panel for advice.</p>	

EQUALITY ASSESSMENT OF FUNCTIONS: TRANSPORT AND ASSET MANAGEMENT

FUNCTIONS		Race			Disability			Gender		
		H	M	L	H	M	L	H	M	L
Highways	Highways asset planning			✓			✓			✓
	North Wales Trunk Road Agency (Partnership)			✓			✓			✓
Transportation	Local Implementation Plan – supports the introduction of the Regional Transport Plan (collaborative working with other LA's). Possible introduction 2009/10		✓		✓				✓	
	Public, School and Social services transport		✓		✓				✓	
	Road safety			✓		✓				✓
	Car parks and decriminalised parking			✓	✓				✓	
	Commercial estates management			✓		✓				✓
Property	Property asset planning			✓			✓			✓
	Facilities / Building Maintenance			✓		✓				✓
CCTV	CCTV (day to day operations)									

EQUALITY IMPACT ASSESSMENT SCHEDULE: TRANSPORT AND ASSET MANAGEMENT

High Priority Year 1 (2008-09)	Medium Priority Year 2 (2009-2010)	Low Priority Year 3 (2010-2011)
<ul style="list-style-type: none"> • Decriminalised Parking • Long Term Staff Parking • Asset Management Plan • Agricultural Estates 	<ul style="list-style-type: none"> • Transport Planning Policy (Regional Transport Plan) • Highways Asset Management Plan • Local Implementation Plan • Mainstreaming (special needs pupils with mainstream) • CCTV 	<ul style="list-style-type: none"> • North Wales Trunk road Agency (Partnership) • WCBC Travel Plan • Strategy for Managing the Commercial Estate