



NORTH LANARKSHIRE COUNCIL

REPORT

To: GENERAL PURPOSES COMMITTEE POLICY AND RESOURCES (PERSONNEL) SUB-COMMITTEE		Subject: ADMINISTRATION DEPARTMENT: RACE ACTION PLAN
From: DIRECTOR OF ADMINISTRATION		
Date: 3 October 2003	Ref: IW/FMcN	

1 Introduction

1.1 The purpose of this report is to seek approval of the Administration Department's Race Action Plan as set out in Appendix 1.

2. Background

2.1 The Council's Race Equality Scheme, and associated Corporate Action Plan, was approved for publication by the Policy and Resources Committee held on 19 November 2002.

3 Considerations

3.1 An integral part of the Race Equality Scheme is the action planning framework. The planning framework is designed to be sufficiently flexible to allow departments to set realistic and achievable targets and timescales reflecting their particular needs and responsibilities.

3.2 It was anticipated that departmental Action Plans would allow for incremental progression through levels one and two in the first year and the final version of the departmental Action Plan should be reported to the appropriate Service Committees to advise on how the department is implementing the scheme.

3.3 In addition, it was agreed that the Scheme will be reviewed by the Corporate Race Working Group at the end of its first year of operation in November 2003, with a report being submitted to the Policy and Resources Committee at that time.

4 Recommendations

4.1 The Committee is requested to agree the proposed Departmental Race Action Plan as set out in Appendix 1.

Director of Administration

For further information on the content of this report please contact Iris Wylie, Head of Personnel Services on 01698 302215

**DEPARTMENTAL ACTION PLAN
ADMINISTRATION DEPARTMENT****1. How has your department approached the implementation of the Race Equality Scheme.**

In your response please provide information whether your department has:

- Established any particular mechanism such as Race Equality Working Group or a short life task group to oversee the implementation of the scheme within the department.
- Prepared a report(s) to the appropriate service committee to advise on how your department is implementing the scheme.

- Links have been established with each of the Heads of Service within the Administration Department with a view to each service progressing the implementation of the action plan within their respective Divisions. This involves identifying and assessing functions and policies in relation to their relevance to the duty to eliminate discrimination and to promote race equality in accordance with the Race Relations (Amendment) Act 2000.
- Each service is currently considering what actions it will take in relation to the above and this will form the basis of the departmental action plan. Once this is completed a report will be drafted and submitted to the appropriate service committee to advise on progress
- A report and Action Plan has been prepared for submission to the General Purposes Committee at its meeting on 29 October 2003 and the Policy and Resources (Personnel) Sub-Committee on 12 November 2003.

2. "Unpacking" the Corporate Action Plan to a Departmental Level

Departments are asked to examine the 5 areas and levels within the Council's Corporate Race Equality Action Plan and address actions identified as being relevant for their implementation i.e.:

- Policy and Planning
- Service Delivery and Customer Care
- Community Development
- Employment
- Marketing and Corporate Image

Below we have identified specific issues which Departments should consider in their response to each area above. Further guidance is given under each topic/area.

2.1 Policy and Planning

Areas to consider:

- **Identifying and Assessing Functions and Policies** – Representatives of each department will have attended a briefing given by the CRE on how to identify and assess functions and policies as to their relevance to the duty to promote race equality. This work should now be underway and departments are now required to provide a list (here or as an appendix) identifying these functions and policies.
- **Communication** – Explain how your department has communicated and disseminated information internally as well as externally ensuring that all staff and service users are aware of the Council's Race Equality Scheme and that black and ethnic minorities have access to services and appropriate information. Please indicate if there are any issues for your department in doing so.

Policy and Planning

Identifying and Assessing Functions and Policies

The main functions within Central Services are:-

- Registration Service
- Reception and Switchboard Services
- Property Enquiry Certificates
- Children's Panel Recruitment
- Community Councils
- Civic and Ceremonial Duties
- Servicing and Minuting of Committees
- Members' Services, including Surgeries
- Electoral Administration

The main functions within Legal Services are:-

- Housing (Sc) Act 1987 s.61- Tenant's Right to Buy.
- Licensing 9Sc) Act 1976 s.9- Liquor Licensing.
- Civic Government (Sc) Act 1982- Civic Government Licensing.

The main functions within Personnel Services are:-

- Provision of a comprehensive personnel service to all Council departments
- Formulation of personnel policies, systems and procedures and provision of advice on practice in the personnel field and co-ordination of corporate personnel initiatives
- Attending interviews and assisting in grievance, disciplinary or conditions of service matter
- Formulation of training and employee development policies
- Formulation of health and safety policies
- Promotion of a safety culture and inspection of premises
- Job Evaluation

Main Areas of Work to be Developed within the Department:-

Central Services

Registration Service

- Currently records of equality of service are anecdotal. No formal records are or have been maintained.

Reception and Switchboard Services

- Currently records of equality of service are anecdotal. No formal records are or have been maintained.

Legal Services

- Housing- Tenant's Right to Buy. No public concern about discrimination
- Liquor Licensing. New training requirements may discriminate against ethnic minority language speakers
- Civic Government Licensing. No public concern about discrimination

Personnel Services Division

- Those set out in the Personnel Services Division Action Plan under Areas 4 a- Employment (Recruitment and Selection) and 4b (Developing and Retaining Staff).

Communication

Central Services

Registration Service

- Registration staff have been asked to maintain a record and to report quarterly on circumstances where language was a disadvantage.

Reception and Switchboard Services

- Employees at the Reception areas of all three locations have been asked to maintain a record and to report quarterly on circumstances where language was a disadvantage.

Electoral Administration

- Recently a NIL Return was made for leaflets and forms in languages other than English. Firstly, colleagues in the Electoral Registration Officer service take responsibility for the provision of appropriate forms and leaflets. Secondly, the Council's Bilingual and Support for Learning Group is of the view that oral interpretation is the most effective way of communication with the minority communities in North Lanarkshire.

Legal Services

- The Division has networked with a number of training agencies and colleges to ensure the availability of licensing training in various ethnic languages. Licensing application forms are also available in minority ethnic languages.

Personnel Services

- The Council's Race Equality Scheme and the Corporate Action Plan have been issued to Team Leaders at the Senior Management Team Meeting, to be disseminated to team members.
- Copies are also available at the Personnel Services Division's Reception Desk.
- In addition, copies have been distributed to members of the Joint North and South Lanarkshire's Black Employees' Forum for distribution amongst their community groups.
- The Council's Race Equality Scheme has been presented to the Joint Consultative Committee for employees and Teachers, and also to the Policy and Resources Committee for information.

2.2 Service Delivery and Customer Care

Areas to consider:

- **Monitoring** – Ensuring that appropriate systems are in place to monitor the ethnicity of service users to ensure that there is no adverse impact of policies.
- **Adapting Service Plans** – Do service plans now take account of the Council's Race Equality Scheme and are appropriate actions identified within?
- **Reporting Racial Incidents Dealing with Complaints** – Have any of these procedures been reviewed and changed as a result of assessing functions and policies?
- **Consultation on Services** – Departments should examine the document "Mainstreaming Equalities in North Lanarkshire", which was published in February 2003 by the Council in partnership with the West of Scotland Race Equality Council. This report is in effect the first community consultation exercise carried out in preparing the Race Equality Scheme. Departments should respond to any relevant service issues identified in this document detailing any actions which they propose to take.
- **Translation and Interpreting** – What arrangements does your department have in place to facilitate requests for translation and interpreting?

Service Delivery and Customer Care

Monitoring

Central Services

Registration Service and Reception and Switchboard Services

- Currently records of equality of service are anecdotal. No formal records are or have been maintained.
- There is no requirement to produce information with regard to property enquiry certificates.

Legal Services

- Annual statistical data will be obtained for review of policies.

Personnel Services

- There is a framework in place for the collation of information in relation to the ethnicity of candidates seeking employment with North Lanarkshire Council and the results of this are provided in the form of Performance Indicators.
- There is a monitoring system on Cyborg to collate data on the breakdown of the workforce by ethnicity. Work is currently being developed in building a requirement for ethnic monitoring into the corporate learning management system.
- The categories previously used for monitoring recruitment were those recommended by the CRE and we are currently working towards reviewing these categories to those used in the 2001 Census for recruitment documentation

purposes.

Adapting Service Plans

- One of the key tasks within the service improvement plan for the Administration Department is compliance with the Race Relations (Amendment) Act 2000. The Departmental Service Plan is being developed to ensure compliance with the terms of the Race Relations (Amendment) Act 2000.

Central Services

Children's Panel Recruitment

- A review of the form of application which is currently in use.

Community Councils

- Will be subject to an appropriate review as the Community Councils elections approach.

Civic and Ceremonial

- The issue of meals and refreshments will be addressed in the event of specific functions.

Servicing and Minuting of Committees and Sub-Committees of the Council (including the advertisement of Councillors' Surgeries)

- Will be the subject of an appropriate review to ensure that the Service Plan adequately takes account of the Scheme.

Reporting Racial Incidents dealing with Complaints

The Administration Department applies and complies with the terms of :-

- the Corporate Complaints Procedure
- the Harassment Policy
- the Grievance Policy

Language Translation Services are available.

Consultation on Services

"Mainstreaming Racial Equality in North Lanarkshire," is being examined and relevant service issues identified for each of the Divisions.

- The award of Charter Mark within Central Services requires regular consultation with stakeholders on the provision of services and a programme of consultation is in place. Further issues are being developed for other services, including the use of Language Line.
- The Council has now established a Race Equality Scheme which incorporates the recommendations contained within the report mentioned above.
- There is a rolling training programme for recruiters, incorporating non-discriminatory recruitment practices. A Training Diversity-Sub Group has been formed, consisting of representatives from the larger Council Departments, to consider the best way of tackling non-discriminatory practices and linking this to diversity training. A framework strategy for diversity training is currently being developed by this Sub Group.
- The Council has reviewed the Recruitment Policy and the associated

documentation which complies with the Race Relations (Amendment) Act 2000.

- Distribution of recruitment adverts has been extended, to include a number of ethnic minority community groups, and the impact of this is monitored.
- Work is currently underway to amend the mechanisms for collecting data on applicants by ethnic origin.

Translation and Interpreting

- The Administration Department relies on Language Line for translating and interpreting services, however, it is recognised that levels of awareness of this service could be improved across each of the Divisions.

2.3 Community Development

Areas to consider:

- Mechanisms for consultation with black and ethnic minority staff and community groups have been established on a pan-Lanarkshire basis. However departments should consider how appropriate are their own existing mechanisms or structures for consulting on new or existing policies, e.g. the development of the new “North Lanarkshire Open Spaces Strategy” or the existing Joint Community Care Plan.
- Does your department provide support to black and ethnic minority communities or resource their ability to engage with your department as a service provider?

Community Development

Mechanisms for Consultation with Black and Ethnic Minority Staff

Legal Services

- Consultation on liquor and civic government licensing will incorporate black and ethnic minority community groups.
- The Division has a limited ability to resource ethnic minority communities.

Personnel Services

- The Joint North and South Lanarkshire Black Employees Forum exists. One of the aims of this group is to provide a mechanism for consultation between NLC/SLC and ethnic minority employees. This forum meets on an ongoing quarterly basis. Other pan Lanarkshire groups which have recently been established have utilised the contacts and good relationships established by this forum.
- A number of minority ethnic community groups are notified of the Council vacancies.
- A number of the Council's Employment Policies are available on the Council's website. All Council employment policies are available on the Council's intranet site.

2.4 Employment

- **Monitoring** – Ensuring that appropriate systems are in place to monitor the ethnicity of employees to ensure that there is no adverse impact of policies.
- **Training** – Has any training been provided to staff in connection with the general duty, e.g. has there been any changes to induction programmes and any in-house training programmes (please detail)? How informed and prepared are staff to access resources such as language line?

Employment

Monitoring

- **Mechanisms** are currently in place within Personnel Services for collecting data on applicants by ethnic origin. Work is underway to amend the ethnic categories used to ensure that they will be in accordance with those categories used in the 2001 Census
- An exercise was carried out in 2001 to monitor the ethnic breakdown of the workforce.

Training

- Front line staff in each of the Divisions have been trained to access Language Line. However, there is recognition that this area of work needs to be developed further. Future training sessions are being run in Autumn 2003 for key staff in order to raise awareness on how to access Language Line
- Training was arranged in conjunction with the CRE in April 2003, for key staff in all departments to identify and assess functions and policies in relation to their relevance to the general duty to promote race equality.
- A Training Diversity Sub Group has been formed to identify a strategic approach to diversity training. It has recognised that there is no “one size fits all solution” which will resolve this issue. A variety of different approaches are being considered.
- Induction Training incorporates a session on equal opportunities which is delivered by members of the Policy Development Team. This course is delivered on a regular basis for all new recruits. Recruitment Training has been amended to incorporate a substantial session on equal opportunities and includes details of the awareness of the facilities of Language Line for the purposes of recruitment.
- Personnel Services provides advice and assistance on any issue associated with the ethnicity of employees.

2.5 Marketing and Corporate Image

Has your department updated any of its departmental literature or publications to reflect the new duty to promote race equality?

Marketing and Corporate Image

Departmental Literature and Publications

- The Administration Department's Service Improvement Plan has been amended to incorporate compliance with the Race Relations (Amendment) Act 2000.
- A review of literature published by the Central Services Division is being undertaken. As the two main ethnic minority groups within the Council area are Chinese and Pakistani and advice from the Council's Bilingual and Support for Learning Group was that oral interpretation was the most effective way of communication with the minority communities in North Lanarkshire, no immediate steps were taken to update the existing literature. The use of interpreters by way of Language Line was deemed to be a satisfactory provision at this stage.
- Licensing Board Guidelines for Applicants and License Holders are available on request in alternative formats and languages.
- The Council's Recruitment Policy has been reviewed. The Council's Policies on Grievance and Discipline are being reviewed to comply with the changes in the recent legislation. In addition, the Council's Harassment Policy is currently subject to review.
- The material for the delivery of corporate training courses, in particular, the Induction programme and the Recruitment Course has been updated to incorporate the duty to promote race equality.
- The facility of Language Line for both oral and written translation services are available in relation to recruitment.

3. General Issues Comments

In this section there is an opportunity to highlight or draw to our attention any specific issues or comments which you may wish to make within your Departmental Action Plan. These may be points which have not been drawn out by the preceding sections but which you feel are relevant to the implementation of the Council's and your department's Race Equality Action Plan.

General Issues Comments

All points have been covered previously in the areas to consider which have already been highlighted

4. Action Plan Prepared By:

Name: Fiona McNeill

Designation: Principal Personnel Officer

Contact Telephone: 01698 302417

*Once completed this Action Plan should be returned to Barbara Philliben,
Department of Community Services, Buchanan Tower, Buchanan Business Park,
Stepps G33 6HR. **No later than 30th September 2003.***