

Department: Business Connections

Service: Insurance

1. Function/Policy (including aims) Ensure that insurable risk exposures are properly identified and managed.

The purpose of this function is to protect the Council's assets from financial loss arising by effecting appropriate insurance cover for risks identified.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

The Insurance function interacts with a number of organisations and customers representing a diversity of cultures and operates within the Council's Equal Opportunities policy and relevant statute. Eliminating unlawful discrimination, promoting equal opportunities and good relations between people from different racial groups are essential in promoting fairness and equality through this function.

The promotion of good relations with customers / suppliers is fundamental to this service not only to ensure compliance with statute and policy guidelines, but also to promote the Council's core values and enhance customer satisfaction levels.

a) with reference to the Racial Equality Scheme:

This function is relevant to the Racial Equality Scheme as it concerns the systems, policies and procedures that will be used to administer the Insurance function. It is important that policies and procedures are operated fairly and consistently and within statute and Council policy guidelines. Customer perception of the function and potentially the Council could be adversely affected if they consider that they have been unfairly treated on the grounds of their race or ethnic origin.

b) with reference to other Equalities minority groups:

This function is relevant to the other Equalities Minority Groups as it concerns the systems, policies and procedures that will be used to administer the Insurance function. It is important that policies and procedures are operated fairly and consistently and within statute and Council policy guidelines. Customer perception of the service and potentially the Council could be adversely affected if they consider that they have been unfairly treated.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include interview of key service personnel, draft service plan for 2005/6 and financial regulations.

Forms are not offered in alternative languages and there has been no recent direct consultation with service customers.

There is therefore a potential to consult more widely regarding service issues that could be used to assist in service planning and service development. Forms available in alternative languages could also be considered.

b) with reference to other Equalities minority groups:

Sources of evidence include interview of key service personnel, draft service plan for 2005/6 and financial regulations.

The existing accommodation appears to have restricted wheelchair access although as the function is soon to be relocated to another site, this should be overcome. A similar situation arises in relation to the provision of a loop facility and minicom line that will be resolved once the relocation of the function is completed.

There is no reference to the Insurance function on the Intranet or Council website and an online form for insurance claims does not currently exist. Consideration to addressing this issue needs to be given.

There is no formal arrangement for evaluating whether Contractors comply with the Council's Equal Opportunities policy and there has been no recent direct consultation with customers regarding service provision. Provision for compliance with the Council's Equal Opportunities Policy should be incorporated within any revised contracts for the Insurance service and consultation with representative groups and customers should also be established and undertaken.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Consultation with representatives on behalf of representative groups will be undertaken, questionnaires will be issued where appropriate and meetings with customers will also be held.

The overall responsibility for ongoing Impact Assessments will be that of the function manager.

b) with reference to other Equalities minority groups:

Consultation with representatives on behalf of representative groups will be undertaken, questionnaires will be issued where appropriate and meetings with customers will also be held.

The overall responsibility for ongoing Impact Assessments will be that of the function manager.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Sources of evidence include interview of key service personnel, draft service plan for 2005/6 and financial regulations.

Forms are not offered in alternative languages and there has been no recent direct consultation with service customers.

b) with reference to other Equalities minority groups:

Sources of evidence include interview of key service personnel, draft service plan for 2005/6 and financial regulations.

The existing accommodation appears to have restricted wheelchair access although as the function is soon to be provided from another building, this will be overcome. A similar situation arises in relation to the provision of a loop facility and minicom line that will be resolved once the relocation of the function is completed.

There is no reference to the Insurance function on the Intranet or Council website and an online form for insurance claims does not currently exist.

There is no formal arrangement for evaluating whether Contractors comply with the Council's Equal Opportunities policy and there has been no recent direct consultation with customers regarding service provision.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Arrangements for publication of the initial Impact Assessment are to use the Council Intranet. Future publications will be arranged in consultation with customers and representative groups to ensure suitable coverage and access to information.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Provide a workshop or written guidelines regarding current practices concerning insurance and risk by 30th September 2005.
Insurance team to relocate to Civic Building 6 by 30th June 2005.
Establish online reference to Insurance information via the Intranet by 30th June 2005.
Consider the provision of an online form facility for making insurance claims by 31st July 2005.
Consider making forms commonly used available in more than one language by 30th September 2005.
Ensure that the contract requirements for the Insurance contract to be relet in 2005/6 incorporate the Council's Equal Opportunities requirements by 30th June 2005.
Establish a programme of consultation, feedback and action on issues affecting stakeholders by 30th June 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Connections

Service: Harrow IT Services

1. Function/Policy (including aims): **Develop/advise on IT policy**

HITS to provide IT advice to staff, members and other Council stakeholders to enable the effective use of IT systems to meet business needs. HITS will offer advice on operational IT issues as well as strategic issues.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

promote equal opportunities

b) with reference to other Equalities minority groups:

promote equal opportunities by ensuring that IT advice covers all aspects of IT including Special Needs IT equipment

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

There are written procedures for supporting users with standard IT equipment however, there are no written procedures for dealing with request for Special Needs IT equipment

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Harrow Association of Disabled People
Harrow Association of Voluntary Service
Harrow Refugee Forum
Age Concern Harrow
MIND in Harrow
Chamber of commerce
Harrow in business
Harrow Council Black Workers Group
Unison
Harrow Strategic Partnership

These groups were written to and sent a copy of the IT strategy for comments.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)				
<p>If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment See action plan</p> <p>The following groups will be consulted for input into the procedures: HITS Helpdesk HR People First Urban Living Access to Work Harrow Association of Disabled People HCRE HARA RNIB</p>				
4. Impact Assessment				
<p><i>From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.</i></p> <p>There is no evidence to confirm adverse impact nor that the lack of ICT policy to support staff with IT Special Needs is resulting in inequality in service. It is suggested that a study is undertaken to check if there is any impact.</p>				
5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups				
Publication on the Intranet				
6. Action and timetable plan to reduce adverse impact:				
<i>Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.</i>				
ISSUE IDENTIFIED	ACTION REQUIRED	LEAD OFFICER	TIMESCALE	
Procedure for dealing with requests for IT special needs equipment	Consult experts/key stakeholders	Service Manager - strategy	Aug 05	
	Agree procedures and role of HITS		Sept 05	
ditto	Write procedure	ditto	Nov 05	
ditto	Signoff policy/procedure	ditto	Dec 05	
ditto	Agree performance indicators	ditto	Dec 05	
ditto	Publish	ditto	Jan 06	
ditto	Monitor review, update	ditto	March 06	

Signed:
Date:

Name: Anthony Onabanjo
Completing officer

Signed:
Date:

Name: Sam Curling
Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Business Connections	Service: Harrow IT Services
1. Function/Policy (including aims): Systems support	
<p>Develop, procure, implement and support IT systems to facilitate the smooth running of the Council's day to day activities. This includes support for non standard IT equipment.</p> <p>This function will also provide customers with multiple channel options to access the Council's services .</p>	
2. Specify how relevant function/policy is to general duty to:	
<ul style="list-style-type: none"> - <i>eliminate unlawful discrimination</i> - <i>promote equal opportunities</i> - <i>promote good relations between people from different racial groups</i> 	
a) with reference to the Racial Equality Scheme:	
<i>promote equal opportunities by ensuring that minority ethnic groups are not denied access to e-services because the Council only provides the internet in the English language</i>	
b) with reference to other Equalities minority groups:	
<i>promote equal opportunities by ensuring that the needs of people who require special IT equipment are taken into account in developing the access strategy</i>	
3. Sources of Evidence	
Monitoring	
<i>Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.</i>	
a) with reference to the Racial Equality Scheme:	
<p>According to the 2001 census, over 40% of Harrow residents belong to an ethnic minority. Residents of Asian origin (excluding Chinese) account for 29.7% of Harrow's population, with the largest group being Indian (21.9%). This is the second largest level in England & Wales, after Leicester.</p> <p>A study is required to determine if there is a requirement to provide e-services in multiple languages.</p>	
b) with reference to other Equalities minority groups:	
<p>The IT strategy states that 'there is a significant sector of the population who will have difficulty in operating 'standard' ICT equipment. A study is required to confirm the real figures to back up this statement. The results of this study should be taken into account in finalising the access strategy.</p>	
Consultation	
<i>Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.</i>	
<p>Harrow Association of Disabled People Harrow Association of Voluntary Service Harrow Refugee Forum Age Concern Harrow MIND in Harrow Chamber of commerce Harrow in business Harrow Council Black Workers Group Unison Harrow Strategic Partnership</p>	
<p>These groups were written to and sent a copy of the IT strategy for comments.</p>	

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

See action plan

The following groups will be consulted

Business Transformation Partner (BTP)

HITS Helpdesk

HR

People First

Urban Living

Harrow Association of Disabled People

Access to Work

RNIB

HCRE

HARA

Leicester Council

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

There is no data to confirm that non English speaking residents suffer inequality because the internet is written in English only. It is suggested that a study is undertaken to check if there is any requirement to provide the internet in other languages.

b) with reference to other Equalities minority groups:

There is no data to confirm if the IT requirements for people with special needs are catered for in the multiple access options.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication on the Intranet

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:
Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

It is anticipated that the first activity which is to agree an action plan will be completed by July 2005 but this is subject agreement by the Business Transformation Partner (BTP). Other suggested actions have been included below.

ISSUE IDENTIFIED	ACTION REQUIRED	LEAD OFFICER	TIMESCALE
Implement Access strategy	Agree actions and timelines with BTP <u>Suggested actions below:</u> Conduct a study to determine if there is a requirement for support of multiple languages on the internet. Another study is required to determine if the IT requirements for people with special needs are catered for in the multiple access options Produce an action plan Monitor actions	Service Manager - strategy	July 05

Signed:
 Date: 30/05/05

Name: Anthony Onabanjo
 Completing officer

Signed:
 Date:

Name: Sam Curling
 Lead Officer

Department: Business Connections

Service: Car Loans and Car Leasing

1. Function/Policy (including aims): Administration of Car Loans and Car Leasing

This function provides assistance to qualifying staff with purchasing motor vehicles through the provision of a car loan. In certain circumstances, a leased car scheme may apply although this has ceased for new employees and is the subject of a phased withdrawal for existing employees still within the scheme.

The objectives of this function are to enable essential user Council staff to effectively fulfil the duties of their post and to improve disabled employees ability to get to work and / or do their job.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

The Car loan and car leasing function is a service provided for L B H employed staff.

The function operates within the Council's Equal Opportunities policy and promoting Equal Opportunities is fundamental to the effective administration of the service.

The promotion of good relations with staff is essential to this service to secure effective working relationships and a harmonious working environment.

a) with reference to the Racial Equality Scheme:

Administration of the car loan and car leasing function does not appear to have significant relevance to the Racial Equality Scheme other than compliance with the details outlined above. The function schemes are already defined although it is essential that the personnel involved in delivering the function operate within statute and Council policy.

b) with reference to other Equalities minority groups:

Reference to minority groups may add value particularly as regards to the scheme for disabled employees, as this has allegedly had no take up since 1997. However, the customers and potential customers of this function are all internal staff and the administration of the function is already defined by virtue of the scheme details. This function is therefore not perceived as having significant relevance other than ensuring that the personnel involved in delivering the function operate within statute and Council policy and that availability of the scheme is publicised.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include interview of key service personnel, the Car Loan scheme and Draft Service Plan for 2005/6.

Consideration of the medias and format of promotional material should be reviewed to ensure maximum publicity of the scheme is achieved.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

Sources of evidence include interview of key service personnel, the Car Loan scheme and Draft Service Plan for 2005/6.

Consideration of the medias and format of promotional material should be reviewed to ensure maximum publicity of the scheme is achieved.

The availability of a minicom line for staff with hearing impairments has not been included in promotional material.

Analysis and evaluation of the reasons why there has been no take up of the disabled employees car loan scheme needs to be considered.

There has been no recent direct consultation with customers.

There is therefore a potential to develop the service in consultation with representative groups and key stakeholders.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any direct consultation with minority groups, as the HR team defines the scheme and the function is administered in accordance with the scope of the scheme. Any proposed changes to the scheme would be agreed through consultation with Trade Unions, Staff representative groups and elected members of the Council.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups as the HR team defines the scheme and the function is administered in accordance with the scope of the scheme. Any proposed changes to the scheme would be agreed through consultation with Trade Unions, Staff representative groups and elected members of the Council.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

The number of employees receiving assistance via the assisted car purchase scheme for staff with disabilities and the general car purchase scheme will be recorded.

b) with reference to other Equalities minority groups:

The number of employees receiving assistance via the assisted car purchase scheme for staff with disabilities and the general car purchase scheme will be recorded.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

There was no evidence of discrimination found.

b) with reference to other Equalities minority groups:

Staff with hearing impairments may potentially be restricted from accessing the service, as minicom access is not offered. However, the availability of other means of communication such as email may offer partial mitigation in this respect.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

This initial Impact Assessment will be publicised through the Council's Intranet. Future publications will be considered and arranged in consultation with key stakeholders of the function to ensure suitable coverage and access to information.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Consider shared access to minicom facilities following relocation of accommodation to Civic Building 6 and include contact information for this on communications and promotional material by 30th June 2005.

Review the literature for the Assisted Car Purchase scheme for disabled employees to establish the potential for including reference to alternative external sources of financial support. (e.g. grants for adaptations to vehicles for disabled) by 31st July 2005.

Promote the availability of the scheme on the Intranet and consider other relevant medias for promotion by 31st July 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Connections

Service: Housing Benefits

1. Function/Policy (including aims): Prevention and Detection of Fraud

The HB Prevention and Detection of Fraud function exists to provide a secure Housing Benefit and Council Tax Benefit service and reduce the risk of fraud and error.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The Fraud team provides an essential service protecting Taxpayers money and giving assurance to Harrow residents that proactive steps are taken to both prevent and reduce incidences of fraud in Housing Benefit claims. However, in achieving this objective, customers must perceive the checks and evidence required to be fair and reasonable and not punitive. Compliance with the Race Equality Scheme is considered to be essential in demonstrating equality and fairness within this function.

b) with reference to other Equalities minority groups:

The Fraud team provides an essential service protecting Taxpayers money and giving assurance to Harrow residents that proactive steps are taken both to prevent and reduce incidences of fraud in Housing Benefit claims. However, in achieving this objective, customers must perceive the checks and evidence required to be fair and reasonable and not punitive. Consultation with representative groups and accessibility of information and advice is considered to be essential in demonstrating equality and fairness within this function.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include interview with key service personnel and reference to the draft service plan for 2005/6, Overpayment Recovery policy and service procedures.

There is no current monitoring mechanism to assess the impact of the Fraud function, if any, upon minority groups.

There is therefore a potential to monitor the impact of the function upon minority groups in order to develop the anti fraud strategy for the future and ensure that future service policies and procedures take account of the results.

b) with reference to other Equalities minority groups:

Sources of evidence include interview with key service personnel and reference to the draft service plan for 2005/6, Overpayment Recovery policy and service procedures.

There is no current monitoring mechanism to assess the impact of the Fraud function, if any, upon minority groups. There is therefore a need to monitor the impact of the function upon minority groups in order to develop the anti fraud strategy for the future and ensure that future service policies and procedures take account of the results.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any recent direct consultation with minority groups. Any future consultation will be undertaken through the Housing Benefit consultation process.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups. Any future consultation will be undertaken through the Housing Benefit consultation process.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Information concerning the ethnic origin and status of claimants subject to fraud sanctions and prosecutions will be recorded to assess the extent of any impact on minority groups. The results of this information will then be used to determine the future definition of the service. The overall responsibility for ongoing Impact Assessments will be that of the Housing Benefit Manager.

b) with reference to other Equalities minority groups:

Information concerning the status of claimants subject to fraud sanctions and prosecutions will be recorded to assess the extent of any impact on minority groups. The results of this information will then be used to determine the future definition of the service. The overall responsibility for ongoing Impact Assessments will be that of the Housing Benefit Manager.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

There is no current monitoring mechanism in place to assess the impact of the Fraud function on minority groups within the Borough. It is therefore unknown as to the extent, if any, that this function has on minority groups.

b) with reference to other Equalities minority groups:

There is no minicom facility included on existing Fraud communications.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication of the initial Impact Assessment will be through the Intranet. Future publications will be arranged in consultation with customers and representative groups consulted through the Housing Benefits consultation programme.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Include a minicom telephone facility on stationery issued by 31st May 2005.
Collect and collate data relating to the ethnic origin and status of claimants allegedly committing fraud. Analyse the information recorded to assist in formulating future counter fraud policies and strategies by 30th June 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Connections

Service: Housing Benefits

1. Function/Policy (including aims): Housing Benefits Take Up Plan

The HB Take Up policy defines how the Council intends to promote the take up of Housing Benefit and ensure that persons with a genuine entitlement to Benefit apply.

The objectives of the policy are:

To promote social inclusion amongst Harrow residents.

To maximise Benefits take-up.

To remove barriers to the Benefits service.

To improve customer knowledge of the service.

Co-ordinate activity of organisations and ensure that the corporate vision is being achieved.

To overcome major barriers to service access by providing a full professional customer service and visiting service as well as speedy responses to written communications.

To provide a joined up service that meets with customer requirements.

To monitor the effectiveness of the take up campaign through caseload statistics.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The policy is relevant to the Racial Equality Scheme as it concerns the publicity approach to be taken to maximise Benefit take up. Equality of access to the Benefit scheme is considered to be essential in achieving this objective.

b) with reference to other Equalities minority groups:

The policy is relevant to the Racial Equality Scheme as it concerns the approach to be taken to maximise Benefit take up. Equality of access to the Benefit scheme is considered to be essential in achieving this objective.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence used include interview with key service personnel with reference to the draft service plan for 2005/6, the Take Up Plan and service statistics.

The plan and much of the Benefit scheme promotions and communications are provided in English only. Limited consultation with representative groups was undertaken during 2004.

Consideration should be given to extending the provision of information in more than one language and consultation extended for 2005/6 to include minority group representation.

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

As with the Race Equality Scheme, consultation with representative groups during 2005/6 will assist in ensuring that the needs and views of their members are considered in the take up plan.

The take up plan is produced in only one language and limited consultation with representative groups is already undertaken. Broadening consultation with representative groups will assist in developing the take up plan for the service in future years to better represent other equalities minority groups.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Consultation with minority groups is undertaken although it is limited and does not specifically address take up campaigns. This will be incorporated into future consultation programmes.

b) with reference to other Equalities minority groups:

Consultation with minority groups is undertaken although it is limited and does not specifically address take up campaigns. This will be incorporated into future consultation programmes.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Sources of evidence include interview with key service personnel, the draft service plan for 2005/6, the Benefit Take Up Plan and service statistics.

Benefits documentation is not offered in more than one language and there has been no recent direct consultation with representative groups concerning the policy content and application.

b) with reference to other Equalities minority groups:

Benefits documentation is not offered in alternative formats such as Braille and there has been no recent direct consultation with representative groups concerning the policy content and application.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

The take up campaign and other Benefits documentation are provided using only the English language and there was limited consultation with representative groups concerning the proposed plan.

b) with reference to other Equalities minority groups:

There has been limited consultation with representative groups concerning the proposed plan. The take up campaign and other Benefits documentation are not offered in alternative formats such as Braille.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication of the initial Impact Assessment will be through the Intranet and Harrow newsletter. Future publications will be arranged in consultation with customers and representative groups consulted through the Housing Benefits consultation programme.

6. Action and timetable plan to reduce adverse impact:

<i>Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.</i>
--

Consider promoting the plan using promotional information in more than one language or format by 31 st May 2005.

Undertake consultation with key service stakeholders and minority groups concerning the take up plan for 2005 by 30 th June 2005.
--

Review the take up plan arrangements for 2005 having regard to outcomes experienced from the 2004 plan by 31 st May 2005.
--

Signed:

Date:

Name:

Completing officer

Signed:

Date: 15/05/05

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Assessments

1. Function/Policy (including aims): Financial Assistance for Social Care

This function provides financial assistance to customers with a qualifying entitlement where they are in receipt of residential or domiciliary care.

The objectives of this function are to:

Establish whether a client is required to make a financial contribution for their residential or domiciliary care provision.

Notify the client of their entitlement to financial assistance.

Establish and notify the client of any additional information requirements. Provide financial assistance to clients to maximise their income.

Review charging levels on a periodic basis.

Apply consistent practices and procedures to the decision making process.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

Social Care administration is a significant service for customers who require or receive residential or domiciliary care. The Social care function operates within the Council's Equal Opportunities policy. Achieving the function objectives and providing an efficient and effective service are interdependent and impact upon the perception that customers' form of both the function and potentially the Council as a whole.

The promotion of good relations with customers and stakeholders is fundamental to this service to ensure compliance with statute and policy guidelines, to enhance customer satisfaction levels and to achieve the Council's core values.

a) with reference to the Racial Equality Scheme:

The function has significant relevance to the Racial Equality Scheme. It impacts upon many stakeholders in the Borough and provides a potential service for customers at a time when they are likely to be experiencing higher degrees of stress and worry than normal. The administration of the service in accordance with statute and policy guidelines and compliance with the Racial Equality Scheme are fundamental to ensuring that customers perceive the service to be fair and equitable.

b) with reference to other Equalities minority groups:

As with the Race Equality Scheme, the social care function impacts upon many stakeholders in the Borough and provides a potential service to customers at a particularly stressful time. Ensuring equality of access in terms of service provision and administration of the service in compliance with statute and policy guidelines are fundamental to ensuring that customers perceive the service to be fair and equitable.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include observation, interview of key service personnel, draft service plan for 2005/6 and forms / website details.

There has been no recent direct consultation with customers concerning the function and service communications and information leaflets are in English only.

There is therefore a potential to develop the service in consultation with representative groups and key stakeholders and to consider the availability of documents in alternative languages.

b) with reference to other Equalities minority groups:

Sources of evidence include observation, interview of key service personnel, draft service plan for 2005/6 and forms / website details.

The function does not currently offer a minicom line for customers and literature and service information do not currently offer Braille, large print or audio-cassette as alternative formats.

As with the Race Equality Scheme, there has been no recent direct consultation with customers concerning the function.

There is therefore a potential to develop the service in consultation with representative groups and key stakeholders and to consider the availability of documents in alternative formats. A minicom number could be added to communications.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Internal and external service users will be consulted regarding service delivery issues and their comments and views used to assist in service development. Consultation arrangements will be established to gather initial service comments by 31st October 2005. There is already a statutory obligation upon the Council to consult on domiciliary care issues and this is routinely undertaken with stakeholder organisations. However, this does not extend to residential care stakeholders such as HAD, CAB and Carers organisations. Consultation will therefore be extended to include other relevant stakeholders. The overall responsibility for ongoing Impact Assessments will be that of the function manager.

b) with reference to other Equalities minority groups:

Internal and external service users will be consulted regarding service delivery issues and their comments and views used to assist in service development. Consultation arrangements will be established to gather initial service comments by 31st October 2005. There is already a statutory obligation upon the Council to consult on domiciliary care issues and this is routinely undertaken with stakeholder organisations. However, this does not extend to residential care stakeholders such as HAD, CAB and Carers organisations. Consultation will therefore be extended to include other relevant stakeholders. The overall responsibility for ongoing Impact Assessments will be that of the function manager.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Customers who do not have English as their main language may potentially be restricted from accessing the service as communications are only issued in English.

b) with reference to other Equalities minority groups:

Customers may potentially be restricted from accessing the service as a minicom facility and availability of documents in Braille, large print and audio-cassette are not offered.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication of the initial Impact Assessment will be through the Council's Intranet and Harrow newsletter. Future publications will be arranged in consultation with customers and representative groups to ensure suitable coverage and access to information.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Widen future consultation to include all key stakeholders of the service by 31st October 2005

Include a minicom telephone number on stationery and establish the web site reference to the service by 31st July 2005.

Consider offering the provision of stationery in alternative languages and formats such as Braille, large print and audio-cassette by 31st July 2005.

Explore the potential for a written policy concerning the discretionary areas of the service by 31st August 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Housing Benefits

1. Function/Policy (including aims): Discretionary Housing Payments. (DHP)

Discretionary Housing Payments are financial assistance that may be given to Housing Benefit claimants where certain qualifying criteria are met.

This function specifies how the Benefits service will operate the scheme and the factors that will be considered when deciding if a DHP can be awarded.

The scheme provides financial assistance in the form of a cash limited sum to Benefit claimants who meet the qualifying criteria.

Through the DHP policy, the following aims are sought:

- Alleviation of poverty
- Support vulnerable young people in the transition to adult life
- Encourage local residents to obtain and sustain employment
- Safeguard local residents in their homes
- Help those who are trying to help themselves
- Keep families together
- Support the vulnerable in the local community
- Help customers through personal crises and difficult events.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The policy is relevant to the Racial Equality Scheme as it concerns the criteria that will be used to determine eligibility to a cash limited sum for existing Benefit claimants. Equality of access to the scheme and awareness of how the scheme operates are therefore considered to be essential in achieving this objective.

b) with reference to other Equalities minority groups:

The policy is relevant to other Equalities minority groups as it concerns the criteria that will be used to determine eligibility to a cash limited sum for existing Benefit claimants. Equality of access to the scheme and awareness of how the scheme operates are therefore considered to be essential in achieving this objective.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include observation, interview of key service personnel, the draft service plan for 2005/6, the DHP policy and service statistics.

The DHP policy is published in only one language and the policy criteria have not been the subject of recent consultation with representative groups. There is therefore a potential to develop the policy in consultation with representative groups and key stakeholders and to consider the availability of documentation in alternative languages.

The DHP application form is not currently available in the customer reception area. DHP application forms therefore need to be provided at key locations.

b) with reference to other Equalities minority groups:

The DHP policy is not currently offered in alternative formats such as Braille, large print and audio-cassette and has not been the subject of recent consultation with representative groups. Application forms are not currently available either on the Council website or at the customer reception area.

There is therefore a potential to offer documentation in alternative languages and formats and to develop the policy in consultation with representative groups. Provision of application forms at key customer locations should also be considered.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Customers and representative groups will be more widely consulted regarding the development of the policy that will also be more widely promoted. The objective is to undertake these activities by 31st May 2005. The application form will be made available at key locations including the customer reception area and offered in more than one language by the end of April 2005.

b) with reference to other Equalities minority groups:

Customers and representative groups will be more widely consulted regarding the development of the policy that will also be more widely promoted. The objective is to undertake these activities by 31st May 2005. The application form will be made available at key locations including the customer reception area and Council website and offered in more than one format (e.g. Braille, large print, etc.) by the end of April 2005.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

As the scheme details are published in only one language, customers who do not have English as their main language may potentially be restricted from accessing the scheme if they are unaware that it exists or how they may apply. The policy has not been the subject of consultation with representative groups and may not therefore incorporate the views and represent the interests of their members.

b) with reference to other Equalities minority groups:

As the scheme details are not offered in alternative formats such as Braille, some members of the community may potentially be restricted from accessing the scheme.

The policy has not been the subject of consultation with representative groups and may not therefore incorporate the views and represent the interests of their members.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Arrangements for the publication of the initial Impact Assessment are to use the Harrow newsletter and Harrow council website. Future publications will be arranged in consultation with customers and representative groups to ensure suitable coverage and access to information.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

The DHP policy and application form will be included on the Council website by 30th April 2005.

The DHP policy and application form will be made available at key locations and offered in alternative formats and languages by 30th April 2005.

The scheme will be the subject of consultation with local welfare groups and other stakeholders by 31st May 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Housing Benefits

1. Function/Policy (including aims): Housing Benefit Overpayment Recovery

The HB Overpayment Recovery policy defines how overpaid Housing Benefit will be collected.

The objectives of the Housing Benefit Overpayment Recovery policy are:

Maximisation of overpayment recovery

Compliance with statutory requirements and best practice regarding decisions, notifications and recovery of overpayments

Application of “reasonableness” regarding discretionary decisions taken on recoverability and recovery rates

Utilisation of effective recovery methods

Notification of overpayment decisions to claimants in the prescribed manner

Claimants advised of their rights to request a review or appeal against overpayment decisions

Satisfy internal and external auditors that operational procedures are being accurately applied

Continuously improve performance targets

Support the Council’s vision and corporate strategic priorities for the period 2002 to 2006.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The policy is relevant to the Racial Equality Scheme as it concerns the criteria that will be used to recover overpaid Housing Benefit from Benefit claimants. It is important that recovery procedures are operated fairly and consistently and within statute and policy guidelines. The overpayment recovery policy is a fundamental part of the overpayment process although it is also important that the reasons why overpayments occur in the first place and the responsibilities of claimants to report changes in their circumstances are also given consideration. Customer perception of the function and potentially the Council as a whole could be adversely affected if they perceive that they have been unfairly treated on the grounds of their race or ethnic origin.

b) with reference to other Equalities minority groups:

The policy is relevant to other Equalities minority groups as it concerns the criteria that will be used to recover overpaid Housing Benefit from Benefit claimants. It is important that recovery procedures are operated fairly and consistently and within statute and policy guidelines. The overpayment recovery policy is a fundamental part of the overpayment process although it is also important that the reasons why overpayments occur in the first place and the responsibilities of claimants to report changes in their circumstances are also given consideration. Customer perception of the service and potentially the Council as a whole could be adversely affected if they consider that they have been unfairly treated.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include interview with key service personnel, the draft service plan for 2005/6, the Overpayment Recovery Policy and service procedures.

The policy is only available in one language and there has been no recent direct consultation with representative groups concerning the policy content and application.

There is a reference within the existing policy to circumstances in which overpaid Housing Benefit may not be recovered and the debt written off. However, there is no reference within this to a situation where the debtor could not have reasonably understood their obligations due to not having English as their main language.

Consideration should be given to publicising the policy in more than one language and consulting with customers and representative community groups.

A review of the policy should be undertaken to ensure that it adequately reflects core values and complies with Racial Equality Scheme requirements.

b) with reference to other Equalities minority groups:

Sources of evidence include interview with key service personnel, the draft service plan for 2005/6, the Overpayment Recovery Policy and service procedures.

The policy is not available in alternative formats such as Braille and there has been no recent direct consultation with representative groups concerning the policy content and application.

Consideration should be given to publicising the policy in more than one format and consulting with customers and representative community groups.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any recent direct consultation with representative groups from a Racial Equality Scheme perspective. However, this has been addressed within the Impact Assessment Improvement Plan. (It should be noted that Housing Associations have been consulted in respect of this policy as overpaid Housing Benefit often significantly affects the payments they receive directly on behalf of their tenants).

b) with reference to other Equalities minority groups:

There has not been any recent direct consultation with minority groups although this has been addressed within the Impact Assessment Improvement Plan. (It should be noted that Housing Associations have been consulted in respect of this policy as overpaid Housing Benefit often significantly affects the payments they receive directly on behalf of their tenants).

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Consultation will be undertaken with representative groups regarding the Overpayment Recovery policy by 31st May 2005. The overall responsibility for ongoing impact assessments will be that of the Housing Benefits Manager.

b) with reference to other Equalities minority groups:

Consultation will be undertaken with representative groups regarding the Overpayment Recovery policy by 31st May 2005. The overall responsibility for ongoing impact assessments will be that of the Housing Benefits Manager.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

The Overpayment Recovery policy is currently available in only one language and this could potentially act as a constraint to customers whose main language is other than English. As the policy has not yet been the subject of consultation with representative groups, the needs and views of their members may not be fully represented within the existing policy.

b) with reference to other Equalities minority groups:

The Overpayment Recovery policy and Benefit notification letters / overpayment notices are not currently offered in alternative formats such as Braille. As the policy has not yet been the subject of consultation with representative groups, the needs and views of their members may not be fully represented within the existing policy.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication of the initial Impact Assessment will be through the Council website and Harrow newsletter. Future publications will be arranged in consultation with customers and representative groups to ensure suitable coverage and access to information.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Consideration will be given to offering the Overpayment Recovery policy in alternative languages by 31st May 2005.

Consultation with representative groups regarding the policy content will be undertaken by 31st May 2005.

Consideration will be given to offering notification and overpayment letters in alternative format such as Braille, large print and audio-cassette by 31st May 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Revenues

1. Function/Policy (including aims) Business Rates Collection

The collection of Business Rates is a function undertaken by Local Authorities on behalf of Central Government. Business Rates are collected in respect of commercial premises and paid into a “national pool” established by the Government and then redistributed to Local Authorities based upon population.

The objectives of this function are to maximise collection of Business Rates and to deliver a cost effective and customer responsive service that secures value for money.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

The Council collects Business Rates from approximately 6000 ratepayers in the Borough established to provide a diverse range of products and services for commercial, charitable, political and social means. Local Authority performance in collecting Business Rates is publicised nationally each year and compared against other Local Authorities collection results. Collection results are dependent upon customers paying their Rates in a timely manner and efficient and effective enforcement procedures.

Good relations with the business community are perceived as essential in fostering goodwill and encouraging prompt payment from the business community. Eliminating unlawful discrimination, promoting equal opportunities and good relations between people from different racial groups are therefore significant factors in achieving service objectives.

The Business Rates collection function operates within the Council’s Equal Opportunities policy. Achieving objectives and providing an efficient and effective service are interdependent and impact upon the perception that customers form of both the Council and the function / service area.

The promotion of good relations with customers and stakeholders is fundamental to this service to ensure compliance with legal and policy obligations, to maximise Business Rates collection performance and to underpin the Council’s core values.

a) with reference to the Racial Equality Scheme:

This function is relevant to the Racial Equality Scheme as it concerns the systems, policies and procedures that will be used to collect Business Rates. It is important that recovery procedures are operated fairly and consistently, compliant with statute and within policy guidelines. Customer perception of the service and potentially the Council could be adversely affected if Ratepayers consider that they have been unfairly treated on the grounds of their race or ethnic origin.

b) with reference to other Equalities minority groups:

This function is relevant to the other Equalities Minority Groups as it concerns the systems, policies and procedures that will be used to collect Business Rates. It is important that recovery procedures are operated fairly and consistently, compliant with statute and within policy guidelines. Customer perception of the service and potentially the Council could be adversely affected if Ratepayers consider that they have been unfairly treated.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include observation, interview of key service personnel, Bailiff specification and draft service plan 2005/6.

There has been no recent direct consultation with customers and communications offered to customers are in English only.

There is therefore a potential to develop the service in consultation with representative groups and key stakeholders and to consider offering the availability of documents in alternative languages.

b) with reference to other Equalities minority groups:

As with the Race Equality Scheme, there has been no recent direct consultation with customers.

There is therefore a potential to develop the service in consultation with representative groups and key stakeholders.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Consultation will continue as at present specifically through the annual statutory Business Ratepayer consultation meetings. However, additional consultation arrangements will be established with representative groups to obtain comments and views on proposals and service delivery issues that can be used to assist with service planning and service developments. Complaints received will continue to be monitored and results used to assist in formulating policies and procedures that reflect the needs of the community and improve the service provided. Questionnaires will be issued to obtain customer views of the function and to consult on specific issues affecting the business community.

The overall responsibility for ongoing Impact Assessments will be that of the function manager.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

Consultation will continue as at present specifically through the annual statutory Business Ratepayer consultation meetings. However, additional consultation arrangements will be established with representative groups to obtain comments and views on proposals and service delivery issues that can be used to assist with service planning and service developments. Complaints received will continue to be monitored and results used to assist in formulating policies and procedures that reflect the needs of the community and improve the service provided. Questionnaires will be issued to obtain customer views of the function and to consult on specific issues affecting the business community. The overall responsibility for ongoing Impact Assessments will be that of the function manager.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Customers unfamiliar with the English language could potentially experience restricted access to the service.

Consultation with representative groups has not recently been undertaken although consultation through the Business Ratepayers Consultation forum has taken place. There is currently no formal mechanism for monitoring Bailiff service compliance with the Council's Equal Opportunities policy.

b) with reference to other Equalities minority groups:

Consultation with representative groups has not recently been undertaken although consultation through the Business Ratepayers Consultation forum has taken place. There is currently no formal mechanism for monitoring Bailiff service compliance with the Council's Equal Opportunities policy.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication of the initial Impact Assessment will be through the Council website and the Harrow newsletter. Future publications will be arranged in consultation with customers and representative groups to ensure suitable coverage and access to information.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Undertake consultation with internal and external service users and groups by 31st December 2005.

Draft a code of conduct for discussion and agreement with stakeholders by 31st March 2006 and consider the provision of the code in alternative languages.

Review the Bailiff contract specification to ensure that it reflects current requirements by 31st October 2005.

Introduce agenda for monitoring Bailiff compliance with LBH Equal Opportunities requirements by 31st October 2005.

Signed:

Date:

Name:

Completing officer

Signed:

Date: 15/05/05

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Cashiers

1. Function/Policy (including aims): Payments to Customers

This function provides payments to customers (including petty cash to staff) and Clothing and University grants to Asylum Seekers.

The objectives of this function are as follows:

To support internal services in the achievement of their objectives by the provision of a service that gives value for money.

To distribute payments to customers in accordance with service users agreed timescales and timetables.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The provision of payments to customers is extremely relevant to the general duty of eliminating unlawful discrimination and promoting equal opportunities and good relations between people from different racial groups. The function impacts upon a significant number of customers each year representing a diverse range of cultures. Equality in terms of access and fairness in administering the service are essential in ensuring increased customer satisfaction and achievement of the Council's core values.

b) with reference to other Equalities minority groups:

The provision of payments to customers is extremely relevant to the general duty of eliminating unlawful discrimination and promoting equal opportunities and good relations between people from different minority groups. The function impacts upon a significant number of customers each year representing a diverse range of cultures. Equality in terms of access and fairness in administering the service are essential in ensuring increased customer satisfaction and achievement of the Council's core values.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include the draft service plan for 2005/6 and interview / observation.

The promotions and literature within the Cash Office are generally provided in the English language and consideration should therefore be given to extending promotions and literature to include alternative languages.

b) with reference to other Equalities minority groups:

Payments made to customers are in the form of a cheque. However, where a customer does not have a bank account, the cheque needs to be encashed by Cashiers. This normally requires the customer to visit the Cashier offices in person and could be problematic for customers that are disabled or unable to visit the offices during daytime. (e.g. carers). Consideration to alternative means of payment could assist in overcoming this potential issue.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has been no recent direct consultation with key stakeholders and representative groups. This is being addressed through the activities identified within the Improvement Plan.

b) with reference to other Equalities minority groups:

There has been no recent direct consultation with key stakeholders and representative groups. This is being addressed through the activities identified within the Improvement Plan.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Questionnaires will be issued and feedback information recorded and analysed with appropriate actions and objectives established. Attendance at representative group meetings, forums and customer panels arranged through services that this function supports will also be organised to ensure that service proposals are shared and to assist with service planning and service development.

b) with reference to other Equalities minority groups:

Questionnaires will be issued and feedback information recorded and analysed with appropriate actions and objectives established. Attendance at representative group meetings, forums and customer panels arranged through services that this function supports will also be organised to ensure that proposals are shared and to assist with service planning and service development.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Current posters and leaflets displayed in the Cash Office are produced in the English language only.

There has been no recent direct consultation with customers.

b) with reference to other Equalities minority groups:

There has been no recent direct consultation with customers.

There is no written documentation defining the service levels agreed for this function with the service areas that they support.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

This Impact Assessment will be publicised on the Council Intranet and in the Harrow newsletter. Future publicity will be arranged in consultation with representative groups.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Consideration is to be given to promoting posters and leaflets in alternative languages by 30th June 2005.

The views of customers regarding service provision will be obtained using a questionnaire by 31st May 2005.

Written agreement concerning the service levels required for this function will be obtained by 30th June 2005.

Signed:

Date:

Name:

Completing officer

Signed:

Date: 15/05/05

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Cashiers

1. Function/Policy (including aims): Receipt of payments

The Cashiering service receives payments on behalf of the Council for a number of service areas.

The objectives of this function are:

To bank payments received on the date of receipt or on the next working day where payment is received after 3.30 p.m.

To provide customer choice in payment facilities for Harrow Council customers and support internal services in the achievement of their objectives by the provision of a service that gives value for money.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The receipt of payments is extremely relevant to the general duty of eliminating unlawful discrimination and promoting equal opportunities and good relations between people from different racial groups. The function potentially impacts upon all Council Tax and Business Rate Payers in the Borough and therefore equality in terms of access and choice are essential ingredients to achieving the function's objectives. Customer perception is formed often from direct experience and as the Cashiering service interfaces with customers directly, the image of the Council will be represented by the manner in which the function is provided. Compliance with the Race Equality Scheme is therefore paramount to the achievement of the Council's core values and increased levels of customer satisfaction.

b) with reference to other Equalities minority groups:

The receipt of payments is extremely relevant to the general duty of eliminating unlawful discrimination and promoting equal opportunities and good relations between people from different minority groups. The function potentially impacts upon all Council Tax and Business Rate Payers in the Borough and therefore equality in terms of access and choice are essential ingredients to achieving the function objectives. Customer perception is formed often from direct experience and as the Cashiering service interfaces with customers directly, the image of the Council will be represented by the manner in which the function is provided. Reference to Equality minority groups is therefore paramount to the achievement of the Council's core values and increased levels of customer satisfaction.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include the draft service plan for 2005/6, interview with key service personnel and observation.

The current payment line offered to customers uses the English language and the promotions and literature within the Cash office generally are provided using the English language. Consideration therefore needs to be given to developing promotions and literature in alternative languages.

The payment kiosk available for customers to make payment uses the English language only. Consideration should be given to the provision of future kiosks with key alternative languages available.

There has been no recent direct consultation with representative groups and service users. Consultation with representative groups and service users should be established and undertaken to assist in service planning, service development and meeting customer needs.

b) with reference to other Equalities minority groups:

The current payment line offered to customers does not provide a facility for customers with a hearing impairment and therefore consideration should be given to address this issue.

The existing Cashier opening times may restrict some customers from visiting the offices. (e.g. customers employed in full time work, carers and customers with young children). Consultation with customers should be considered to identify their preferred opening hours and payment methods.

There has been no recent direct consultation with representative groups and service users. Consultation with representative groups and service users should be established and undertaken to assist in service planning, service development and meeting customer needs.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has been no recent direct consultation with key stakeholders and representative groups. This is being addressed through the activities identified within the Improvement Plan.

b) with reference to other Equalities minority groups:

There has been no recent direct consultation with key stakeholders and representative groups. This is being addressed through the activities identified within the Improvement Plan.

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Questionnaires will be issued and feedback information recorded and analysed with appropriate actions and objectives established. Attendance at representative group meetings, forums and customer panels held by services that this function supports will also be organised to ensure that service proposals are communicated, to assist with service planning and service development and to increase customer satisfaction.

b) with reference to other Equalities minority groups:

Questionnaires will be issued and feedback information recorded and analysed with appropriate actions and objectives established. Attendance at representative group meetings, forums and customer panels held by services that this function supports will also be organised to ensure that service proposals are communicated, to assist with service planning and service development and to increase customer satisfaction.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Current posters and leaflets displayed in the Cash Office, the payment kiosk and the payment line apply the English language only.
There has been no recent direct consultation with customers regarding their views of the service provided.

b) with reference to other Equalities minority groups:

There has been no recent direct consultation with customers regarding their views of the service provided.
The payment kiosk has been designed to assist partially sighted customers. However, there does not appear to be any current provision to cater for customers that are blind. Whilst the payment kiosk is intended to cater for a number of income generating service areas, there appears to be a need for wider publicity of its availability to customers.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

This Impact Assessment will be publicised on the Council Intranet and in the Harrow newsletter. Future publicity will be arranged in consultation with representative groups.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Consideration is to be given to promoting posters and leaflets in alternative languages by 31st May 2005.

Consideration is to be given to the inclusion of alternative languages to any future payment kiosk specification.

Evaluate the feasibility and cost of updating the payment line facility to incorporate alternative languages by 31st May 2005.

The views of customers regarding service provision will be sought through the issue of a questionnaire by 31st May 2005.

Consultation with the RNIB will be undertaken regarding any specific functionality required for blind and partially sighted customers in future payment kiosk designs.

Wider publicity concerning the provision of the payment kiosk will be promoted on Council stationery by 30th April 2005.

Signed:

Date:

Name:

Completing officer

Signed:

Date: 15/05/05

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Exchequer

1. Function/Policy (including aims): Accounts Payable – Payment of Invoices

The Accounts Payable function arranges for all invoices to be paid within 10 working days of receiving completed instructions and inputs and pays all car allowance instructions by the 5th of each month for transfer to the salaries system by 13th of each month. There is also a requirement to process and pay invoices within the service target of 30 days from the invoice receipt date and to administer the Construction Industry tax scheme that applies to all companies in the construction industry.

The provision of this function is considered to be a fundamental support service that exists to serve both internal and external customers ensuring that customers understand how the service operates and the standards they can expect.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

The Accounts Payable function is an essential support service for internal customers although it also has many external customers for which payments are made upon receipt of an invoice. Many external customers are businesses and commercial organisations whose staffing composition may consist of members from the Harrow community. This function does not appear to have a direct impact on the whole community to the same extent as some other Council services. However, its importance in promoting equal opportunities, eliminating unlawful discrimination and promoting good relations between different groups is essential in ensuring equality of service and high customer satisfaction.

As Council service, the Accounts Payable function operates within the Equal Opportunities policy. Achieving service objectives and providing a successful and effective service are interdependent and impact upon customer perception in terms of both the Council and the function.

The promotion of good relations with customers / suppliers is of significance to this service to ensure compliance with legal and policy obligations and to secure improved credit terms and discount arrangements from suppliers for payments.

a) with reference to the Racial Equality Scheme:

This function has significant relevance in ensuring equality of access and consistent service levels to ensure fairness and high customer satisfaction levels. It is provided to both internal and external customers and therefore communication of expectations and the provision of a service that meets customer needs is essential.

b) with reference to other Equalities minority groups:

Many of the function's external customers are businesses and commercial organisations and therefore the impact of this function upon minority groups could be perceived as minimal. However, as many organisations are themselves comprised of staff representing a diversity of cultures, equality remains of fundamental importance.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include observation, interview of key service personnel and draft service plan 2005/6.

There has been no recent direct consultation with customers concerning the Accounts Payable function and communications sent to customers only use the English language. There is therefore a potential to develop the service in consultation with representative groups and key stakeholders and to consider the availability of documents in alternative languages.

b) with reference to other Equalities minority groups:

Sources of evidence include observation, interview of key service personnel and reference to the draft service plan for 2005/6

The function does not currently offer a minicom telephone line for customers with hearing impairments, and invoices and other communications issued do not offer Braille, large print or audio-cassette as alternative formats.

As with the Race Equality Scheme, there has been no recent direct consultation with customers concerning the function. There is therefore a potential to develop the service in consultation with representative groups and key stakeholders and to consider the availability of documents in alternative formats. A minicom number will be added to communications.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

b) with reference to other Equalities minority groups:

There has not been any direct consultation with minority groups although this is to be addressed as part of the Impact Assessment Improvement Plan.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Internal and external service users will be consulted regarding service delivery issues and their comments and views used for service planning and development. The objective is to establish consultation arrangements by 31st July 2005. The overall responsibility for ongoing Impact Assessments will be that of the function manager.

b) with reference to other Equalities minority groups:

Internal and external service users will be consulted regarding service delivery issues and their comments and views used for service planning and development. The objective is to establish consultation arrangements by 31st July 2005. The overall responsibility for ongoing Impact Assessments will be that of the function manager.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Customers who do not have English as their main language could potentially be restricted from accessing the service as communications are issued in English only.

b) with reference to other Equalities minority groups:

Customers with hearing and sight impairments could potentially be restricted from accessing the service, as a minicom facility and availability of documents in Braille, large print and audio-cassette are not offered.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Arrangements for publication of the Impact Assessment are to use the Council's Intranet and website. Future publications will be arranged in consultation with customers and representative groups to ensure suitable coverage and access to information.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Consult with internal and external service users and groups by 31st July 2005
Draft a payment policy for discussion and agreement with stakeholders by 31st July 2005
Seek guidance from the Council's Data Protection Officer concerning the storing and recording of monitoring data and where this will be held by 30th June 2005.

Signed:

Date:

Signed:

Date: 15/05/05

Name:

Completing officer

Name: Neil Gann

Lead Officer

Department: Business Services

Service: Internal Audit

1. Function/Policy (including aims):

The internal audit team supports the organisation in managing risk, achieving objectives, and driving improvement. It does this by reviewing the effectiveness of control systems and advising on how these can be improved.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Promotion of equal opportunities and elimination of unlawful discrimination through monitoring and control of internal processes

b) with reference to other Equalities minority groups:

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

The draft service plan for 2005/6, consultation with senior management on the contents of the audit annual plan and service delivery for 05/06 and client questionnaires.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

Senior management and members consulted on audit plans, middle management consulted on individual audit reviews (formally at the beginning and the end).

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact identified

b) with reference to other Equalities minority groups:

No adverse impact identified

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

This Impact Assessment will be publicised on the Council Intranet and in the Harrow newsletter. Future publicity will be arranged in consultation with representative groups.

6. Action and timetable plan to reduce adverse impact:

<i>Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.</i>
--

The effect of the function on minority groups will be monitored by recording and analysing the views expressed by all service users consulted.
--

IA Strategic Plan: Review of Equal Opportunity systems in place across the Council is scheduled for 2006/07

Signed:

Date:

Name: Susan Dixson

Completing officer

Signed:

Date: 31/05/05

Name: Toni Walker

Lead Officer

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Business Connections

Service: Corporate Finance

1. Function/Policy (including aims):

Pension Fund Investments: To administer and monitor details of Pension Fund investments and report to Council Members.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

Pension Fund investments affect all members of the Harrow Pension Fund. The service does not impact on the community at large other than potential cost to the council taxpayer if the Pension Fund is underfunded.

3. Sources of Evidence

Monitoring is actioned via

- Annual Service Plan;
- Publication of the Statement of Investment Principles;
- Reports to Council Members;
- Report(s) from the external auditor.

Consultation

Pension Fund investments are of limited interest other than to pension fund members. Regular reports are made to a Council Member panel. The Pension Fund Manager deals directly with fund members

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Interested persons who do not have English as their first language could potentially be restricted from accessing details of Pension Fund investments as communications are issued in English only.

b) with reference to other Equalities minority groups:

Interested persons that have sight / hearing impairments may be unable to fully access the provision of financial information relating to the Pension Fund.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Arrangements for publication of the Impact Assessment are to use the Council's intranet and website.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Seek to publicise a telephone contact number / e-mail address on the Council's intranet and website.

Signed:

Date:

Name: B. E. Evans

Completing officer

Signed:

Date:

Name:

Lead Officer

Department: Financial & Business Strategy	Service: Procurement & Community Links
--	---

1. Function/Policy (including aims):

The issue of tenders to suppliers, based on a need within the Council.

Tender issue aims to fulfil the following according to the Contract Procedure Rules:

- achieve best value for public money spent
- be consistent with the highest standards of integrity
- ensure fairness in allocating contracts
- comply with all legal requirements, including EU Procedures
- ensure that Non-Commercial Considerations do not influence any Contracting Decision
- comply with the Council's corporate and departmental aims and policies
- support the Council's methodology and procurement strategy

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

When the Council procures, it must be done in a manner which:

- Promotes equal opportunity
- Promotes good relations
- Eliminates discrimination (both direct and indirect)

Discrimination issues, whether due to race, religion, age, sex, sexual orientation or disability, should be considered in a proportionate manner throughout the procurement process – from identifying customer needs and considering options through to the way projects are advertised and evaluated.

To comply with the *RRAA*, the LB of Harrow must take equality into account when procuring goods, services or works from external providers. Compliance with this duty is compatible with the council's obligations under EC rules, best value and value for money.

The key principles applicable are:

Relevance – Will a flawed procurement process negatively affect the local community? A policy is relevant when the totality of the services, works or goods will involve some interaction with members of the public. The more relevant race equality is to a contract, the more the LB of Harrow needs to consider it at every stage of the procurement process.

Proportionality - The nature and purpose of the contract and the effect it could have on different racial groups.

Accountability – Liability for compliance lies with the local authority itself. The responsibility for compliance at each stage of the procurement process must be clearly defined.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Transparency - EC rules and UK law require that local authorities ensure transparency or openness is part of the procurement process. We must consult those that may be affected by our policies and publish the outcomes.

Mainstreaming - Equality issues should not be considered an afterthought 'bolt on' to existing procurement processes. Where relevant, equality must be made a seamless part of our policies plans and processes.

b) with reference to other Equalities minority groups:

As above

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Sources of evidence include the Service Plan for 2005/6, interviews with key service personnel and observation.

It was found that all temporary staff corporate contracts deliver quarterly equalities management information on temporary staff supplied to the Council.

There has been no recent direct consultation with suppliers (both local to Harrow and external), potential suppliers (both local to Harrow and external) and service users. Consultation with suppliers, potential suppliers and service users should be established and undertaken to assist in service planning, service development and meeting customer needs.

b) with reference to other Equalities minority groups:

As above.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

There has been no recent direct consultation with key stakeholders and representative groups. This is being addressed through the activities identified within the Improvement Plan.

b) with reference to other Equalities minority groups:

As above.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Questionnaires will be issued and feedback information recorded and analysed with appropriate actions and objectives established. Attendance at representative group meetings, forums and customer panels held by services that this function supports will also be organised to ensure that service proposals are communicated, to assist with service planning and service development and to increase customer satisfaction.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

Questionnaires will be issued and feedback information recorded and analysed with appropriate actions and objectives established. Attendance at representative group meetings, forums and customer panels held by services that this function supports will also be organised to ensure that service proposals are communicated, to assist with service planning and service development and to increase customer satisfaction.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

All tenders to suppliers are issued and returned in the English language only. Also, all suppliers or potential suppliers are issued the same information to complete for quotation or tender, regardless of the size of the undertaking.

There has been no recent consultation with customers regarding their views on the service provided.

b) with reference to other Equalities minority groups:

As above

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The Impact Assessment will be publicised on the Council intranet and in the Harrow newsletter. Future publicity will be arranged in consultation with representative groups.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Formal documentation requiring, and providing evidence of, commitment to promoting equal opportunities, will be included in all future tender documents issued by the Council to emphasise Harrow's commitment to promoting equality. A further formal statement will be issued as part of the tender documentation, which summarises the importance of Equality within Procurement's remit and the application of Equalities requirements.

The Contract Procedure Rules are currently under review and will be revised by August 2005. Racial equality issues will be considered when reviewing the document and necessary amendments will be made where required.

Signed:

Date: 13 June 2005

Name: Nicola Green
Completing officer

Signed:

Date:

Name: Perry Scott
Lead Officer

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Business Connections

Service: Corporate Finance

1. Function/Policy (including aims): Financial Accounting

To provide a full, cost effective and timely, financial management and advisory service to Council Members and service directorates.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

The service aims to:

- Provide meaningful financial advice and information to interested persons;
- Provide accurate financial data;
- Close and publish annual accounts in a timely manner;
- Support users of Harrow services, both internally and externally by the publication of financial information;
- Provide financial information, upon request, to interested persons.

3. Sources of Evidence

Monitoring is actioned via

- Annual Service Plan;
- Reports to Council Members;
- Report(s) from the external auditor.

Consultation

The Council actions annual budget consultation programmes which are publicised in the local press and the Council website.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Interested persons who do not have English as their first language could potentially be restricted from accessing details of financial information as communications are issued in English only.

b) with reference to other Equalities minority groups:

Interested persons that have sight / hearing impairments may be unable to fully access the provision of financial information.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Arrangements for publication of the Impact Assessment are to use the Council's intranet and website.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Seek to publicise a telephone contact number / e-mail address on the Council's intranet and website.

Signed:

Date:

Name: B. E. Evans
Completing officer

Signed:

Date:

Name:
Lead Officer

Department: Business Connections

Service: Health & Safety Services

1. Function/Policy (including aims): To undertake independent information gathering and research from all relevant sources to provide information to the council, departmental management, Safety Groups, Safety Committees on access to health safety and welfare by BME employees of the council.

1.1 Monitoring

To monitor the implementation of policies, codes of practice and safety performance measures as are put in place by the Council; to analyse and review the resulting feedback information and make appropriate recommendations for improvements to departmental management and to the appropriate Safety Group and on corporate issues, to the Corporation Partnership Board for Health, Safety and Welfare in order to ensure that BME employees and others are not discriminated against in access to health, safety and welfare in the council.

1.2 Education and Training

To, in liaison with departmental management, safety representatives, Central Training and departmental training officers, identify training needs, determine priorities and design programmes to meet these; to provide instruction to every level of employee or source additional health and safety training required if that need cannot be met internally and assist managers in determining effectiveness of any training provided. To provide Information formats that enable users to make competent and relevant assessments of risks and options for associated precautionary measures where they could have an adverse and disproportionate effect on BME employees and others.

1.3 Health and Safety Promotion

To work with all sectors of the Council to highlight and champion proactive approaches to prevent sickness absence or ill health and accidents associated with work safety, to support Occupational Health in promoting action, events and campaigns for positive good health and well being that recognises and meets the needs BME employees.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The obligations under the Health and Safety at Work etc Act cover all employees regardless of race. This is implied especially in areas of the Act e.g.

s2 in relation to provision of training and information

s6 in relation to supply of goods and services for use at work

s7 in relation to provision of personal protective measures

Legislation enacted under the Act since e.g. the Management of Health and Safety at Work also strengthen these implied duties. Monitoring will enable the council to determine if these are being met and what further action is required.

b) with reference to other Equalities minority groups:

As in a) above.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence

HSE Guidance and case law; council monitoring data.

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

HSS monitors the uptake of all courses provided by ethnic group and disability. HSS also monitors feedback on course tutors and materials so that it is in a position to take action on any areas of non-compliance or non-conformity.

Further, HSS monitors reported accidents/ incidents to determine the impact on different racial groups with respect to their representation in the council. In particular it monitors reported acts of violence and aggression to identify for evidence racially motivated acts.

b) with reference to other Equalities minority groups:

As in a) above.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Arrangement will be made for consultation with Safety groups, self organised groups trade union

b) with reference to other Equalities minority groups:

No specific consultation.

The 2005 HSE Management Inspection of the Council highlighted weakness in the current coverage of employees for consultation purposes.

Black and Minority Ethnic groups are concentrated in low status jobs in the council as evidence in council monitoring data; many are not members of trade unions or the currently recognised union. There are also others who are subject to TUPE, but where the new employer may not recognise trade union membership.

HSE research report has highlighted the disproportionate experience of stress suffered by BME groups and the role of discrimination as a causative factor.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

N/A. See above

b) with reference to other Equalities minority groups:

As above.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Further work needed on quantifying the impact on BME groups.

b) with reference to other Equalities minority groups:

As above

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The results of health and safety monitoring centrally are published annually in the annual report which is a public document available on the intranet and council website. Further action is being taken to ensure that it is available on notice boards, in libraries and that it is available in different formats.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Further monitoring will be included as part of the revitalising health and safety, monitoring of contractors and the Post Inspection Action Plan produced in response to HSE management inspection.

Signed:
Date: 15 June 2005

Name: B Goring
Completing officer

Signed:
Date:

Name:
Lead Officer

Department: Legal Services	Service: Legal Practice
----------------------------	-------------------------

1. Function/Policy (including aims):

This is an in-house legal practice accessed by Officers and Members only

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

These duties should be part of Lawyers' advice

b) with reference to other Equalities minority groups:

These duties should be part of Lawyers' advice

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

All clients asked for feedback re: service/discrimination

b) with reference to other Equalities minority groups:

No evidence of adverse impact

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

extensive client consultation in 2004

b) with reference to other Equalities minority groups:

extensive client consultation in 2004

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

n/a

b) with reference to other Equalities minority groups:

n/a

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

no evidence of adverse impact

b) with reference to other Equalities minority groups:

no evidence of adverse impact

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

None planned

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

n/a

Signed:

Date:

Signed:

Date: 27/05/05

Name:

Completing officer

Name: Hugh Peart

Lead Officer

Department: Legal Services

Service: Committee Room Letting

1. Function/Policy (including aims):

Ensuring Members and Officers have facilities for meetings
Enabling community groups access to unused facilities

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Enabling community groups access to unused facilities allows them to function and promote their particular interests.

b) with reference to other Equalities minority groups:

n/a

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

n/a

b) with reference to other Equalities minority groups:

n/a

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

n/a

b) with reference to other Equalities minority groups:

n/a

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

none planned

b) with reference to other Equalities minority groups:

none planned

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

no evidence of adverse impact

b) with reference to other Equalities minority groups:

no evidence of adverse impact

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

none

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

None planned, but consideration will be given to equalities impact assessment prior to commissioning computerised room booking system

Signed:

Date:

Signed:

Date: 28/05/05

Name:

Completing officer

Name: Hugh Peart

Lead Officer

Department: Chief Executive

Service: Corporate Governance

1. Function/Policy (including aims):

Electoral Registration & Electoral Services

Purpose - To run fair elections, Encourage voter participation and Registration. Improve confidence in postal voting. Implementation of Government Proposals.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Relevant in all three areas - Participation by all communities is important in a democracy.

b) with reference to other Equalities minority groups:

As above.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

There is a lack of data due to confidentiality. Nationally dictated procedures have to be strictly implemented.

b) with reference to other Equalities minority groups:

as above.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Any comments people wish to make at polling stations are recorded
Polling Clerks and inspections are requested to feedback any concerns

b) with reference to other Equalities minority groups:

5 years ago HAD

HAD will be approached for further assistance.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Statistics of participation made known.

Feedback from community groups.

Feedback from voter cards at polling stations and feedback from translated material.

b) with reference to other Equalities minority groups:

Feedback from HAD.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact identified.

b) with reference to other Equalities minority groups:

No adverse impact identified.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Feedback from section 3 above will be made known to participating groups and organisations.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Certain measures proposed to encourage and enable participation. Electoral staff are briefed on how to assist people with disabilities and language barriers

Contact with community groups planned.

Improve registration.

Improve voter turnout.

Signed:

Date:

Signed:

Date: 27/05/05

Name:

Completing officer

Name: John Robinson

Lead Officer

Department: Legal Services	Service: Land Charges
----------------------------	-----------------------

1. Function/Policy (including aims):
Provision of data for those planning land transactions

2. Specify how relevant function/policy is to general duty to: - <i>eliminate unlawful discrimination</i> - <i>promote equal opportunities</i> - <i>promote good relations between people from different racial groups</i>
a) with reference to the Racial Equality Scheme: Not relevant
b) with reference to other Equalities minority groups: Not relevant

3. Sources of Evidence
Monitoring <i>Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.</i>
a) with reference to the Racial Equality Scheme: All complaints/comments are noted, but to date these have been service specific and not related to possible differential impact.
b) with reference to other Equalities minority groups: None
Consultation <i>Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.</i>
a) with reference to the Racial Equality Scheme: None
b) with reference to other Equalities minority groups: None

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

none planned

b) with reference to other Equalities minority groups:

none planned

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

none identified

b) with reference to other Equalities minority groups:

none identified

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

None planned

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

No adverse impact identified

Signed:

Date:

Signed:

Date: 27/05/05

Name:

Completing officer

Name: Hugh Peart

Lead Officer

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Legal Services	Service: Registration of Births, Deaths and Marriages
----------------------------	---

1. Function/Policy (including aims):

This is a statutory national service managed by the Registrar General's office, and delivered locally by Harrow staff

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

This is a statutory service delivered in compliance with national guidelines – it is not part of any of the general duties specified.

b) with reference to other Equalities minority groups:

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Recent changes to the right to marry have significantly reduced numbers of marriages recorded. Anecdotal evidence suggests immigration controls on Right to Marry may have an impact.

b) with reference to other Equalities minority groups:

None

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

None

b) with reference to other Equalities minority groups:

None

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

none planned

b) with reference to other Equalities minority groups:

none planned

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

The changes noted above may have had some adverse effect, but this complies with specific statutory requirements

b) with reference to other Equalities minority groups:

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

None planned

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

None

Signed:

Date:

Signed:

Date: 27/05/05

Name:

Completing officer

Name: Hugh Peart

Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Legal Services	Service: Democratic Services
----------------------------	------------------------------

1. Function/Policy (including aims):

Ensure efficient decision-making by Members/Officers in compliance with Constitution

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Not relevant

b) with reference to other Equalities minority groups:

Not relevant

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Members consulted 2004

b) with reference to other Equalities minority groups:

Members consulted 2004

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Members consulted 2004

b) with reference to other Equalities minority groups:

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

n/a

b) with reference to other Equalities minority groups:

n/a

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

None identified

b) with reference to other Equalities minority groups:

None identified

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

None planned

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Whilst no adverse impact has been identified, consideration will be given to some form of questionnaire/feedback opportunity to ensure that all members, regardless of their circumstances, receive an appropriate service.

Consideration will be given to raising the issue of translation of reports/agendas in this process.

In planning this process, the current political makeup of the council and the wishes of the administration will be taken into account.

Signed:

Date:

Signed:

Date: 02/06/05

Name:

Completing officer

Name: Hugh Peart

Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Chief Executives

Service: Communications

1. Function/Policy (including aims): Civic Centre Reception

To meet and greet customers to Civic Centre Reception
To attend to their requests, often by redirection to appropriate office
To acknowledge and redirect emails to council from public

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Ensure all customers are treated equally and all needs met

b) with reference to other Equalities minority groups:

Ditto

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Customer comment/complaints procedures

b) with reference to other Equalities minority groups:

Customer comment/complaints procedures

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

In house training

b) with reference to other Equalities minority groups:

In house training

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

No adverse impact assessed

b) with reference to other Equalities minority groups:

Ditto

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact assessed

b) with reference to other Equalities minority groups:

Ditto

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The service is to be incorporated into the First Contact monitoring, consultation and assessment arrangements

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

To be established once First Contact is launched

Signed:
Date: 2/6/05

Name: Peter Brown
Completing officer

Signed:
Date: 2/6/05

Name: Peter Brown
Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Chief Executive's

Service: Press and PR

1. Function/Policy (including aims):

The Communications Unit supplies information the residents, businesses and media in Harrow and helps promote the council's messages. It has a duty to ensure that those messages are delivered in a manner which is unbiased and easily understood by all sections of the community.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Relevant to all three - Communications align with council's race equality policy

b) with reference to other Equalities minority groups:

Communications must be accessible to other minority groups

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Publications Advisory Panel look at publications and web productions

b) with reference to other Equalities minority groups:

Ditto

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

via publications panel and partnership groups

b) with reference to other Equalities minority groups:

Ditto

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

No adverse impact assessed

b) with reference to other Equalities minority groups:

Ditto

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact assessed

b) with reference to other Equalities minority groups:

Ditto

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Reports to publications advisory panel

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Proposed publication of council translation policy

Signed:
Date: 2/6/05

Name: Peter Brown
Completing officer

Signed:
Date: 2/6/05

Name: Peter Brown
Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Chief Executive

Service: Corporate Governance

1. Function/Policy (including aims): Council complaints procedure

To provide one system for complaints throughout the Council
To lay down standards of handling complaints.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

It is essential that all service recipients have access to a complaints procedure.

b) with reference to other Equalities minority groups:

As above.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Data is now being collected on ethnic origin of complaints.

b) with reference to other Equalities minority groups:

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

When system is being fully implemented consultation on how complaints handled will be undertaken.

b) with reference to other Equalities minority groups:

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact as yet identified.

b) with reference to other Equalities minority groups:

No adverse impact as yet identified.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Publication of information relating to ethnic origin when available will be made known to directorates, CMT and councillors.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Greater knowledge of number and type of complaints currently being reviewed is needed before targets can be set.

1. Follow-up training for staff in Directorates needed.
2. Contact with community groups to increase knowledge of how to complain and to assess operation.

Signed:

Date:

Signed:

Date: 27/05/05

Name:

Completing officer

Name: John Robinson

Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Chief Executive's

Service: Mayor's Office

1. Function/Policy (including aims):

The Mayor's office oversees the work of the Mayor and Deputy Mayor, maintaining and organising the diary and ensuring that the Mayor is able to carry out his or her functions as the civic head of the borough. It is incumbent on the office to ensure that the mayor attends a full range of visits covering all aspects and cultures within the community.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Ensure Mayor's diary engagements covers all aspects and race and ethnic groups

b) with reference to other Equalities minority groups:

Ditto

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Mayor's diary, letters to mayor, consultation with mayor

b) with reference to other Equalities minority groups:

Ditto

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Discussions between mayor and mayoral staff of type and number of engagements undertaken

b) with reference to other Equalities minority groups:

Ditto

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

No adverse impact assessed

b) with reference to other Equalities minority groups:

Ditto

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact assessed

b) with reference to other Equalities minority groups:

Ditto

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Mayor's engagements published at full council meetings

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Mayor's engagements will continue to be published with the papers accompanying the council agendas

Signed:

Date: 2/6/05

Name: Peter Brown

Completing officer

Signed:

Date: 2/6/05

Name: Peter Brown

Lead Officer

Department: Organisational Development	Service: Lifecycle Management
---	--------------------------------------

1. Function/Policy (including aims):

Development and implementation of the Lifecycle Management function within HR & OE. Delivering all aspects of HR Administration/Payroll/Pensions/ Training & Development to Harrow Council London employees and associated employers.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Unit processes ensure that all aspects of service delivery are engineered to ensure that no individual or group are disadvantaged. Where services need to be tailored to accommodate special circumstances appropriate action is taken.

3. Sources of Evidence

During development of the Lifecycle function consultation was undertaken with stakeholders affected by immediate service changes. As part of the development of the new service delivery model extensive consultation will be undertaken with all relevant parties through a combination of seminars, presentations at meetings and circulation of a draft. SLA.

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Performance is reported annually to an extensive and diverse client base; clients are provided with the opportunity to offer feedback and highlight areas for service improvement. Quarterly staff seminars provide further regular for client interaction. All proposed changes to service delivery are subject to a full client/service impact assessment and broad client consultation.

The processes outlined above provide adequate assessment of service and would highlight any areas of discrimination.

No evidence has been identified to indicating discrimination in the provision of the Lifecycle Management service.

b) with reference to other Equalities minority groups:

As above

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Consultation on initial set up of Lifecycle Management was undertaken with those clients immediately affected. As the service develops full consultation will be undertaken Council wide and by definition cover all representative groups.

b) with reference to other Equalities minority groups:

As above.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Documentation distributed to affected parties is available.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

No adverse impact identified.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Published annually in staff newsletter.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

N/A

Signed:

**Name: Greg Foley
Group Manager – Lifecycle Management**

Date: 17 March 2005

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Organisational Development	Service: HR & OE
---	-----------------------------

1. Function/Policy (including aims): Departmental Guidance and Advice

To provide effective support to elected members and managers to lead and manage effectively

To search for talent outside and develop talent within to build capacity

To make the best use of people through efficient and effective management

2. Specify how relevant function/policy is to general duty to:

eliminate unlawful discrimination

promote equal opportunities

promote good relations between people from different racial groups

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Relevant to all three areas by ensuring management decisions based on objective information and take account of equalities implications and best practice

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Statistics for applicant monitoring

Statistics for employee relations analysis

Statistics for workforce profile

Feedback from staff, Harrow Council Black Workers Group, Disabled Employees Group, Trade Unions

Case Management system

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

We regularly meet and consult on individual issues with: the trade unions, Community groups, such as HCRE and HAD and employee support groups

We also take on board feedback from Directors & Executive Directors and Managers and service users

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Overall no adverse impact identified however unable to establish whether recruitment and selection policy being adhered to.

b) with reference to other Equalities minority groups:

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Via an item on intranet linking to full document.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

A working group was set up to review the differential impact of the recruitment process and an action plan is being implemented which will improve adherence to the policy and practices of the recruitment process. The Recruitment and Selection Policy is also currently being reviewed. Apply monitoring arrangements on an annual basis. Raise awareness of services provided through publicising HR Consultancy

Signed:

Date:

Signed:

Date: 6th June 2005

Name:

Completing officer

Name: Jon Turner

Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Organisational Development	Service: Human Relations
1. Function/Policy (including aims): Corporate Policy Development	
Corporate Policy Development aims to make the best use of people through efficient and effective management. In addition it should demonstrate best practice to the community and lead and promote equality in employment.	
2. Specify how relevant function/policy is to general duty to: <ul style="list-style-type: none">- <i>eliminate unlawful discrimination</i>- <i>promote equal opportunities</i>- <i>promote good relations between people from different racial groups</i>	
a) with reference to the Racial Equality Scheme: <p>This function is relevant to all three areas under the RES:</p> <ul style="list-style-type: none">• To ensure that corporate policies are developed in a way, which ensures that the staff delivering services are able to identify any discriminatory practices and take steps to eliminate unlawful discrimination.• To promote equal opportunities within individual policies by the way in which they are written and processes developed.• To promote good relations between people from different racial groups by encouraging harmonious working relationships	
b) with reference to other Equalities minority groups: <p>By engaging minority groups in the development of corporate policies the Council is demonstrating its commitment to eliminate unlawful discrimination, promoting equal opportunities and promoting good relations between people from different racial groups.</p> <p>The Council also demonstrates best practice by engaging stakeholders in the development of policies, which will assist in promoting Harrow as an Employer of Choice.</p>	
3. Sources of Evidence	
Monitoring <p><i>Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.</i></p> a) with reference to the Racial Equality Scheme: <p>Yearly Equality/Applicant monitoring report including monitoring information from impact assessments of key policies eg grievance, harassment, disciplinary cases.</p> <p>Staff Survey</p> <p>Feedback from Trade Unions, Employee Support Groups including HCBWG, Managers and HR Consultants.</p>	
b) with reference to other Equalities minority groups: <p>Feedback from HCRE, HAD, Asian Applicants Review Group, etc on draft policies.</p>	

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Trade Unions – consulted via letter, email, meetings, by telephone, etc. to ensure acceptable to current and future staff, either before or after a draft document has been developed.

Employee Support Groups - consulted via letter, meetings, by telephone, etc. to gauge the views of their members in relation to policies under review/development, either before or after a draft document has been developed.

b) with reference to other Equalities minority groups:

Community groups – targeted according to the relevance of the particular policy under review/development. Consultation is usually by letter, meeting or over telephone either before or after a draft document has been developed.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

N/A

b) with reference to other Equalities minority groups:

N/A

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

It is apparent from monitoring information that our current recruitment and selection process results in a disproportionate success rate for BME groups. The impact is potentially discriminatory, though there is no evidence of direct discrimination and research has been unable to determine any indirect discriminatory practices.

b) with reference to other Equalities minority groups:

Groups consulted on individual policies have raised concerns about the impact of various policies on different groups.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Monitoring of key employment policies is reported to the Employees' Consultative Forum and stakeholders are consulted on the report. Individual policies are publicised when agreed via the intranet, Harrow Update, Newsletter, etc.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Ensure that consultation arrangements for all policy development are fully inclusive – to be implemented 2005/06.

Signed:

Date:

Name:

Completing officer

Signed:

Jon Turner

Date:

31 May 2005

Name: Jon Turner

Lead Officer

Department: Organisational Development

Service: HR/OE

1. Function/Policy (including aims):

Training Strategy

Key priority 1 of the Council's Strategy for People is to find and develop the right people with the right skills. The Council aims to do this through embedding learning and development opportunities as well as through other processes. The Council has committed to develop and implement a learning and development strategy for employees and elected members. This strategy will provide maximum access to, and equality of opportunity for learning and development opportunities for informal and formal learning.

2004 – 05 has focussed on three building blocks for the strategy:

1. The development of a learner data base to provide more effective monitoring of the provision
2. The Development of a corporate university for the Council. This work has been led by the People First Department for the Council as a whole,
3. The development of an individual performance appraisal and development framework to ensure all staff have learning needs identified and met

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The strategy needs to:

- Increase the degree to which the Council's workforce reflects the community it serves at all levels of the organisation
- Provide positive action where specific groups are significantly under-represented
- Ensure staff treat each other with respect and understand and work to meet the needs of a diverse community
- Ensure equality and diversity are mainstreamed in all learning and development activity
- Increase access to development for groups who have had little access to formal learning in the past

b) with reference to other Equalities minority groups:

As above

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

The Council conducted its first staff survey in 2003/4. The results of the survey are published on the Council's intranet. Responses in relation to Equalities were one of the organisational strengths identified in the survey. Responses in relation to training to do the job showed no indication of potential discrimination. 69% of respondents agreed that they have been adequately trained to do their job. The Harrow result of 0.80 exceeds the Work Foundation's benchmark of 0.67 by a substantial margin. Half of respondents were confident that they have equal access to training opportunities at Harrow. The Harrow result exceeded The Work Foundation's benchmark by a small margin. However, in both cases "Black other" staff recorded slightly lower positive responses than the Council's norm.

The Council's new training data base was introduced in 2004-05 and now provides fuller information on all internal training activity. Information on 2004 – 05 is attached. No evidence has emerged to indicate discrimination

b) with reference to other Equalities minority groups:

Both staff survey and training data base have provided information on this.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

The staff survey was sent to all Council staff and 52% returned the questionnaire. This is recognised as a representative sample and good response.

The Strategy for People in which the Training Strategy was a key component was consulted on widely including HCRE, Harrow Council black workers group through distribution of draft documents and consultative workshops

The HCU development has involved consultation with representative focus groups, and formal consultation with Harrow council black workers group

The Individual Performance Appraisal and Development Framework has had initial consultations with Harrow council black workers group.

In both cases communication plans for the development of both ensure full consultation and involvement of the Harrow council black workers group and the staff survey will provide

b) with reference to other Equalities minority groups:

As above including HAD and the Council's Employees with Disabilities Group

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

See HCU and IPAD impact assessments attached. No adverse impact has been identified to date

b) with reference to other Equalities minority groups:

See HCU and IPAD impact assessments attached. No adverse impact has been identified to date

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact has been identified to date. However, training applications will be monitored more accurately in 2005 – 06 with the further development of the data base. The staff survey, and Investors in People assessment will also monitor any adverse impact of the strategy as it develops

b) with reference to other Equalities minority groups:

No adverse impact has been identified to date. However, training applications will be monitored more accurately in 2005 – 06 with the further development of the data base. The staff survey, and Investors in People assessment will also monitor any adverse impact of the strategy as it develops

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Data from the 2005 survey, IIP assessment and monitoring information will be placed on the intranet. Large print versions will also be available.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

The HCU and IPAD project plans involve detailed consultation throughout their development in order to ensure that adverse impact is prevented from the outset. Project plans can be made available if required

Signed: 25/05/05

Date:

Name: Maggie Rees

Completing officer

Signed: 25/05/05

Date:

Name: Maggie Rees

Lead Officer

**Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard
Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities**

Appendix 1 - 2004 – 05 statistics

Ethnicity	Totals for the Council	BC	OD	CE	PF	UL
B & ME	37%	36%	41%	29.5%	40%	30%
White	55%	62%	53%	71%	49%	65%
Unclassified	8%	2%	6%	1.5%	11%	5%

Gender	Totals for the Council	BC	OD	CE	PF	UL
Male	28%	45%	22%	38%	20%	49%
Female	72%	65%	88%	62%	80%	51%

Disability	Totals for the Council	BC	OD	CE	PF	UL
D	4.5%	6%	3%	2%	5%	4%
Non D	95.5%	94%	97%	98%	95%	96%

Department: Organisational Performance	Service: Performance Team (Formerly Best Value Team)
--	--

1. Function/Policy (including aims):

- The Performance Team is has a number of responsibilities across the Council:
- Producing the quarterly Strategic Performance Report which is reported to CMT and Members
 - Developing the overall performance management infrastructure across the Council. This includes the ongoing development of the performance reporting software (CorVu), the communications across the Council on Performance Management and the support to other Directorates in the development of their scorecards
 - Coordinating the Best Value programme. The requirement for authorities to review all their functions over a five-year cycle was revoked in SI 2002/305. However, this change does not remove the legal requirement on the council to review their functions, as specified by Section 5 of the 1999 Act.
 - Coordination of the CPA inspection process
 - Support to the programme of inspections in other Directorates
 - Development of new proposals for management information systems

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The policy is responsible for measuring performance across the Council which includes performance in each of these areas. The function also supports Best Value Reviews which look to facilitate performance improvement while at the same time ensuring the Council is operating within good practice.

b) with reference to other Equalities minority groups:

The policy is responsible for measuring performance across the Council which includes performance in each of these areas. The function also supports Best Value Reviews which look to facilitate performance improvement while at the same time ensuring the Council is operating within good practice.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups

The key mechanism by which the function ensures it is not having a differential impact on the Council is through the Strategic Performance Report. This measures (1) equality and diversity, (2) single status and (3) the progress of the Middle Management Review as key performance areas that are monitored in the report. Performance in these areas is reported to CMT and Cabinet on a quarterly basis. The indicators which are also Best Value Performance Indicators are reported to Government on an annual basis. It covers both the performance of the function and the Council as a whole.

The Best Value Toolkit includes a full stakeholder analysis of services and asks teams to review the impact that their service has on these stakeholders. It is a requirement that the stakeholders identified fully reflect the diversity of employees and the communities in the Borough. The Consultation process recommended in the Best Value process would also ensure the involvement of stakeholders in the review of services. The Council is also looking to update the Best Value toolkit and replace it with an improved continuous improvement process. This process will both ensure that the services reviewed are meeting the Council's diversity requirements and will also use current diversity performance as a means for selecting services to review. The First Contact Review also serves as a good practice model. Also as part of the statutory requirement individual service reviews are required to ensure that consultation forms part of the review process. In addition, the reporting process for reviews provides the opportunity for rigour and scrutiny.

The team also has an imperative to improve performance across the Council as a whole and therefore looks to monitor and improve Council performance in this area. In addition to the Strategic Performance Report, the team employs the following mechanisms:

The current Mori process will also assess the impact of services on diverse communities locally. The Mori process is being run at a super output area level and will be able to assess alongside the Vitality profiles what impact the Council is having on different communities. The Mori survey process is also including a booster for Black and Minority Ethnic Groups to help ensure a broad response.

The Council's Vitality Profiles have also been used to both understand the diversity of the Borough as well as to look at whether the Council's services have a differential impact on Residents. The Vitality Profiles look at many dimensions of diversity across the areas of the Borough.

3. Sources of Evidence (continued)

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

The actions and operations of the team are the same for supporting both of these areas.

The team conducts an internal assessment of whether it is having a differential impact on its internal customers through a number of mechanisms:

The internal staff satisfaction survey

Regular management team meetings where equality issues are regularly discussed

Service plans for the team must include a description of how consultation has been conducted.

No particular issues were raised however for the purposes of ongoing monitoring and management of risk a number of new mechanisms are proposed below:

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

No particular issues have been raised, however going forward:

The overall impact of the Performance team will be monitored by the mechanisms discussed:

1. The Performance Team will continue to ensure that there are measures of differential impact in place across the Council through the Strategic Performance Report. This includes both the direct performance of the team as well as the performance of the Council as it is impacted by the performance team.

2. The Performance Team will continue reporting of staff diversity though the performance reporting process.

3. The team will continue to analyse the results of staff satisfaction surveys and challenge performance at team meetings

4. The Vitality profiles and the Mori process will evaluate how well the team is supporting the Council's overall objective of improving performance

The effectiveness of the best value review programme will be monitored through the delivery of individual service reviews. There is a statutory requirement on best value authorities to ensure that reviews undertake consultation i.e. involvement of existing and potential service users and hard-to-reach groups. External inspections will also provide an insight as to the level of involvement and potentially and areas of exclusion. However, plans are in place to ensure that robust monitoring arrangements are implemented for future programmes.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

None raised

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The outputs of the staff survey and Mori survey will be published in the Council

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Although no specific issues have been raised the team is looking to build improved capacity to monitor and manage performance:

The Council is currently developing an equality scorecard to measure equality performance across the Council. Furthermore as part of the Mori survey process the Council is operating a booster for Black and Minority Ethnic groups to ensure an appropriate breadth of responses.

As part of the ongoing development and replacement of the Best Value review process the Performance Team is developing a new continuous improvement process. This process will both ensure that the services reviewed are meeting the Council's diversity requirements and will also use current diversity performance as a means for selecting services to review.

The ongoing refinement of the Strategic Performance Report will also place a strong emphasis on diversity themes. Overall performance areas will continue to emphasise diversity and be supported by a wide range of performance measures.

The further development of the performance management process is also looking at developing performance management at an Area level. This will involve gathering area level performance data which again will enable the Council to assess whether its services are having a differential impact. The future development of Management Information Systems at the Council will enable area level reporting in this area.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

ISSUE IDENTIFIED	ACTION REQUIRED	LEAD OFFICER	TIMESCALE	COMMENTS
Need for improved monitoring and management of risk	Development of a Council wide equality scorecard	TBC	October 2005	The role is yet to be appointed
Need for improved monitoring and management of risk	The team is developing a new continuous improvement process which will include Equality assessments as a key consideration	Tom Whiting	December 2005	
Need for improved monitoring and management of risk	The team will continue to deliver and monitor the strategic performance report	Martin Randall	Ongoing	
Need for improved monitoring and management of risk	The team is looking at developing an improved capability for Area level performance management	Tom Whiting	December 2005	

Signed: Tom Whiting
Date: 19/05/05

Name:
Completing officer

Signed: Paul Najsarek
Date:

Name:
Lead Officer

Department: Organisational Development

Service: HR & OE

1. Function/Policy (including aims): Occupational Health Service

To provide a medical and advisory service to the Council, and a medical advice, support and counselling service for employees

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Relevant to all three areas by ensuring management decisions based on objective information

b) with reference to other Equalities minority groups:

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Data currently available is not broken down by ethnicity, gender, etc and is therefore unable to establish whether the function has a differential impact.

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Unable to establish whether the function has a differential impact

b) with reference to other Equalities minority groups:

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Via an item on intranet linking to full document.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Establish with service provider system for recording of information on usage.
Develop procedure for analysing information.

Signed:

Date:

Name:

Completing officer

Signed:

Date: 6th June 2005

Name: Jon Turner

Lead Officer

Department: People First	Service: Physical Disability and Sensory Services.
---------------------------------	---

1. Function/Policy (including aims):
(a) Improve accessibility of information distributed to service users. (b) Promote Direct Payments to offer flexibility and choice to service users.
2. Specify how relevant function/policy is to general duty to:
<ul style="list-style-type: none"> - <i>eliminate unlawful discrimination</i> - <i>promote equal opportunities</i> - <i>-promote good relations between people from different racial groups</i>
<p>a) with reference to the Racial Equality Scheme: Promoting and increasing the take up of Direct Payments within ethnic minority groups will increase the service user’s choice and also provide them with an opportunity to organise carers familiar with their language, cultural needs – diet and lifestyle etc. This has improved relations between People First and organisations, which represent different racial groups’ i.e.: the Somalian Carer’s group.</p> <p>b) with reference to other Equalities minority groups: Information needs to be available in many different formats to avoid discrimination. Formats should include information being available in different languages, large print and Braille, video and audiocassettes for those with sensory loss. Promoting and providing accessible information will ensure that everyone has an equal opportunity of gaining knowledge of the services, which are available.</p>
3. Sources of Evidence
<p>Monitoring <i>Details & results of monitoring, making clear where there is evidence of discrimination, and how the Results are to be used to develop future policy and practice.</i></p> <p>a) With reference to the Racial Equality Scheme: Feedback from Service users during assessment or forum meetings, consultation via User Survey forms, contact from Groups and Organisations representing minority groups.</p>
<p>Consultation <i>Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to inform by minority groups was achieved.</i></p> <p>With reference to the Racial Equality Scheme: Consultation has taken place with service users who have expressed that they wish to have carers with an understanding of their cultural needs. It would seem that it is their preference is to employ carers who speak their own language. Many have indicated that they already know someone whom they would like to employ using Direct Payments. In addition, People First has negotiated with the Somalian Carers group, originally set up to recruit and provide carers for this ethnic minority group, via Direct Payments. The Direct Payment Scheme has recently been revised and updated within Harrow and Care Managers have prompts to discuss and promote the scheme with individuals. However, as previously mentioned the Direct Payments co-ordinator intends forming a strategy to ensure that the Scheme is further promoted within representative groups.</p>

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

a) With reference to other Equalities minority groups: Following feedback from service users and forum groups, consultation is presently taking place with Voluntary organisations such as the Middlesex Association for the Blind and Deaf Plus and the Harrow Association for the Disabled. Consultation is being sought from minority groups including deaf people in Harrow. Several forums meet monthly and are attended by members of People First to ensure that comments and feedback is noted and acted upon. Research is presently being commissioned and newspaper adverts, surveys and meetings are taking place to gain feedback from groups. Action towards improving accessible information is currently being steered by a working party which includes members of the above. In addition a Sensory Partnership Board and sub-group meets regularly to discuss issues relating to those with sensory loss.

In 2004 information leaflets were updated and distributed in the form of four different sets of packs. It was anticipated that through the various stages of contact, assessment and intervention – packs would provide the necessary information to explain processes and services available. However, feedback from service users, particularly those with sensory loss has indicated that they feel ‘bombarded’ with information, much of which never gets read. Following consultation a working party was set up to determine the best way of providing information and improving accessibility. A single information booklet is being devised which will give a brief introduction about the many leaflets available with an ordering form which will give service users the opportunity to make their choice about which leaflets they would like sent to them. In addition an audiocassette and video will be produced for those who are deaf or blind.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

As previously mentioned commissioning care via a select accredited agencies had an negative impact on service provision as it became clear most agencies had difficulties recruiting carers who spoke various languages Therefore Direct Payments were promoted within the Ethnic minority service users to rectify this situation effectively. It is envisaged that promoting the Direct Payment Scheme within ethnic minority groups will avoid adverse impact and provide equal opportunity by ensuring that cultural needs are met. It will offer a fair, inclusive system, which will satisfy the needs of all minority groups.

b) with reference to other Equalities minority groups:

It became evident that most of the information leaflets and booklets produced were not accessible to those with sensory loss or available in various languages and therefore this had an adverse impact on minority groups. Following consultation from people in the deaf community a working party was set up to devise an information booklet, video and audio cassette to address this inaccessibility. , it is envisaged that making information more accessible in various formats and languages will provide equal opportunities for individuals to gain access to the most appropriate services to meet their needs. Discrimination will be avoided and good relations will be promoted between service providers and the community.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments

By working in partnership with voluntary groups and consulting with user groups changes will be made to the information booklet as appropriate. The Sensory Subgroup meets regularly and monitors the effectiveness of information and its accessibility.

Direct payment take up within minority groups will be monitored by the DP co-ordinator. Consultation will continue with ethnic minority representatives and comments and actions required will be fed back to the DP Steering group.

6. Action plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Once the new information booklet has been distributed, feedback will be encouraged from individuals and any necessary changes will be made. This will determine whether that any adverse impact will have been eliminated, as accessibility is the goal.

Direct payments will continue to be promoted during all the processes of assessing and providing services. Prompts have been entered onto the various forms as a reminder to offer DPs as an option, which increases choice and empowers individuals. The Direct Payment Co-ordinator will take a lead role in working in partnership with representatives from the ethnic minority groups. Care Managers will be encouraged to promote and set up DPs where appropriate. Monitoring of take up will be analysed and reported to the Steering group. The Direct Payments Co-ordinator will promote this scheme by contacting various representative groups and this will promote good relations within the community as well as increase awareness of cultural issues.

Signed:

Date:

Name:

Completing Officer:

Signed:

Date: 17/05/05

Name: Doris Sheridan

Lead Officer:

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: People First	Service: Mental Health
---------------------------------	-------------------------------

1. Function/Policy (including aims):

To define the operation of the service delivered to adults with mental health problems living in the borough of Harrow

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The work of the CMHT is relevant to all three duties. The priority is to ensure that the service offers equal access to all and is anti-discriminatory. Equal Opportunities are promoted for service users in seeking to engage them in community based activities and in particular to explore options for employment and or training.

Regular user forums actively promote good relations between people from different ethnic groups

b) with reference to other Equalities minority groups:

The team promotes all 3 duties in relation to people with disability ,people of all ages and from other equalities minority groups

3. Sources of Evidence

Ethnic monitoring information is collected on all clients referred to the service
Extensive consultation has taken place with users of the service from different minority backgrounds in a user forum and in Harrow Mental Health Diversity Group
The consultation has been documented and is forming the basis of an action plan

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Detailed data from the user consultation identifies a need for more extensive use of interpreters and the provision of information to users in a wider range of community languages.

The action plan to address this will be completed by July 2005 .

The ethnic monitoring data is evaluated annually and is used as a tool to plan appropriate service delivery

b) with reference to other Equalities minority groups:

No adverse impact identified

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Consultation took place a user forum on 4-5-05 where a large number of users from different backgrounds met with staff and managers from the service.

Further consultation at Harrow Mental Health Diversity group

b) with reference to other Equalities minority groups:

as above

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

n/a

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

There is an impact on some users of insufficient use of interpreters and of insufficient information about services in minority languages. This could be seen as indirectly discriminatory

The ethnic monitoring information is completed to a high standard but the data needs further analysis to establish if service delivery is in line with the needs of the minority population. This will be incorporated into the action plan

b) with reference to other Equalities minority groups:

n/a

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The action plan will be published and circulated by July 2005 and we be available to all users of the service and all stakeholders

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Plan to be published in July 2005

Further consultation with users in September 2005 on the action plan

Signed:

Date:

Signed:

Date: 25/05/05

Name:

Completing officer

Name: Carol Harrison Read

Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: People First	Division: Children's Services
1. Function/Policy (including aims): Achievement and Inclusion Research and Strategy	
Exclusion and Attendance. The Local Authority provides guidance to schools regarding exclusion procedures. It also provides additional targeted funding which schools can use to put in place support to avert behaviour which might lead to exclusion. It also provides, in-service training and limited advisory teacher support to tackle behaviour concerns. The Local Authority provides guidance and training to schools regarding attendance. It also provides educational social worker service to target those pupils whose absence is more acute.	
2. Specify how relevant function/policy is to general duty to: <ul style="list-style-type: none">- <i>eliminate unlawful discrimination</i>- <i>promote equal opportunities</i>- <i>promote good relations between people from different racial groups</i>	
b) with reference to the Racial Equality Scheme: Legislation places on schools the duty to eliminate unlawful discrimination and promote equality of opportunity and good relationships. These apply both to exclusion procedures and attendance arrangements	
c) with reference to other Equalities minority groups: School governing bodies have a duty not to treat disabled pupils or other groups less favourably than other pupils. This applies to both exclusion and attendance procedures	
3. Sources of Evidence Local Authority Policy and Guidance The Local Authority guidance and policy on exclusion and attendance is based on national guidance and meets the requirements of relevant legislation. The Local Authority model procedures requires that, when considering an exclusion, headteachers must satisfy themselves that there has been no discrimination with regard to either race, disability, gender or any other specific need. The Local Authority Legal Services provides legal clerks to assist governing body committees to interpret the legislation on exclusions when considering whether to uphold permanent exclusions done by headteachers and when hearing appeals against fixed term exclusions. Exclusion Monitoring Schools are required to report permanent exclusions and fixed term exclusions above 5 days. The Local Authority has in place monitoring arrangements requiring schools to report all fixed term exclusions (1 day and over) as well as permanent exclusions, categorising the reason for the exclusion and identifying ethnic group. Exclusion data must be reported to the DfES. This data is monitored by the local authority research and information services and reports produced. These include analysis by ethnic and other groups. Ofsted inspections of schools monitor school exclusion procedures and data and comment on adverse concerns.	

3. Sources of Evidence (continued)

Attendance Monitoring

Schools are required to keep registers of attendance and report attendance to the local authority and DfES.

The data collection systems in place have previously not easily provided for analysis of attendance by ethnic or other minority groups. New MIS modules available will make this possible and it is anticipated that monitoring will be in place by 2006/07.

Ofsted inspection of schools monitor school attendance and comment on adverse concerns.

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

The legal services clerking service ensure that schools follow legislation with regard to exclusion procedures. This applies to the duty not to discriminate as in a) and b).

Exclusions

National data indicates that permanent exclusions in Harrow schools are higher than average, especially in high schools. There is no national data on fixed term exclusions. National data also indicates that the proportion of excluded pupils re-integrated to another school is also higher than average. This reflects the agreement between Harrow high schools to admit a pupil directly to another school following a first exclusion. Under this arrangement the majority of excluded pupils remain in school. Where pupils have been excluded a second time they will be admitted to Harrow Tuition Service, and where appropriate supported re-integration to a school will be planned over time.

Generally Ofsted inspection reports of schools in Harrow identify that behaviour is overall good or better and confirm that schools have appropriate procedures in place regarding exclusions.

Attendance

National data indicates that overall attendance in Harrow schools is above average: it is good in high schools, and in line in primary schools (which include Year 7). In particular, unauthorised absence is very low and well below average. However authorised absence includes a significant proportion of pupils whose families are taking holidays and visits during school term time, as well as the usual absence for sickness etc.

Generally Ofsted inspection reports of schools in Harrow identify that attendance is more often satisfactory, good or better and confirm that where attendance is below average schools usually have appropriate procedures in place and need to continue to pursue and develop these.

a) with reference to the Racial Equality Scheme:

R & I exclusion monitoring reports identify that for some racial groups the proportion excluded is greater than the average and similarly for other racial groups the proportion excluded is less than the average:

White British and **Black** groups are **over represented** and **Indian, Pakistani, Chinese** and **other Asian** groups are **under represented** in comparison to their percentage of the school population. These data largely reflect national data.

With regard to attendance there is not yet data available (see above), However a significant minority of pupils with authorised absence are visiting their country of origin on extended holidays during term time.

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

Boys are four times more likely to be excluded than girls and at Harrow Tuition Service the proportion of excluded **pupils with a statement** of need is significantly greater than the proportion of statemented pupils within the school population. **White British pupils registered for free school meals** are over-represented amongst permanently excluded pupils in comparison to their percentage of the school population .

With regard to attendance there is not yet detailed data available with regard to groups, however **attendance data** for **looked after children** is below average and attendance of pupils at **special schools** is significantly below that for high and primary combined. Also absence rates are overall higher in schools where the poor **social economic indicators** are greater.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

There is full consultation across schools and governing bodies regarding Local Authority Policy and Guidance on Exclusions and Attendance. Policies are also subject to scrutiny by relevant Council Committees.

More recently, in Spring 2005 a consultant review of behaviour support and exclusions has included wide consultations with key stakeholder groups and bodies. A tight timescale to this process precluded the use of questionnaire surveys and translated surveys, however the survey has included the analysis of exclusion data with regard to ethnic minority groups and other groups.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

n/a

b) with reference to other Equalities minority groups:

n/a

It is intended to develop MIS to enable equality monitoring of attendance during 2005-06. Which should enable monitoring of these groups in 2006-07.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

With regard to exclusion from school, analysis of data show that some ethnic minority groups and other groups are over-represented and some ethnic minority groups and other groups are under-represented.

There is no evidence that this is as a result of directly or indirectly discriminatory or unlawful actions

There is no comparable data for attendance on which to base secure judgements.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The annual Education Service Review and data profile include sections on exclusion and attendance. The service review is distributed widely to schools, governors and amongst stakeholders and partners and is the subject of scrutiny at Council Committees.

The research and information service publish an annual Exclusion Monitoring Report distributed to schools and governing bodies.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Exclusion

A significant in-service training programme has been put in place to support teachers and schools develop and strengthen behaviour management strategies. Additionally a rapid response multi-agency team has been available to support high schools identify alternatives to exclusion during 2004/5. These will continue and developed further in the coming year .

A consultant was appointed to carry out a major review regarding exclusion and behaviour support during Spring 2005. An action plan is to be drawn up in Summer 2005 to be implemented from September 2005 and is expected to incorporate a 2 year plan.

Attendance

R & I and the Education Social Work Service will be developing attendance monitoring arrangements to include minority groups. Already ESW service has developed a leaflet, published and available in minority languages, to emphasise the importance of not taking holidays and avoiding visits in term time. Arrangements have been made with a number of local travel agents to offer travel discounts during the school holiday period. The impact of this will be monitored in the coming year.

Targeted Support has been put in place in those schools where attendance is higher. A targeted telephone service had been employed to specifically monitor the attendance of looked after children, this could be extended to other groups with low attendance when data is available.

Signed:
Date:

Name: Brenda Rayson
Completing officer

Signed:
Date:

Name: Brenda Rayson/ Roger Rickman
Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Children's Services	Service: Early Years, Childcare and Parenting
--	--

1. Function/Policy (including aims):

To improve access to Early Years and Childcare provision for BME children and families.

Which:

- Enables families to have access to high quality affordable childcare for children aged birth to 16
- Provides children with the highest quality care and learning
- Provide practitioners with access to qualification training and continuing professional development opportunities

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The work of the Early Years, childcare and parenting services is relevant to each of the duties but in particular the requirement to promote good relations between people from different racial groups

b) with reference to other Equalities minority groups:

N/A

3. Sources of Evidence

Monitoring

Details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

Monitoring takes place through the work of the Early Years and Childcare Partnership and its related project groups.

Monitoring also takes place through questionnaires and specific project work.

The results are used to inform the Annual Early Years, Childcare and Parenting Business Plan

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to inform by minority groups was achieved.

Consultation takes place through the Early Years, Childcare and Parenting Partnership and its related project groups

Specific consultation with BME families takes place through the partnership work with the Harrow Ethnic Minority Achievement Service

Questionnaires which are translated as required into minority languages

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

From the impact assessment carried out there is no evidence of direct or indirect discrimination however there is an awareness that due to different cultural perceptions on childhood children may be inadvertently disadvantaged because they do not have the same opportunity to access the childcare provision available

b) with reference to other Equalities minority groups:

5. Arrangements for Publication of results of monitoring, consultation and assessments

Results from the impact assessment will feature in the 2006-2008 Early Years, Childcare And Parenting strategy.

Results of consultation are always reported in the Early Years, Childcare and Parenting Newsletter

6. Action plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

ISSUE IDENTIFIED	ACTION REQUIRED	LEAD OFFICER	TIMESCALE
Take up of Early Years places	Establish by ethnicity who is and isn't participating in 3 year old education Continue the SLA with Harrow's EMAS service to provide support and advice on <ul style="list-style-type: none"> o The inclusion of children with EAL o Resourcing o Working with parents and cares from other cultures and backgrounds o Planning and assessment 	Jean Thorbes Wendy Beeton	Autumn 2005 2005
To promote early years and childcare as a career option for Harrows diverse communities	Run two CPD events specifically for Harrows BME communities Audit the workforce by Ethnicity, Gender, Age, Hierarchy	Jean Thorbes	Autumn 2005 Spring 2006
Ensure all children in Harrow aged birth to five have access to high quality care and education	Recruit new and existing childminders from Harrows Asian community to undertake a quality assurance scheme Arrange a meeting in Gujarati to discuss the benefits of being quality assured	Angie Hicks	2005

Signed:

Date: 29th April 2005

Name: Wendy Beeton

Completing Officer

Signed:

Date: 29th April 2005

Name: Wendy Beeton

Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Children's Services	Service: Enhanced Services
--	-----------------------------------

1. Function/Policy (including aims):

The function/policy covers arrangements for children and young people with special educational needs and disabilities within the framework of the Education Act 1996, the Special Educational Needs Code of Practice 2001, the special educational needs provisions of the Special Educational Needs and Disability Act 2001 and related guidance and the Children Act 1989. The specific services include the SEN Assessment and Review Service, Educational Psychology Service, Sensory and Communication Team and Children with Disabilities Service.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The function/policy is relevant to the general duty to eliminate unlawful discrimination and promote equal opportunities.

b) with reference to other Equalities minority groups:

The function/policy is relevant to children and young people with disabilities.

3. Sources of Evidence

Monitoring

Details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Monitoring has been carried out using data from the Pupil Level Annual School Census (PLASC) 2005 and the national statistics on special educational needs in England, Department for Education and Skills, January 2004 that is based on the Annual School Census and the SEN2 survey.

b) with reference to other Equalities minority groups:

As above.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to inform by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Consultation on the special educational needs strategy was carried out in 2002 with a wide range of partners and the community through school governing bodies. A more recent consultation has been conducted in autumn 2004 on changes to the funding arrangements for children and young people with special needs statements that involved a questionnaire available in community languages and telephone interviews and focus groups with interpreters where necessary.

b) with reference to other Equalities minority groups:

As above with in addition provision being made for physical accessibility in relation to the recent consultation.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Not applicable.

b) with reference to other Equalities minority groups:

Not applicable.

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

An analysis of children and young people with special educational needs and disabilities by ethnicity has been carried out in relation to special educational needs status, ie School Action, School Action Plus and statement of special educational needs and attendance at Harrow special schools and the data compared to the overall data for Harrow pupils. Across most ethnic groups there are only relatively small variations between those with special needs or attending special schools and the overall population figures. Children and young people whose ethnic origin is Indian appear to be under-represented across all the indicators analysed which is consistent with the higher levels of achievement of this group. White British children are more likely to have a special needs statement which again may reflect the relatively low achievement in this group particularly boys.

b) with reference to other Equalities minority groups:

As above.

5. Arrangements for Publication of results of monitoring, consultation and assessments

The information will in future be incorporated into the annual report on the special educational needs strategy to the Lifelong Learning Scrutiny Sub-Committee.

6. Action plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

There is a need to look in more depth and detail at some elements of activity in relation to special educational needs and in particular an analysis of appeals to the national Special Educational Needs and Disability Tribunal by ethnicity will be included as part of the monitoring that takes in this area.

Further systems need to be developed and established with regard to the care arrangements made for children and young people with special educational needs and disabilities and this will be part of future developments within the social care service for children with disabilities.

Signed:
Date: 20.5.05

Name: Roger Rickman
Completing Officer:

Signed:
Date: 20.5.05

Name: Roger Rickman
Lead Officer:

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Learning & Community Development	Service: Lifelong Learning Services – Harrow Teachers' Centre (HTC)
---	--

1. Function/Policy (including aims):
Usage of Harrow Teachers' Centre - Policies
2. Specify how relevant function/policy is to general duty to: <ul style="list-style-type: none">- <i>eliminate unlawful discrimination</i>- <i>promote equal opportunities</i>- <i>promote good relations between people from different racial groups</i>
a) with reference to the Racial Equality Scheme: <p>Relevant to all 3 areas:</p> <ul style="list-style-type: none">▪ by ensuring that council policies are adhered to with regard to booking accommodation and facilities of HTC by communities in Harrow▪ by ensuring that users of HTC feel welcomed, informed, comfortable, valued and respected
b) with reference to other Equalities minority groups: <ul style="list-style-type: none">▪ by ensuring that faith groups and▪ people with disabilities feel welcomed, informed, comfortable, valued and respected.
3. Sources of Evidence
Monitoring <p><i>Details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.</i></p>
a) with reference to the Racial Equality Scheme: <p>User Complaints – no evidence of adverse impact</p> <p>Future monitoring will be done by consultation, by analysis of statistics and by developing policies and procedures to underpin Harrow policies.</p>
b) with reference to other Equalities minority groups: <p>Monitoring access of buildings by staff resulted in improvements to physical access to and within buildings.</p>
Consultation <p><i>Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to inform by minority groups was achieved.</i></p>
a) with reference to the Racial Equality Scheme: <p>The review of Harrow Council's Education Lettings Policy resulted in the decision by Cabinet to replace the Educations Lettings procedures with a new Grants System from September 2006.</p>
b) with reference to other Equalities minority groups: <p>Disability – ACL team, users and staff contributed to information gathering to improve physical access to and within buildings. Joint working on accessing funds to improve access.</p>

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Advice received from a consultant (Permjeet Panesar on 25/2/2005).

New software has been bought to improve data analysis of users that will be measured against the Harrow Profile for monitoring usage to develop policies to address issues of inclusion.

b) with reference to other Equalities minority groups:

as above

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

No adverse impact identified

b) with reference to other Equalities minority groups:

None

5. Arrangements for Publication of results of monitoring, consultation and assessments

None

6. Action plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

As there was no systematic process in place for monitoring and consultation, a Strategy is being implemented to develop and implement appropriate strategies – see attached. This includes

- using the new Bookings System software to analyse usage by Harrow communities and compare against profiles,
- further develop partnership arrangements to encourage inclusion
- interpret the Harrow Race Equalities Policy with specific regard to a Visual Policy
- develop a formal Catering Policy considering Inclusion (DDA, Faith, dietary e.g. religious, vegetarian, vegan, allergies etc.
- consideration to giving access to prayer areas when possible
- getting the “welcome” right to ensure users feel welcomed, comfortable, valued and respected.

Signed:

Date: 28th April 2005

Name: Melvyn Leach

Completing Officer: Teachers' Centre, Manager

Signed:

Date: 28th April 2005

Name: Anita Luthra-Suri

**Lead Officer: Group Manager,
Lifelong Learning Services**

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: People First	Service: Library Services (Learning & Community Development).
---------------------------------	--

1. Function/Policy (including aims):

Statutory duty under the Public Libraries and Museums Act 1964 to “provide a comprehensive and efficient library service for all persons desiring to make use thereof” and in the context of DCMS’s “Framework for the Future” and Public Library Service Standards.

Provision of community focal points, access to literature, information (inc. community information), informal lifelong learning opportunities, recreational reading and listening, and a major resource for local history. These are for all people who live, study or work in Harrow to benefit by freedom of access to recorded information, ideas and imagination (inc in electronic formats) for lifelong learning and leisure.

Sought outcomes include (a) an improved quality of life by equality of access to library provision, and (b) a more informed and literate learning community.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme: The service has 60,000 voluntary active* borrowers, 48.6% of whom are from BME groups. Apart from provision of appropriate stock and information services relevant to different racial groups and culture, the service acts as a window on other cultures’ literary and recorded music traditions for the whole community. * *Active borrower is defined as a library member who has borrowed at least one item within the last 12 months.*

b) with reference to other Equalities minority groups: The service provides stock and information for and about such minority groups. For example, large print books and spoken word recordings are provided for visually impaired people and information resources about VIPs are available.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

The main source of data is the voluntary monitoring of ethnicity at the time of registering library membership to borrow library stock. Use by minority ethnic groups is then tabulated through a reporting module of the library management system. In addition, the triennial Public Library Users Survey (PLUS) monitors ethnicity of the survey sample at each library. Comments from Feedback forms are monitored for evidence of discrimination in provision. The evidence of use suggests that there is general satisfaction with the service. The main issues are how to provide for small and/or scattered language groups not having access to materials of interest in their languages. As numbers in a language group grow, new mother-tongue collections of books and magazines are added; for small groups the option of borrowing books from other library services is available (either directly or via the reservations service) and free access is available to relevant internet sites.

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups: Registration forms capture a declaration of disability (without breakdown) and the triennial PLUS survey asks if it was hard to use the library because of visual, hearing, physical or learning difficulty reasons. HAD have conducted a DDA audit of buildings.

The main issues are DDA related and are being resolved by the Council's capital programme, e.g. provision of accessible toilets.

One library (Rayners Lane Library) cannot feasibly be modified for good access and the Council has to consider alternative possibilities (inc. new site, Housebound Library Service and directing some users to nearby accessible libraries).

Although there is some provision of assistive hardware and software for public PCs, more is being installed in liaison with MAB.

An Audit Commission Library Stock Health Check in 2004 identified the need to improve the range of stock for a wider range of sexual orientations. This is being done through purchase from specialist suppliers in addition to the purchase of a wider range from existing mainstream suppliers.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme: PLUS (referred to above) is a triennial survey of adult library users carried out at all libraries using standard questionnaires and national IPF methodology. A programme of distribution to library visitors is based upon the visitor rate and days of use of the libraries. Apart from standard questions there is space for free text comment, which is analysed at each library before the forms are sent for data analysis. Feedback forms are provided on a continuous basis at all libraries to receive comments, suggestions, and complaints. Where the form is not anonymous, a reply is sent by the Group Manager Library Services; all these forms are analysed annually.

b) with reference to other Equalities minority groups: As stated above PLUS records difficulty in using a service because of visual, hearing, physical or learning difficulties and statements are analysed by each library. Large print versions of PLUS are available. Feedback forms: as above.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

(a) with reference to the Racial Equality Scheme: There is an adverse impact upon small and/or scattered language groups not having access to a range of materials in their mother-tongues in Harrow. A schools survey of languages spoken at home recorded over 100 languages in use in Harrow. Even to provide one bay of shelving per language would require several complete libraries. Given that nearly 49% of active borrowers are from BME groups and that only 2% of loans are from non-English book stock, the adverse impact is not as great as might be expected. The service addresses the issue by adding new languages when it is feasible to provide a reasonable choice, by providing access to collections in library authorities with larger communities using the language, and by providing free internet access to sites of interest to other cultural groups.

(b) with reference to other Equalities minority groups: There is some adverse impact where there are public toilets but no accessible toilet. This assessment is changing as new accessible toilets are installed in libraries (2 new ones opened already in 2005, with two more to follow).

The lack of accessibility at Rayners Lane Library has an adverse impact against some people with disabilities; although for some it is mitigated by arrangements such as the provision of a public computer on the main level.

An Audit Commission Library Book Stock Health Check has indicated that the provision for people of different sexual orientations needed improvement.

Some faith groups adversely impacted by lack of Sunday opening at weekends.

Assistive technology for accessing public computers needs further improvement to reduce adverse impact on people with a variety of disabilities.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Some findings are reported in the Public Library Position Statement 2004, which is available at www.harrow.gov.uk or in hard copy in the libraries.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Continuous improvement of the range and locations of stock of interest to minority racial groups by responding to changes in community group sizes and locations, monitoring existing use of BME interest stock, and responding positively to public guidance on areas of interest and titles of interest. Stock here refers to books, recordings, electronic information sources, etc. This is a continuous programme embedded in the culture of the library service.

Continuous improvement of the range of stock for differing sexual orientations by purchasing from specialist suppliers and selecting a wider range of stock from mainstream suppliers.

Complete installation programme for accessible toilets at all libraries (except Rayners Lane Library) by March 2007, in liaison with English Heritage where required. If necessary by bidding for additional capital funds if costs beyond the resources of existing capital programme for DDA improvements.

Monitor local opportunities for replacing Rayners Lane Library. Continuous.

Sunday opening at the two central libraries from February 2006.

Install additional appropriate assistive software by September 2005.

This action plan is contained within the “Full Equality Impact Assessment” of 6/5/05

Signed:
Date: 13/5/05

Name: Bob Mills
Completing officer

Signed:
Date: 13/5/05

Name: Bob Mills
Lead Officer

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Learning and Community Development	Service: Community and Culture
1. Function/Policy (including aims):	
<ul style="list-style-type: none"> • Strategic arts development throughout the Borough • Monitoring and evaluation of arts services delivered through the Arts Culture Harrow Service Level Agreement • Development, delivery and monitoring of the Cultural Strategy <p>Provide high quality music education in Harrow schools – widening access and providing instrumental tuition and performance opportunities</p>	
2. Specify how relevant function/policy is to general duty to:	
<ul style="list-style-type: none"> - <i>eliminate unlawful discrimination</i> - <i>promote equal opportunities</i> - <i>promote good relations between people from different racial groups</i> 	
Relevant to all three areas	
3. Sources of Evidence	
<p>Monitoring <i>Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.</i> The Music Service provides and has access to Pupil Data in conjunction with the DfES Survey (every 2 years). This data describes ethnicity, gender, age etc. This data is used to set targets for improving access to music services and a comparison between Harrow and other authorities.</p> <p>Monitoring of The Music Service is also carried out by management through an agreed programme of regular visits to schools.</p> <p>Individual projects/initiatives organised/facilitated by Community and Culture are monitored and impacts measured. eg Words Live 2005; 24 events with 26 Artists (8 Black/8 Asian/8 White/2 Other) reaching 1,186 people. 60% of these were women and 35% youth (Ethnic breakdown – 21.92% Black/30.86% Asian/32.04%/Other 15.17%)</p>	
<p>Consultation <i>Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.</i></p> <p>Arts4Schools The Music Service receives termly feedback via monitoring forms from schools regarding the quality and breadth of provision.</p> <p>Arts Unit Full public consultation with the public in 2002 regarding the Cultural Strategy. New Initiatives to be developed, starting with Under One Sky (2005), this will:</p> <ul style="list-style-type: none"> • Pilot consultation with young people • Create links to community organisations (HAMA & HACAS) to ensure involvement of ethnic minority groups within the cultural festival. <p>Harrow Association for the Disabled (Disabled Access and Transport to local arts and cultural events) – Numerous groups consulted.</p>	

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

Analysis

Arts4Schools

- There are concerns regarding the take up of certain instruments by gender eg low numbers of boys playing flute; low numbers of girls playing trumpet).
- We are also concerned that more children from different ethnic backgrounds aren't taking the opportunities given to experience music from other cultures.

Arts Unit

- There has been no specific activity for Refugees planned for last year.
- One 2-day activity and research project planned for disabled people in the last year,
- No record of monitoring take-up in terms of equality of opportunity except for literature and within this, records of racial groupings have been too general (ie Black/Asian). Need to improve.

Outcome

Arts4Schools

- We are providing free tuition and instrument hire to schools where we have evidence of poor take up of Indian Musical instruments.
- We also provide taster sessions on these instruments so that pupils are given the opportunity to play without having to commit to lessons at the outset.
- We provide concerts and workshops in schools that enable us to provide a positive role model for young people.
- Guidance given to schools on the process and criteria for selection of pupils for instrumental lessons with equal opportunities at its heart.

Arts Unit

- The Service needs to include disability and refugee groups in planning and generally needs to develop methods of monitoring all art forms.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

New and improved forms of monitoring are needed in relation to the collection and assessment of data.

The refresh of the Cultural Strategy and the formulation of a Community and Culture Service Plan creates the opportunity to put these systems in place.

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

IMPROVEMENT PLAN

ISSUE IDENTIFIED	ACTION REQUIRED	LEAD OFFICER	TIMESCALE	COMMENTS
General Focus of Community and Culture's Services	Review of Cultural Strategy	S.Webster	June – December 05	
Ensure a greater understanding of our audience and participation levels	Establish system to collect and analyse data (participation and satisfaction levels etc)	S.Webster	Sept 05	Part of new planning cycle
To set realistic and inclusive targets for the reach of C&C services across Harrow communities	To set targets for achievement as part of the planning process	S Webster	Sept 05	Part of new planning cycle
Ensure effective consultation with the community on new initiatives	Build and learn lessons from pilot consultation work started with Under One Sky	S Porter	Ongoing	
Ensure programme of events and festivals reflects as is relevant to the needs of Harrow communities	Review programme of 2005 events and plan for 2006	S Webster	Sept-Dec 05	New programme produced for 2006
Lack of consultation with parents/pupils	Determine method of consultation	M. Blake	Sept 2005 -	Music service is a trading service with schools but needs to consult more widely on effectiveness
More rigorous approach needed to monitor music service	Review the process for 'Best Value' pilot carried out in the year 2000	M.Blake	Sept 2005 -	As part of service development plan 2005-2006
Widening opportunities	Extend 'wider opportunities' to include more schools	M.Blake	Sept 2005 -	As part of service development plan 2005-2006

Signed:

Date:

Name:

Completing officer

Signed:

Date: 27/05/05

Name: Samantha Webster

Lead Officer

Department: People First

Service: Asylum Service

1. Function/Policy: Integration Strategy for unaccompanied asylum seeking children (UASC)

Asylum Team Objectives:

The Asylum Service aims to meet the integration needs of our unaccompanied asylum-seeking children through joined up service delivery.

Ensuring that the housing, housing, education and social care support aspect of the service users are met through the integration strategy.

Particular attention will be paid to addressing the specific needs of Unaccompanied Asylum Seekers through extending partnerships with specialist care service providers such as

- Education
- Primary Health Care Trust
- Connexions
- Mental Health Department
- Department of Work and Pensions (DWP)
- Home Office
- London Asylum Seekers Consortium (LASC)
- Medical Foundation
- Refugee Community Organisations (RCO)
- Association Of London Government (ALG)

The nature of this will include the effective sharing of relevant and timely information whilst respecting privacy and citizen's rights, as laid out in the Race Relations (Amendments) Act 2000. In order to ensure that the client's cultural needs are identified and met.

Collaboration to provide a co-ordinated and seamless service to Asylum seekers in receipt of Harrow Council services in order to promote greater efficiency, reduce unnecessary duplication of information.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*
- Eliminate unlawful discrimination by engaging users through forums and other consultative workshops and service users inclusion in the recruitment process
- Promote equal opportunities by collating information obtained through the above forums etc in order to incorporate service users views into policy, procedure, practice and service delivery
- Promote good relations between people from different racial groups via the asylum service information strategy including website, news letters

As part of the departments plans we aim to ensure that recruitment and training comply with the Race Equality Scheme objectives including service users from a wide diverse ethnic background, also be indigenous population

3. Sources of Evidence

The main sources of evidence are derived from membership of various forums, client consultation with assistance from the following :

- Other Council Departments
- USAC forums
- People First; Social Care Asylum Service Business Plan
- Black and Minority Ethnic Housing Reference Group
- Schools and Colleges
- Connexions, London West
- Harrow Primary Care Trust

Monitoring

Information obtained from the data sources above has been analysed and has confirmed that a need is apparent and the mechanisms in place has provided evidence of positive outcomes, in the areas of the education, health and mental wellbeing for this specific client group. However, one area requires a specific action that being, health and education needs of UASC.

Consultation

Undertaken between the Asylum service and the following:

- PCT Meetings
- Carol Thomas Clinic
- Mental Health Teams
- Refugee Council Chilterns Panel
- UASC Forums
- Children Services
- Further Education
- Medical Foundation
- Refugee Community Organisations (RCO)
- Association Of London Government (ALG)

4. Impact Assessment

The specific needs of newly arrived UASC clients are made apparent through assessment these have been identified as Mental Health Needs

The current arrangements with regard to mental health service provision currently in place do not fully meet the needs of these clients, the consultation process currently taking place in Harrow will result in effectively and efficient improvements.

The current gap in the service is due to the lack of available people resources from the multi agencies

5. Arrangements for Publication

- Group Managers
- Relevant Agencies
- Joint Care Management Reference Group

6. Action plan to reduce adverse impact:

The Asylum Service Propose to undertake and continue with the following improvement initiatives in order to facilitate the integration of the UASC Client group within Harrow into UK

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Society.

These initiatives are listed below:

- Review accommodation for 16 to 17 year olds
- Asylum Seekers Team and People First Children's Services Inter-departmental working arrangements
- Continue joint working with the Primary Health Care Trust around unaccompanied Asylum seeking children
- The Asylum Seekers Team aim to deliver the overall service objectives and to work collaboratively with stakeholders as defined within the services Business Plan.
- Review existing asylum service, stakeholder-working protocols so as to insure that the targets set within this document are met.
- Enhance existing monitoring systems.
- Service User Participation
- Unaccompanied Asylum Seeking children. Representation on the Youth Council and others Community based organisations.
- Enhanced Induction Programme for new staff
- Total review of the Asylum Seekers Team position within the Local Authority
- Demonstrating a simple, flexible and cost-effective means of delivering service aligned to standards, technology and relevant Immigration legislation

Signed:

Date: 20th May 2005

Name: Philip Ishola

Completing Officer:

Signed: Dick Van-Brummen

Date: 24th May 05

Name:

Lead Officer:

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Urban Living	Service: Community Safety Maintenance Services (Crime Reduction Unit)
---------------------------------	--

1. Function/Policy (including aims):

The Crime Reduction Unit is responsible for 3 main areas of service delivery:

- i) Coordination and delivery of the Crime and Disorder Reduction Strategy, Performance Management, Evaluation, Training and Funding, including mainstreaming of community safety required by s17 Crime and Disorder Act 1998
- ii) Development and Management of crime/drugs shared information database, information sharing protocol development, analysis.
- iii) Management of the multi-agency response to Anti-Social Behaviour in accordance with ASB strategy and protocol

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Relevant to all three duties:

The statutory Crime Reduction/Drugs Audit to Strategy process requires an inclusive consultation process involving Stakeholders and hard to reach groups, particularly ethnic minority groups, women subject to domestic violence, refugees and traveller groups.

In addition a borough wide anti-social behaviour strategy has been consulted upon with a broad range of minority groups including refugees and travellers.

b) with reference to other Equalities minority groups:

The Crime Reduction/Drugs to strategy process requires consultation with other minority groups ie gay, lesbian and transsexual groups.

The consultation on the ASB strategy is being undertaken as part of the crime audit Consultation with these groups.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

The crime/drugs audit to strategy specification, crime audit consultation data and information and the final Strategy approved by the cabinet and Council – this will be regularly monitored by the Safer Harrow Management Group and project groups

ASB strategy - this will be regularly monitored by the Safer Harrow Management Group and ASB strategy group.

A Crime and Disorder Act s17 toolkit has been produced and training to support the use of the planned e.g. as part of Harrow Corporate University curriculum and also using consultancy support staff and management seminars. This will be driven and monitored by the CSMS Service Plan the Safer Harrow Management Group. The CPA due in March 2006 will incorporate a strong focus on the Council's implementation programme for s17.

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

The crime/drugs audit to strategy specification, crime audit consultation data and information and the final Strategy approved by the cabinet and Council - this will be regularly monitored by the Safer Harrow Management Group and project groups

ASB strategy - this will be monitored by the Safer Harrow Management Group and ASB strategy group

The s17 progress – see above

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

The Safer Harrow Management Group is responsible for the crime/drugs audit and ASB strategy consultation process which is being undertaken through the Harrow Strategic Partnership stakeholder forums and groups representing ethnic minorities, refugee groups etc. For example, consultation with refugee groups has been undertaken through a specially organised refugee forum. The involvement of the PCT has enabled further opportunities for consultation with health groups concerned with domestic violence, racial crime and mental health. A crime and drugs survey aimed at young people undertaken and finding used to inform the strategy and service planning e.g. children in parks initiative

The S17 Toolkit has been prepared based upon the NHP area approach to service delivery . the evidence base for this is the South Harrow Pilot that involved extensive community consultation using MORI and external evaluation by Audit Commission Inspectors. The outcomes from both were very positive.

b) with reference to other Equalities minority groups:

As at a) above.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

An adverse impact may occur where a disproportionate response is taken against a minority group for example. This can sometimes occur where the public perception is that a certain group is responsible for a problem. Implications, including Human Rights, are consistently monitored by the Safer Harrow Management Group and sub-groups e.g. crime audit/drugs project group and anti-social behaviour strategy group.

b) with reference to other Equalities minority groups:

as at a) above

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

This will be published borough wide as part of the crime audit and strategy. Various forms of communication will be used including circulation of hard copy information in the Harrow People magazine, local press, internet and intranet.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

The Safer Harrow Management Group have a remit to ensure that the response to crime and ASB is both proportionate and non-discriminatory. The Crime Reduction Strategy and ASB strategy will be reviewed periodically by the Safer Harrow Management Group crime/drugs audit project group and problem solving groups.

Crime is underreported generally, however in particular areas this is more acute, for example racial incidents, domestic violence, youth crime. The Safer Harrow Partnership is determined to address this through the further development and implementation of third party reporting systems, case management systems e.g. Caseworks and mainstreaming responsibility for community safety across the Council.




Signed:

Name: Ian Pearce, Crime Reduction Manager

Date: 3 May 2005

Completing officer



Signed:

Name: Ian Pearce, Crime Reduction Manager

Date: 3 May 2005

Lead Officer

Relevant documents:

1. Crime, Disorder and Drugs Strategy 2005-2008
2. Young People and a Safer Harrow Action Plan

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

- 3. Community Involvement and Diversity Action Plan**
- 4. ASB Action Plan**
- 5. Crime Audit – Strategy Consultation Programme**
- 6. s17 Mainstreaming toolkit**

Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Urban Living

Service: Planning & Development

1. Function/Policy (including aims):

Planning – Unitary Development Plan (UDP) and Research: the UDP provides the current statutory development plan framework for the borough, and the research function provides monitoring and information support for the development plan. Over the next three years the UDP will be progressively replaced by the new development plan system known as the Local Development Framework.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The UDP has general relevance to all three items in its role of providing the policy background to planning decisions on planning applications. “Good planning is a positive and proactive process, operating in the public interest through a system of plan preparation and control over the development and use of land” (ODPM). The UDP has specific policies dealing with special needs housing and provision of facilities to meet the needs of minority groups.

b) with reference to other Equalities minority groups:

The UDP contains a number of specific policies concerned with achieving a more accessible physical environment

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Annual monitoring report to be considered by the Strategic Planning Advisory Panel and Cabinet in November/December 2005

b) with reference to other Equalities minority groups:

Annual monitoring report to be considered by the Strategic Planning Advisory Panel and Cabinet in November/December 2005

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

In preparing the UDP (adopted by the Council in July 2004) in the period 2000-2004, every effort was made to contact all local groups and organisations and businesses.

b) with reference to other Equalities minority groups:

In preparing the UDP (adopted by the Council in July 2004) in the period 2000-2004, every effort was made to contact all local groups and organisations and businesses.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

Annual monitoring report to be considered by the Strategic Planning Advisory Panel and Cabinet in November/December 2005

b) with reference to other Equalities minority groups:

Annual monitoring report to be considered by the Strategic Planning Advisory Panel and Cabinet in November/December 2005

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

None identified so far – awaiting completion of annual monitoring report

b) with reference to other Equalities minority groups:

None identified so far – awaiting completion of annual monitoring report

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The annual monitoring report will be made available via the internet and printed copies.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Awaiting completion of annual monitoring report in November/December 2005

Signed:

Date: 19.05.05

Name: Bill Munro

Completing officer

Signed:

Date: 19.05.05

Name: Andy Parsons

Lead Officer

Department: Urban Living	Service: Public Realm & Waste Management
---------------------------------	---

1. Function/Policy (including aims):

Maintaining and Managing Public Realm areas aiming to :-

- Work in partnership to improve ‘liveability’, including the reduction of crime and anti-social behaviour.
- Improve access to services for the increasingly diverse community.
- Collect residual waste, clinical waste, organic waste and recyclable waste from households, commercial premises and recycling collection centres across the Borough, and the Civic Amenity Site.
- Transfer residual waste to the West London Waste Authority for disposal, and recyclable and compostable materials to reprocessors
- Maintain and clean streets, parks and countryside, increasingly through “strategic area working” by multi-skilled teams.
- Keep our highways usable through gritting, snow removal and emergency maintenance.
- Provide cemetery and crematorium services.
- Ensure pro-active liaison and consultation with community and partners.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

Eliminate unlawful discrimination

There is long standing extensive monitoring of Waste Service standards to ensure equality of service delivery and response.

A computerised first contact system has recently been developed to collate all service enquiries and comments covering the entirety of the Public Realm and Waste services. The system has the capability to undertake ethnic monitoring of enquiries.

Promote equal opportunities

Promotional information leaflets and web pages provide links to enable translation request.

Leaflets produced to complement introduction of the brown bin scheme include pictorial representation to indicate how to use our waste collection service correctly.

Local consultations have been established to identify key issues and ascertain where there are gaps in the range of consultees.

Promote good relations between people from differing minority groups

As a part of the Public Realm roll out contact is made at a local level with representative community and target groups. This has enabled meaningful involvement in Public Realm management and consultation. This has shaped the development of service provision in specific areas. It has been identified that some groups are underrepresented.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Monitoring is undertaken on service delivery levels

Monitoring is undertaken on new tenant take up of allotments.

Annual monitoring is undertaken to analyse ethnic makeup of sport clubs

b) with reference to other Equalities minority groups:

A MORI customer satisfaction survey was undertaken in 2002, which did not indicate any adverse impact.

European Foundation for Quality Management methodology has been used to conduct workshop and develop Service Delivery & Improvement Plans in the Waste Management area.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

Public realm maintenance has consulted with a variety of partners on development and management issues as it is introduced into new geographical areas. These take the form of notification by area newsletter and local mail-drop followed by open meetings.

Outreach work has been established where there is evidence of disaffected young people to identify needs and develop opportunities.

Consultation has been undertaken to select a representative cohort to review waste collection and disposal policy.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

It is realised that the partners and groups involved with consultations have all been self selected and are not fully representative of the community nor do they take the needs of under representative groups into account.

In addition a MORI customer satisfaction survey of 2002 whilst providing guidelines is now out of date and covers a relatively low sample size and specific area of the Borough.

Within the Waste area a communication strategy has been developed to address diversity issues a further is to develop this strategy to encompass the full range of Public Realm activity, which will inform direction to effective consultative and communication system and support the wider Council Community Strategy.

Expand monitoring activity through the computerised first contact system to include ethnic monitoring of enquiries.

Work is ongoing with the Children's Society to carry out a study to consult with young people with reference to hard to reach and ethnic groups.

Focus Assessments will provide valuable information on why current non users are not utilising the facilities in Harrow and what steps are required to encourage them to do so and how we can improve existing users satisfaction with the provision.

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

Current evidence does not identify any adverse impact on ethnic groups.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

When sufficient volume of ethnic monitoring information is collated through the computer system publication will be available in hardcopy and posted to the Borough Web site.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Further develop a Communication Strategy where all consultations include for ethnic monitoring information. Particular attention will be made to target “hard to reach” groups, elderly, youth, ethnic minority groups and disabled.

Where the results of the ethnic monitoring data collated through the computerised first contact system demonstrate adverse impact we will develop and incorporate the necessary changes into the 2006/07 Service Plan.

Signed:
Date: 20/05/05

Name: Dave Corby
Completing officer

Signed:
Date:

Name: Dave Corby
Lead Officer

Department: Urban Living	Service: Special Needs Transport
---------------------------------	---

1. Function/Policy (including aims):

To support People First Executive Directorate (Community Care, Children Services and Learning and Community Development by Providing Home to School and Home to Day Centre Transport for Children and Adults with Special Needs

To provide safe, efficient. Cost effective services within the expected levels of defined quality.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The Special Needs Transport Service is available to all groups and therefore will comply within the Equality Scheme. The eligibility to the service is agreed by People First Directorate and the needs of the passengers are assessed prior to commencement of transport.

b) with reference to other Equalities minority groups:

The Special Needs Transport Service is available to all groups and therefore will comply with the Equality Scheme. The eligibility to the service is agreed by People First Directorate.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

People First Directorate agrees the eligibility to the service and this information is not available with all service users that we are asked to provide transport for.

We do not have statistics in relation to % of Service users in minority groups – However again this service is specifically open to all resident throughout Harrow who have a Special Need.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

We do not have statistics in relation to % of Service users in minority groups – However again this service is specifically open to all residents throughout Harrow who have a Special Need

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

We do not have statistics in relation to % of Service users in minority groups – However this service is specifically open to all residents throughout Harrow who have a Special Need

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

We have identified a need for staff that are able to speak languages other than English on our Asian Day Centre Routes and this is where possible actioned.

b) with reference to other Equalities minority groups:

We have identified a need for Staff who is able to communicate with children and adults with hearing impairments. i.e. BSL signer. Recruitment and Selection process started in April and a second advert is expected in June 2005

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Looking to develop an Information leaflet specifically for Special Needs Transport detailing arrangements and contact numbers etc – This would include the facility for translation in to other languages. Within 6 months

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Race & Gender – Reviewing routes to ensure where possible the crew consists of male/female and where we have Asian Day Centres that at least one member of staff is able to speak another language. Within 6 months

Disability – By advertising for escorts who are able to sign BSL – Within 6 months
Training in Disability Awareness
Travellers Awareness Course

Signed:
Date: 24/05/05

Name: Caroline Piddington
Completing officer

Signed:
Date:

Name: Russell Beech
Lead Officer

Department: Urban Living	Service: CSMS – Catering & Meals on Wheels
---------------------------------	---

1. Function/Policy (including aims):

To support People First Executive Directorate (Community Care, Children Services and Learning and Community Development) by Providing Home to School and Home to Day Centre Transport for Children and Adults with Special Needs

To provide efficient and cost effective services within the expected levels of defined quality.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

Deliver local services that are tailored to meet the needs of a diverse community.

b) with reference to other Equalities minority groups:

The Catering & Meals on Wheels Service is available to all groups and therefore will comply with the Equality Scheme. The eligibility to the service is through a referral assessments, agreed by People First Directorate.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Continue to conduct annual surveys, which result in high levels of satisfaction. To continue to meet all catering requirements for ethnic and religious dietary requirements.

b) with reference to other Equalities minority groups:

To increase and provide wherever the requirement for meals, in all social groups in the community.

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Consultation and advice is sought from a range of groups i.e. community groups, dietician's, suppliers and other local authorities.

People First provide information on dietary needs for all minority groups, this would be part of any referral for a service user.

b) with reference to other Equalities minority groups:

As above

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

We do not have statistics in relation to % of Service users in minority groups – However the Catering & MOW service, is exclusively open to all resident throughout Harrow who have a special ethnic or religious dietary need.

b) with reference to other Equalities minority groups:

As above

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

We have historically identified a need for staff, to be able to speak languages other than English on our Asian Meals on Wheels Service.

There has also been the introduction of a Frozen Asian meals service to meet with any additional requirements that the Hot service can't meet.

The services we provide do not have an impact adversely on our service users.

b) with reference to other Equalities minority groups:

As above

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

During the national Meals on Wheels week in Nov 2004 we gained local press coverage on the MOW service. The satisfaction rating was 90% with 7% not responding to the question and 3% wanting more likes and dislikes taken into account. (The service is not bespoke)

We are providers of catering services that have achieved 100% delivery of service across all areas of diversity.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

To continue to source products and meals to meet the changing needs of the local community in Harrow.

To continue to develop a customer-focussed department, that reflects the needs of the community at a local level.

To increase the take up of the Frozen MOW services and reduce the Hot MOW service thus reducing the costs to the Authority.

Signed:

Date: 20 May 2005

**Name: Maureen Leonard
Completing officer**

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

<p>Department: Urban Living</p>	<p>Service: Food Safety Services (Commercial Services)</p>
<p>1. Function/Policy (including aims):</p>	
<p>The Food Safety service has 5 main themes:</p> <ul style="list-style-type: none"> iii) Regulation of the sale and supply of food and feeding stuffs in the borough including the inspection of premises to determine compliance with legislative standards. iv) The sampling of foods for compositional and microbiological analysis. Follow-up of samples with businesses following reports by the Public Analyst or Health Protection Agency’s Food Laboratory. v) Maintenance of public health through the investigation of cases of food poisoning and infectious disease. Contact tracing and exclusion of persons preparing food or those responsible for the care of the young or of vulnerable clients. Related sampling. vi) Advice to the public and business on safe food preparation and legal requirements. Promotion of food safety and awareness raising. Action on food hazards notified by the Food Standards Agency. vii) Provision of foundation training in food hygiene as a service for local business, local authority employees, charities and those on benefits. <p>The provision of these service themes is subject to procedures that cover the planning and delivery of the service. The Framework Agreement and related enforcement policy and service plans are statutory requirements in specified formats determined by the Food Standards Agency for all food authorities. These statutory arrangements determine the functions and the policies of the authority.</p>	
<p>2. Specify how relevant function/policy is to general duty to:</p> <ul style="list-style-type: none"> - <i>eliminate unlawful discrimination</i> - <i>promote equal opportunities</i> - <i>promote good relations between people from different racial groups</i> 	
<p>a) with reference to the Racial Equality Scheme:</p> <p>The provision of safe food is a fundamental right for any person or community, which integrates with all three of the general duties above. The Framework Agreement and subsidiary measures address the need for a consistent food control infrastructure. Hence there are criteria for the inspection of premises, enforcement decisions, investigations of complaints, control of public health, etc, to deliver these services on a transparent basis without discrimination and in accordance with national priorities. Inspection and enforcement work is delivered having assessed the risks and risk profiles of the food activities concerned. These are without reference to the ethnicity of the service user. The work of the officers within the service is monitored and officers are individually accountable for their actions. Additionally the food service adds to confidence within the whole community that, irrespective of the racial group running a food business, food should be fit for consumption and that there are reliable routes for appeal in the event of problems arising.</p> <p>Authorities are monitored in the performance and are audited. At a local level there is consultation with as part of the development of policies with all stakeholders including business groups and interest groups. The analysis of service surveys, provision of training in minority languages and the promotion of the national Curry Chef award scheme have been positive promotion measures.</p>	

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

b) with reference to other Equalities minority groups:

Protection through consumer protection measures of vulnerable persons and those on low incomes. Protection of working standards for employees in sectors with a typically high staff turnover, low pay, long hours and poor training. Officers provide advice to business on the installation of disabled facilities in food premises to ensure and promote hygiene and to copy with workplace safety legislation.

Provision of accessible reception area with portable loop, good lighting, low level controls and Braille controls in lifts. Provision of translation and interpretation facilities, and training of a staff member to an intermediate level in signing.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Compliance with the Framework Agreement is monitored on a regular basis by the Food Standards Agency; the annual Food Service plan is reported to members and approved by Cabinet. Compliance with the service plan and deviations from the Agreement and code of practice are reported in the Food Service plan.

National benchmarking of certain inspection data through Best Value performance indicators.

Training to support existing officer competency standards and those opportunities as part of the Harrow Corporate University curriculum to be driven and monitored by the CSMS Service Plan alongside statutory reporting arrangements to Cabinet and Food Standards Agency.

b) with reference to other Equalities minority groups:

See above

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

Consultation processes target a number of aspects of service delivery through stakeholder forums, feedback systems and interest groups. More general complaints systems provide data on service performance and improvement.

Persons who have made complaints and service requests; persons attending seminars and training courses.

b) with reference to other Equalities minority groups:

See above.

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

On the basis of the evidence there is no adverse impact. However there is always a potential risk that adverse impacts may arise where actions are taken that are not proportionate, transparent or appropriately targeted in accordance with the Council's adoption of the Enforcement Concordat and enforcement policies. In the event of any deviations from enforcement policies, in accordance with the Framework Agreement, there is a statutory requirement for these to be measured and documented in the service plans.

b) with reference to other Equalities minority groups:

See above

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The service plans are published along with policies. The enforcement policy is made available to businesses that are the subject of action by the authority. A wide range of alternative means of communication are used, including direct mailings, newsletters, information cards, press releases, Harrow People magazine, Area Newsletters, internet and intranet.

Documents and returns are made to the Food Standards Agency in accordance with statutory requirements.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

As a result of officer review, a number of fundamental controls identified must be actively maintained in order to promote services and to continue to minimise risk:

- Continued general conformance with the Framework Agreement, code of practice, policies and Enforcement Concordat.
- Maintenance of the inspection programme for food premises in line with statutory guidance.
- Maintaining the existing enforcement practices in accordance with procedures to mitigate the potential adverse impacts where actions are taken that are not proportionate, transparent or appropriately targeted in accordance with the Council's adoption of the Enforcement Concordat and enforcement policies. In particular to continue the appropriate and consistent use of the Formal Action approval form prior to prosecution or formal caution of an individual or business.
- Maintenance of officer training and statutory competency standards for inspectors to minimise the risk of adverse impact.
- Monitoring of officer work through data returns, management information systems, complaints and case reviews.
- Seeking opportunities for the development and improvement of risk controls through the ICT changes.

Signed:
Date: 11 May 2005

Name: Andy Appleby, Environmental Health Manager
Completing officer

Signed:
Date: 11 May 2005

Name: Gareth Llywelyn-Roberts, Chief Environmental Health Officer
Lead Officer

Department: Urban Living	Service: Housing Services
--------------------------	---------------------------

1. Function/Policy (including aims): Enabling

- To work with RSLs, developers, other local authorities and housing providers to maximise the supply of affordable housing in Harrow
- To monitor the provision of affordable housing
- To be aware of and ensure that the needs of all of the community are met in the provision of affordable housing

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

If we do not have the provision to build and supply affordable housing, then there are less opportunities for people who can not afford market housing to meet their housing needs. This can differentially affect those people who have average lower incomes or need larger homes. People from BME communities, people with physical disabilities and lone parents are more likely to be in this position.

Therefore the function of Enabling is relevant to all three areas with reference to both the Race Equality Scheme and other minority groups:

Eliminate unlawful discrimination

It aims to ensure that there is no discrimination in the service provided, through effective liaison, training and ongoing monitoring and review with housing providers.

Promote equal opportunities

It aims to provide equal access to affordable housing in Harrow to all racial groups

Promote good relations between people from different minority groups

It promotes good relations between people from different racial groups through monitoring housing providers and consulting with prospective occupiers through housing provider that is developing the housing (the Council does not develop housing itself but enables housing associations to do this).

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

We have an agreed BME RSL policy, which enables BME RSLs to be actively involved in providing new affordable homes in Harrow. This was introduced following consultation with the BME RSLs and following good practice produced by the Housing Corporation.

Currently reviewing policy in relation to BME RSLs- Meeting arranged July 2005

Ethnicity breakdown of those people seeking affordable housing

Ethnicity breakdown of who the housing is given to- This includes how BME RSL's are involved in developing affordable housing and the number of units they own or manage

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

Consultation

This is all done through the RSL's who consult with their tenant and community groups. We consult direct with RSLs on our policies, specifically including BME RSLs. We also seek views of specific interest groups through wider forums such as the BME Housing Reference Group.

When developing specific projects- we would consult with prospective occupiers through housing provider that is developing the housing (the Council does not develop housing itself but enables housing associations to do this).

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

The result of impact assessment concluded that there where no adverse impact on ethnic groups.

However ongoing monitoring and consultation with housing providers will identify the need for any new initiatives and markets techniques to meet specific needs.

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Feedback from monitoring of BME RSL's

Key Workers Strategy

Updates of the action plan from the BME Housing Strategy

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

- Service Plans- BME RSL's- Ensure that BME RSL's are engaged in delivering new housing in accordance to policy targets
- Key Worker Strategy- Action plan: monitor applicant ethnicity data and identify the need for any new initiatives and markets techniques to meet specific needs.
- Inline with the action plan from the BME Housing Strategy- Production of design guideline 2005/2006- This will take into consideration the needs of different groups in the design of new housing- disability, faith needs etc
- Work with RSL's to maximise the provision of lager housing (permanent and temporary accommodation)
- Work in partnership with BME RSLs to identify best practice in service provision to BME residents and encourage all social housing providers to meet these standards.
- Monitoring take-up of low cost home ownership schemes

Signed:
Date: 25/05/05

Name: Lynn Carr
Completing officer

Signed:
Date:

Name:
Lead Officer

Department: Urban Living

Service: Engineering Services

1. Function/Policy (including aims):

The Engineering Services Unit is responsible for the maintenance of much of the Borough's infrastructure as well as undertaking a wide variety of civil and structural engineering projects as consultants. The function is almost exclusively associated with the management and maintenance of physical assets - highways, structures and drainage. Much of it is statutory in nature.

We regard the residents, businesses and user groups of our services as our customers who benefit from a well-maintained network of roads, footways, bridges, watercourses and well-lit streets. The objective of the service is to ensure that engineering solutions are delivered to meet local and strategic objectives and priorities which are undertaken within a statutory legislative framework.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

The Engineering Services Unit fulfils its duty under the requirements of the Racial Equality scheme with regard to the discharge of its function, including recruitment. Contractors who are employed to undertake construction work on our behalf must agree to comply with the Council's equal opportunities and race relations policy and must sign a document to this effect before being admitted on to Harrow's Select List of contractors.

b) with reference to other Equalities minority groups:

Not applicable.

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

Information compiled through the corporate complaints system, performance monitoring returns from residents providing details of ethnicity, gender, etc. and occasional scheme-specific consultations, have not to date, provided any evidence of discrimination as described.

b) with reference to other Equalities minority groups:

As above

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

We recognise that the nature of our work has a significant impact upon the population of Harrow and we take steps to mitigate the adverse effect of such impacts. Part of this consultation process involves delivering letters to all householders who may be affected by forthcoming works, apologising for any disruption, explaining what is being done, welcoming feedback and seeking their views via an optional return form which includes the Council's ethnic monitoring requirements. The corporate complaints system is used to record potential differential impact where known, as do any returns from specific consultations on proposed works. In the wider context, local newsletters will occasionally include feedback questionnaires on specific schemes.

Information on forthcoming works and specific consultations on particular schemes are disseminated to all affected parties, irrespective of ethnicity, gender, disability, etc.

b) with reference to other Equalities minority groups:

As above

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

Results of monitoring & consultation and consequent impact assessment relate almost without exception to physical engineering-related issues. In the provision of engineering services, there is no evidence in existence of any adverse impact to ethnic groups.

b) with reference to other Equalities minority groups:

As above

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

To date, no request has been made to publish the results of customer feedback or from specific consultations for Engineering works.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

Measure 1

As part of the subset of the 2005/06 Urban Living Service Plan relating to social inclusion, we are *'committed to ensuring that all members of the community are included and engaged with to improve the quality of life'*.

Related performance target; *'Incorporate feedback from local area resident focus groups and business focus groups into appropriate solutions'*

Timescale; annual

Related partners; Safer Harrow Partnership; Business Connections; People First.

Measure 2

'Provide high standards of equality by continuing to work at local level with all stakeholders to improve access, respond to problems and reduce fear of crime; conducting equality assessments for employment and service'.

Related performance target (quarterly):

Q1 *'Update equality impact assessment and review with Professional Services equality champion'*.

Q2. *Complete impact assessment and action plans by end-Jul 05; achieve Level 3 in equalities inspection Sep 05.*

Q3. *Complete 25% of Level 4 action plans*

Q4. *Complete 50% of Level 4 action plans*

Related partners; Urban Living Equality Task Group; Corporate Equality Group

Measure 3

'Provide effective customer liaison and support and provide evidence of customer satisfaction levels'.

Related performance target: *'Client satisfaction with service meets 65% of national KPI achieved'.(end of year target)*

Signed:

Date:

Name:

Completing officer

Signed:

Date: 20/05/05

Name: John Williams

Lead Officer

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

Department: Urban Living	Service: Transportation
--------------------------	-------------------------

1. Function/Policy (including aims): **Road Safety**

Minimise accident casualties within the borough
 It is a statutory duty to carry out studies into road accidents and take remedial action and to secure safe movement of vehicular and other traffic. It is also a statutory duty to disseminate information, advice and training to promote safety on the roads.

2. Specify how relevant function/policy is to general duty to:

- *eliminate unlawful discrimination*
- *promote equal opportunities*
- *promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:
 Promote equal opportunities

b) with reference to other Equalities minority groups:
 Promote equal opportunities

3. Sources of Evidence

Monitoring
Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:
 National and London-wide accident statistics
 The police provide accident statistics to Transport for London on a borough basis. This provides details of severity of casualty, age, type of road user, vehicle type and ethnicity
 Evidence shows that there are a greater number of pedestrian accidents among ethnic minority communities than the rest of the population.

b) with reference to other Equalities minority groups:
 As above

Consultation
Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:
 N/A

b) with reference to other Equalities minority groups:
 N/A

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:
 N/A

b) with reference to other Equalities minority groups:
 N/A

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

This problem is a recently identified nationwide problem that is being researched by Central Government, the GLA and at universities. Should further information become available Harrow will review any recommendations with intent to implement them at the earliest opportunity.

b) with reference to other Equalities minority groups:

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

Annual updates of the Local Implementation Plan will be produced and provided on the internet. These updates will include accident statistics for ethnic minority pedestrian casualties.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

1. Distribution of road safety information in a wider range of languages has begun.
2. The ethnicity of attendees on cycle training courses is being monitored to ensure a diverse take up of the courses.

Signed:
Date: 9th June 2005

Name: Ann Fine
Completing officer

Signed:
Date: 9th June 2005

Name: Steve Swain
Lead Officer

Department: Urban Living

Service: Asset Management

1. Function/Policy (including aims):

1. Accommodation Works - to modernise the Civic Centre
2. Building Maintenance - to keep Harrow's corporate property safe and usable
3. DDA Modification Works – to ensure equality of access in public buildings
4. Civic Centre Management – to ensure efficient Civic operations
5. Rent Review – to maximise financial returns for the Council
6. New Lettings – to ensure efficient building use

2. Specify how relevant function/policy is to general duty to:

- *Eliminate unlawful discrimination*
- *Promote equal opportunities*
- *Promote good relations between people from different racial groups*

a) with reference to the Racial Equality Scheme:

1. N/A
2. Promote Equal Opportunities
3. N/A
4. N/A
5. Eliminate unlawful discrimination
6. Eliminate unlawful discrimination

b) with reference to other Equalities minority groups:

1. Ensure equal access to all staff
2. N/A
3. Ensure equal access for staff and public
4. Ensure equal access for staff and public
5. N/A
6. N/A

3. Sources of Evidence

Monitoring

Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.

a) with reference to the Racial Equality Scheme:

1. N/A
2. When contractors tender for major maintenance contracts they are required to submit their company's equal opportunities policy for monitoring. This process has not identified discriminatory evidence
3. N/A
4. N/A
5. Complaints procedures are monitored and have not identified any discrimination issues
6. Complaints procedures are monitored and have not identified any discrimination issues

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

b) with reference to other Equalities minority groups:

1. Regularly completed customer satisfaction forms have shown no evidence of discrimination
2. N/A
3. HAD have carried out comprehensive access audits to Harrow's public buildings, identifying potential work necessary to continue complying with DDA legislation. Ongoing monitoring of progress is made through BVPI 156
4. HAD have carried out a comprehensive access audit within Harrow Civic Centre, identifying potential work necessary to continue complying with DDA legislation
5. N/A
6. N/A

Consultation

Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.

a) with reference to the Racial Equality Scheme:

1. N/A
2. Contractors are interviewed prior to major contracts commencing, in order to ensure their employment policies are structured to prevent unlawful discrimination
3. N/A
4. N/A
5. Existing tenants are consulted and agreement reached, before rents are increased
6. Advertisements are placed in local newspapers prior to undertaking new letting agreements

b) with reference to other Equalities minority groups:

1. Staff and Harrow's access officer, are consulted before accommodation moves take place, to ensure works are acceptable
2. N/A
3. Representative disabled groups and Harrow's access officer, are consulted through the Mayor's access committee, to ensure the programme of DDA works is correctly prioritised
4. Representative disabled groups and Harrow's access officer, are consulted through the Mayor's access committee in relation to the Civic Centre, to ensure the programme of DDA work is correctly prioritised
5. N/A
6. N/A

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

There is no evidence of an adverse impact on ethnic groups, in relation to the Racial Equality Scheme within the Asset Management service

b) with reference to other Equalities minority groups:

Evidence is available to indicate that Harrow's buildings are in need of a programme of modifications, to ensure continued compliance with the Disabled Discrimination Act

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

This RES progress report will be available to be viewed on the Council intranet

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

- Formal monitoring of customer satisfaction forms, complaints and contractors employment policies will be carried out each year and included within the section service plan
- The Council is currently undertaking a programme of DDA modification works to all of its buildings with public access. The project commenced in 2003/4 and is due for completion in 2007/8. Capital funding of over £1.3M has been made available for the project.

Signed:

Name: **Eddie Collier**

Date: **16/5/05**

Completing officer

Signed:

Name:

Date:

Lead Officer

Department: Urban Living	Service: Strategy
---------------------------------	--------------------------

<p>1. Function/Policy (including aims):</p> <p>Economic Regeneration Strategy To enable Harrow Council to become the driving force behind the development and regeneration of the borough, delivering a sustainable and inclusive programme to make a positive difference to individuals, communities and businesses</p> <p>2. Specify how relevant function/policy is to general duty to:</p> <ul style="list-style-type: none"> - <i>eliminate unlawful discrimination</i> - <i>promote equal opportunities</i> - <i>promote good relations between people from different racial groups</i> <p>a) with reference to the Racial Equality Scheme: This strategy aims through positive outcomes, to promote equal opportunities</p> <p>b) with reference to other Equalities minority groups:</p>
<p>3. Sources of Evidence</p> <p>Monitoring <i>Data sources, details & results of monitoring, making clear where there is evidence of discrimination, and how the results are to be used to develop future policy and practice.</i></p> <p>a) with reference to the Racial Equality Scheme: Census Vitality Profiles Dfee Local Consultations & focus groups Commissioned Research</p> <p>b) with reference to other Equalities minority groups:</p>
<p>Consultation <i>Details of consultation stating with whom, why and how the consultation was carried out. Include details of how accessibility to information by minority groups was achieved.</i></p> <p>a) with reference to the Racial Equality Scheme:</p> <p>b) with reference to other Equalities minority groups: <i>Comprehensive consultation using following methods:</i></p> <p>External meetings with partners Internal meetings with colleagues from all service areas Questionnaires Information posted on Harrow Council's website with questions Focus groups with key business partners</p> <p>Consultation out with comprehensive cross-section of internal & external partners</p> <p>Internal partners – planning, development & transport, environment, youth & life long and housing officers at Harrow Council External partners – Local colleges, Job Centre Plus, Harrow in Business, the NWL London Chamber of Commerce, West London Business, NW London Online. Business Link, University of Westminster and Lifetime Careers Local community organisations – Harrow Assoc. Voluntary Services, Harrow CRE, the Refugee Forum</p>

Progress Report Pro-Forma for RES Year 3 and other Equalities Priorities

3. Sources of Evidence (continued)

If no evidence available, provide details of arrangements for impact assessment including monitoring, consultation and assessment

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

4. Impact Assessment

From the results and analysis of monitoring and consultation and from any other sources of evidence, provide details/results of impact assessment showing where adverse impact on ethnic groups has been identified. State whether impact is directly or indirectly discriminatory, and whether lawful.

a) with reference to the Racial Equality Scheme:

b) with reference to other Equalities minority groups:

Based on the evidence there has been no adverse impact

5. Arrangements for Publication of results of monitoring, consultation and assessments, including details of accessibility for minority groups

The information will be published for the general public as part of the Council's RES report, available on the internet.

6. Action and timetable plan to reduce adverse impact:

Include measures proposed to mitigate any adverse impact of the functions and policies on the promotion of racial equality and alternative ways of achieving the same policy goals.

1. The need to quantify impact on each of these groups through evaluation of key projects (one year on from project becoming operational)
2. Concern over inward investment. To maintain a watching brief on grants & financing organisations (monthly)
3. Maximising existing resources for beneficiaries by incorporating as part of project development (ongoing activity)

Signed:
Date: 19th May 2005

Name: Bali Rai & Victoria Isaacs
Completing officer

Signed:
Date: 19th May 2005

Name: Bali Rai
Lead Officer