



22.06.04
Version 4

DUDLEY DIRECTORATE OF LAW & PROPERTY

EQUALITY & DIVERSITY ANNUAL REPORT

2004/2005

4th July 2005

**DUDLEY METROPOLITAN BOROUGH COUNCIL
DIRECTORATE OF LAW & PROPERTY**

1. Introduction

- 1.1 All directorates of the Council produce an annual equality and diversity action plan to develop their work in implementing the Council's equality and diversity policy in relation to their service areas and employment practices. All directorates also produce an annual report on implementation of the action plan. This is prepared after the end of March so that it can report on a full twelve months progress on action plan targets. The Directorate of Law & Property equality and diversity action plan was considered by the Select Committee on Community Safety on 21st February 2005, an updated copy is attached as Appendix 4.
- 1.2 This Annual Report sets out the Directorate of Law & Property's activities through 2004/05 in support of the Council's Equality & Diversity Policy. It covers both employment and service delivery issues and summarises progress against Corporate & Directorate Equality & Diversity objectives.

2. Key Facts

- 2.1 The Directorate of Law & Property produces an annual strategic plan which sets out its priorities, objectives and targets for the year and encompasses its equality and diversity action plan. The mission statement for the Directorate is: "To support delivery of the Community Plan and Council Plan by providing effective, efficient and innovative services, which meet the agreed current and future, needs of our customers."

2.2 Structure

The Directorate has 3 divisions:-

CORPORATE ESTATE SERVICES (CES)

- Commercial portfolio (Dudley Open Market & Crown Shopping Centre)
- Coroner
- Curators & Mayoral attendants
- Enquiries & Support
- Land Charges
- Property Management & Valuations
- Registration & Celebratory Services
- Strategic Asset Management

DUDLEY PROPERTY CONSULTANCY (DPC)

- Architects
- Building Surveyors
- Business & Support Services
- Energy Management
- Planning Supervision
- Security
- Quantity Surveyors
- Engineering (Structural, Electrical & Mechanical)

LEGAL & DEMOCRATIC SERVICES (LDS)

- Administrative Support
- Community Safety & Child Protection
- Conveyancing
- Debt Recovery
- Democratic Services
- Corporate & Litigation Legal Services
- Licensing

2.3 Employment

The directorate's annual report would usually contain a summary of employment information relating to the directorate, in comparison to Council-wide figures. However, the new personnel and payroll system for the Council is currently being introduced so the full range of employment monitoring data is not yet available for 2004/05. Therefore, data about employment in the Directorate, including that which meets the requirement for employment monitoring by racial group under race relations legislation, will be published alongside Council-wide data in the Annual Review of Equality and Diversity 2005 report which will be prepared for the Select Committee on Economic Regeneration and the Cabinet in September.

The Council's Equality and Diversity policy states that no job applicant or employee receives less favourable treatment on any grounds, which cannot be shown to be justified. This applies to recruitment and selection, training, promotion, transfers, pay and employee benefits, employee grievances and discipline procedures and all the terms and conditions of employment. Actions we take in the Directorate to contribute to this aim include:

- The workforce is monitored quarterly by grade, gender, race, ethnic origin and age and the results reported to the Department's Management Team.
- Staff satisfaction surveys are undertaken annually and staff views and requests acted upon. (Appendix 2)
- Flexible working arrangements are in operation e.g. part time, job share and flexible hours.
- Contact is maintained with staff on long-term leave e.g. illness, maternity.
- Requests by disabled staff for support at work are dealt with on an individual basis and appropriate reasonable adjustments made.
- Staff who leave the organisation are surveyed with regard to their reasons for leaving and the results reported to DMT quarterly.
- Leavers are offered the opportunity to discuss any aspect of their employment and in 04/05 none took this up.
- Questions are asked on the leavers monitoring form about discrimination/harassment & access/mobility problems. No adverse comments were made relating to these aspects of employment.

The analysis of leavers in 2004/05 compared with the Directorate profile at the end of March 2004 is shown in the table below. **The figures in brackets are the 2003/04 figures as a comparison.**

	No. of Leavers	% of Leavers	L&P Workforce profile (%)
Total	25	100	March 04
Asian Other	0 (0)	0 (0)	0.9 (0.5)
Black or Black British	2 (2)	9.5 (8)	5.8 (6.0)
Indian	1 (2)	5 (8)	1.4 (1.6)
Pakistani	0 (0)	(0)	1.4 (1.6)
White UK	18 (21)	86 (84)	88.9 (90.3)
Male	7 (12)	33.3 (48)	46.4 (49)
Female	14 (13)	66.7 (52)	53.6 (51)
Disabled	1 (0)	4.7 (0)	3.8 (4.4)
Not Disabled	20 (25)	95.3 (100)	96.4 (95.6)

Reasons given for leaving were – workloads, retirement, better pay; further career, obtain wider experience, easier travelling, end of temporary contract.

Recruitment and Selection

- Job advertisements include positive action statements to encourage disadvantaged groups to apply.
- We aim to have mixed sex interview panels and anyone involved in recruitment is trained in recruitment and selection skills in accordance with Council policy.
- Staff recruitment is monitored to gauge the range of applicants (by gender, ethnic origin, disability, age and grade) and their success in reaching the different stages of the recruitment process.
- The interview process is monitored to control the quality of the process. Issues that were raised during this year which we have responded to include:
 - Difficulty in finding building.
 - Delay in time of interview and time actually seen.
 - Extreme noise outside the interview room.

The Directorate's workforce profile compared with that for the Council is set out in the table below:

	Directorate L&P (Apr 05)		Council (Dec 04)
	No. 218 (196)	%	%
Female	117 (89)	53.7 (45.4)	74 (74.4)
Ethnic Minority	24 (19)	11 (9.7)	0.74 (3.8)
Disabled	7 (9)	3 (4.6)	0.75 (0.8)

The directorate recruited 31 employees during the year. The summary analysis of appointments within Law & Property compared to that for the Council is set out in the table below:

	Directorate L&P (Apr 05)		Council (Dec 04)
	No.	%	%
Female	14 (22)	51.8 (71)	72.2 (74.2)
Ethnic Minority	8 (5)	29.6 (16.1)	11.7 (6.3)
Disabled	2 (0)	7.4 (0)	1.7 (1.5)

Race Equality Scheme Employment Information

The Directorate employment monitoring information for 2004/05 is attached as Appendix 3.

Complaints of Discrimination or Harassment

There have been no complaints of discrimination or harassment within the Directorate, from either employees or interviewees for vacant posts.

Training and Development

- The Directorate has held Investors in People accreditation since 1997 and aims to maintain the award when it reappplies every 3 years.
- All staff receive an annual Performance Review and Development interview called a Two Way Assessment where they discuss with their line manager their work performance, training and development needs and agree an action plan for the next 12 months.
- Staff are trained and developed in appropriate skills to help them do their jobs.
- Staff receive training in equality issues, e.g. disability and racism awareness, as appropriate to their role.
- Training and development activity is monitored by gender, ethnic origin and disability.

3. Race Equality Scheme Reviews

- 3.1 In accordance with the Council's Race Equality Scheme, a number of reviews of service or policy areas were undertaken during 2004/05 against the requirements of the Race Relations (Amendment) Act 2000. A summary of the outcomes of these Race Equality Scheme reviews is set out below to meet our commitments in reporting on the reviews.

Over the last 3 years Race Equality Scheme reviews have taken place on various services. Outcomes have included:

3.2 Dudley Open Market:

- Equality & Cultural awareness training for market staff.
- Dudley Open Market – 27% traders from ethnic minority background.
- 2001 Census figures show 6.3% residents of the borough are from an ethnic minority background. Of the 27% traders who are from ethnic minorities 6.67% live in the borough.
- Regulation booklet to be updated to say racist behaviour by any market traders will result in their suspension.

Licencing:

- Implementation of a new policy allowing private hire & hackney carriage drivers to renew their licences when out of the country for emergency reasons.

Democratic Services:

- Ethnic survey of Education Appeal Plan Members and pro-active advertisement in Dudley Racial Equality Council newsletter to enable increased recruitment of Ethnic Minority Members.

Property Management & Valuations

- Review need to translate booklet which explains how to apply to buy land/property from the Council.

4. Service Delivery

The Council's Equality and Diversity Policy states that services to all sections of the community will be appropriate, accessible and effective and will avoid discrimination and prejudice. Direct services to the public are mainly provided by Licensing and Registrars.

External Accreditation for Customer Services

The Registration Service, Licensing, Land Charges and Corporate Estate Services all hold the Charter Mark for excellence in customer service. This is an independently awarded accreditation only achieved by providing evidence and a rigorous site visit.

Equality Impact and Needs Assessment

- Reviews of services and policies and impact assessments or proposed policies are undertaken as required, in accordance with guidance published by the Council.

Communication and Information

- Information for service users is provided on request in a variety of formats, including community languages, large print, Braille and cassette tape.
- A few staff can provide basic interpreting in a number of community languages and British Sign Language; for more complex issues and written translations, use is made of the Social Services Access Project.

Customer Consultation and Service Monitoring

- Consultation is carried out through a variety of Customer Focus/Liaison Groups (which represent service users from different areas of the community) and surveys.
- Results of consultations are monitored to ensure that all sections of the community are receiving fair access and outcomes from the public services we provide.

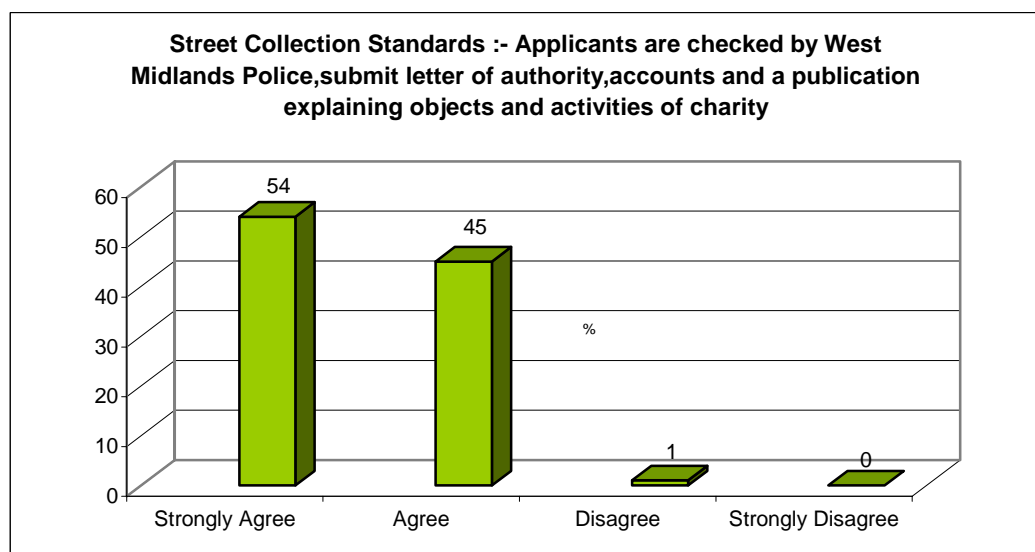
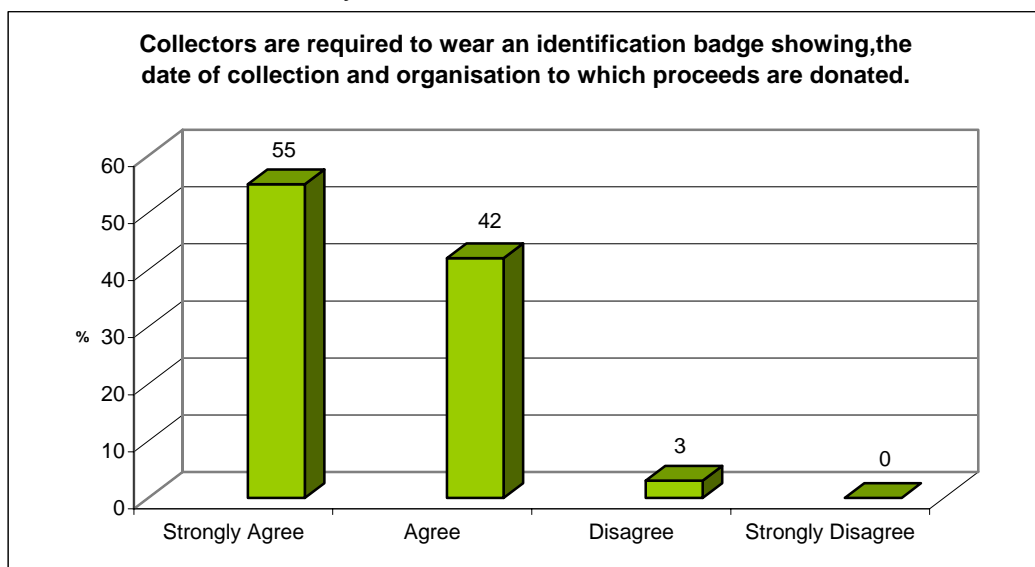
- Complaints are dealt with in accordance with the Council's Customer Feedback Procedure.
- Consultations with the public are used to shape policy, which affects our customers eg: for Licensing and market trader allocations.
- Consultations take place with DREC on specific service issues eg: the introduction of Citizenship Ceremonies.

External Customer Satisfaction

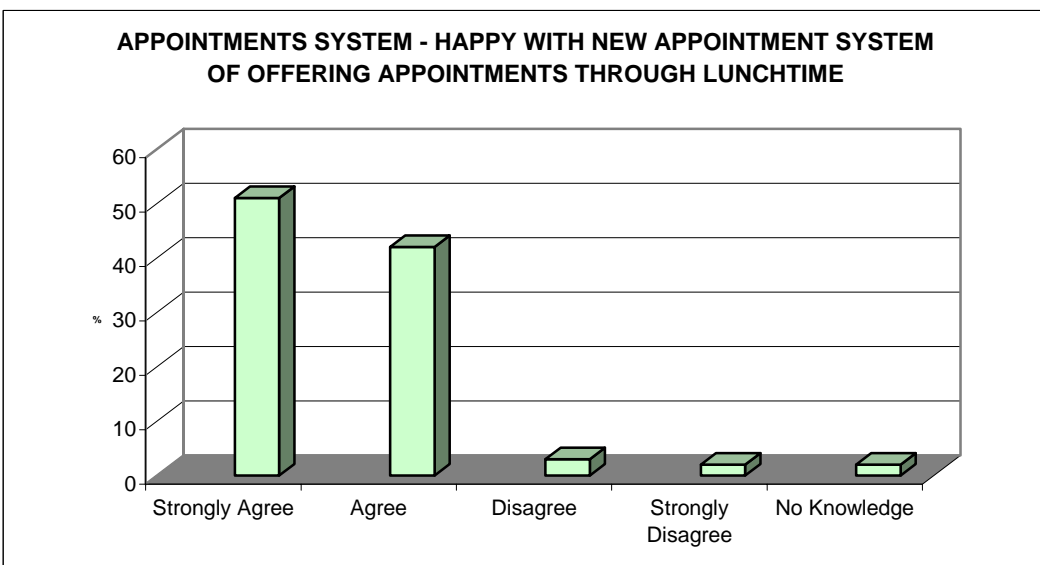
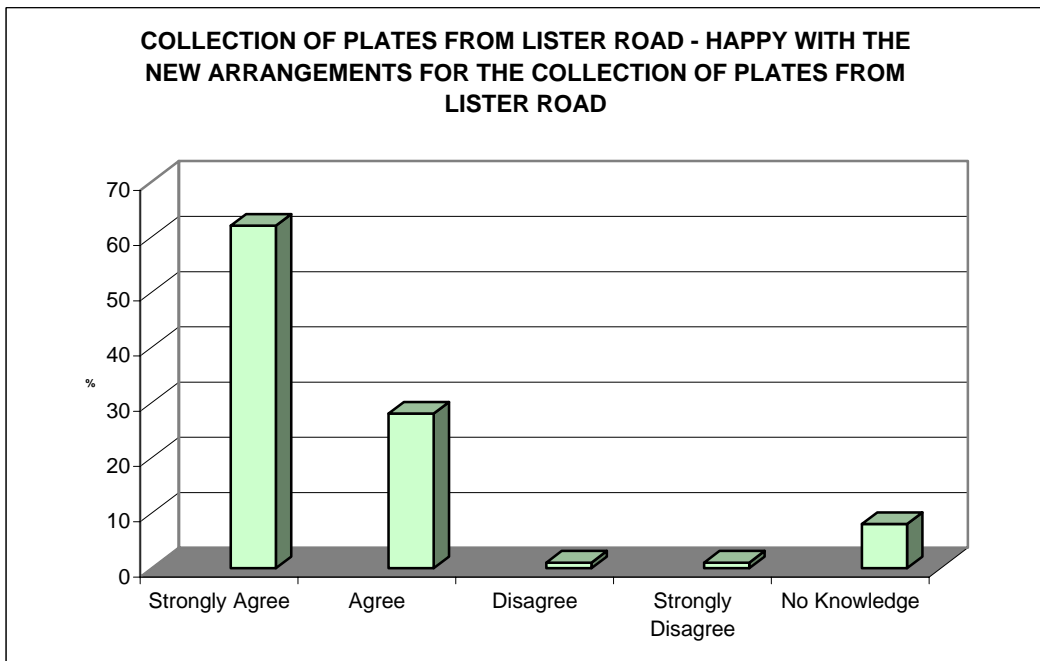
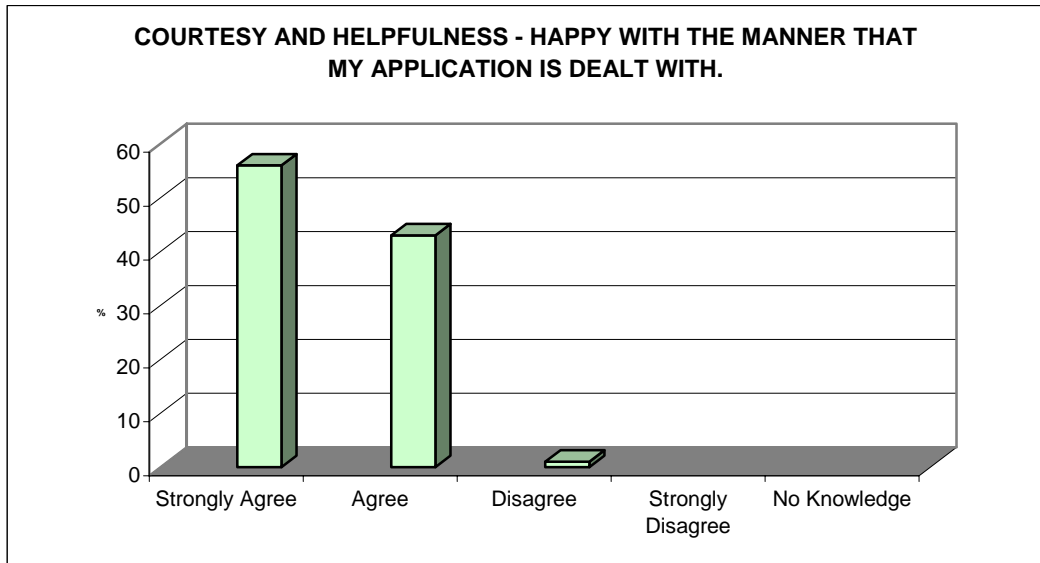
Details of customer satisfaction levels are as follows:-

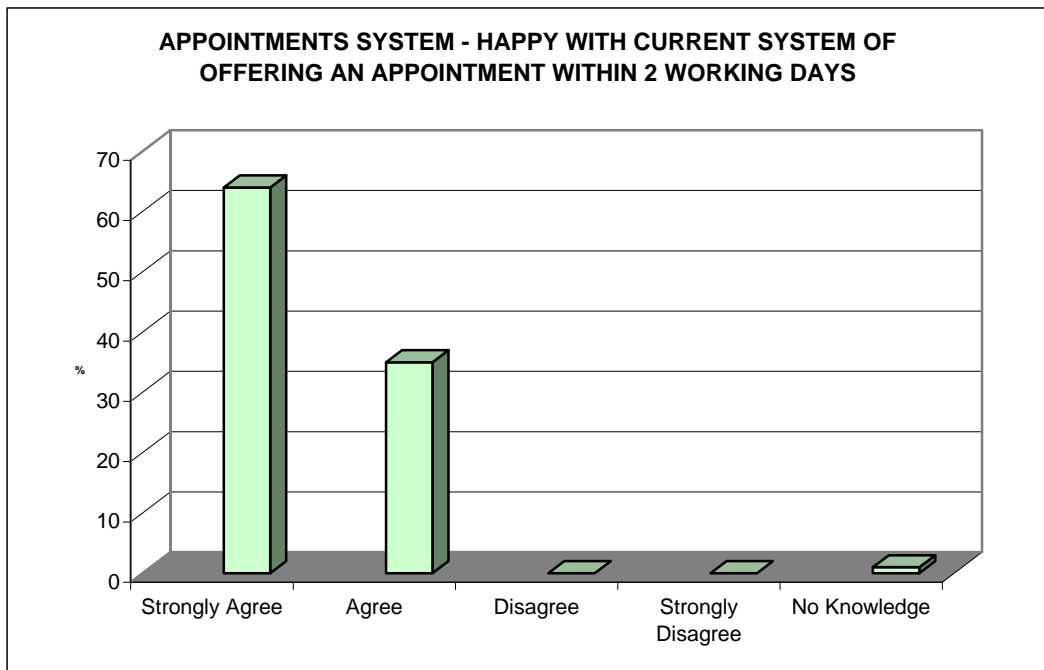
Legal & Democratic Services

Street Collection Surveys 2004:

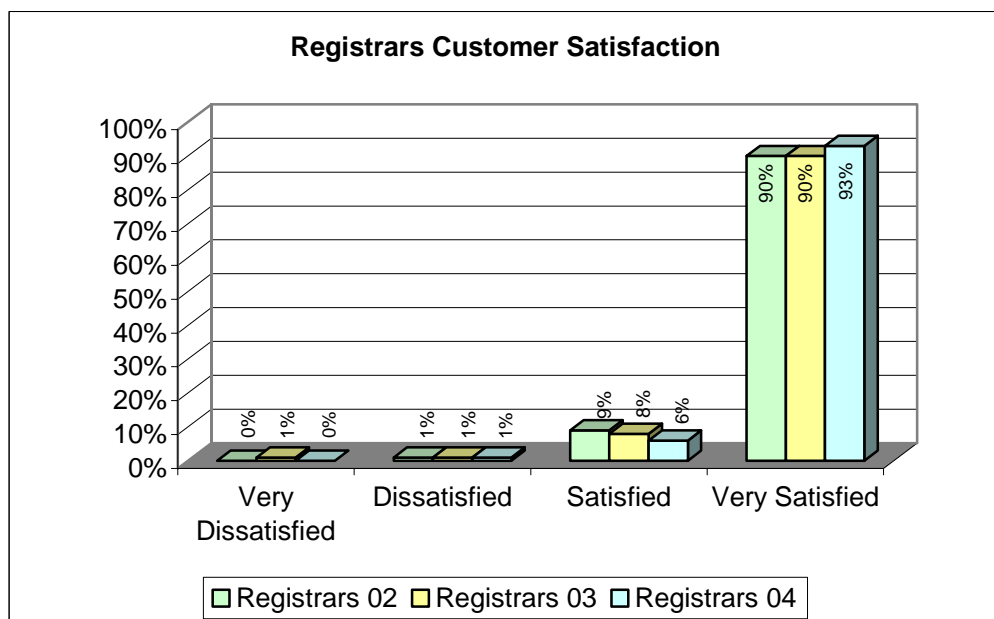


December 2004:

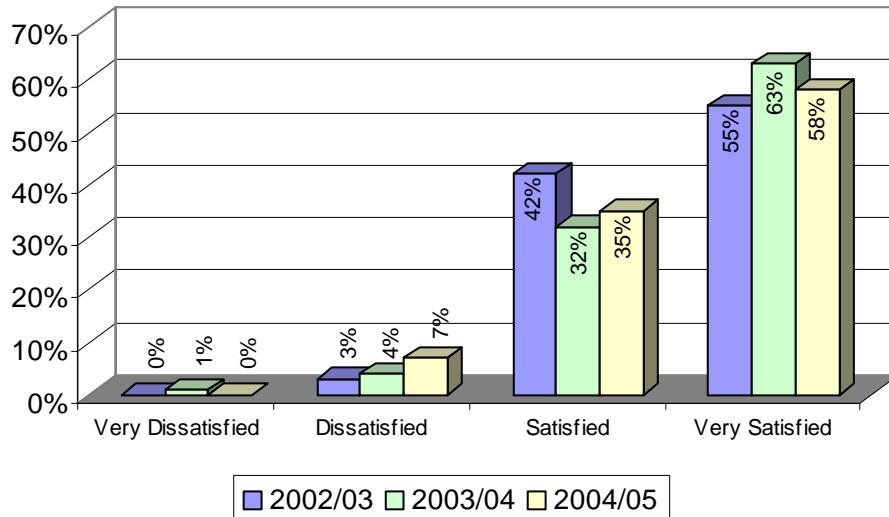




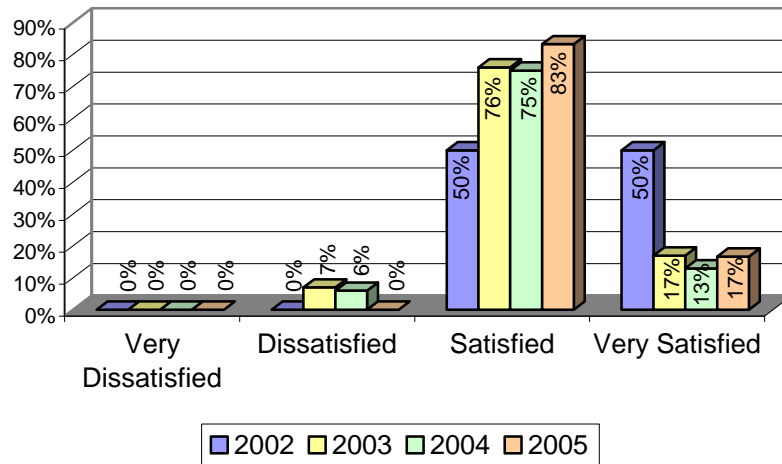
Corporate Estate Services:



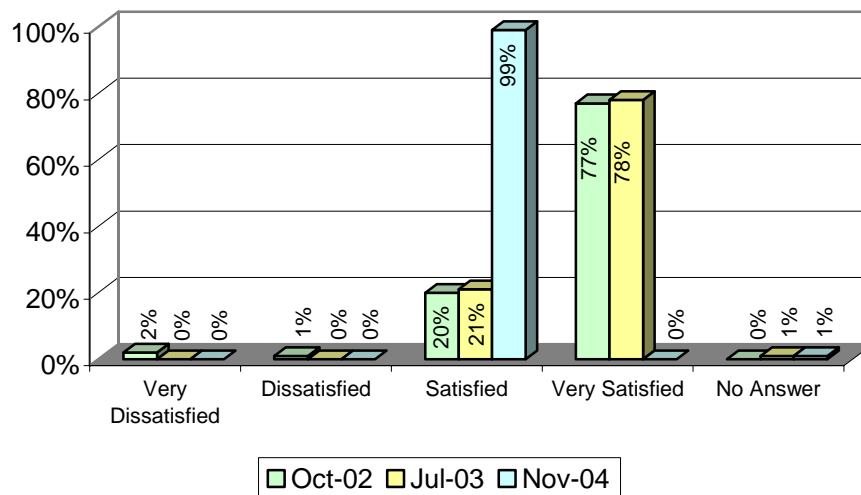
External Customer Satisfaction - Property Enquiries



Market Traders Satisfaction



How satisfied are you with the equality of access to our Service? - Registration Customers



New Services in 2004/05

- From May 2004 the Registration Service became responsible for conducting Citizenship Ceremonies, following the granting of Citizenship by the Home Office.
- From February 2005 the Licensing section became responsible for Liquor Licensing, which transferred from the Magistrates' Courts.

New Services in 2005/06

- From June 2005 the Registration Service are able to provide a professional celebrant to provide a Civil Funeral Service for families who prefer a non religious ceremony.
- From September 2005 the Registration Service will offer a nationality checking service for applicants for Citizenship before they submit their papers to the Home Office for the application to be determined. Initially this service will be for the whole of the West Midlands.
- In December 2005 the Registration Service will become responsible for registering civil partnerships for same sex couples.

5. Achievements Against the Directorate's Equality and Diversity Action Plan for 2004/05

- 5.1 The achievements against the Directorate's Equality and Diversity Action Plan for 2004/05 are set out in tables 1 and 2. Table 1 reports on progress against the Council-wide equality and diversity priorities and objectives in the action plan for 2004/05 and table 2 reports on those established for the directorate.

Directorate Law & Property – Equality and Diversity Action Plan for 2004/05

Appendix 1 - Table 1 (Corporate)

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator	Progress Final Outcome
<u>RACE EQUALITY SCHEME -</u> (Philip Tart)	Fairer Society	<ul style="list-style-type: none"> Complete the year 2 reviews set out in the Scheme by 31st May 2004. 	31 st May 2004	<ul style="list-style-type: none"> Year 2 reviews completed by deadline and actions resulting from year 2 reviews identified and work commenced to address them. 	Reviews completed for Democratic Services and Dudley Open Market.
		<ul style="list-style-type: none"> Commence and progress the year 3 reviews – for completion by 31st May 2005. Legal Services, Local Land Charges, Property Management & Valuations, Procurement of major capital building works, Repairs & maintenance of Council buildings (excluding housing) 	31 st May 2005	<ul style="list-style-type: none"> Staff engaged in year 3 reviews trained. Year 3 reviews completed by deadline. 	Facilitated session provided. 25 th April 2005. Completed by target.
		<ul style="list-style-type: none"> Commence a review of the scheme – the revised scheme is to be published by 31st May 2005 – and coordinate with work on the Equality Standard to ensure a comprehensive approach to equality issues. 	31 st May 2005	Support corporate work	Scheme reviewed through Equality & Diversity Advisory Group and revised scheme published in May 2005.

**Appendix 1 - Table 1
(Corporate)**

Objective (and Directorate lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 04 – Mar 05
<u>THE EQUALITY STANDARD FOR LOCAL GOVERNMENT</u> - (Teresa Reilly)	Fairer Society	<ul style="list-style-type: none"> To progress work on the Standard and establish new targets following the recent publication of guidance from the Employer's Organisation. 	30 th Sept 2004	<ul style="list-style-type: none"> Identify actions to achieve the Standard within the directorate. Achievement of levels in accordance with targets. 	<p>Corporate Activity to self assess against level 2 of the standard is underway to demonstrate achievement of Level 2.</p> <p>Level 3 to be scoped and an action plan produced by July 2005. Equality needs/impact assessment guide to be produced by October 2005.</p>

**Appendix 1 - Table 1
(Corporate)**

Objective (and Directorate lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 04 – Mar 05
<u>DISABILITY DISCRIMINATION BILL</u> (Brian Gordon)	Fairer Society	Evaluate the likely implications of the Bill; commence preparations for the introduction of the Act.	30 th Sept 2004	<ul style="list-style-type: none"> Identify & evaluate implications for the directorate. Report to DMT agreeing approach to prepare directorate for the introduction of the Act. 	<p>Reports on the Bill (now the Disability Discrimination Act 2005) Submitted to Equality and Diversity Group, Corporate Board and the Cabinet. Cabinet agreed to preparation of combined Equality Scheme by December 2006 (TBC) to take on board the implications of the new act. The Directorate will assess the implications for its services in the light of national and corporate guidance.</p> <p>Carried Forward to 2005/06</p>

**Appendix 1 - Table 1
(Corporate)**

Objective (and Directorate lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 04 – Mar 05
<u>WORKFORCE TARGETS</u> (Brian Gordon)	Fairer Society	<ul style="list-style-type: none"> Establish targets for the proportions of the workforce from black and minority ethnic groups in directorates and work towards increasing representation in areas where BME groups are under represented. 	31 st December 2004	<ul style="list-style-type: none"> Monitor and review targets set. Identify actions to overcome any under representation. Achieve targets set. 	<p>Overall target established in Councils Equality & Diversity Policy to match background population of the Borough. There have been delays in developing corporate interim targets. At a Directorate level Divisional comparisons identified areas of concern in DPC. Pursuing professional national construction employment statistics before setting targets.</p> <p>Carried Forward to 2005/06</p>

**Appendix 1 - Table 1
(Corporate)**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 04 – Mar 05
BEST VALUE PERFORMANCE INDICATOR 2b – (Teresa Reilly)	Fairer Society	<ul style="list-style-type: none"> Achievement of a 50% score against the Best Value corporate health performance indicators on equality (BVPI 2b) <p>Is there evidence of measurable improvements in respect of:-</p> <ul style="list-style-type: none"> The representation in the workforce at all levels of the range of ethnic groups in the local area and relevant labour markets. Improving staff perceptions of equal opportunities for all ethnic groups and reducing any differences. Widening ethnic profile of service users having regard to need and relative to the local population. Improving satisfaction rates among service users of all ethnic groups and reducing any differences. Reducing number of complaints from service users of all ethnic groups and reducing any differences. Providing services that meet the needs of all ethnic groups in the communities the authority serves. Improving service outcomes for all ethnic groups and reducing any differences Increasing confidence in reporting racial incidents. Increasing satisfaction in the way racial incidents resulting in further action are handled. 	31 st March 2005	<ul style="list-style-type: none"> Achieve targets set. Establish targets for 2005/06 	Score of 57.9% achievement for 2003/2004. Target for 2004/2005 set at 63.2%, against which an assessment is currently being undertaken. Work is also being undertaken across West Midlands Authorities to define more clearly and consistently how to measure performance against this indicator.

**Appendix 1 – Table 2
(Directorate)**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 04 – Mar 05
<u>CONSULT WITH & MARKET OUR SERVICES TO CUSTOMERS</u> (Philip Tart & Teresa Reilly)	Fairer Society	<ul style="list-style-type: none"> Customer satisfaction surveys undertaken reflect diversity. 	31 st March 2005	<ul style="list-style-type: none"> Higher levels of customer satisfaction levels achieved. 	<p>Licensing higher levels of satisfaction achieved as a result of survey of Jun 2004 99%</p> <p>All CES customer satisfaction surveys now have ethnic origin questions to allow analysis from 2005/06.</p>
		<ul style="list-style-type: none"> External Consultation initiatives developed for any services where not currently taking place. Establish baseline figures for customer satisfaction by ethnicity, disability and gender. 	31 st March 2005	<ul style="list-style-type: none"> Service information provided in a way that meets customer needs Enable targets to improve satisfaction levels to be set. 	<p>None identified</p> <p>No difference in satisfaction for registration customers when analysed by ethnicity. Property Enquiries will start to be monitored in 2005/06.</p>
		<ul style="list-style-type: none"> Implementation of disability awareness training for front line staff. 	30 th June 2004	<ul style="list-style-type: none"> Hold pilot session Review further implementation. Rise awareness amongst staff. Measure customer satisfaction. 	<p>All of Licensing section undertook awareness training including disability training Feb. 2003. Training took place for Corporate Estate Services staff in Jan 05.</p>

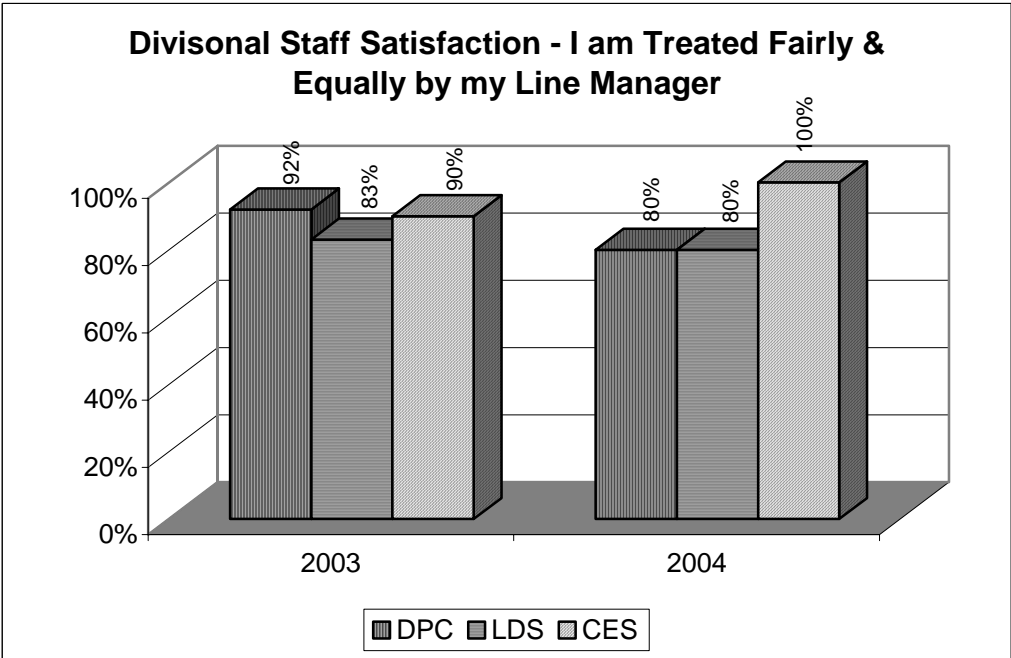
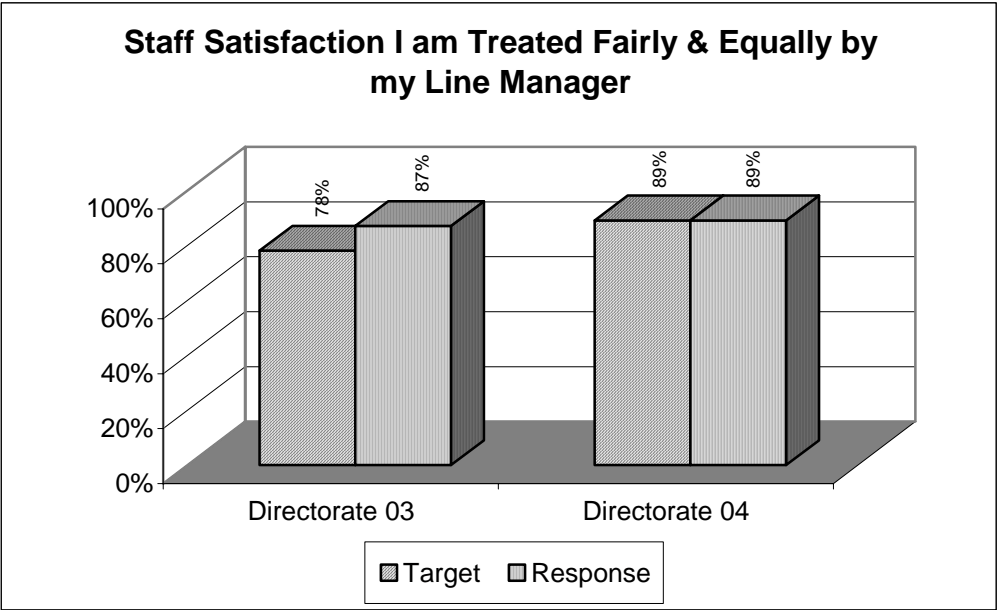
**Appendix 1 – Table 2
(Directorate)**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance Indicator	Progress Apr 04 – Mar 05
<u>CONSULT WITH & MARKET OUR SERVICES TO CUSTOMERS - Continued</u> (Philip Tart & Teresa Reilly)	Fairer Society	<ul style="list-style-type: none"> Gay awareness training session for registration in preparation of National Civil Partnership registration being introduced in 2005/06 	31 st Nov 2005	<ul style="list-style-type: none"> Hold pilot session. Review and further implement. 	Completed Mar 05 for Registration & Celebratory Service Staff. Other West Midlands colleagues invited to attend.
<u>ENSURE ALL STAFF ARE TREATED FAIRLY AND EQUALLY</u> (Brian Gordon)	Fairer Society	<ul style="list-style-type: none"> Review outcome of promoting flexible working practices within the directorate. Review whether ethnic minority & part time staff want Directorate groups to operate. Review outcomes from Directorate group for staff with disabilities Review progress with mentoring scheme for members of staff from under represented groups. 	<p>July 04</p> <p>October 04</p> <p>October 04</p> <p>July 04</p>	<ul style="list-style-type: none"> Requests for flexible working will be treated in a fair and consistent manner and equally To ensure that ethnic and part-time staff members have fair representation. To take appropriate actions to meet the needs of the disabilities group. To have supported staff in the attainment of their stated goals. 	<p>Workshops promoting flexible working completed early 04.</p> <p>Staff were offered the opportunity, which was declined to hold a regular forum as satisfied with existing mechanisms.</p> <p>Specific actions with regard to ICT training were addressed with training providers in November 2004. Building changes eg., marking stairs to be completed in 2005/06. An evaluation of the need for the scheme will be conducted in April 2005. Carried Forward to July 2005.</p>

**Appendix 1 – Table 2
(Directorate)**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Target Date/ milestones	Planned Outcome/performance Indicator	Progress Apr 04 – Mar 05
<u>ENSURE ALL STAFF ARE TREATED FAIRLY AND EQUALLY</u> (Brian Gordon)	Fairer Society	<ul style="list-style-type: none"> Staff satisfaction surveys undertaken and issues identified acted upon. 	Sept 04	<ul style="list-style-type: none"> To review the outcomes of the survey and decide on actions as appropriate 	Main issues were high workloads and regrading/job evaluations which were discussed at DMT and Staff Forum. No issues identified for further action.
<u>PROMOTE EQUALITY IN CONTRACT DOCUMENTATION</u> (Brian Gordon)	Fairer Society	<ul style="list-style-type: none"> Inclusion of information in contract documentation. Review material sent to contractors applying to go on "Approved List". 	<p>30th Sept 2004</p> <p>30th September 2004</p>	<ul style="list-style-type: none"> Ensure that all contractual information contains all appropriate references to documentation. Ensure that all prospective contractors are aware of DMBC's Equality Policy and comply where appropriate. 	<p>Completed - All contractual documentation sent out by DPC makes reference to Equality and this is further reinforced when we select Contractors for the approved list of contractors.</p> <p>Completed - All contractors who apply to be part of our approved list or be part of any supply chain operated by DPC or the Authority are made aware of DMBC's Equality Policy and asked to demonstrate compliance where appropriate.</p>

STAFF SATISFACTION SURVEYS



Dudley MBC Race Equality Scheme – Information for Annual Report 1st April 2004 – 31st March 2005 – Appendix 3

Directorate Law & Property Division CES, DPC & LDS

Completed by TR, BG, PT Ext 5330 Date 20/05/05

	Asian or Asian British				Black or Black British			Chinese or Other		Mixed				White		
	Bangladeshi (B) Indian (I) Pakistani (P) Other Asian (OA)				African (A) Caribbean (C) Other Black (OB)			Chinese (CH) Other (O)		Asian & White (AW) Black African & White (BAW) Black Caribbean & White (BCW) Other Mixed (OM)				British (BW) Irish (IW) Other White (OW)		
	B	I	P	OA	A	C	OB	CH	O	AW	BAW	BCW	OM	BW	IW	OW
No. of employees promoted to higher graded posts														7		
No. of secondments * to higher graded posts																
No. of employees requesting short-course skills or knowledge training		1				12								222		
No. of employees receiving short-course skills or knowledge training		1				12								222		
No. of employees requesting vocational / professional training			2	2										28	1	1
No. of employees receiving vocational / professional training			2	2										28	1	1

* Any secondments to another Directorate - to be recorded by 'receiving' Directorate only

	Asian or Asian British				Black or Black British			Chinese or Other		Mixed				White		
	Bangladeshi (B) Indian (I) Pakistani (P) Other Asian (OA)				African (A) Caribbean (C) Other Black (OB)			Chinese (CH) Other (O)		Asian & White (AW) Black African & White (BAW) Black Caribbean & White (BCW) Other Mixed (OM)				British (BW) Irish (IW) Other White (OW)		
	B	I	P	OA	A	C	OB	CH	O	AW	BAW	BCW	OM	BW	IW	OW
No. of employees benefiting as a result of performance assessments																
No. of employees suffering disadvantage as a result of performance assessments																
No. of employees who have raised formal grievances																
No. of employees having disciplinary action taken against them (showing level of disciplinary penalty **) including those who are currently subject to disciplinary investigation																
No. of employees ending their employment (with reasons if known - Please list separately) including all those with temporary contracts not renewed.		1			1		1							18		

** Stage 1 - Formal Warning Code as (S1), Stage 2 - Final Formal Warning Code as (S2), Stage 3 - Dismissal Code as (S3), Current Investigation Code as (CI)

Additional Information – Employees ending their employment (reasons if known)

Corporate Estate Services

4 x Voluntary Severance - 1 x OB, 3 x BW

9 x Voluntary Resignation - BW

1 x Secondment - BW

Dudley Property Consultancy

1 x Retirement - BW

Legal & Democratic Services

1 x Resigned - Promotion within the Authority BW

1 x Resigned - Obtained Solicitor's Training Contract with another Authority - I

1 x Resigned - Promotion with another Authority - BW

2 x Resigned on personal grounds - 1 x BW, 1 X C

1 x End of Temporary Contract. Obtained new position under redeployment with Authority - BA

**Appendix 4 – Table 1
(Corporate)
Targets**

Directorate Law & Property – Equality and Diversity Action Plan for 2005/06

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Race Equality Scheme</u> - (Philip Tart)	Local People Matter	<ul style="list-style-type: none"> Complete the service reviews set out in year 3 of the Scheme by 31st May 2005. (Legal Services, Local Land Charges, Property Management & Valuations, Procurement of major capital works, Repairs & Maintenance) 	Continuing target	31 st May 2005	Reviews complete by deadline. <ul style="list-style-type: none"> Action Plan & implement any changes identified.
		<ul style="list-style-type: none"> Complete a review of the Scheme and publish a revised Scheme by 31st May 2005. 	Continuing target	31 st May 2005	<ul style="list-style-type: none"> Support corporate activity.
		<ul style="list-style-type: none"> Implement the action plan included in the scheme. 	New target	Milestones/target dates to be set out in Scheme	<ul style="list-style-type: none"> Support corporate activity to achieve targets set..
<u>The Equality Standard For Local Government</u> - (Teresa Reilly)	Local People Matter	<ul style="list-style-type: none"> Achieve level 2 of the Standard. 	Continuing target	Target date to be set by Equality & Diversity Action Group	<ul style="list-style-type: none"> Support corporate work to achieve level 2.
		<ul style="list-style-type: none"> Develop an action plan for achieving level 3 of the Standard 	Continuing target	Target date to be set by Equality & Diversity Action Group	<ul style="list-style-type: none"> Implement corporate action plan.

**Appendix 4 – Table 1
(Corporate)
Targets**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Disability Issues</u> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> ○ Implement the actions contained within the Council's Disability Access Strategy. 	New target	Six-monthly monitoring by Equality & Diversity Action Group; target dates set out in strategy.	<ul style="list-style-type: none"> • Actions achieved by deadline.
<u>Disability Discrimination Act</u> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> ○ Evaluate the likely implications of the Bill; commence preparations for the introduction of the Act. 	Continuing target	April 05	<ul style="list-style-type: none"> ○ Identify & evaluate implications for the directorate. ○ Report to DMT agreeing approach to prepare directorate for the introduction of the Act.
<u>Employment Issues</u> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> ○ Work towards targets established for employees from black and minority ethnic communities and disabled employees in all directorates. ○ Complete a further audit of employees to enable them to declare whether or not they regard themselves as meeting the statutory definition of disability. ○ Achieve a figure of at least 96.5% of employees who have declared their ethnic origin. 	<p>New target</p> <p>New target</p> <p>New target</p>	<ul style="list-style-type: none"> ○ Quarterly monitoring by DMT ○ Audit to be completed and data entered by March 2006 ▪ Audit to be completed and data entered by March 2006 	<ul style="list-style-type: none"> • Targets established and achieved in Directorate. • Target of 100% completion within Directorate. • Already achieved in Directorate of Law & Property.

**Appendix 4 – Table 1
(Corporate)
Targets**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Workforce Targets</u> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> Establish targets for the proportions of the workforce from black and minority ethnic groups in directorates and work towards increasing representation in areas where BME groups are under represented. 	Continuing Target	<ul style="list-style-type: none"> Targets to be set 	<ul style="list-style-type: none"> Monitor and review targets set. Identify actions to overcome any under representation. Achieve targets set.
<u>Best Value Performance Indicator 2b</u> – (Teresa Reilly)	Local People Matter	<ul style="list-style-type: none"> Achievement of an improved score against the Best Value Corporate health performance indicator on equality (BVPI 2b) 	Continuing target	<ul style="list-style-type: none"> Half-year review by Equality & Diversity Action Group – October 2005. 	<ul style="list-style-type: none"> Support corporate work to improve 2004/05 service.

**Appendix 4 – Table 2
(Directorate)
Targets**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Consult With & Market Our Services To Customers</u> (Philip Tart & Teresa Reilly)	Local People Matter	<ul style="list-style-type: none"> Set Targets for customer satisfaction based on baseline information obtained in 2004/05 by ethnicity, disability and gender. For Licensing, Registration & Market Traders 	New target	1 st April 2005 Monitor Quarterly	<ul style="list-style-type: none"> Improved customer satisfaction levels.
		<p>Over 18 months:</p> <ul style="list-style-type: none"> Implement disability training for private hire & hackney carriage drivers. Review & measure Customer Satisfaction. 	New target	1 st April 2005 31 st March 2007	<ul style="list-style-type: none"> Improved customer satisfaction levels
		<ul style="list-style-type: none"> Apply for Charter Mark Standard for excellence in customer service for: <ul style="list-style-type: none"> Corporate Estate Services Licensing 	New target	December 2005	<ul style="list-style-type: none"> External Accreditation focused on customer service.
		<ul style="list-style-type: none"> Trial longer opening hours for Registration & Celebratory Services. 	New target	June to October 2005	<ul style="list-style-type: none"> Increased customer choice.

**Appendix 4 – Table 2
(Directorate)
Targets**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Consult With & Market Our Services To Customers</u> (Philip Tart & Teresa Reilly)		<ul style="list-style-type: none"> • Provide staff as celebrants at Civil Funerals for those families who do not want a religious ceremony. 	New target	June 2005	<ul style="list-style-type: none"> • Increased customer choice
		<ul style="list-style-type: none"> • Implement Civil Partnership Registration 	New target	December 2005	<ul style="list-style-type: none"> • Implementation of legislation.
<u>Ensure All Staff Are Treated Fairly And Equally</u> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> • Staff satisfaction surveys undertaken and issues identified acted upon. ○ Implement outcomes from Directorate group for staff with disabilities ○ Complete divisional workforce comparative analysis. 	<p>New target</p> <p>Continuing target</p> <p>Continuing target</p>	<p>Sept 2005</p> <p>April 05</p> <p>April 05</p>	<ul style="list-style-type: none"> • To review the outcomes of the survey and decide on actions as appropriate. ○ To develop guide for managers & supervisors to assist in managing staff with disabilities. ○ Establish targets to match divisional workforce profiles to those of the community.

**Appendix 4 – Table 2
(Directorate)
Targets**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Ensure All Staff Are Treated Fairly And Equally - continued</u> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> Review progress with mentoring scheme for members of staff from under represented groups 	Continuing Target	July 2005	To have supported staff in the attainment of their stated goal.
<u>Widening Our Appeal As An Employee</u> (Brian Gordon)	Local people Matter	<ul style="list-style-type: none"> Promotion of Careers in construction related services to women and ethnic minorities through jobs fairs and school promotional events. 	New target	December 2005	<ul style="list-style-type: none"> Number of events participated in.