



Final Version 04.06.07

**DIRECTORATE
OF
LAW & PROPERTY**

**EQUALITY & DIVERSITY
ANNUAL REPORT
2006/2007**

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

Introduction

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 the implementation of their 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's equality and diversity draft action plan for 2007/08 was considered by the Select Committee on Community Safety & Community Services on 15th March 2007 and a copy is attached as Appendix 1.
2. This Annual Report sets out the Directorate of Law & Property's activities through 2006/07 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.

Key Facts

3. 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."

Structure

4. The Directorate has 3 divisions: -

CORPORATE ESTATE SERVICES (CES)

- Commercial Portfolio (Dudley Open Market & Crown Shopping Centre)
- Coroner
- Curators & Mayoral attendants
- Support Services
- 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)

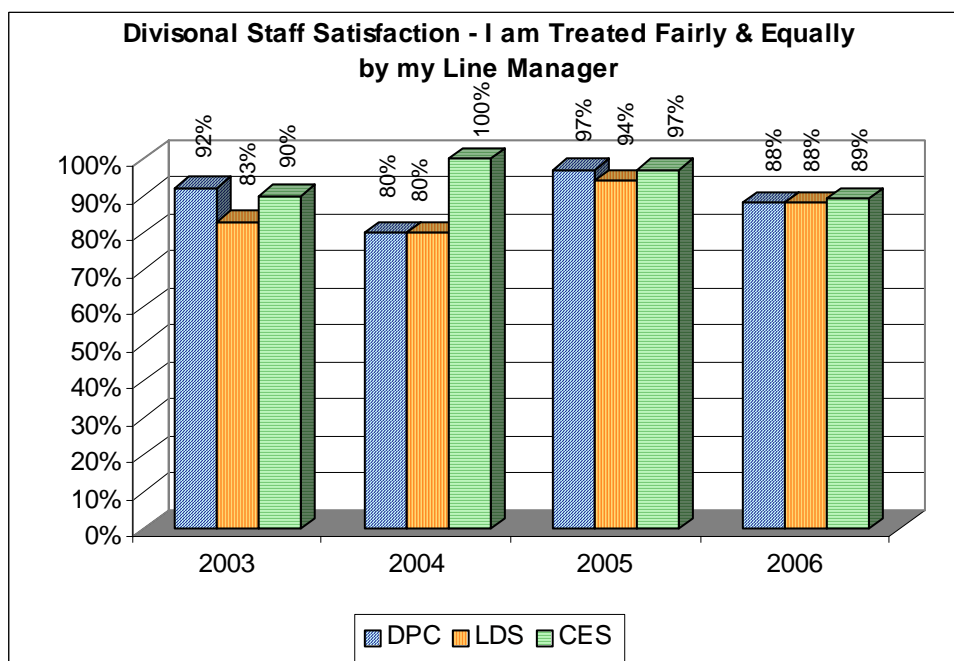
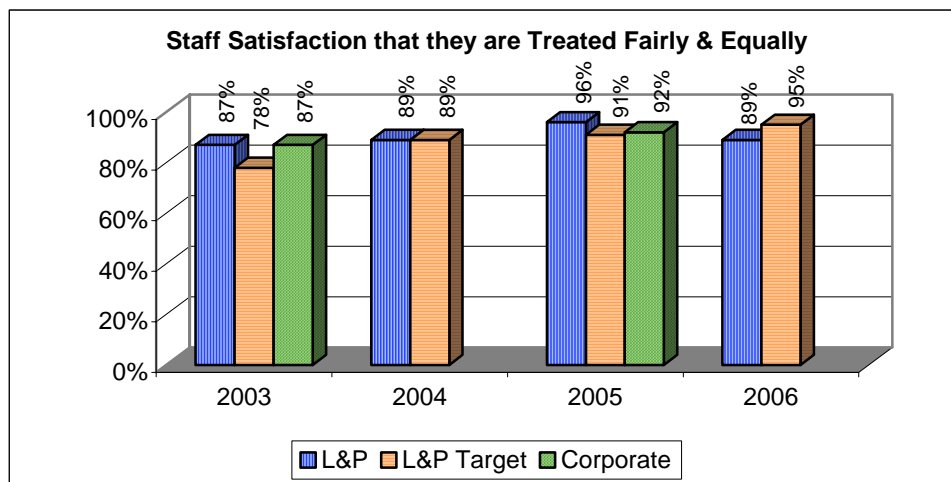
- Administrative Support
- Community Safety & Child Protection
- Conveyancing
- Debt Recovery
- Democratic Services
- Corporate & Litigation Legal Services
- Licensing

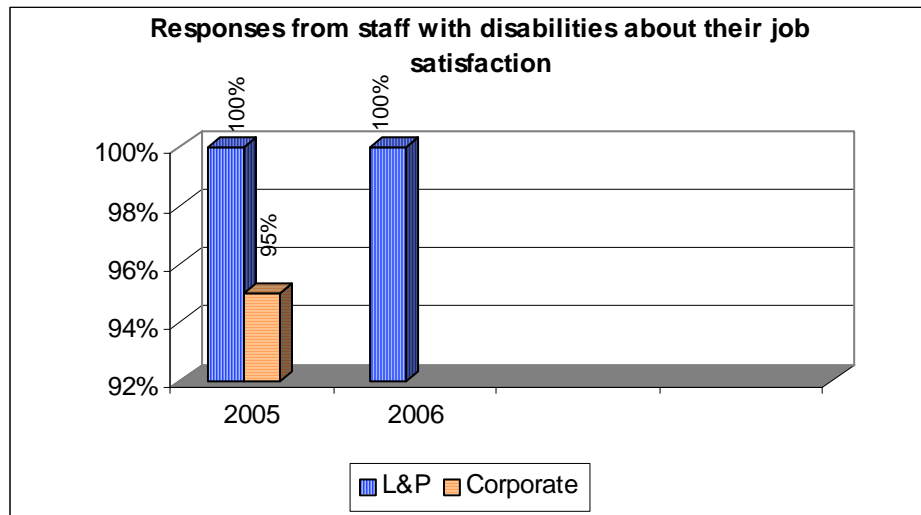
Employment

5. 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 Directorate's Management Team.
 - Flexible working arrangements are in operation e.g. part time, job share, home working 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 06/07 no one 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.
- Staff satisfaction surveys are undertaken annually and staff views and requests acted upon. (See graphs below)

STAFF SATISFACTION RESULTS





6. The analysis of leavers in 2006/07 compared with the Directorate profile at the end of March 2006 is shown in the table below. **The figures in brackets are the 2005/06 figures as a comparison.**

7.

	No. of Leavers	% of Leavers	L&P Workforce profile (%)
Total	33	100	Mar 07
Asian Other	0 (1)	0 (4)	1 (0.9)
Black or Black British	2 (1)	6 (4)	1 (3.6)
Indian	2 (1)	6 (4)	3 (1.8)
Pakistani	1 (1)	3 (4)	1 (1.8)
White UK	28 (20)	85 (84)	90 (88.9)
Male	12 (9)	36 (38)	46 (46.4)
Female	21 (15)	64 (62)	54 (53.6)
Disabled	0 (2)	0 (8.3)	3 (3.2)
Not Disabled	33 (22)	100 (91.6)	97 (96.7)

Reasons given for leaving were – early retirement, retirement, voluntary resignation and end of contract.

7. Full data about employment across the Council, including that which meets the requirement for employment monitoring by racial group under race relations legislation, will be published in the Corporate Annual Review of Equality & Diversity 2007 which will be prepared for the Select Committee on Regeneration, Culture and Adult Education and the Cabinet in September 2007.

8. 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.
- A questionnaire is sent out with the application forms, anyone who decides not to proceed with their application is asked to complete the questionnaire and send it back, the comments we received from this were as follows:
 - 1 x Insufficient experience
 - 1 x Wanted to make the move to a strategic post, rather than dealing with just the technical aspects.
 - 4 x job too demanding
 - 4 x salary too low
 - 1 x job not demanding enough
 - 8 x Information package inadequate
 - 9 x Does not appeal
 - 1 x Hours too messy, didn't want to work Saturdays and would rather know when working, rather than as and when required.
 - 1 x personal challenges at present. Would like to be considered for future suitable positions.
 - No recognised typing qualification held. This had been missed by the applicant – appeared in advert.
- The interview process is monitored by surveys after interviews to control the quality of the process. Issues which were raised during this year which we have responded to include:
 - 1 x Poor interview, applicant felt that they didn't get to sell them self, felt that the questions asked were negative and only asked for examples from previous 12 months of work. Candidate felt that some of their best work had been done over a period of 2 years. A letter was sent to the candidate responding to the issues that had been raised to explain the panel's questions and decision-making process.
 - 1 x Comment asked us to confirm to candidates that when copies of documents such as passports and certificates are taken on arrival at interview that they will be told that if unsuccessful that their documents will be confidentially destroyed. On receipt of this comment we have amended our procedure so that all copies of documents taken at interview stage are now returned to the applicant with the refusal correspondence and questionnaire, rather than us shredding them.

At the end of March 2007, the directorate had recruited 24 employees in 2006/07 of which 58% were female, none were disabled and 8% were from a BME Background. The summary analysis of appointments within Law & Property compared to that for the Council is set out in the table below:

	Directorate L&P				Council	
	No. Applicants	%	No. Recruited	%	% Applicants	% Recruited
Female	192 (191)	48.48 (68.45)	14 (7)	58 (46.6)	68.78(72.18)	70 (76.7)
Ethnic Minority	99 (9)	2.77 (2.66)	2 (4)	8 (26.6)	2.67(2.66)	10 (5.4)
Disabled	11 (62)	25 (18.23)	0 (0)	0 (0)	18.31(18.23)	2 (0.1)

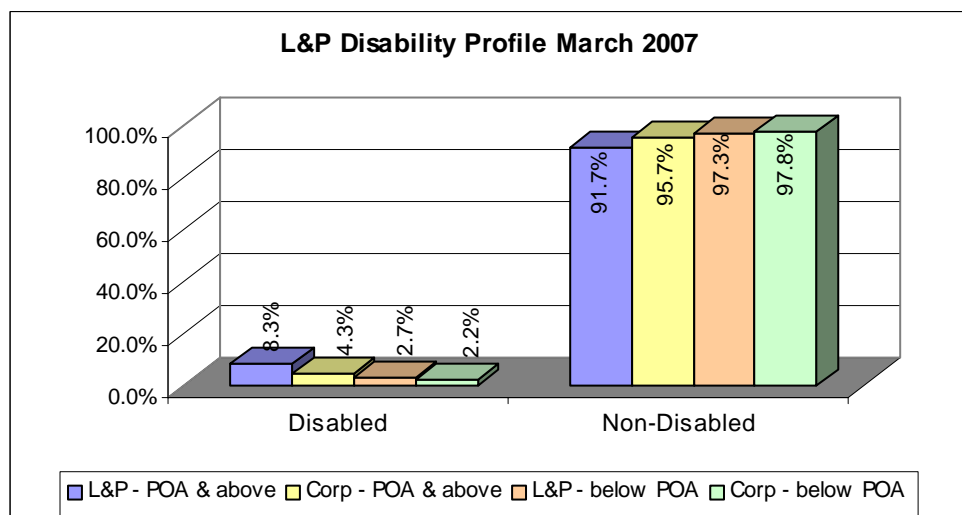
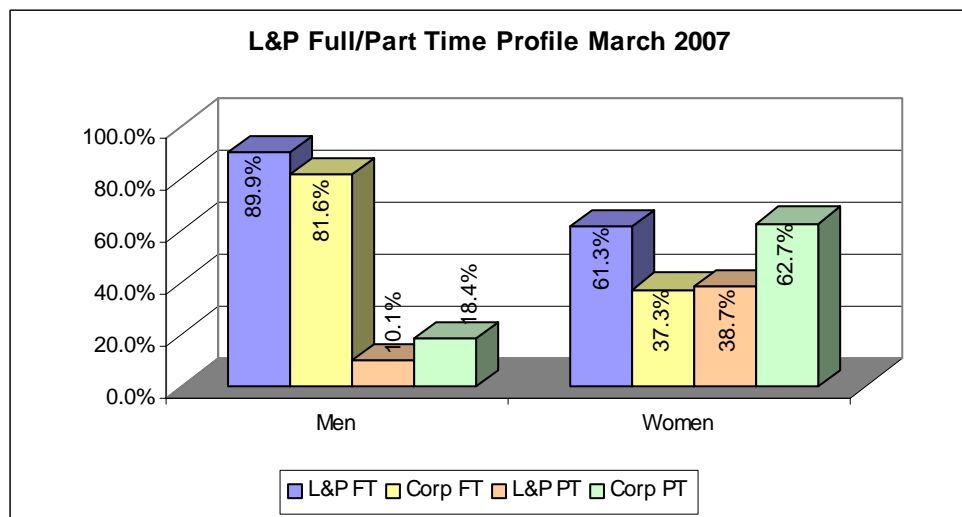
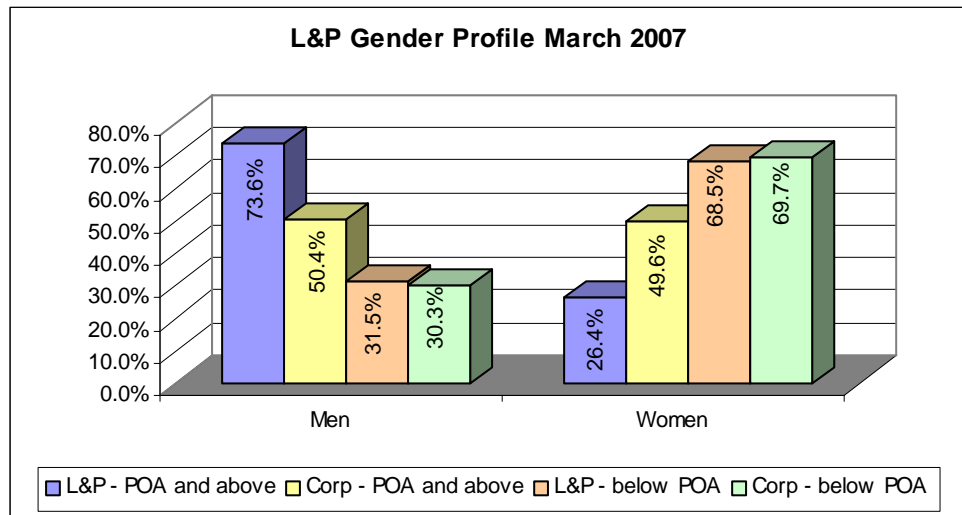
(The figures in brackets are for March 2006 to enable comparison)

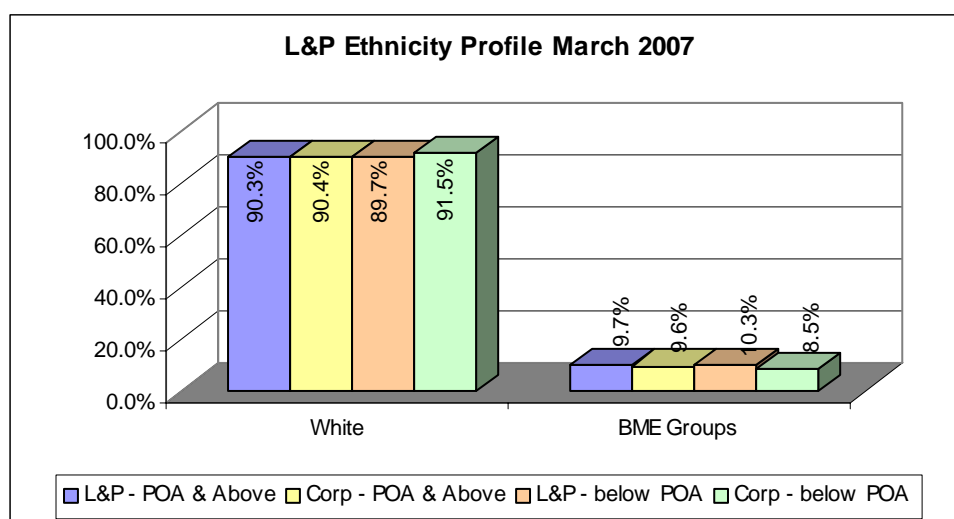
9. Workforce Information

The Directorate's workforce profile at the end of March 2007 compared with that for the Council is set out in the table and graphs below:

	Directorate L&P		Council
	No. 213 (214)	%	%
Female	116 (116)	54 (54)	74.83 (74.6)
Ethnic Minority	22 (19)	10 (8.8)	5.52 (4.41)
Disabled	7 (5)	2.3 (2.3)	1.66 (0.88)

(The figures in brackets are for March 2006 to enable comparison)





Dudley MBC workforce profile 31st March 2007(compared with 31st March 2006)

Dudley MBC		Female (%)	Male (%)	BME* (%)	Disabled (%)
Scale point 34 and above (higher grades) (excluding schools)#	31/03/07	49.6	50.4	8.9	4.3
	31/03/06	48.0	52.0	8.0	2.0
Below scale point 34 (lower grades) (excluding schools)#	31/03/07	69.7	30.3	5.9	2.2
	31/03/06	69.3	30.7	5.2	1.3
Total (excluding schools)	31/03/07	66.9	33.1	6.4	2.5
	31/03/06	66.4	33.6	5.6	1.4
Total (including schools)	31/03/07	74.8	25.2	5.1	1.7
	31/03/06	74.6	25.4	4.6	0.8

Notes: Scale point 34 on 31st March 2007, £27,000 approx.

*BME figures exclude those employees for who no ethnic origin data is held

#Grade breakdown excludes schools due to the different structure for teachers

10. 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.

11. Training and Development

- The Directorate has held Investors in People accreditation since 1997 and aims to maintain the award when it reapplies every 3 years. We were re-assessed in September 2006 and received a positive report.
- 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. There is also a mid year review.
- 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.

Race Equality Scheme Reviews

12. Race Equality Scheme Information

The Directorate employment monitoring information for 2005/06 is attached as Appendix 2. There are no significant trends or patterns emerging from this data.

In accordance with the Council's Race Equality Scheme, a number of reviews of service areas have been undertaken over the last three years 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.

Dudley Open Market:

- Equality & Cultural awareness training for market staff.
- Dudley Open Market – 26% traders from ethnic minority background. 2001 Census figures show 6.3% residents of the borough are from an ethnic minority background. Of the 26% traders who are from ethnic minorities 6.67% live in the borough.
- Regulation booklet updated to say racist behaviour by any market traders will result in their suspension.

Licensing:

- 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.

Further Race Equality Scheme reviews of Dudley Market and Democratic Services to assess the impact of these outcomes are due in 2006/07. However these will be done as part of Equality Scheme reviews rather than just race equality reviews.

Service Delivery

13. 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.

14. External Accreditation for Customer Services

Licensing and Corporate Estate Services division both 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. Both were recredited in 2006/07 and are subject to a successful annual audit inspection to maintain the standard.

The Legal Division is accredited with Lexcel, which is awarded by the Law Society to legal organisations who are able to demonstrate best practice in terms of quality of service delivery to their customers.

15. 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.

16. Communication and Information

- Information for service users can be 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 Council's Access Project.

17. 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) feedback forms 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/customers 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.

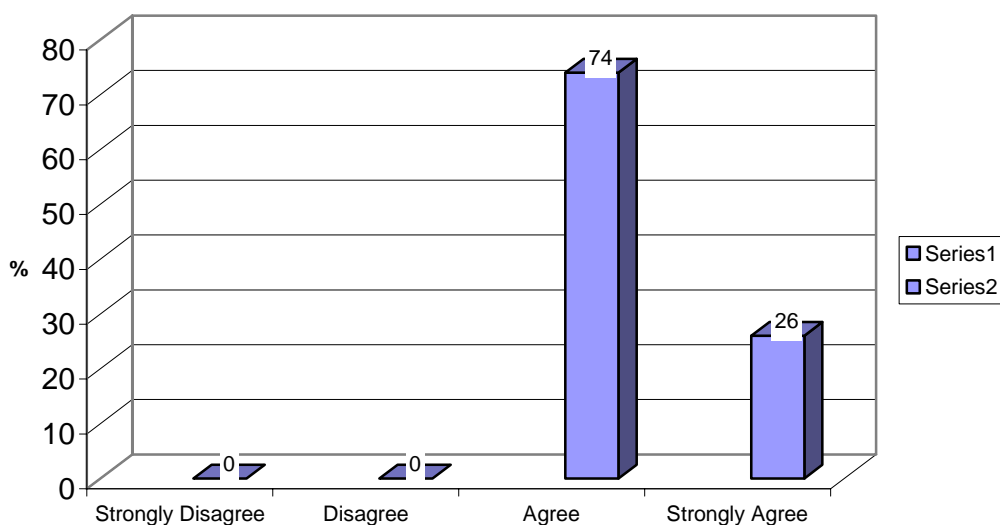
External Customer Satisfaction

Details of customer satisfaction levels are as follows: -

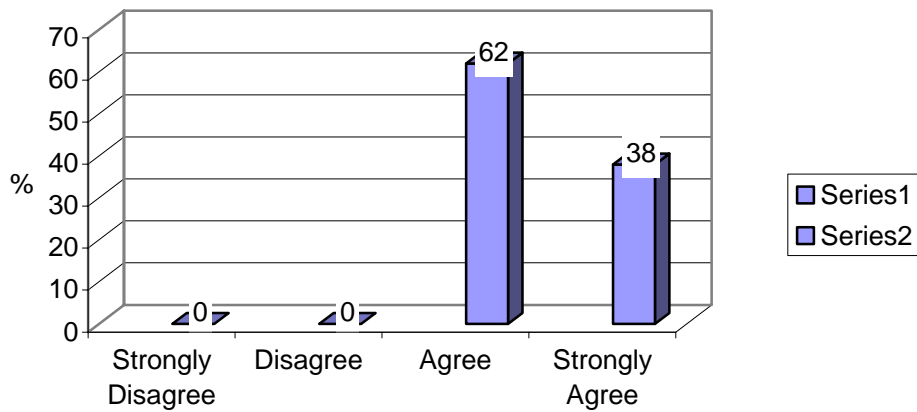
18. **Legal & Democratic Services**

Licensing consultation during 2006 was focussed on liquor licensing following the introduction of the legislation in 2005. Customer feedback reflects our strong performance in successfully managing the transitional phase of the legislation and beyond. It is pleasing to note that customers valued the information that Licensing provided to them and despite extremely high levels of work, 100% of customer surveyed stated that licensing staff dealt with them in a helpful and courteous way.

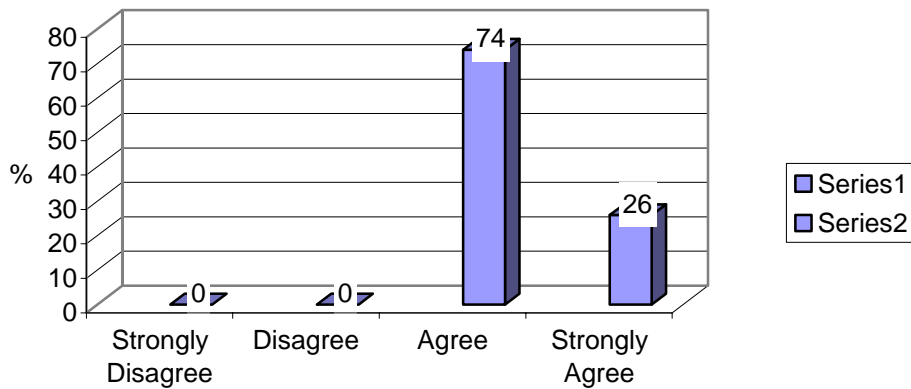
Licensing Survey of Premises and Personal Licences September 2006 - The Information Provided was Helpful



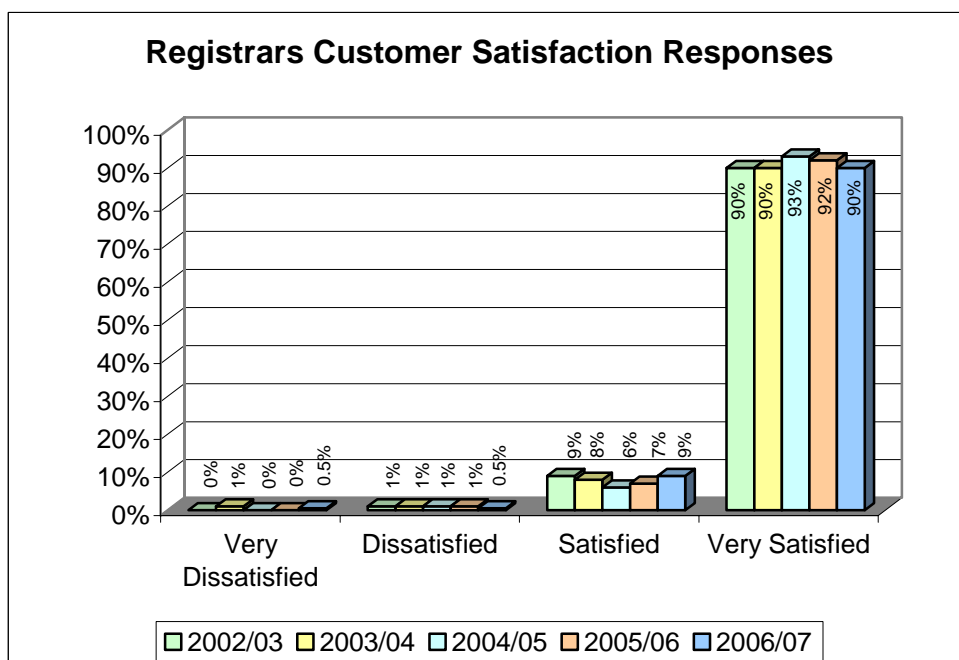
**Licensing Survey of Premises and Personal Licences 2006 -
Was your Application dealt with in a Courteous and Helpful
Way.**



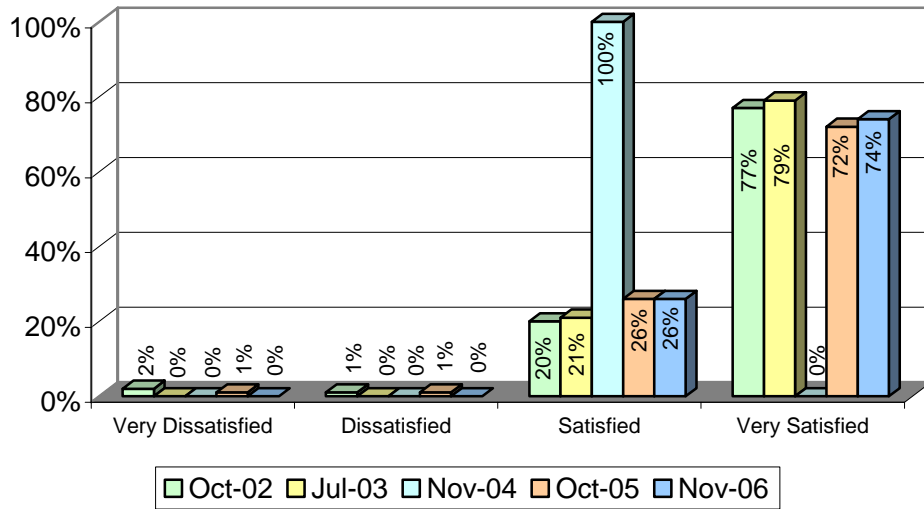
**Licensing Survey of Premises and Personal Licences September
2006 - The Information Provided was Helpful**



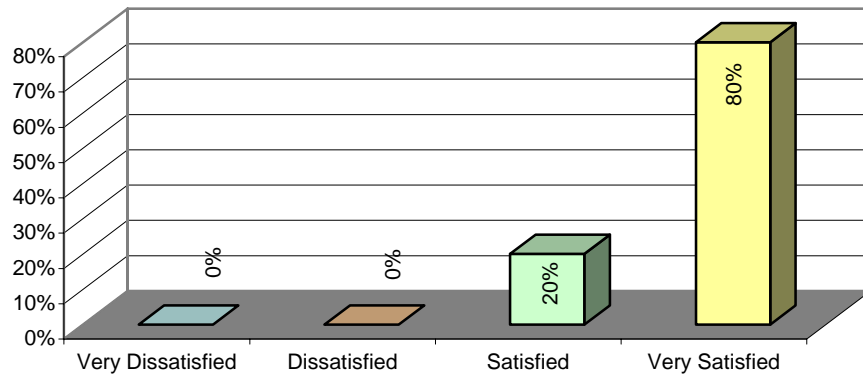
19. Corporate Estate Services:



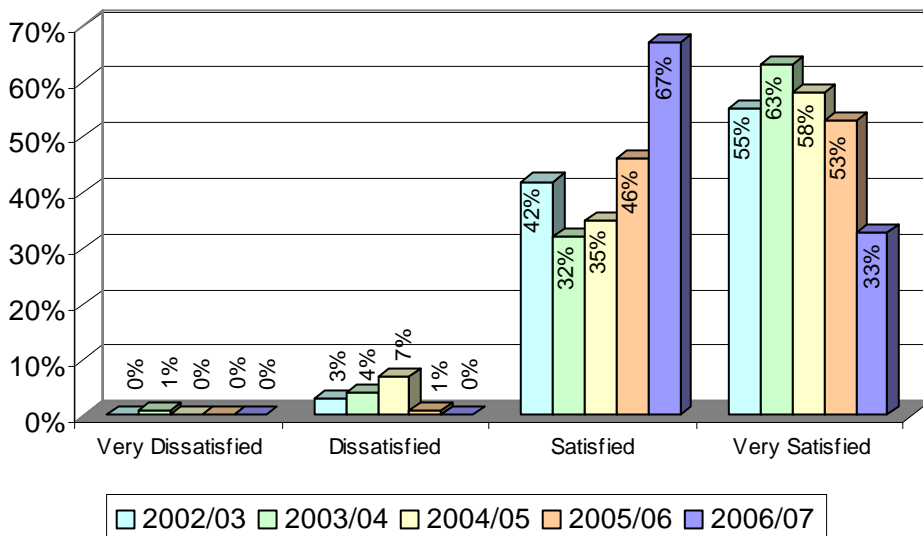
How satisfied are you with the equality of access to our Registration Service?

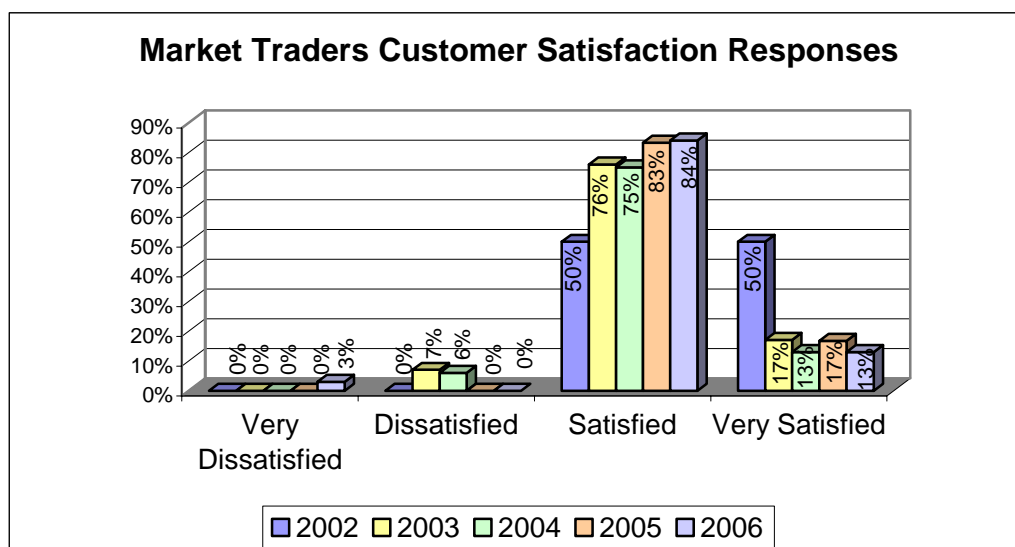


Citizenship Ceremony Overall Quality of Service 2006/07



External Customer Satisfaction - Property Enquiries





20. Achievements Against the Directorate's Equality and Diversity Action Plan for 2005/06

The achievements against the Directorate's Equality and Diversity Action Plan for 2006/07 are set out in the following tables. Table 1 reports on progress against the Council-wide equality and diversity priorities and objectives in the action plan for 2006/07 and table 2 reports on those established for the directorate.

Table 1 (Corporate)

**Directorate of Law & Property – Progress Report on the Equality and Diversity Action Plan for 2006/2007 –
Directorate Contribution to the Council's Equality & Diversity Priorities for 2006/07**

Objective (and lead officer)	Council Plan Priority	<u>Target Date/</u> Milestones	Planned outcome/performance indicator	Progress/final outcome
<p><u>CP1. Equality Scheme</u></p> <p>(a) Complete the impact assessments listed in the revised Race Equality Scheme by 31st May 2006.</p> <p>(b) Assess the implications of the Equality Bill – build requirements for gender, religion or belief, and sexual orientation into the Equality Scheme. (Teresa Reilly)</p>	Quality Services Matter	<p>31st May 2006</p> <p>Report to EDAG – July 2006 Complete by November 2006</p>	<p>Assessments completed by deadline. Impacts/outcomes assessed. Improvements/actions identified</p> <p>Scheme published by deadline.</p>	<p>None identified for Law & Property this year.</p> <p>Corporate Equality Scheme (Gender) published in April 2007 in accordance with Equality Act. Religion or belief and sexual orientation to be fully incorporated by 2009 in line with Equality Standard.</p>

Objective (and lead officer)	Council Plan Priority	<u>Target Date/ Milestones</u>	Planned outcome/performance indicator	Progress/final outcome
<p>(c) Launch equality impact assessment (EIA) guidance and develop a programme of assessments across all directorate's to feed into the Scheme's action plan. Support corporate authority in finalising Equality Impact Assessment (EIA) guidance and develop EIA programme for directorate. (Teresa Reilly)</p> <p>(d) Maintain or increase the score against BVPI 2b on race equality. Support corporate activity through collection of data.</p> <p>(e) Publish the combined Equality Scheme by 04/12/06. Support corporate activity involving consultation process for production of Equality Scheme with staff, community and other stakeholders. (Teresa Reilly)</p>	Quality Services Matter	<p>Launch guidance in April 2006 Programme by October 2006</p> <p>By March 2007</p> <p>Consultation plan by April 2006 Publish Scheme by 04/12/06</p>	<p>Guidance launched Programme agreed</p> <p>Score at least maintained</p> <p>Consultation plan implemented Scheme published</p>	<p>Directorates programme agreed and included in Equality Scheme. 2007/08 - Democratic Services 2008/09 - Licensing & Market 2009/10 - Registration & Celebratory Services. EIA guidance piloted in 2006/07 and redrafted.</p> <p>Achieved</p> <p>ADC, employees, BME communities, Cabinet and Citizens Panel consulted. Dudley MBC's Equality Scheme published by 04/12/06, combined scheme by 30/04/07 in line with Gender Equality Scheme requirements.</p>

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<p><u>CP2. Equality Standard For Local Government</u></p> <p>Implement the action plan to achieve level 3 of the Standard by March 2007. Compile directorate evidence to support level 3 of the standard</p>	Quality Services Matter	31 st March 2007	Performance gaps identified ready to be addressed through future action plan.	Revised Standard awaited from IDEA so unclear at this stage what the requirements for level 3 will be.
<p><u>CP3. People Management Strategy</u></p> <p>(a) Implement the equality and diversity elements of the strategy. Support corporate activity to finalise People management strategy, to include workforce targets (Teresa Reilly)</p> <p>(b) Produce and implement an age and employment policy and procedure to comply with new legislation. Support corporate activity in developing and implementing the policy (Teresa Reilly)</p>	Quality Services Matter	<p>Target dates as set out in strategy.</p> <p>Policy and procedure completed by mid 2006.</p>	<p>Target dates achieved</p> <p>Fair employment policies & procedures in relation to age.</p>	<p>Audit completed. No results available to the directorate until September 2007.</p> <p>Policy developed and agreed by Corporate Board.</p>

Objective (and lead officer)	Council Plan Priority	<u>Target Date/ Milestones</u>	Planned Outcome/Performance Indicator	Progress/Final Outcome
<p>(c) Establish a full framework of flexible working policies. Support corporate activity in developing and implementing the policy (Teresa Reilly)</p> <p>(d) Achieve an increase in the number of disabled employees working for the Council. Support corporate activity to establish revised baseline through completion of employee audit and reviewing audit findings to determine actions to follow up findings (Teresa Reilly)</p> <p><u>CP4. Disability Access Strategy</u></p> <p>(a) Implement the actions contained within the Council's Disability Access Strategy. Undertake audits of any new or changed Directorate premises or office accommodation. (Brian Gordon)</p>	Quality Services Matter	<p>Mid 2006</p> <p>December 2006</p> <p>2006/2007 Six-monthly progress reports. Complete by December 2006.</p>	<p>Number of employees taking up options.</p> <p>More accurate baseline established.</p> <p>Increase in numbers of employees identifying a disability.</p> <p>Improved access to buildings for customers and employees</p>	<p>New home working and revised flexi-time and voluntary alteration of hours policies completed.</p> <p>Audit completed. Directorate results not available until September 2007.</p> <p>Programme on target</p>

Objective (and lead officer)	Council Plan Priority	<u>Target Date/</u> Milestones	Planned Outcome/Performance Indicator	Progress/Final Outcome
(b) Achieve an improvement in the score against BVPI 156 on access to buildings. Support corporate activity through transfer of further Council services to Dudley Council Plus in accordance with the programme and develop second customer access centre. (Teresa Reilly)	Quality Services Matter	By March 2007	Improved access to services	Transfer of booking birth and death appointments completed. Voice mail options on Registrars reception numbers introduced in May 2007 as majority of calls were still coming direct to Register Offices.

Table 2 (Directorate)

Directorate of Law & Property – Progress Report on the Equality and Diversity Action Plan for 2006/07

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<u>Consult With & Market Our Services To Customers</u> (Philip Tart & Teresa Reilly)	Quality Services Matter			
<ul style="list-style-type: none"> Set targets for customer satisfaction based on baseline information obtained in 2004/05 and 2005/06 by ethnicity, disability and gender. For Licensing, Registration & Market Traders. 		Continuing Target 1 st April 2006 Monitor Quarterly	<ul style="list-style-type: none"> Improved customer satisfaction levels. 	Licensing – Information being collected, target to be set at the end of year. Market Traders – Data collected for 06/07. Registrars – Data collected for 06/07
Continue to: -				
<ul style="list-style-type: none"> Implement disability training for private hire & hackney carriage drivers. 		Continuing Target Complete By August 2007	<ul style="list-style-type: none"> Increased driver awareness 	73% of drivers trained, exceeding 70% target
<ul style="list-style-type: none"> Review customer (drivers) with driving satisfaction. 		October 2006 & August 2007	<ul style="list-style-type: none"> 92% satisfaction with training from those drivers that have completed the course. 	<ul style="list-style-type: none"> 100% of drivers trained to date satisfied with disability training.
<ul style="list-style-type: none"> Consult Disability Groups following completion of disability training for Taxi & Private Hire drivers. 		30 th September 2007	<ul style="list-style-type: none"> Improved customer (passenger) satisfaction levels. 	<ul style="list-style-type: none"> To be reported on completion of training.

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<u>Consult With & Market Our Services To Customers</u> (Philip Tart & Teresa Reilly)	Quality Services Matter			
<ul style="list-style-type: none"> • Maintain Charter Mark Standard for “Excellence in Customer Service” for: <ul style="list-style-type: none"> • Corporate Estate Services • Licensing 		New Target 9 th January 2007 26 th August 2006	<ul style="list-style-type: none"> • External Accreditation focused on customer service excellence. 	<ul style="list-style-type: none"> • CES – successful compliance visit in January 2007. • Licensing – Re-accreditation obtained August 2006.
<u>Consult With & Market Our Services To Customers</u> (Philip Tart & Teresa Reilly)	Quality Services Matter			
<ul style="list-style-type: none"> • Review weekend & bank holiday death registration service for Muslim & Jewish faiths. 		New Target May 2006	<ul style="list-style-type: none"> • Partners involved in providing the service continue to support it. • Customer Satisfaction. 	<ul style="list-style-type: none"> • Work ongoing with Members and hospital Chaplain on Muslim Bereavement Care.

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<u>Ensure All Staff Are Treated Fairly & Equally</u> (Brian Gordon)	Quality Services Matter			
<ul style="list-style-type: none"> Staff satisfaction surveys undertaken and issues identified acted upon. 		Continuing Target September 2006	<ul style="list-style-type: none"> Increase in job satisfaction from employees with disabilities 	Several projects have been completed too improve overall work environment, e.g. lighting to entrance ramp at 3 St James's Road and DDA compliant instrumentation to lift.
<ul style="list-style-type: none"> Agree an action plan with Directorate group for staff With disabilities. 		New target May 2006	<ul style="list-style-type: none"> Implement, appropriately, any agreed action/ objective. 	Due to function of Corporate Group it was agreed with Directorate members to meet annually to ensure needs are being met. Next meeting July 2007
<ul style="list-style-type: none"> Review process with mentoring scheme for members of staff from under represented groups. 		Continuing Target December 2006	<ul style="list-style-type: none"> To have supported staff in the attainment of their stated goal. 	Two staff members expressed an interest in mentoring. A number of sessions were held and now it is up to them to pursue when they feel further sessions would be appropriate to them.

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<u>Widening Our Appeal As An Employer</u> (Brian Gordon)	Quality Services Matter			
<ul style="list-style-type: none"> Promotion of Career in construction related services to women and ethnic minorities through job fairs, school promotional events and work placements. 		Continuing Target December 2006	<ul style="list-style-type: none"> Number of events participated in. Number of work place students from ethnic minority/female background. 	<ul style="list-style-type: none"> DPC staff have participated in three events where a career in construction was being promoted to women and ethnic groups. DPC female staff member now sits on the Chartered Institute of Buildings membership Panel. DPC female staff member has delivered a talk on 'women in construction' to local school children. Work placements were offered and taken up by five female candidates.

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<u>Widening Our Appeal As An Employer</u> (Brian Gordon)	Quality Services Matter			
<ul style="list-style-type: none"> To target ethnic and female groups when advertising professional construction posts. 		Continuing Target March 2007	<ul style="list-style-type: none"> Number posts advertised to these groups. Number of applicants short listed and appointed from these groups. 	<ul style="list-style-type: none"> One DPC post advertised externally. This drew 35 applicants of which 16 were from an ethnic background. 6 candidates were short- listed of which 3 were from an ethnic background.
<u>Widening Our Appeal As An Employer</u> (Teresa Reilly)	Quality Services Matter			
<ul style="list-style-type: none"> Re-apply for Investors in People status (current Accreditation expires 25.09.06) 		New Target September 2006	<ul style="list-style-type: none"> Maintain the accreditation. 	<ul style="list-style-type: none"> Re-accreditation achieved.

Objective (and lead officer)	Council Plan Priority	Target Date/ Milestones	Planned outcome/performance indicator	Progress/final outcome
<u>Widening Our Appeal As An Employer</u> (Teresa Reilly)	Quality Services Matter			
<ul style="list-style-type: none"> Support Directorate of Urban Environment in their trial of Multi Racial Employment Selection Panels, by providing Training staff to participate. 		New target March 2007	<ul style="list-style-type: none"> DUE supported in the trial. 	<ul style="list-style-type: none"> Staff trained but not yet requested to join any DUE panels.
<u>Improving Services For All Of Our Customers</u> (Teresa Reilly)	Quality Services Matter			
<ul style="list-style-type: none"> Review trial location of Registrar of Births & Deaths In Dudley Council Plus. 		New Target February 2007	<ul style="list-style-type: none"> Take up of appointments. 	<ul style="list-style-type: none"> Registrar to stay located at DC+ but hours to be reviewed again in September 2007.

Quality service matters – Consult With & Market Our Services To Customers						Action Plan 07/08	
Priority 1				Lead Directorate:			
ref	Critical Success Factors (key actions/initiatives that support the desired outcomes)	Timescales		Linkages with other plans			Lead officer
		Start	Finish				
1.1	Continue to implement disability training for private hire and hackney carriage drivers.	April 06	Aug 07	Licensing Service Plan			Philip Tart
1.2	Review drivers satisfaction with training	Oct 06	Aug 07				Philip Tart
1.3	Consult Disability groups following completion of disability training for Taxi and private Hire drivers to evaluate impact.	Aug 07	Sept 07				Philip Tart
1.4	Review need for update/refresher training.	Oct 07	Dec 07				Philip Tart
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Service	
			2007/08	2008/09	2009/10		
1.1	% of drivers completing the course	70%	100%			Licensing	
1.2	% of driver satisfaction with training who believe it has increased their awareness.	92%	95%	100%	100%	Licensing	
1.3	Improved customer (passenger) satisfaction levels. Established via consultation with disabled user groups.	N/A	80%	90%	95%	Licensing	
Licensing Risk Register	<u>Failure to complete training.</u> Failure for training to have a positive impact.						

Directorate of Law & Property - Equality and Diversity Action Plan 2007/08

Appendix 1

Quality service matters – Widening Our Appeal As An Employer						Action Plan 07/08
Priority 2				Lead Directorate:		
ref	Critical Success Factors <i>(key actions/initiatives that support the desired outcomes)</i>	Timescales		Linkages with other plans Directorate Strategic Plan DPC Business Plan		Lead officer
		Start	Finish			
2.1	Promotion of careers in construction related services to women and ethnic minorities through job fairs, school promotional events and work placements.	April 06	Dec 09			Brian Gordon
2.2	To target ethnic and female groups when advertising professional construction related posts.	April 06	Dec 09			
2.3	Work with Corporate Employees with Disabilities group to identify any improvements to our recruitment process that could increase applications from people with disabilities.	Jan 07	March 08			
2.4	Through our application surveys, review with people who apply for packages for vacant posts in the Directorate who then don't apply for the post to see what deterred them from applying.	April 07	Dec 09			
2.5	Through our application surveys, review take-up of unpaid work experience placements for those applicants who were unsuccessful and are unemployed	April 07	Dec 09			
2.6	Encourage applicants from minority backgrounds by participating in 2007 Black History Month.	April 07	Oct 07			
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Division
			2007/08	2008/09	2009/10	
2.1	Work placements offered to Dudley or other school children.	N/A	4	6	8	DPC
2.2	Promotional events attended to give information	N/A	2	2	3	DPC

	on careers in construction related services.					
2.3	Action taken following consultation with Corporate Employees with Disabilities Group	N/A		N/A		DPC
2.4	Uptake of unsuccessful applicants offered unpaid work experience	N/A	20%	40%	60%	DPC & CES
2.5	Satisfaction of unsuccessful applicants offered unpaid work experience with the placements.	N/A	20%	40%	60%	DPC & CES
BV16a	% of employees with a disability (Target subject to Corporate target)	3% (L&P) 2.84% (Corporate)	3%	3.5%	4%	Law & Property
DPC Risk Register	No increase in response rates in applicants for DPC posts from females and people with disabilities. No increase in applications to the Directorate from people with disabilities.					

Directorate of Law & Property - Equality and Diversity Action Plan 2007/08

Appendix 1

Quality service matters – Ensure All Staff Are Treated Fairly & Equally						Action Plan 07/08	
Priority 3					Lead Directorate:		
ref	Critical Success Factors <i>(key actions/initiatives that support the desired outcomes)</i>	Timescales		Linkages with other plans Corporate Equality Scheme Directorate Strategic Plan Equality & Diversity Policy			Lead officer
		Start	Finish				
3.1	Briefing of all Senior Managers within the Directorate regarding relevant employment legislation relating to Equality and Diversity and its impact on employees.	April 07	Nov 07				
3.2	Review need for update/refresher briefing.	March 08	March 08				Margot Worton
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Division	
			2007/08	2008/09	2009/10		
3.1	100%of Managers receive relevant guidance on legislation relating to Equality & Diversity and its impact on employees	N/A	100%			CES/DPC/L&D	
Directorate Risk in Strategic Plan	Managers fail to comply with legislative requirements or break Council policy.						

Directorate of Law & Property - Equality and Diversity Action Plan 2007/08

Appendix 1

Quality service matters – Develop Clearer Targets & Outcomes (ES1.1)						Action Plan 07/08	
Priority 4				Lead Directorate:			
ref	Critical Success Factors <i>(key actions/initiatives that support the desired outcomes)</i>	Timescales		Linkages with other plans			Lead officer
		Start	Finish				
4.1	Undertake full equality impact assessments (EIA's) of our prioritised services during 2007/08 and identify specific targets and outcomes: Democratic Services Dudley Open Market (Subject to Corporate training being provided to managers)	April 07	March 08	Equality Scheme Annual Revue of Equality & Diversity Directorate Strategic Plan			Steve Griffiths Julie Jones
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Division	
			2007/08	2008/09	2009/10		
4.1	% of Directorate EIA's completed by April 2010	N/A			100%	LDS/CES	
Corporate Risk Register	02B/06/1567 Failure to achieve equality and diversity corporate priorities						
Directorate Risk in Strategic Plan	Failure to complete prioritised Equality Impact Assessments.						

References in brackets relate top actions in the Equality Scheme.

Directorate of Law & Property - Equality and Diversity Action Plan 2007/08

Appendix 1

Quality service matters – Implement The Council's People Management Strategy							Action Plan 07/08
Priority 5					Lead Directorate:		
ref	Critical Success Factors <i>(key actions/initiatives that support the desired outcomes)</i>	Timescales		Linkages with other plans			Lead officer
		Start	Finish				
5.1	Review & revise the recruitment policy & procedure during 2007/2008	April 07	March 08	Equality Scheme People Management Strategy Directorate Strategic Plan			Margot Worton
5.2	Implement the remaining elements of the People Management Strategy 2006-08 relevant to promoting equality by March 2008 (ES1.13)	April 07	March 08				Margot Worton
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Directorate	
			2007/08	2008/09	2009/10		
5.2	Improve personal data held on employees	Council: 93.8%	95%				Law & Property
Corporate Risk Register	Failure to achieve equality and diversity corporate priorities.						

Corporate Performance Indicators: April 2006 – March 2007

Directorate Law & Property Division Corporate Estate Services, Dudley Property Consultancy, Legal & Democratic Services

Completed by Julie Walker Date 09/05/07

	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	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No. of secondments * to higher graded posts	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No. of employees requesting short-course skills or knowledge training	0	6	1	0	0	6	0	0	0	0	0	0	0	109	1	4
No. of employees receiving short-course skills or knowledge training	0	6	1	0	0	6	0	0	0	0	0	0	0	109	1	4
No. of employees requesting vocational / professional training	0	1	1	1	0	3	0	0	0	0	1	1	0	43	2	0

	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)		
No. of employees receiving vocational / professional training	0	1	1	1	0	3	0	0	0	0	1	1	0	43	2	0
No. of employees who have received a PRD	0	5	2	2	0	7	1	0	0	0	1	1	0	172	1	2
No. of employees who have received an individual learning and development plan.	0	5	2	2	0	7	1	0	0	0	1	1	0	172	1	2
No. of employees who have raised formal grievances	0	0	0	0	0	0	0	0	0	0	0	0	0	4 (S2)	0	0
No. of employees who have reported racist incidents between employees. (show category of racist incident [^])	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No. of employees having disciplinary action taken against them (showing level of disciplinary penalty ^{**}) including those who are currently subject to disciplinary investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	1 (S1) 1 (S1)	0	0

	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 in receipt of recruitment/retention payments.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No. of employees dismissed on grounds of ill-health	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

^Racist/religiously harassing offensive comments/language	R1
Racist/religiously harassing offensive graffiti	R2
Offensive literature or emails	R3
Damage to property	R4
Assault	R5
Verbal abuse and threats	R6
Malicious phone calls	R7
Threatening behaviour	R8
Racist/religiously harassing offensive jokes	R9
Victimisation/bullying	R10
Other	R11

** 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)