



01.06.06  
Version 2

# **DUDLEY DIRECTORATE OF LAW & PROPERTY**

# **EQUALITY & DIVERSITY ANNUAL REPORT**

**2005/2006**

15<sup>th</sup> June 2006

**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 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 draft action plan was considered by the Select Committee on Community Safety on 7<sup>th</sup> March 2006 and an updated copy is attached as Appendix 4.
2. This Annual Report sets out the Directorate of Law & Property's activities through 2005/06 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
- 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

## **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 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, 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 05/06 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.
6. The analysis of leavers in 2005/06 compared with the Directorate profile at the end of March 2005 is shown in the table below. **The figures in brackets are the 2004/05 figures as a comparison.**

	<b>No. of Leavers</b>	<b>% of Leavers</b>	<b>L&amp;P Workforce profile (%)</b>
<b>Total</b>	<b>24</b>	<b>100</b>	<b>Mar 06</b>
Asian Other	1 (0)	4 (0)	0.9 (0.9)
Black or Black British	1 (2)	4 (9.5)	3.6 (5.8)
Indian	1 (1)	4 (5)	1.8 (1.4)
Pakistani	1 (0)	4 (0)	1.8 (1.4)
White UK	20 (18)	84 (86)	88.9 (90.3)
Male	9 (7)	38 (33.3)	46.4 (46.4)
Female	15 (14)	62 (66.7)	53.6 (53.6)
Disabled	2 (1)	8.3 (4.7)	3.2 (3.8)
Not Disabled	22 (20)	91.6 (95.3)	96.7 (95.6)

Reasons given for leaving were – contract expired, transfer, dismissal, retired, new job in other directorates or councils.

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 Annual Review of Equality & Diversity 2006 which will be prepared for the Select Committee on Regeneration, Culture and Adult Education and the Cabinet in September.
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:
  - 2 x requires qualification not in advert.
  - 2 x job too demanding.
  - 5 x job not demanding enough
  - 3 x salary too low
  - 5 x hours unsuitable
  - 2 x offered better job
  - 2 x unable to attend tests/interviews on dates stated
  - 1 x Application form due 28/09/05 – received 27/09/05 evening
- The interview process is monitored to control the quality of the process. Issues which were raised during this year which we have responded to include:
  - Applied on line so didn't receive the full details, which would have been useful. Disappointed telephoned 16<sup>th</sup> January but had to wait until 17<sup>th</sup> to receive letter. Successful applicants only telephoned to invite for 2<sup>nd</sup> interview same week.
  - 1 x enjoyed the interview and meeting the interview panel felt they were informed of the decision promptly & offered feedback. The whole process was handled in a professional but friendly manner and felt encouraged to apply for posts with DMBC in the future.

The directorate recruited 15 employees in 2005/06 of which 46.6% were female, 0% were disabled and 26.6% 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:

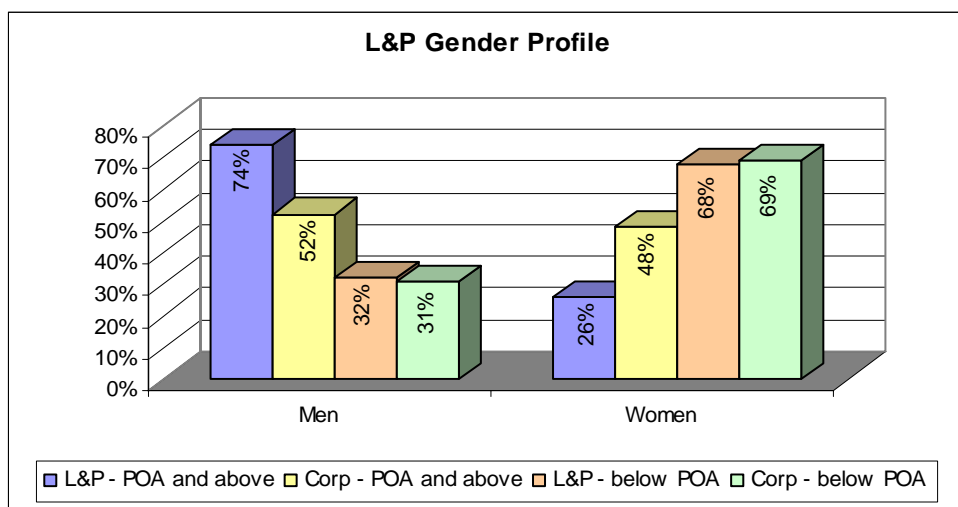
	<b>Directorate L&amp;P (Mar 06)</b>		<b>Council (Mar 06)</b>
	<b>No.</b>	<b>%</b>	<b>%</b>
Female	7 (14)	46.6 (51.8)	76.7 (80)
Ethnic Minority	4 (8)	26.6 (29.6)	5.4 (16.5)
Disabled	0 (2)	0 (7.4)	0.1 (2.6)

- BME Staff from the Directorate have volunteered to participate in the pilot scheme in the Directorate of Urban Environment for multi racial employment selection panels.

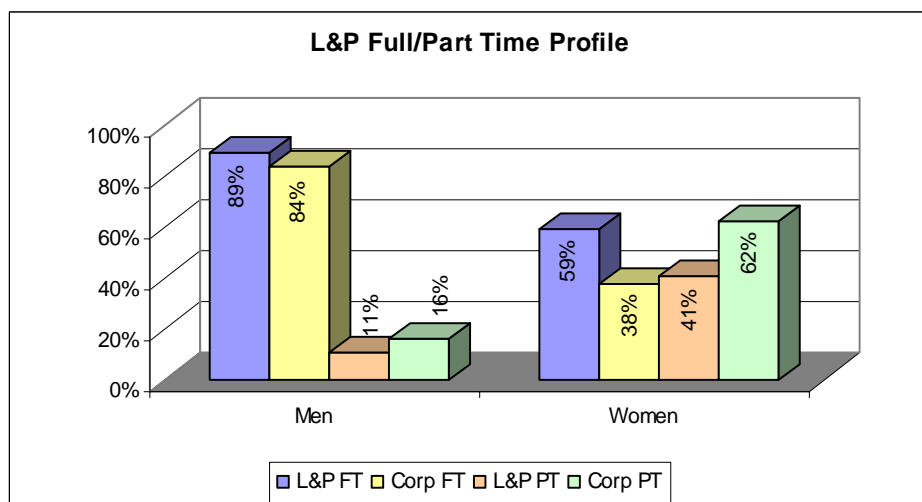
9. Workforce Information

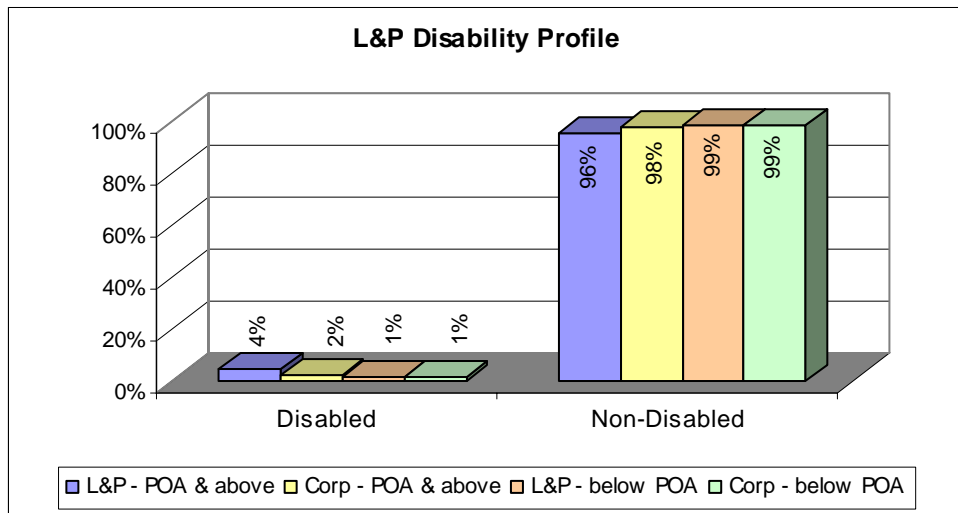
The Directorate's workforce profile compared with that for the Council is set out in the table and graphs below:

	Directorate L&P (Mar 06)		Council (Mar 06)
	No. 214 (218)	%	%
Female	116 (117)	54 (53.6)	74.6 (73.9)
Ethnic Minority	19 (21)	8.8 (9.6)	4.41 (3.9)
Disabled	5 (7)	2.3 (3.2)	0.88 (0.75)

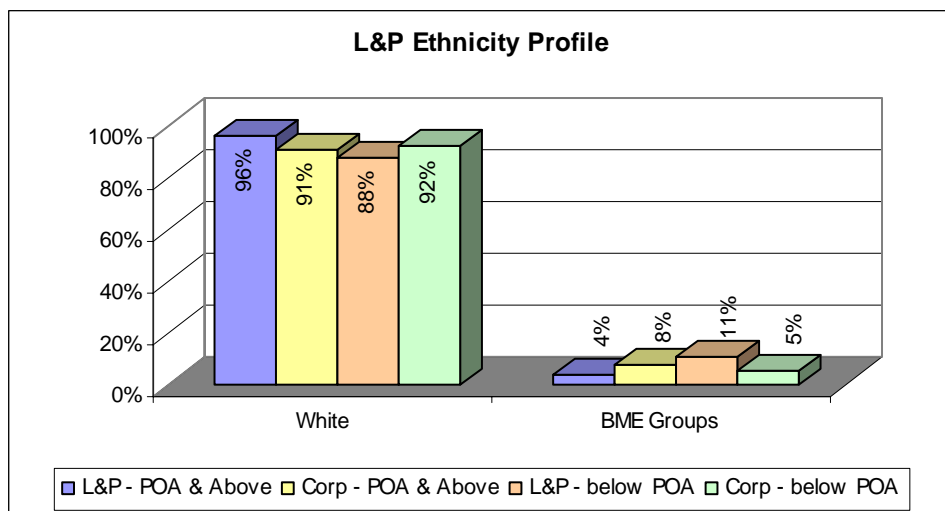


Overall the Directorate workforce is 54% women, 46% men.





Summary – Disabled 2%, Non Disabled 98%



Summary – Minority Groups 9%, White 99%

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 will be re-assessed in September 2006.
- 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.
- BME Staff were encouraged to attend the “Personal Effectiveness Training for BME Staff” that Dudley Racial Equality Council ran for 2 days in March 2006 at a cost of £250 per participant. Four attended and reported that they found it beneficial

## **Race Equality Scheme Reviews**

### 12. Race Equality Scheme Information

The Directorate employment monitoring information for 2005/06 is attached as Appendix 3.

In accordance with the Council’s Race Equality Scheme, a number of reviews of service or policy areas were undertaken during 2005/06 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:

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.



## **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 reaccredited in 2005/06 and will be subject to an annual audit inspection to maintain the standard.

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 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 Council's Access Project.

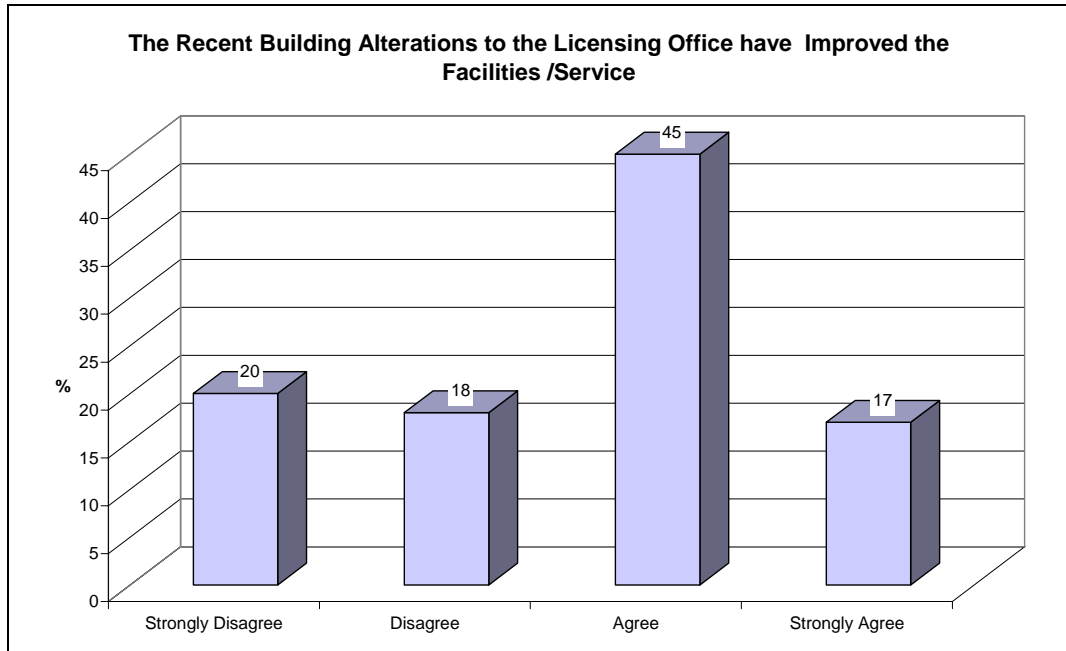
17. Customer Consultation and Service Monitoring

- Consultation is carried out through a variety of Customer Focus/Liaison Groups (which represent service users from different areas of the community) 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

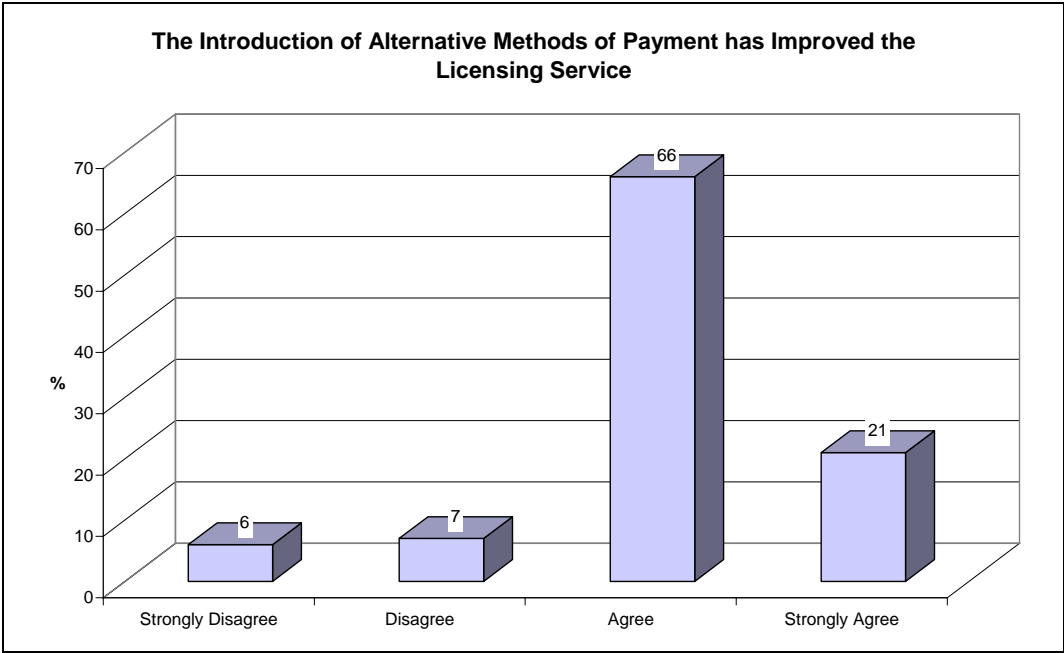
Details of customer satisfaction levels are as follows:-

### 18. Legal & Democratic Services

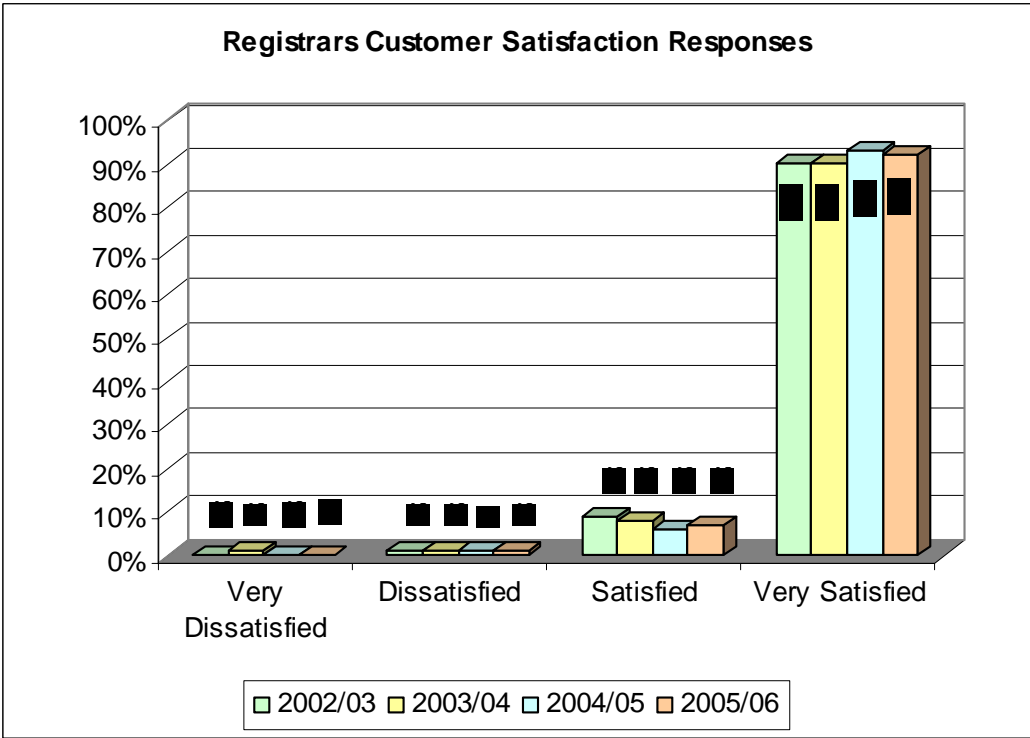


The licensing section expanded significantly during 2005 as a result of taking on additional responsibilities for liquor licensing. This has led to a significant increase in the amount of cash and cheques received in payment of fees. Following consultation with Health & Safety Officers it was agreed that a security system for office entry should be installed together with a secure reception area. In addition the process for payment of fees has been streamlined through the installation of an electronic till.

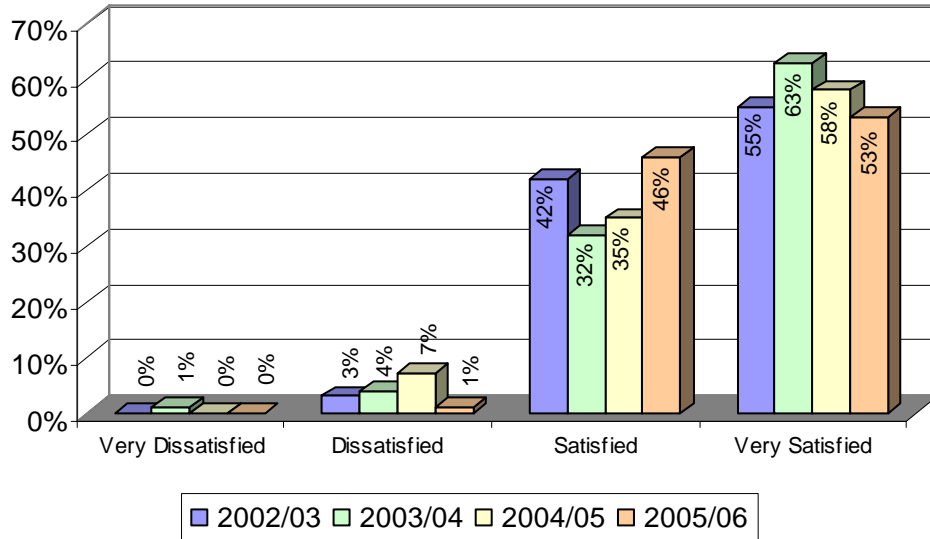
The majority of those surveyed who did not agree that these facilities had improved the service, did so on the basis that they no longer had unrestricted access to the licensing office. However the following graph demonstrates high customer satisfaction levels with the introduction of alternative methods of payment for fees.



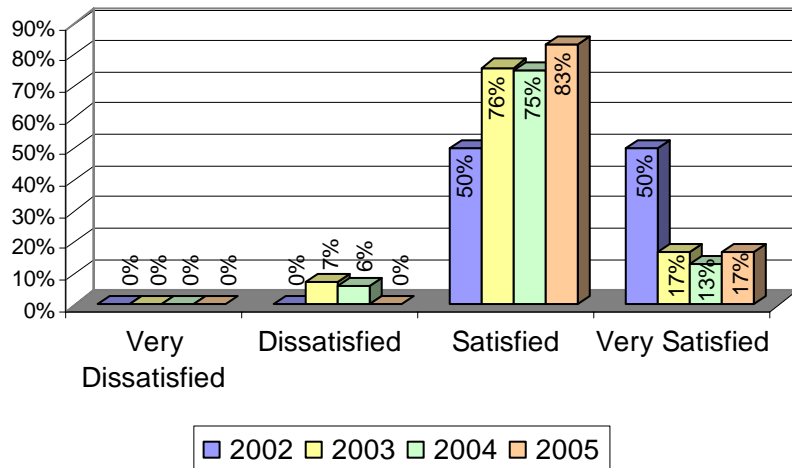
**19. Corporate Estate Services:**



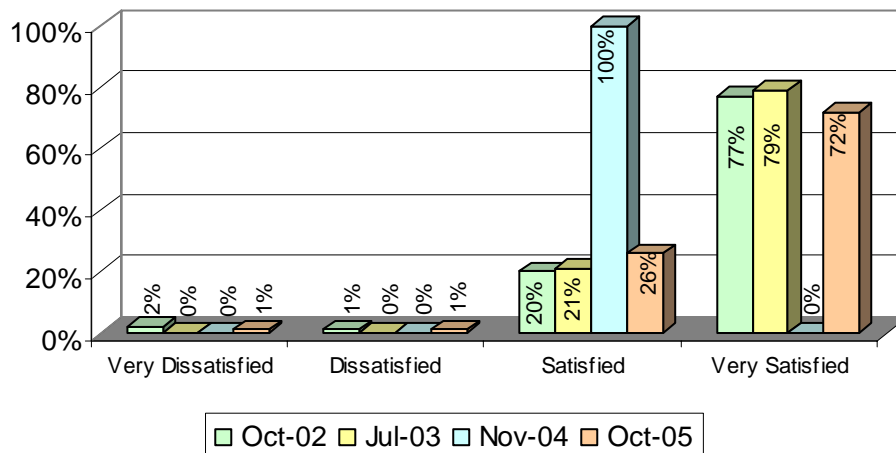
### External Customer Satisfaction - Property Enquiries

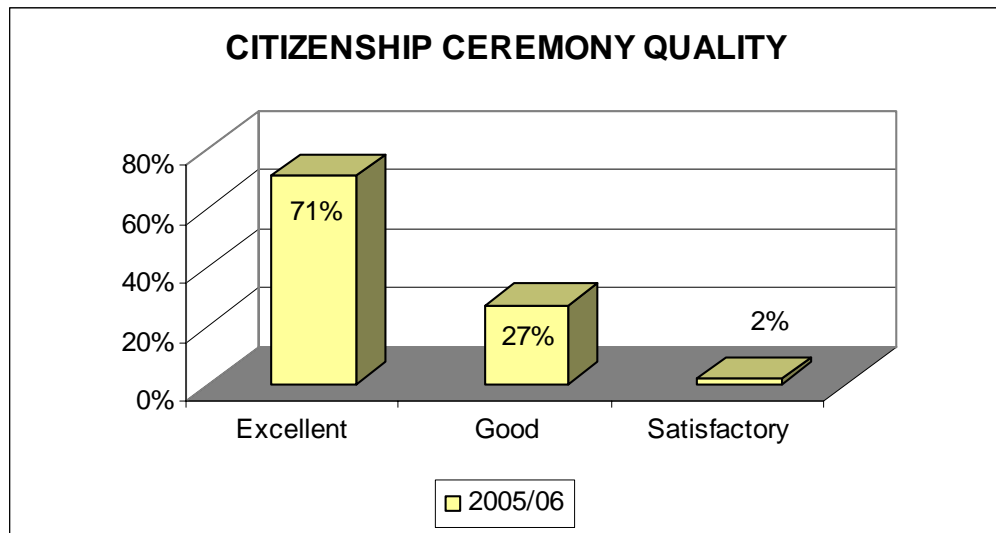


### Market Traders Customer Satisfaction Responses



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





20. 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 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 is for the whole of the West Midlands.
- In December 2005 the Registration Service became responsible for registering civil partnerships for same sex couples.

21. **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 2005/06 are set out in Appendix 1, tables 1 and 2. Table 1 reports on progress against the Council-wide equality and diversity priorities and objectives in the action plan for 2005/06 and table 2 reports on those established for the directorate.

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

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

<b>Objective (and lead officer)</b>	<b>Council Plan Priority</b>	<b>Detailed action/target</b>	<b>Status</b>	<b>Target Date/ milestones</b>	<b>Planned Outcome/performance indicator</b>	<b>Progress Apr 05 – Mar 06</b>
<b><u>Race Equality Scheme</u> - (Philip Tart)</b>	Local People Matter	<ul style="list-style-type: none"> <li>Complete the service reviews set out in year 3 of the Scheme by 31<sup>st</sup> May 2005. (Legal Services, Local Land Charges, Property Management &amp; Valuations, Procurement of major capital works, Repairs &amp; Maintenance)</li> </ul>	Continuing target	31 <sup>st</sup> May 2005	Reviews complete by deadline. <ul style="list-style-type: none"> <li>Action Plan &amp; implement any changes identified.</li> </ul>	Completed in Quarter 1
		<ul style="list-style-type: none"> <li>Complete a review of the Scheme and publish a revised Scheme by 31<sup>st</sup> May 2005.</li> </ul>	Continuing target	31 <sup>st</sup> May 2005	<ul style="list-style-type: none"> <li>Support corporate activity.</li> </ul>	Scheme reviewed and revised scheme published by deadline.
		<ul style="list-style-type: none"> <li>Implement the action plan included in the scheme.</li> </ul>	New target	Milestones/target dates to be set out in Scheme	<ul style="list-style-type: none"> <li>Support corporate activity to achieve targets set.</li> </ul>	Majority of targets achieved – full report will be incorporated in Corporate Annual Review for Select Committee and Cabinet.
<b><u>The Equality Standard For Local Government</u> - (Teresa Reilly)</b>	Local People Matter	<ul style="list-style-type: none"> <li>Achieve level 2 of the Standard.</li> </ul>	Continuing target	Target date to be set by Equality & Diversity Action Group	<ul style="list-style-type: none"> <li>Support corporate work to achieve level 2.</li> </ul>	Level 2 achieved by March 2005.
		<ul style="list-style-type: none"> <li>Develop an action plan for achieving level 3 of the Standard</li> </ul>	Continuing target	Target date to be set by Equality & Diversity Action Group	<ul style="list-style-type: none"> <li>Implement corporate action plan.</li> </ul>	Level 3 action plan drafted by December 2005. However, revised standard to be launched in June 2006.

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

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 05 – Mar 06
<b><u>Disability Issues</u></b> <b>(Brian Gordon)</b>	Local People Matter	<ul style="list-style-type: none"> <li>○ Implement the actions contained within the Council's Disability Access Strategy.</li> </ul>	New target	Six-monthly monitoring by Equality & Diversity Action Group; target dates set out in strategy.	<ul style="list-style-type: none"> <li>• Actions achieved by deadline.</li> </ul>	<p>Within Dudley Property Consultancy Implementation of the strategy is ongoing. This has been delivered by the carrying out of access audits and facilitation of the bidding process for scheme approvals. Across the Council consultation with Community Representatives Panel, Access in Dudley and Employee with Disabilities Group are being incorporated into Equality Scheme.</p>
<b><u>Disability Discrimination Act</u></b> <b>(Brian Gordon)</b>	Local People Matter	<ul style="list-style-type: none"> <li>○ Evaluate the likely implications of the Bill; commence preparations for the introduction of the Act.</li> </ul>	Continuing target	April 05	<ul style="list-style-type: none"> <li>○ Identify &amp; evaluate implications for the directorate.</li> <li>○ Report to DMT agreeing approach to prepare directorate for the introduction of the Act.</li> </ul>	<p>Dudley Property Consultancy are engaged in supporting the Corporate group in integrating the Disability Access Strategy into a new Equality Scheme which will be rolled out in 2006/07.</p>

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

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 05 – Mar 06
<b>Employment Issues</b> <b>(Brian Gordon)</b>	Local People Matter	<ul style="list-style-type: none"> <li>○ Work towards targets established for employees from black and minority ethnic communities and disabled employees in all directorates.</li> </ul>	New target	Quarterly monitoring by DMT	<ul style="list-style-type: none"> <li>• Targets established and achieved in Directorate.</li> </ul>	<p>Evaluation of data showed that the directorate compares well with BME representation against national and local comparators. Emphasis has therefore been placed on raising awareness of opportunities. No targeted advertising has taken place.</p> <p>Corporate progress reported quarterly to Corporate Board and Cabinet. Full employment monitoring report in Corporate Annual Review.</p>
	Local People Matter	<ul style="list-style-type: none"> <li>○ Complete a further audit of employees to enable them to declare whether or not they regard themselves as meeting the statutory definition of disability.</li> </ul>	New target	Audit to be completed and data entered by March 2006	<ul style="list-style-type: none"> <li>• Target of 100% completion within Directorate.</li> </ul>	<p>Employee audit rescheduled for completion by December 2006 following consultation on format it will now include full range of employee information including disability.</p>
		<ul style="list-style-type: none"> <li>○ Achieve a figure of at least 96.5% of employees who have declared their ethnic origin.</li> </ul>	New target	Audit to be completed and data entered by March 2006	<ul style="list-style-type: none"> <li>• Already achieved in Directorate of Law &amp; Property.</li> </ul>	<p>Target to be achieved once employee audit completed.</p>



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

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 05 – Mar 06
<b>Workforce Targets (Brian Gordon)</b>	Local People Matter	<ul style="list-style-type: none"> <li>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.</li> </ul>	Continuing Target	<ul style="list-style-type: none"> <li>Targets to be set</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and review targets set.</li> <li>Identify actions to overcome any under representation.</li> <li>Achieve targets set.</li> </ul>	Evaluation of data showed that the directorate compares well with BME representation against national and local comparators. Emphasis has therefore been placed on raising general awareness of opportunities for the BME Sector.
<b>Best Value Performance Indicator 2b – (Teresa Reilly)</b>	Local People Matter	<ul style="list-style-type: none"> <li>Achievement of an improved score against the Best Value Corporate health performance indicator on equality (BVPI 2b)</li> </ul>	Continuing target	<ul style="list-style-type: none"> <li>Half-year review by Equality &amp; Diversity Action Group – October 2005.</li> </ul>	<ul style="list-style-type: none"> <li>Support corporate work to improve 2004/05 service.</li> </ul>	Corporate Benchmarking/sharing good practice undertaken with West Midlands authorities in April 2005. Data currently being collected for 2005/06 score.

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

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 05 – Mar 06
<p><b>Consult With &amp; Market Our Services To Customers (Philip Tart &amp; Teresa Reilly)</b></p>	<p>Local People Matter</p>	<ul style="list-style-type: none"> <li>• Set Targets for customer satisfaction based on baseline information obtained in 2004/05 by ethnicity, disability and gender. For Licensing, Registration &amp; Market Traders</li>   <li>Over 18 months: <ul style="list-style-type: none"> <li>○ Implement disability training for private hire &amp; hackney carriage drivers.</li> <li>□ Review &amp; measure Customer Satisfaction.</li> </ul> </li> </ul>	<p>New target</p> <p>New target</p>	<p>1<sup>st</sup> April 2005 Monitor Quarterly</p> <p>1<sup>st</sup> April 2005</p> <p>31<sup>st</sup> March 2007</p>	<ul style="list-style-type: none"> <li>• Improved customer satisfaction levels.</li>   <li>○ Improved customer satisfaction levels</li> </ul>	<p><b>Licensing</b> – ongoing data capture. <b>Registration</b> – sample survey conducted Nov 05 and monitoring information obtained. <b>Market Traders</b> – profile obtained in Nov 05 in survey by external consultants. Training ongoing. 30% of drivers trained with excellent feedback.</p> <p>Due in March 2007</p>
		<ul style="list-style-type: none"> <li>○ Apply for Charter Mark Standard for excellence in customer service for: <ul style="list-style-type: none"> <li>□ Corporate Estate Services</li> <li>□ Licensing</li> </ul> </li> <li>• Trial longer opening hours for Registration &amp; Celebratory Services.</li> </ul>	<p>New target</p> <p>New target</p>	<p>December 2005</p> <p>June to October 2005</p>	<ul style="list-style-type: none"> <li>• External Accreditation focused on customer service.</li>   <li>• Increased customer choice.</li> </ul>	<p>Achieved Achieved</p> <p>Satisfaction with appointment 98% day, 97% time, 98% office.</p>

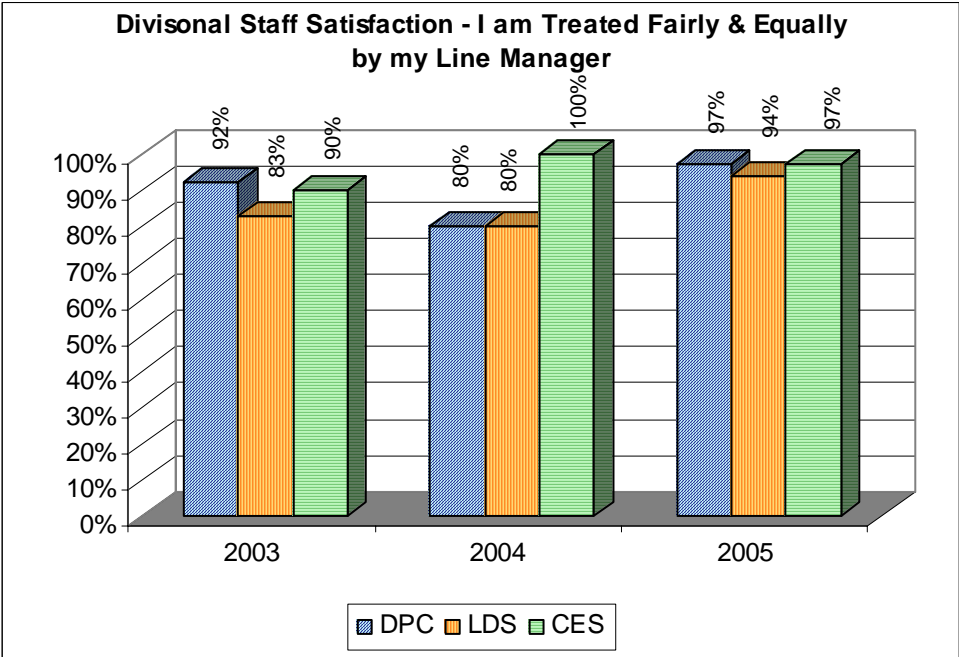
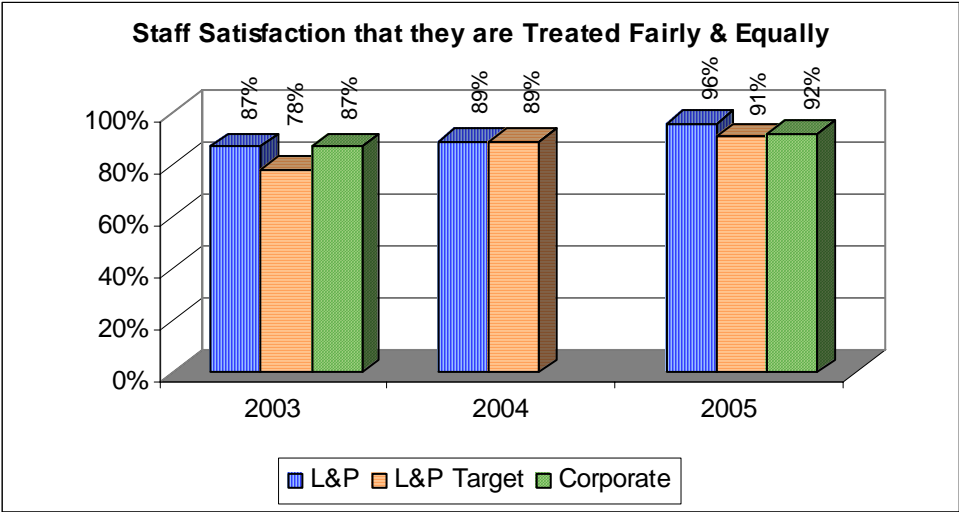
**Appendix 1 – Table 2  
(Directorate)**

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 05 – Mar 06
<b><u>Consult With &amp; Market Our Services To Customers</u></b> <b>(Philip Tart &amp; Teresa Reilly)</b>		<ul style="list-style-type: none"> <li>• Provide staff as celebrants at Civil Funerals for those families who do not want a religious ceremony.</li>   <li>• Implement Civil Partnership Registration</li> </ul>	<p>New target</p> <p>New target</p>	<p>June 2005</p> <p>December 2005</p>	<ul style="list-style-type: none"> <li>• Increased customer choice</li>   <li>• Implementation of legislation.</li> </ul>	<p>Registrar trained as Civil Celebrant for Civil funerals &amp; service offered from May 2005.</p> <p>Service implemented on target. Use of software delayed by General Register Office until March 06</p>
<b><u>Ensure All Staff Are Treated Fairly And Equally</u></b> <b>(Brian Gordon)</b>	Local People Matter	<ul style="list-style-type: none"> <li>• Staff satisfaction surveys undertaken and issues identified acted upon.</li>   <li>○ Implement outcomes from Directorate group for staff with disabilities</li>   <li>○ Complete divisional workforce comparative analysis.</li> </ul>	<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"> <li>• To review the outcomes of the survey and decide on actions as appropriate.</li>   <li>○ To develop guide for managers &amp; supervisors to assist in managing staff with disabilities.</li>   <li>○ Establish targets to match divisional workforce profiles to those of the community.</li> </ul>	<p>96% of Staff said they were treated equally and fairly.</p> <p>The key issue for 2005/06 was to improve the provision of facilities when training to take account of staff's personal requirements. This was achieved.</p> <p>Dudley Property Consultancy has less BME and staff with disabilities compared to Legal &amp; Democratic Services &amp; Corporate Estate Services but they do compare well to national construction industry figures.</p>

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

Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator	Progress Apr 05 – Mar 06
<b><u>Ensure All Staff Are Treated Fairly And Equally - continued</u></b> (Brian Gordon)	Local People Matter	<ul style="list-style-type: none"> <li>Review progress with mentoring scheme for members of staff from under represented groups</li> </ul>	Continuing Target	July 2005	To have supported staff in the attainment of their stated goal.	A mentoring programme for two staff members is underway.
<b><u>Widening Our Appeal As An Employee</u></b> (Brian Gordon)	Local people Matter	<ul style="list-style-type: none"> <li>Promotion of Careers in construction related services to women and ethnic minorities through jobs fairs and school promotional events.</li> </ul>	New target	December 2005	<ul style="list-style-type: none"> <li>Number of events participated in.</li> </ul>	Work placements in Dudley Property Consultancy facilitated for young people from Dudley schools (six during 2005) including one female student. Staff attended a career fair at a secondary school promoting architecture as a career choice.

**STAFF SATISFACTION SURVEYS**



## Dudley MBC Race Equality Scheme – Information for Annual Report 1<sup>st</sup> April 2005 – 31<sup>st</sup> March 2006

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

Completed by Julie Walker Ext 5306 Date 28/04/06

	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 I 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	3	0	0
No. of secondments * to higher graded posts	0	0	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	1	0	3	5	0	0	0	0	0	0	136	4	3
No. of employees receiving short-course skills or knowledge training	0	6	1	1	0	3	5	0	0	0	0	0	0	136	4	3
No. of employees requesting vocational / professional training	0	0	2	1	0	1	0	0	0	0	0	0	0	31	1	1
No. of employees receiving vocational / professional training	0	0	2	1	0	1	0	0	0	0	0	0	0	31	1	1

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

Appendix 3

	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 I 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 who have received a PRD	0	3	3	2	0	6	1	0	0	0	1	1	0	174	1	1
No. of employees who have received an individual learning and development plan.	0	3	3	2	0	6	1	0	0	0	1	1	0	174	1	1
No. of employees suffering disadvantage as a result of performance assessments	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No. of employees who have raised formal grievances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
No. of employees who have reported racist incidents between employees. (show category of racist incident <sup>^</sup> )	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) 2 (S2) 1 (S3) 2 (Informal)	0	0
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

### Appendix 3

^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)



Directorate Law & Property – Equality and Diversity Action Plan for 2006/07

Appendix 4 – Table 1  
(Corporate)

Corporate Objective	Council Plan Theme	Directorate action/target (and lead officer)	Target Status	Target Date/ milestones	Planned Outcome/performance indicator
<b><u>CP1. Equality Scheme</u></b>	Quality Services Matter	<ul style="list-style-type: none"> <li>• Complete the impact assessments listed in the revised Race Equality Scheme.</li> </ul>	Continuing	31 <sup>st</sup> May 2006	<ul style="list-style-type: none"> <li>○ Assessments completed by deadline.</li> <li>○ Impacts/outcomes assessed.</li> <li>○ Improvements/actions identified.</li> </ul>
(a) Complete the impact assessments listed in the revised Race Equality Scheme by 31 <sup>st</sup> May 2006.			New	Report to EDAG – July 2006. Complete by November 2006	
(b) Assess the implications of the Equality Bill		<ul style="list-style-type: none"> <li>▪ Support corporate authority in building requirements for gender, religion or belief, and sexual orientation into the Equality Scheme (Teresa Reilly)</li> </ul>	New	Launch guidance in April 2006. Programme by October 2006.	<ul style="list-style-type: none"> <li>○ Guidance launched.</li> <li>○ Programme agreed</li> </ul>
(c) Launch equality impact assessment (EIA) guidance and develop a programme of assessments across all directorates to feed into the Scheme’s action plan.		<ul style="list-style-type: none"> <li>• Support corporate authority in finalising Equality Impact Assessment (EIA) guidance and develop EIA programme for directorate (Teresa Reilly)</li> </ul>			
(d) Maintain or increase the score against BVPI 2b) on race equality.	<ul style="list-style-type: none"> <li>• Support corporate activity through collection of data.</li> </ul>	New	By March 2007	<ul style="list-style-type: none"> <li>○ Score at least maintained.</li> </ul>	

Appendix 4 – Table 1  
(Corporate)

Corporate Objective	Council Plan Priority	Directorate action/target (and Lead Officer)	Target Status	Target Date/ milestones	Planned Outcome/performance indicator
<b><u>CP1. Equality Scheme</u></b>  (e) Publish the combined Equality Scheme by 4 <sup>th</sup> December 2006	Quality Services Matter	<ul style="list-style-type: none"> <li>Support corporate activity involving consultation process for production of Equality Scheme with staff, community and other stakeholders (Teresa Reilly)</li> </ul>	New	Consultation plan by April 2006. Publish Scheme by 4 <sup>th</sup> December 2006.	<ul style="list-style-type: none"> <li>Consultation plan implemented.</li> <li>Scheme published by deadline.</li> </ul>
<b><u>CP2. Equality Standard for Local Government.</u></b>  Implement the action plan to achieve level 3 of the Standard by March 2007	Quality Services Matter	<ul style="list-style-type: none"> <li>Compile directorate evidence portfolio to support level 3 of the standard.</li> </ul>	New	31 <sup>st</sup> March 2007	<ul style="list-style-type: none"> <li>Performance gaps identified ready to be addressed through future action plan.</li> </ul>
<b><u>CP3. People Management Strategy</u></b>  (a) Implement the equality & diversity elements of the strategy.	Quality Services Matter	Support corporate activity to finalise People management strategy, to include workforce targets (Teresa Reilly)	New	Target dates as set out in strategy.	<ul style="list-style-type: none"> <li>Target dates achieved.</li> </ul>

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

<b>Corporate Objective</b>	<b>Council Plan Priority</b>	<b>Directorate action/target (and Lead Officer)</b>	<b>Target Status</b>	<b>Target Date/ milestones</b>	<b>Planned Outcome/performance indicator</b>
<p><b><u>CP3. People Management Strategy</u></b></p> <p>(b) Produce and implement an age and employment policy and procedure to comply with the new legislation.</p>	Quality Services Matter	<ul style="list-style-type: none"> <li>○ Support corporate activity in developing and implementing the policy (Teresa Reilly)</li> </ul>	New	Policy and procedure completed by mid 2006.	<ul style="list-style-type: none"> <li>● Fair employment policies and procedures in relation to age.</li> </ul>
(c) Establish a full framework of flexible working policies.		<ul style="list-style-type: none"> <li>○ Support corporate activity in developing and implementing the policy (Teresa Reilly)</li> </ul>	New	Mid 2006	<ul style="list-style-type: none"> <li>○ Number of employees taking up options.</li> </ul>
(d) Achieve an increase in the number of disabled employees working for the Council.		<ul style="list-style-type: none"> <li>○ Support corporate activity to establish revised baseline through completion of employee audit and in reviewing audit findings to determine actions to follow up findings. (Teresa Reilly)</li> </ul>	Continued	December 2006	<ul style="list-style-type: none"> <li>○ More accurate baseline established.</li> <li>○ Increase in numbers of employees identifying a disability.</li> </ul>

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

Corporate Objective	Council Plan Priority	Directorate action/target (and Lead Officer)	Target Status	Target Date/ milestones	Planned Outcome/performance indicator
<p><b><u>CP4. Disability Access Strategy</u></b></p> <p>(a) Implement the actions contained within the Council's Disability Access Strategy.</p>	Quality Services Matter	<ul style="list-style-type: none"> <li>○ Undertake audits of any new or changed Directorate premises or office accommodation (Brian Gordon)</li> </ul>	New	2006/2007 Six-monthly progress reports. Complete by December 2006.	<ul style="list-style-type: none"> <li>● Improved access to building for customers and employees.</li> </ul>
<p>(b) Achieve an improvement in the score against BVPI 156 on access to buildings.</p>		<ul style="list-style-type: none"> <li>○ Support corporate activity through transfer of further services to Dudley Council Plus in accordance with the programme and develop second customer access centre (Teresa Reilly)</li> </ul>	New	By March 2007.	<ul style="list-style-type: none"> <li>○ Improved access to services.</li> </ul>

Directorate Law & Property – Equality and Diversity Action Plan for 2006/07

Appendix 4 – Table 2  
(Directorate)

Directorate Equality & Diversity Policy Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<p><b><u>Consult With &amp; Market Our Services To Customers</u></b> (Philip Tart &amp; Teresa Reilly)</p>	<p>Quality Services Matter</p>	<ul style="list-style-type: none"> <li>• Set Targets for customer satisfaction based on baseline information obtained in 2004/05 and 2005/06 by ethnicity, disability and gender. For Licensing, Registration &amp; Market Traders</li> </ul>	<p>Continuing target</p>	<p>1<sup>st</sup> April 2006 Monitor Quarterly</p>	<ul style="list-style-type: none"> <li>• Improved customer satisfaction levels.</li> </ul>
		<p>Continue to:</p> <ul style="list-style-type: none"> <li>○ Implement disability training for private hire &amp; hackney carriage drivers.                             <ul style="list-style-type: none"> <li>□ Review customer (drivers) with driving satisfaction.</li> <li>□ Consult Disability Groups following completion of disability training for Taxi &amp; Private Hire drivers.</li> </ul> </li> </ul>	<p>Continuing target</p>	<p>Complete by August 2007</p> <p>October 2006 &amp; August 2007</p> <p>30<sup>th</sup> September 2007</p>	<ul style="list-style-type: none"> <li>○ Increased driver awareness</li> <li>• 92% satisfaction with training from those drivers that have completed the course</li> <li>• Improved customer (passenger) satisfaction levels</li> </ul>

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

Directorate Equality & Diversity Policy Objective (and lead officer)	Council Plan Priority	Detailed action/target	Status	Target Date/ milestones	Planned Outcome/performance indicator
<u>Consult With &amp; Market Our Services To Customers</u> (Philip Tart & Teresa Reilly)	Quality Services Matter	<ul style="list-style-type: none"> <li>○ Maintain Charter Mark Standard for “Excellence in Customer Service” for:               <ul style="list-style-type: none"> <li>□ Corporate Estate Services</li> <li>□ Licensing</li> </ul> </li> </ul>	New target	9 <sup>th</sup> January 2007 26 <sup>th</sup> August 2006	<ul style="list-style-type: none"> <li>• External Accreditation focused on customer service excellence.</li> </ul>
		<ul style="list-style-type: none"> <li>○ Review weekend &amp; bank holiday death registration service for Muslim &amp; Jewish</li> </ul>	New target	May 2006	<ul style="list-style-type: none"> <li>• Partners involved in providing the service continue to support it.</li> <li>• Customer satisfaction.</li> </ul>
<u>Ensure All Staff Are Treated Fairly And Equally</u> (Brian Gordon)	Quality Services Matter	<ul style="list-style-type: none"> <li>• Staff satisfaction surveys undertaken and issues identified acted upon.</li> </ul>	Continuing target	September 2006	<ul style="list-style-type: none"> <li>• Increase in job satisfaction from employees with disabilities.</li> </ul>
		<ul style="list-style-type: none"> <li>○ Agree an action plan with Directorate group for staff with disabilities</li> </ul>	New target	May 2006	<ul style="list-style-type: none"> <li>• Implement, appropriately, any agreed action/objective.</li> </ul>

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

<b>Directorate Equality &amp; Diversity Policy Objective (and lead officer)</b>	<b>Council Plan Priority</b>	<b>Detailed action/target</b>	<b>Status</b>	<b>Target Date/ milestones</b>	<b>Planned Outcome/performance indicator</b>
<b><u>Ensure All Staff Are Treated Fairly And Equally</u></b> <b>(Brian Gordon)</b>	Quality Services Matter	<ul style="list-style-type: none"> <li>○ Review process with mentoring scheme for members of staff from under represented groups.</li> </ul>	Continuing target	December 2006	<ul style="list-style-type: none"> <li>● To have supported staff in the attainment of their stated goal.</li> </ul>
<b><u>Widening Our Appeal As An Employee</u></b> <b>(Brian Gordon)</b>	Quality Services Matter	<ul style="list-style-type: none"> <li>● Promotion of Careers in construction related services to women and ethnic minorities through jobs fairs, school promotional events and work placements</li> </ul>	Continuing target	December 2006	<ul style="list-style-type: none"> <li>● Number of events participated in.</li> <li>● Number of work place students from ethnic minority/female background.</li> </ul>
		<ul style="list-style-type: none"> <li>● To target ethnic and female groups when advertising professional construction posts.</li> </ul>	Continuing target	March 2007	<ul style="list-style-type: none"> <li>● Number posts advertised to these groups.</li> <li>● No applicants, short listed and appointed from these groups.</li> </ul>

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

<b>Directorate Equality &amp; Diversity Policy Objective (and lead officer)</b>	<b>Council Plan Priority</b>	<b>Detailed action/target</b>	<b>Status</b>	<b>Target Date/ milestones</b>	<b>Planned Outcome/performance indicator</b>
<b><u>Widening Our Appeal As An Employee</u></b> <b>(Brian Gordon)</b>	Quality Services Matter	<ul style="list-style-type: none"> <li>• Re-apply for Investors in People status (current accreditation expires 25.09.06)</li> </ul>	New Target	September 2006	<ul style="list-style-type: none"> <li>• Maintain the accreditation.</li> </ul>
		<ul style="list-style-type: none"> <li>• Support Directorate of Urban Environment in their trial Multi Racial Employment Selection Panels, by providing training staff to participate.</li> </ul>	New Target	March 2007	<ul style="list-style-type: none"> <li>• DUE supported in the trial.</li> </ul>
<b><u>Improving Services for all our Customers</u></b> <b>(Teresa Reilly)</b>	Quality Services Matter	<ul style="list-style-type: none"> <li>• Review trial location of Registrar of Births &amp; Deaths in Dudley Council Plus.</li> </ul>	New Target	February 2007	<ul style="list-style-type: none"> <li>• Take up of appointments.</li> </ul>