

# Race Equality Scheme 2005-2008

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# Foreword

West Lothian Council is fully committed to fulfilling our statutory duties under legislation and this Race Equality Scheme sets out how we propose to do so.

Equality is relevant to us all and the council has a long commitment in respect of working to advance equality and ensure equitable treatment for all our customers.

We want to ensure that West Lothian Council takes a strategic lead in combating discrimination and promoting equality of opportunity throughout West Lothian and is regarded as an exemplary employer and provider of services. We want West Lothian to be fair, showing tolerance and acceptance; but beyond that one in which who you are is important and valued, and one where all communities have a say in their futures.

Our challenge is to make this happen. We need to promote race equality actively, with the aim of eliminating unlawful racial discrimination, promoting equality of opportunity and nurturing good relations between people of different racial groups.

We will take our commitment to race equality forward into action to bring improvements in the lives of people who experience disadvantage and discrimination by listening hard, planning well, monitoring effectively and evaluating intelligently. We will then change what needs to be changed.

We welcome this Race Equality Scheme as it leads us towards our goal.

Councillor Graeme Morrice  
Leader of the Council

Alex Linkston  
Chief Executive

# 1 INTRODUCTION

West Lothian Council has a key role to play in tackling discrimination and disadvantage and will ensure that all communities, individuals and groups are treated with dignity and respect.

Our equality policy states that the council will prevent discrimination against service users and employees on the grounds of:

**sex, gender identity, race, disability, religious belief, marital status, age, language, social origin, employment status, sexual orientation, political belief, trade union membership or activity, responsibility for dependants.**

We recognise that ongoing leadership on good practice on equality issues will help to change wider social issues, and that equality is a benefit to all, not just those who currently experience particular disadvantage. To help contribute to this change we will actively promote equality through the implementation of policies, procedures and work practices and will ensure that processes are in place to address inequality where it is found to exist.

The council will implement its equality policy by:

- introducing specific initiatives and developing supporting policies
- incorporating equality indicators into the council's service planning and performance review processes
- consulting with trade unions, employees, elected members, community groups and service users including minority ethnic people and groups
- improving access to council services and information
- providing resources to support the implementation of initiatives and policies
- monitoring the effectiveness and impact of initiatives and action taken to promote equality
- providing equalities training for all employees
- communicating the terms of this policy by providing information for service users and employees

## **Race equality**

The Race Relations (Amendment) Act 2000 placed new duties on public authorities to eliminate unlawful racial discrimination, promote equality of opportunity and promote good relations between people of different racial groups. West Lothian Council is committed to working with its partners to achieve those aims.

Our partners will also be producing race equality schemes, and together we aim to provide equality of opportunity and equitable outcomes throughout West Lothian.

The Race Relations (Amendment) Act requires the setting out of our intentions in the form of a Race Equality Scheme. The scheme sets out our intentions and states:

1. The policies and functions that the council has assessed as being relevant to our performance of the general duty; and
2. The council's arrangements for
  - a) assessing and consulting on the likely impact of our proposed policies on the promotion of race equality
  - b) monitoring our policies for any adverse impact on the promotion of race equality
  - c) publishing the results of such assessments and consultation
  - d) ensuring public access to information and services that we provide
  - e) training staff in connection with the duties imposed by section 71(1) of the amended act.

We will respond positively and proactively to the needs and priorities of the ethnically diverse communities of West Lothian. To take our commitment forward, to achieve improvements for people experiencing discrimination and disadvantage, we will focus on listening to communities, engaging with those communities, making changes and being active in the monitoring and evaluation of our service delivery. This race equality scheme demonstrates our continuing actions to achieve this.

### **Race Equality Statement**

West Lothian Council recognises our moral and legal responsibility to address inequalities, discrimination and racism locally. West Lothian's corporate aims set equality of opportunity at the heart of policy and practice aiming to make West Lothian a safe, inclusive and prosperous place to live, a place in which each person is equally valued.

To achieve this goal we will:

- Communicate our commitment to race equality and anti racism to employees and residents
- Create a culture that values diversity, ensuring diversity and equality is reflected in all we do
- Ensure racism is not tolerated
- Promote good relations between people of different ethnic and religious backgrounds
- Strengthen the inclusion of all communities in the development of council policy and the delivery of services
- Ensure the views and opinions of different ethnic communities are known, especially the needs and priorities of women and young people
- Provide accessible information and services.
- Share good practice in race equality
- Increase the diversity of our workforce
- Ensure that robust monitoring of service delivery is in place across all services.

## Legislative Context

In 1993 Stephen Lawrence was murdered in a racist attack. The failings of the police investigation led to the setting up of the Stephen Lawrence Inquiry in 1997. This inquiry led by Sir William Macpherson concluded that the Metropolitan Police processes were institutionally racist. Institutional racism was defined in the inquiry as:

***"the collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people."***

The murder of Stephen Lawrence focussed the public on the discrimination Black and minority ethnic people experience daily. The subsequent Macpherson inquiry made recommendations for change.

The Macpherson report states:

***"It is incumbent upon every institution to examine their policies and the outcomes of their policies and practices to guard against disadvantaging any section of our communities."***

In response to the Stephen Lawrence Inquiry report, the Home Secretary toughened race relations legislation. The Race Relations (Amendment) Act 2000 (RR(A)A 2000) strengthened the Race Relations Act 1976. The amended Race Relations Act gives most public authorities a general duty to promote race equality and produce a Race Equality Scheme, which will be reviewed every three years.

## Race Relations (Amendment) Act

The general duty to promote race equality requires that local authorities have due regard to the need to:

- Eliminate unlawful racial discrimination
- Promote equality of opportunity
- Promote good relations between people of different racial groups

The Act requires authorities to set out how this will be achieved in a race equality scheme. The scheme provides a framework for demonstrating our actions to meet the duties of the Act and capturing best practice in the delivery of our race equality aims.

Our Race Equality Scheme is also mindful of our responsibilities to progress:

- A duty to secure "Best Value" in local government service provision. A similar commitment to pursue Best Value has also been placed on other public bodies in Scotland by means of accountability mechanisms through the Scottish Executive.

- A statutory basis for "Community Planning" to ensure long-term commitment to effective partnership working with communities and between local authorities and other key bodies and organisations.
- A "Power to Advance Well-Being" to enable local authorities to work in a more innovative and creative way in responding to the needs of their communities. This supports the community leadership role of local authorities in the Community Planning process.

(The Local Government in Scotland Act 2003: Community Planning: Statutory Guidance)

### **West Lothian Council**

‘Striving for excellence... working with and for our communities’

West Lothian Council is central to the provision of services that affect people’s everyday lives, for example housing, education, libraries, leisure and benefits. The way in which we approach race equality has the potential to remove barriers faced by different communities accessing our services. We therefore recognise that *all* of the services provided by the council need to reflect consideration of the impact that they may have for race equality. We aim to provide improved services that meet the needs and priorities of local communities.

### **Our values**

Our mission statement and values were introduced and adopted in 1996 when West Lothian Council was formed. These values underpin all our work and embody the way we carry out our business:

- Focusing on our customer need
- Being honest, open and accountable
- Providing equality of opportunities
- Developing employees
- Making best use of resources
- Working in partnership

In 2002 we developed guiding principles to focus on service development and delivery. These are:

- A corporate council... focused on priorities
- A connected council... at the heart of a network of partners
- A customer focused council... organised around the needs of the citizen
- An adaptive council... operating in a responsive positive culture
- A best value council... delivering high quality integrated services
- An e-council... enabling technology

We are committed to fulfilling our obligations in the Act in all areas of the council and will commit the necessary resources to ensure that this Race Equality Scheme is delivered. The council will ensure that effective internal arrangements will support compliance with the general and specific duties and to monitor and review progress. West Lothian

Council also recognises that this commitment extends to work carried out by a private company or voluntary organisation on the council's behalf and to partnership working where that work is relevant to race equality.

### **Equality of opportunity**

West Lothian Council recognises that equality is a central feature of modern quality service for a local authority in its roles as employer, service provider and community partner. This is reflected in the council's mission statement and values, West Lothian's Community Plan and in the council's Equal Opportunities Policy, which states:

'West Lothian Council is committed to working with the people and communities of West Lothian to enhance the quality of life by providing, both directly and in partnership with others, a comprehensive range of quality and valued services that meet people's needs and aspirations, and which are delivered on the basis of fairness and equity.'

Working to promote race equality is not new to West Lothian, which has a history of developing equitable policies and initiatives across equality areas. Our work in the area of race has its foundations in the Rooting Out Racism initiative. Appendix 1

The Rooting Out Racism initiative formed a foundation for race equality work undertaken locally. The council is one of the signatories to the *Rooting Out Racism* declaration - a joint declaration of intent and action against racism in the City of Edinburgh, the Lothians and the Scottish Borders. This declaration aims to tackle racism and to promote open and equal access for all people, regardless of skin colour, race, culture, or religion. This initiative is no longer active; however, partnership working, a key feature of the original initiative, continues.

### **Cultural well being**

We aim to create a culturally diverse and socially inclusive environment that promotes good relations between people from different cultural, religious or ethnic groups and creates a safe place for all people to take up opportunities and to enjoy living and working locally.

### **Sharing the vision**

The council recognises that local people, including those from minority ethnic groups, share the same desire to live in an area that provides employment, safety, health, good education and prosperity. The council also recognises that it must take active steps to ensure that all people can benefit from living in West Lothian and that no one is excluded.

The race equality scheme 2002-2005 and this revised scheme form part of the council's corporate plan. This plan will guide the work of managers, employees and councillors about local issues and challenges affecting people from minority ethnic groups and how we intend to address them.

### **A safer community**

Improving the quality of life is a fundamental aim of West Lothian Council. In particular the council aims to address the safety needs for high-risk groups, including minority ethnic people.

The 'Take Control' hate crime remote reporting scheme, launched in February 2005, addresses the needs of victims of hate crime locally, including racist crime. The initiative aims to encourage the reporting of hate crime by offering an anonymous remote reporting option. The information received will enable the council, police and agency partners to address people's needs and concerns.

It is hoped that by talking to our partner organisations, minority ethnic people will gain the necessary support and confidence to report incidents directly to the police. Alternatively the agencies will, with consent, report incidents on behalf of victims, which can be done anonymously if necessary. They also provide confidential information and support to help people cope with the effects of crime and deal with their experiences.

The agencies providing support in reporting incidents to the police in West Lothian are:

West Lothian Victim Support, West Lothian Youth Action Project, The Advice Shop (West Lothian Council), Ace Advocacy, Mental Health Advocacy Project, LGBT Youth Scotland, Gay Men's Health and the Lothian Gay and Lesbian Line.

### **West Lothian people**

West Lothian is a developing area and has seen significant growth in population size. The population has doubled since the 1950s, and between 1991 and 2001 the area achieved the highest population growth of any area in Scotland. Estimates demonstrate that there were 161,020 people living in the region in 2003 compared to 158,714 in 2001. Over the next decade the population is expected to rise by 10.6%.

It is a diverse geographical area, with a mixture of communities - rural villages as well as urban towns, older boroughs such as Bathgate and Linlithgow, as well as the new town of Livingston. We are a medium sized local authority, covering 165 square miles, of which two thirds are mainly agriculture and one tenth is urban development.

Black and minority ethnic people make up 1.3% of the population. (2001 census.) Recent local information indicates a rise in people from Eastern Europe, in particular Polish people, taking up local employment opportunities.

<i><b>Ethnic group</b></i>	<i><b>Numbers</b></i>	<i><b>Percentage of WL population</b></i>
<i><b>White Scottish</b></i>	144,541	91.07%
<i><b>Other White British</b></i>	9,285	5.85%
<i><b>White Irish</b></i>	1,175	0.74%
<i><b>White Other</b></i>	1,603	1.01%
<i><b>Bangladeshi</b></i>	16	0.01%
<i><b>Indian</b></i>	191	0.12%
<i><b>Pakistani</b></i>	794	0.50%
<i><b>Other South Asian</b></i>	111	0.07%
<i><b>Chinese</b></i>	254	0.16%
<i><b>Caribbean</b></i>	48	0.03%
<i><b>African</b></i>	64	0.04%
<i><b>Black Scottish or other Black</b></i>	32	0.02%
<i><b>Any mixed background</b></i>	333	0.21%
<i><b>Other Ethnic Group</b></i>	317	0.20%

<b>Religion</b>	<b>Number</b>	<b>Percentage of WL population</b>
<b>Church of Scotland</b>	66,406	41.84%
<b>Roman Catholic</b>	24,521	15.45%
<b>Other Christian</b>	8,412	5.30%
<b>Buddhist</b>	159	0.10%
<b>Hindu</b>	79	0.05%
<b>Jewish</b>	64	0.04%
<b>Muslim</b>	952	0.60%
<b>Sikh</b>	48	0.03%
<b>Another religion</b>	587	0.37%
<b>None</b>	49,678	31.30%
<b>Not answered</b>	7,793	4.91%

The census data indicates that many minority ethnic people are choosing to live and bring up families in the area. It is anticipated that this trend will increase as West Lothian demonstrates that it can offer a safe and inclusive community. However whilst West Lothian has many positive aspects, like all developed economies, there are persistent levels of inequality and poverty, with significant numbers of people excluded from the economic and social mainstream. This includes areas of high unemployment accompanied by poor health, inadequate housing, low levels of car ownership and vulnerability to crime. In the next decade the council will rise to the challenge of reinvestment in our communities and bring new opportunities to create sustainable communities. These issues cut across all communities and we will ensure that minority ethnic people participate in, and benefit from this investment.

## **2 WEST LoTHIAN'S RACE EQUALITY SCHEME 2005-2008**

This revised Race Equality Scheme develops our commitment to equality in our services and sets out the work to be undertaken in the next three years.

The scheme will be reviewed annually to ensure we are meeting the changing priorities and needs of the people of West Lothian and to implement a consistently positive and systematic approach to race equality.

West Lothian Council aims to meet the needs of all communities living, working and visiting locally. We will deliver real change in service delivery to improve the quality of services, addressing the barriers to inclusion that people from minority ethnic groups may experience.

### **Developing the Scheme**

The Corporate Working Group on Equality promotes equality work within the council. This group was established in 2002 to move forward equality issues; provide an opportunity to exchange good practice; and to develop, monitor and advise on the implementation of the Race Equality Scheme and subsequent broader equality work. The head of Social Policy chairs the group. Each service area is represented and contributes to the prioritisation and implementation of equality across the council. The group provides information directly to the Corporate Management Team, which includes the head of each service area. This structure provides firm leadership and decision making to prioritise race equality work within each council function.

In the development of the scheme, each service area has prepared an action plan that identifies the relevance of key functions and policies to race equality and details how plans for implementing actions and monitoring success will be progressed.

### **Responsibility for implementation**

The Corporate Management Team will lead on the implementation of race equality objectives and actions outlined in this scheme. The team will ensure robust and effective monitoring of service delivery and employment practice. Quarterly reports and monitoring information will be submitted to the Team meetings via the Corporate Working Group on Equality.

Equality teams are established in each service area and have a central role in progressing the mainstreaming of equality across the council.

Heads of service will ensure equality is integral to their service area performance, both as an employer and in the provision of their service. In particular, heads of service are responsible for the implementation of equality impact assessments to enable and monitor fair and equitable practice, the identification of training needs amongst managers and frontline employees, as well as allocating resources to improve equality performance.

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## **1 Meeting the general and specific duties**

The focus of the Act is the general duty to promote race equality. This general duty requires West Lothian Council to work towards the elimination of unlawful racial discrimination and promote equality of opportunity and good relations between persons of different racial groups. The aim of the general duty – making the promotion of race equality central to the way public authorities work – ties in with the council's commitment to mainstreaming equalities and with the requirements of the Local Government in Scotland Act 2003.

In addition to the general duty, the council has three specific duties. These relate to:

- Policy and service delivery
- Employment
- Education

Whilst the Rooting Out Racism initiative provided the foundation for the council's race equality work, the production of a race equality scheme for 2002-2005 to meet the requirements of the act enabled the broadening of race equality across all council services. This formative scheme outlined the council's commitment to race equality, to the equality impact of policies, the provision of race equality training and employment monitoring. Our progress has been reviewed annually.

The latest review undertaken by Reid Howie consultants in 2004/5 illustrated a range of encouraging initiatives and practices. It also highlighted that we still have some way to go to ensure that what we do is accessible and positively engages with minority ethnic communities. The evaluation of the scheme has highlighted work to be undertaken in the next three years and guides the work of the service areas' action plans and the development of the race equality scheme.

## **2 Identifying functions and policies**

We will continue to review policies and functions for their relevance under the Act. The council's functions and policies most relevant to promoting race equality have been prioritised for the next three years and scheduled for equality impact assessment by service areas. An equality impact assessment tool has been developed and will be used to assess policies for adverse impact on race equality.

Training on the execution of impact assessments has been developed to support this process and will be rolled out in 2006. It will greatly assist managers and staff to recognise and understand actual and potential adverse impact and contribute to the wider understanding of providing inclusive services, policy development and decision making.

The use of impact assessments will ensure that service areas engage with local people from minority ethnic communities to ensure their needs and priorities help shape policy and service delivery. This impact assessment procedure has been broadened to include an assessment of the likely impact of proposed policies on other groups affected by equality issues, e.g. gender, disability, age, sexual orientation, religious groups.

Lead staff operating in each service area have been identified to carry out impact assessments on relevant policies between 2005-2008. A full list of policies is contained

in Appendix 2. Each service area has prioritised its functions and policies for review and indicated in which year the review will be completed. That is, year one, high priority to be completed 2006, year two, medium priority, to be completed 2007, low priority to be completed 2008.

The findings from the assessments will be reported to the head of the relevant service for information and remedial action by the lead policy manager. The relevant policy manager will publish impact assessment results no later than three months after their completion.

In addition, the Corporate Working Group on Equality has prioritised policies from those identified within services. The results of these impact assessments will be reported to the Corporate Working Group and published in the council Bulletin delivered to each home, as part of the annual report on the review of the race equality scheme.

These priority areas are:

- Communication strategy
- Allocations policy
- Recruitment and selection
- Local housing strategy
- Health improvement plan
- Structure plan
- Library services
- Arts policy
- Considerate Contractor policy

A review of the full priorities will continue to take place annually as part of the review of progress of the Race Equality Scheme. The development and implementation of the equality impact assessment tool will ensure that our work remains robust. It will help services actively engage with race equality work and involve minority ethnic people in shaping and initiating our work as it affects them.

### **3 Assessing and consulting**

West Lothian Council values the role that consultation plays in delivering appropriate services and improving public confidence and trust. We therefore strive to develop services with our customers in mind. We do this by providing information, consulting about existing and developing services and engaging in an active partnership with local people. We use a range of mechanisms, including community forums, citizens' panels, newsletters, opinion taker (online consultation), community groups (including West Lothian Multicultural Forum) and West Lothian online, the council's internet site.

Our consultations canvass the views of a cross section of the community likely to be affected by policies. We aim to ensure minority ethnic residents' views are represented at all levels in the decision making process and are identifying mechanisms to increase involvement and effectiveness. We will ensure links with groups and agencies led by, involving or providing services to minority ethnic people

A summary of this Race Equality Scheme has been published for consultation on the council's internet and intranet. Paper copies have been issued with different formats available on request. Consultation has involved:

- West Lothian Multicultural Forum
- Members of the Citizens' Panel
- Community Councils
- Community Planning forums
- Employees
- The public

Currently, employee groups are being developed to assist with consultation with minority ethnic employees and employees from other equality groups.

#### **4 Participation, inclusion and capacity building**

##### **• Community Planning**

Community Planning and working in partnership reflect a commitment to meeting the needs of individuals and communities. Improving public services and making them complementary and customer friendly is increasingly being undertaken through partnership working.

West Lothian Council piloted the Scottish Executive's Standards for Community Engagement and are currently rolling out pilot schemes across the area. This mechanism will provide an opportunity for residents to express their needs and influence neighbourhood development.

Business Development will work to increase participation of people from all ethnic groups on the citizen's panel.

Locality planning will be used in nine areas to engage residents directly in discussions regarding their area. Alongside the consultation required via the impact assessment procedure, it is envisaged that minority ethnic communities will be actively involved in the development of local services via this locality planning structure.

##### **• Capacity building**

Capacity building has been identified as a key task for the next three years. Community Education and Locality Planning will be developing links with all ethnic groups across the area to support involvement, build skills and develop community capacity. Capacity building will ensure organisations have the skills, knowledge, structures and resources to realise their potential and this will assist the council to work in partnership with the voluntary sector.

##### **• Development worker**

To assist with the targeting and take up of services to minority ethnic groups, the council has employed a community development worker to link with minority ethnic communities. This post has been instrumental in increasing the council's involvement with local minority ethnic people, alerting the council to specific needs and priorities as well as providing direct support and advice via the Bathgate Advice Shop. The

development of outreach work and a regular newsletter has assisted the council in raising the profile of council services.

- **Gypsy/ Traveller liaison group**

The Gypsy/Traveller site manager and other employees in key services meet the needs and priorities of the Gypsy/Traveller community in the first instance. To ensure a co-ordinated approach, the Gypsy/Traveller liaison group has been re-established to develop an action plan, to consult and to engage with this community.

- **West Lothian Multicultural Forum**

The Multicultural Forum is an independent local group that consists of people from minority ethnic communities living in West Lothian. The group formerly known as, 'Let's Get Together' and the women's group 'Gaalbaat' merged in 2004 to create the forum. The equality officer and the police regularly attend to receive feedback on council services; other council employees engage with the forum to gather views on service delivery from time to time.

## **5 Monitoring arrangements**

The council has systems in place to monitor race equality using the 2001 census categories. The data produced are analysed to measure effectiveness and satisfaction and to identify any adverse impact on different racial groups. Currently the measurement methods include the enquiry tracking system, remote reporting scheme, Neighbourhood Response Team data, West Lothian assessment model, complaints procedure, employment monitoring as well as the use of satisfaction surveys and opinion taker. All information is collected in compliance with the council's data protection and confidentiality policy.

Individual service areas will continue to assess and record their own monitoring needs across their specific functions that have relevance for race equality. These methods include:

- Record keeping by racial group on how and when services are used
- Satisfaction surveys, with replies analysed by racial groups
- Personal interviews
- Data on complaints, analysed by racial groups of those complaining, and nature of complaints
- Public consultation meetings and structured focus groups

The methods deployed will depend on the relevance of the policy to race equality and the policy's likely effect on different racial groups.

Where monitoring systems are in place these will be reviewed by service areas to ensure that they meet the duty to promote race equality and contribute to the evaluation and development of council services. In addition the Corporate Working Group will also regularly monitor the following core areas:

- Attainment of minority ethnic pupils
- Racist incidents in schools
- Racist incidents from the remote reporting scheme

- Incidents of racist graffiti
- Employee statistics
- Information and complaints via the enquiry tracking system

Service areas with responsibility for these will produce quarterly returns for the Corporate Working Group to review. Service area equality teams will bring to the attention of the Corporate Working Group on Equality any emerging adverse impact outside these key areas.

The monitoring results will be published annually in the council's fact finder publication.

The Corporate Working Group will identify work required and report any emerging problems to the attention of the Corporate Management Team. If appropriate, targets may be defined, staff performance reviewed and practices modified or stopped as required.

Guidance on monitoring ethnicity will be developed by the Corporate Working Group on Equality to assist managers with the evaluation of service delivery.

## **6 Publishing and results**

### **Being honest open and accountable**

Our governance is undertaken with integrity and in the public's interest. Our decision-making processes are therefore open and accountable, involving and extending awareness of our activities. This is achieved through public performance reporting and publishing what we do and how well we do it. Developing, publishing and implementing the Race Equality Scheme is one of these methods, ensuring we are accountable to, and inclusive of, our minority ethnic communities.

The council will use existing methods for disseminating information on assessments, consultations and monitoring. Full reports of individual assessments or consultations will be available on request from the relevant service area. Summaries of these results will be published within three months of the full impact assessment and annually as part of the review of the race equality scheme. Information on equality impact assessments, consultations and monitoring results and actions will be published widely using a variety of council and local publications:

- Bulletin
- Newsletters
- Annual reports
- Local media
- Internet and intranet

All service areas will also update the internet and intranet to keep our customers and employees informed of the outcomes of race equality impact assessments undertaken. Where specific groups are involved with consultation, a report of findings and proposed actions will be sent to them for comment before finalising.

## **7 Access to information and services**

West Lothian Council is continually seeking to improve the public's access to information and services. We produce information in a range of formats (including community languages) and provide interpretation and translation at meetings and information as requested. We also strive to produce information in plain English so that customers get information in a way that is easy to read. All council publications are available in alternative formats, and this is advertised on the publication itself and on the internet and is communicated by council employees.

'The West Lothian Way' sets out West Lothian Council's communication strategy, which sets out standards for employees in communicating both with members of the public and with colleagues. This sets out our commitment to providing services and information in accessible formats, including language interpretation and translation.

Information on council services will continue to be made accessible through the provision of interpretation and translation services. The council will continue its use of the Edinburgh based interpretation and translation service to meet our communication and information requests. To ensure the council meets this commitment, a review of current resources is being undertaken as demand for this service has increased.

**Language line** - To assist with initial customer contact, employees providing services at key contact points use language line. This service is available at any time and allows the council to provide immediate information and advice to customers in the customers' preferred language.

The proposed race equality training will ensure new and existing employees are aware of this commitment and how to access the service when required.

Visual images contained in publications prepared on behalf of the council will reflect the diversity of the local population.

## **8 Training and information**

Over the next three years, the council will deliver a mandatory programme of training on the Act and the council's responsibility to deliver on its commitments laid out in our Race Equality Scheme. Different types of training will also be considered to meet the differing needs of elected members and employees in delivering on this work. Additional materials will be developed to supplement this learning. This will draw together existing policies and good practice to increase skills and confidence.

A benchmarking exercise will be conducted to assess the effectiveness of training in altering attitudes and improving understanding of equitable service delivery. This will be conducted prior to the roll out of the training.

Equal opportunities issues are addressed in mainstream training for line managers. This training addresses key elements in Human Resources, such as equal opportunity policy, employment policies, and fair treatment at work. Our Fair Treatment at Work code of practice has been issued to all employees and to each new member of staff

during recruitment. This clearly sets out a range of unacceptable behaviour, including racial harassment; acceptable standards of behaviour; and council responsibilities.

An induction pack is being devised for all employees which will include equality information. Learning and Development are also ensuring that the council's people strategy is also implemented.

Service areas will continue to provide specific equality training to enhance their own race equality performance and respond to specific service requirements.

### • **The People Strategy**

The People Strategy represents a strategic approach to Human Resources. The People Strategy puts investment in people at the heart of the modernising agenda and creates the vehicle for the continuous improvements identified through Investors In People, internal processes and Best Value.

The People Strategy is a 3-year umbrella strategy that reflects the organisational challenges within the Corporate Plan and the investment in people needed to make this happen. This strategy will work at every level, fit all organisation values and have meaning to each individual.

The People Strategy has been agreed at an all-council level and implementation activities are being developed in partnership with input across the organisation and external parties.

The strategy is currently being revised to ensure equality information and practice is incorporated into all sections.

### **9 Employment duty**

The Act requires that the council make clear its ethnic monitoring arrangements in relation to all aspects of employment and to publish annually the results of any such monitoring. Business Support will lead in this area of work. Business Support recognises that it has a key role to play in meeting the duties contained in the Race Relations (Amendment) Act 2000 particularly in relation to employment practice.

The primary focus of the Business Support Race Equality Scheme Action Plan for 2005-2008 will continue to meet the statutory requirements of the Act in relation to monitoring the ethnic background of current employees, applicants for employment and those who:

- apply for formal training
- participate in formal training
- apply for promoted posts
- raise a formal grievance
- are the subject of disciplinary action
- benefit or suffer a detriment as a result of performance assessments
- raise a complaint under the terms of the council's Fair Treatment at Work policy
- leave the employment of the council.

Information on the ethnic background of those who apply for employment and those who apply for promoted posts is currently collated and available for analysis. The implementation of the new Computerised Human Resources Information System (CHRIS) 21 will enable this to be extended to the other areas of employment monitoring. The information will be analysed on a quarterly basis and areas of inequality addressed.

<b><i>Ethnic Origin</i></b>	<b>Equal Opportunities Report</b>		
	<b><i>% of Total Applications Received (1/4/03 – 31/3/04)</i></b>	<b><i>% of total applications received (1/4/04 – 31/3/05)</i></b>	<b><i>% of West Lothian Population 2001</i></b>
<b><i>Scottish</i></b>	81.5	76.6	91.07
<b><i>English</i></b>	5.8	6	*
<b><i>Welsh</i></b>	0.4	0.3	*
<b><i>Irish</i></b>	0.9	1.3	0.74
<b><i>White Other</i></b>	2.3	3.2	1.01
<b><i>Mixed Other</i></b>	0.3	0.3	0.21
<b><i>Indian</i></b>	0.2	0.5	0.12
<b><i>Pakistani</i></b>	0.3	0.5	0.50
<b><i>Bangladeshi</i></b>	0	0	0.01
<b><i>Chinese</i></b>	0.2	0.1	0.16
<b><i>Asian Other</i></b>	0.1	0.2	0.07
<b><i>Caribbean</i></b>	0	0.1	0.03
<b><i>African</i></b>	0.4	0.5	0.04
<b><i>Black Other</i></b>	0.1	0	0.02
<b><i>Any Other</i></b>	0.2	0.2	0.2
<b><i>No Data Supplied</i></b>	7.2	10.3	N/a

\*Census info only provides info on White Scottish and Other White British therefore cannot break down to English and Welsh.

The Human Resources policy team has prepared a draft Equality Policy that is being discussed with employee representatives with a view to implementation by December 2005. This policy will be supported with a separate strategy for race equality.

Methods of consulting with employees from minority groups, including minority ethnic employees will be developed by the HR policy team in conjunction with the council's Equality Officer.

In the period since 2002, diversity training, which has included the issue of race, has been offered to employees. Building upon this work the Learning and Development team have completed a training needs analysis, on the issue of race, and the training solutions developed on the basis of this will begin to be implemented with effect from September 2005.

Progress on the implementation of the Business Support Race Equality Action Plans will be monitored quarterly by the Business Support working group and progress fed back to the Corporate Working Group on Equality.

The council will continue to use information obtained through monitoring employment practices to build a workforce that reflects the diversity of our local community and to ensure that employees receive equality of treatment. The council recognises that this will not happen through monitoring alone. Employment procedures and practices will continue to be reviewed and amended, where unlawful racial discrimination or adverse impact is shown. This will require flexibility in the action plans and priority areas relating to employment.

## **10 Education duty**

West Lothian Council, as an educational authority, is also required to comply with the specific duty on education. To meet this duty, the council has to prepare and maintain a written statement of our policy to promote race equality in terms of education and have arrangements in place for each school to assess and monitor the impact of their policies on pupils, parents and staff.

During 2005-2008 Education Services plan to:

- Undertake an impact assessment in all schools of the implementation of the current 2002-2005 race equality policy. Questionnaire has been issued to all schools.
- Revise and reissue to schools the race equality policy for education. Additionally, outline curricular advice will accompany the revised policy giving indicative elements for early, middle and later stages of school education.
- Provide presentations to primary and secondary head teachers on the Act. This will focus on the promotion of race equality through the curriculum, the ethos of schools, the monitoring and evaluating procedures, attainment and consultation and partnership with parents and communities.
- Ensure an endorsement of the policy at school level and an action plan created as part of the school Improvement Plan.
- Ensure education officers as part of monitoring and evaluating procedures will approve school action plans.
- Ensure education officers will conduct a detailed thematic review of race equality in a representative sample of schools.

Arrangements for meeting this duty are set out in a separate document. Further details are available from:

Professional Services Manager  
Education Services, West Lothian Council  
West Lothian House, Almondvale Boulevard  
Livingston EH54 6QG

Tel. 01506 777352

## **11 Procurement**

Procurement is a function of most public authorities and may be relevant to the general duty. The general duty does not override other legislation or regulations on procurement, it may be relevant in three areas:

- Services provided under contract or agreement
- Contractors equal opportunities policies and practices
- Contract opportunities for businesses owned or run by ethnic minority people

The council will be responsible for meeting the general duty and specific duties when:

- Any of the councils functions or services are carried out by a private company or voluntary organisation under a contract or some other arrangement
- The duty to promote racial equality applies to those functions or service

The council is currently developing procedures to build racial equality considerations into the pre-contract evaluation, in contract conditions and post contract monitoring. This will enable the council to check that those providing services on our behalf do so fairly and equitably.

## **12 Complaints**

Complaints relating to race equality issues either employment or service delivery will be dealt with under existing channels. This procedure will be kept under review to ensure that it can deal with race equality complaints. Reporting on how these complaints have been dealt with will form part of the annual review of the whole Race Equality Scheme. The Corporate Working Group on Equality and service area equality groups will also consider individual complaints where appropriate to identify areas for improvement. Monitoring complaints by ethnicity is undertaken by the existing Enquiry Tracking System used by the Customer Information Services and the Customer Services Centre.

Complaints by employees will be dealt with under either the council's Grievance Procedure or the Fair Treatment At Work policy. In addition the council has established workplace advisors who can be contacted informally regarding any workplace issue.

## **13 Reviewing our Race Equality Scheme**

The Corporate Working Group on Equality and the equality officer are responsible for driving forward this Race Equality Scheme and monitoring the progress made in promoting race equality. Reports from the CWG on Equality will be made to the Corporate Management Team four times a year. Reports will go to the Policy, Partnership and Resources Committee annually for scrutiny. The Policy, Partnership and Resources Committee's remit includes developing and implementing equal opportunities policies and promoting, fostering and maintaining equal opportunities and good race relations.

The scheme will continue to be reviewed annually using the CRE framework standards and guidance.

Staff and members of the public will be kept up-to-date on progress made in promoting race equality through newsletters, the internet, intranet and annual reports.

If anyone has any comments on how to improve this Race Equality Scheme, please contact the council's equality officer at:

West Lothian Council  
West Lothian House  
Almondvale Boulevard  
Livingston  
EH54 6QG

Tel: 01506 777136

E-mail: [linda.alexander@westlothian.gov.uk](mailto:linda.alexander@westlothian.gov.uk)

If anyone has a complaint that the council is not fulfilling its duties under the Act or about the Race Equality Scheme in particular, they can contact the council's Equality Officer. West Lothian Council wants members of the public to be able to make complaints and comments about our services so we can improve our services as a result of any feedback. However, if someone is not satisfied with the solution offered by the council, we will advise them of their right to make a complaint to the Commission for Racial Equality in Scotland.

## 3. SERVICE AREA ACTION PLANS

### Service Area Action Plans

#### All teams - (341k)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/all?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/all?s=904056)

#### Communications Action Plan - (30kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/communicationsactionplan?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/communicationsactionplan?s=904056)

#### Community, Education and Cultural Services - (35kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/904161?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/904161?s=904056)

#### Development and Regulatory Services - (52kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/developmentregulatoryServices?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/developmentregulatoryServices?s=904056)

#### Education Action Plan - (42kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/Education?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/Education?s=904056)

#### Finance - (51kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/Finance?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/Finance?s=904056)

#### Housing and Customer Services - (53kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/HousingandCustomerServices?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/HousingandCustomerServices?s=904056)

#### Human Resources - (56kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/HumanResources?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/HumanResources?s=904056)

#### IT Services Action Plan - (45kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/itservicesplans?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/itservicesplans?s=904056)

#### Learning and Development - (55kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/LearningandDevelopment?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/LearningandDevelopment?s=904056)

#### Operational Services - (46kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/OperationalServices?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/OperationalServices?s=904056)

#### Social Policy - (113kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/SocialPolicy?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/SocialPolicy?s=904056)

#### Sports and recreation - (30kb)

[http://westlothian.gov.uk/content/community\\_people\\_and\\_living/comm\\_raceequality/ServiceAreaActionPlans/sports?s=904056](http://westlothian.gov.uk/content/community_people_and_living/comm_raceequality/ServiceAreaActionPlans/sports?s=904056)

## 4. APPENDICES

Appendix 1 - Rooting out Racism initiative ( to follow)

Appendix 2 - Function and policy table

## Appendix Two Functions and Policies

To ensure our services are free from unfair treatment we will be reviewing some of our functions and policies as part of the race equality scheme over the next three years.

This paper lists those that have been prioritised and sets out when and who will complete this work.

<b>Priority</b>	<b>Service area</b>	<b>Policy</b>	<b>Date to begin impact assessment</b>	<b>Lead</b>
High	Finance Services	Procurement of goods and services	January 2006	K.Gray
	<b>IT Services</b>	<b>Web Management &amp; Development</b>	April 2006	S Aird
	<b>Housing and Customer Services</b>	<b>Housing Strategy</b> <ul style="list-style-type: none"> <li>• <i>Locality planning</i></li> <li>• Sale of Council Housing</li> <li>• Modernisation</li> <li>• Regeneration</li> <li>• Older people</li> <li>• Youth Strategy</li> <li>• Sheltered Housing</li> <li>• Gypsy Travellers</li> <li>• Refugee and Asylum seekers</li> <li>• Partnership Working</li> </ul>	July 2006	AM Carr S Mullen A Ashcroft J Morris S Kelly P Hasling
		<b>Homelessness</b> <ul style="list-style-type: none"> <li>• Prevention</li> <li>• Support</li> <li>• Provision</li> </ul>	July 2006	AM Carr S Kelly

<i>Priority</i>	<i>Service area</i>	<i>Policy</i>	<i>Date to begin impact assessment</i>	<i>Lead</i>
		<b>Customer Feedback</b> <ul style="list-style-type: none"> <li>• Tenant participation</li> <li>• Link with equalities groups</li> <li>• Feedback from other organisational customer/partners</li> </ul>	November 2006	S Kelly D Weir
		<b>Registration</b> <ul style="list-style-type: none"> <li>• Weddings</li> <li>• Civil ceremonies</li> <li>• Births</li> <li>• Deaths</li> <li>• Citizenship ceremonies</li> </ul>	Sept 2006	J Lambert
	<b>Development and Regulatory services</b>	<b>Public Transport Procurement</b> <ul style="list-style-type: none"> <li>• Food Enforcement</li> <li>• Disabled Parking</li> <li>• Health and Safety</li> </ul>	Nov 05- 06 Nov 05-06 Nov 05-06 Nov 05-06	R. Mitchell R. Mitchell R. Mitchell R. Mitchell
	<b>Property services</b>	<b>Countryside</b> <ul style="list-style-type: none"> <li>• Recreation</li> <li>• Visitors</li> <li>• Caravan bed nights</li> </ul>	March 2006	A Morrison
		Fishery Management <ul style="list-style-type: none"> <li>• Visitors</li> <li>• Anglers</li> </ul>	June 2006	P Sutherland
		Environmental Education <ul style="list-style-type: none"> <li>• Participants</li> <li>• Contact Hours</li> <li>• Outdoor pursuits</li> <li>• Golf Participation -Players</li> </ul>	April 2006	B Stirling
		<b>Construction Services</b> <ul style="list-style-type: none"> <li>• Procurement of professional services for the Council's construction and property related enquiries</li> <li>• Procurement of contractors to carry out the Council's capital programme of building works</li> </ul>	August 2006  August 2006	W Plummer  A Sansom

<i>Priority</i>	<i>Service area</i>	<i>Policy</i>	<i>Date to begin impact assessment</i>	<i>Lead</i>
		<b>Economic Development Support for new start businesses</b> Support for Jobseekers: New Deal	Sept 2006	A Shaw
<b>Business Support</b>		<b>Human resources</b> <ul style="list-style-type: none"> <li>• Recruitment and selection</li> <li>• HR Policy</li> <li>• HR Business services</li> <li>• Learning and Development</li> <li>• HR Systems and Operations</li> </ul>	January 2006	C Keenan F MacKenzie C Keenan M Robson L Durie
		<b>Occupational Health &amp; Safety</b>	January 2008	M Johnstone
		<b>Legal services</b> <ul style="list-style-type: none"> <li>• Miscellaneous Licensing</li> <li>• Litigation &amp; Advice;</li> <li>• Conveyancing &amp; Planning;</li> <li>• District court team;</li> <li>• Licensing Board;</li> <li>• Committee Services</li> </ul>	January 2006 January 2007	N Williamson
		<b>Corporate Communications</b>	February 2006	E Henderson
		<b>Business Development and Community Planning</b> <ul style="list-style-type: none"> <li>• Young Scot</li> <li>• Community planning</li> </ul>	January 2006 January 2007	J. Helliwell/L Cunningham

<b>Priority</b>	<b>Service area</b>	<b>Policy</b>	<b>Date to begin impact assessment</b>	<b>Lead</b>
	<b>Social Policy</b>	<b>Community Care</b> Social work –Older people <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Support at Home</li> <li>• (Home Care)</li> </ul>	January 2006	Ian Quigley
		<u>Social work-(Children and families)</u> <ul style="list-style-type: none"> <li>• Resource Team</li> <li>• Service Planning</li> <li>• Policies and Procedures</li> </ul>	April 2006	Bill Aitkinson
		<u>Health Policy and Planning</u> <ul style="list-style-type: none"> <li>• <i>Integrating health improvement and addressing health inequalities</i></li> </ul>	June 2006	John Reid
		<u>Strategy and development (Housing)</u> <ul style="list-style-type: none"> <li>• <i>Local Housing Strategy</i></li> </ul>	August 2006	John Reid
		<u>Communities and Information</u> <ul style="list-style-type: none"> <li>• <i>Voluntary Organisations monitoring and development</i></li> </ul>	October 2006	Alan Bell
<b>Medium</b>	<b>Finance Services</b>	<b>Revenues Unit</b> <ul style="list-style-type: none"> <li>• Council Tax benefit and housing benefit</li> <li>• Council Tax</li> <li>• Rent accounting and service accounts</li> <li>• Business rates</li> </ul>	January 2007	K.Gray
	<b>IT Services</b>	<b>Service Desk</b> <ul style="list-style-type: none"> <li>• Desktop Support</li> <li>• Policy development, security, email, licensing and legislation</li> <li>• Business Management</li> <li>• Security Policy</li> <li>• Software usage</li> </ul>	April 2007	S.Aird

<b>Priority</b>	<b>Service area</b>	<b>Policy</b>	<b>Date to begin impact assessment</b>	<b>Lead</b>
	<b>Housing and Customer Services</b>	<b>Housing Management</b> <ul style="list-style-type: none"> <li>• Applications</li> <li>• Allocations</li> <li>• Aids and adaptations</li> <li>• Voids</li> <li>• Arrears</li> </ul>	July 2007	AM Carr A Ashcroft J Morris S Kelly
		<u>Estate Management</u> <ul style="list-style-type: none"> <li>• Maintenance</li> <li>• Neighbour nuisance/anti social behaviour</li> <li>• Neighbourhood disputes</li> <li>• Neighbourhood wardens</li> <li>• Repairs</li> <li>• Ground and Gardens maintenance</li> </ul>	Nov 2007	A Ashcroft S Mullen
		Council information Services <ul style="list-style-type: none"> <li>• Enquiry Tracking service</li> <li>• Customer Feedback</li> </ul>	Dec 2006	S Kelly A Ashcroft J Morris AM Carr S Mullen
		Customer service Centre <ul style="list-style-type: none"> <li>• Enquiry tracking Service</li> <li>• Customer feedback</li> </ul>	October 2007	S.Kelly
		<b>Property Services</b>	<b>Property Management and Development</b> Rent arrears control	June 2007
		<b>Countryside</b> <ul style="list-style-type: none"> <li>• Deer Farming</li> <li>• Breeding herd</li> </ul>	April 2007	P Sutherland
		<b>Economic Development</b> <ul style="list-style-type: none"> <li>• Support for existing businesses</li> <li>• Support for employability: Workplaces</li> </ul>	Nov 2006 August 2007	A Shaw S Bedford-Visser

<b>Priority</b>	<b>Service area</b>	<b>Policy</b>	<b>Date to begin impact assessment</b>	<b>Lead</b>
	<b>Business Support</b>	<b>Legal services</b> <ul style="list-style-type: none"> <li>• Litigation and advice</li> <li>• Conveyancing and planning</li> <li>• District Court Team</li> <li>• Licensing Board</li> <li>• Committee services</li> </ul>	Nov 2006	J. Whitelaw
		<u>Business Development and community planning</u> <ul style="list-style-type: none"> <li>• Community Planning</li> </ul>	Nov 2006	J.Helliwell/ L. Cunningham
	<b>Social Policy</b>	<b>Community Care</b> <u>Social Work (Older People and Adults)</u> <ul style="list-style-type: none"> <li>• Care Management</li> <li>• Occupational Therapy</li> <li>• Housing with care</li> <li>• Day Support Services</li> <li>• Adult Placement Service</li> </ul>	January 2007	Ian Quigley
		<u>Social Work (children and Families)</u> <ul style="list-style-type: none"> <li>• Early Years Services</li> <li>• Services for looked after children</li> <li>• Child disability services</li> <li>• Social care emergency Team</li> </ul>	July 2007	Bill Atkinson
		<u>Strategy and Development (Housing)</u> <ul style="list-style-type: none"> <li>• Throughcare/Aftercare</li> <li>• Supporting people</li> </ul>	October 2007	John Reid
		<u>Communities and Information</u> <ul style="list-style-type: none"> <li>• Charging Policy</li> <li>• Advice Provision</li> </ul>	Sept 2007	Alan Bell
<b>Low</b>	<b>Housing and Customer Services</b>	<b>Housing management</b> <ul style="list-style-type: none"> <li>• Voids</li> </ul>	April 2008	S.Kelly

<b>Priority</b>	<b>Service area</b>	<b>Policy</b>	<b>Date to begin impact assessment</b>	<b>Lead</b>
	<b>IT Services</b>	<ul style="list-style-type: none"> <li>• <b>Project Management</b></li> <li>• Research and Development (exc web)</li> <li>• Email and Internet Use Policy (revised and approved June 05)</li> </ul>	April 2008	S.Aird
	<b>Property services</b>	<p><b>Property Management and Development</b></p> <ul style="list-style-type: none"> <li>• Disposal of surplus land and property</li> </ul> <p><b>The management of the commercial property portfolio of shops, offices and industrial units etc.</b></p> <ul style="list-style-type: none"> <li>• Land supply/infrastructure</li> <li>• Providing development sites for business</li> </ul> <ul style="list-style-type: none"> <li>• Supply of business space</li> <li>• Providing new accommodation for businesses</li> <li>• Company projects</li> <li>• Support and assistance to new and expanding businesses</li> </ul>	February 2008 February 2008 June 2008	J Orr J Orr P Furbank
	<b>Business Support</b>	<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• Occupational Health and therapy</li> </ul>	April 2008	M.Johnston
	<b>Social Policy</b>	<p><u>Community care</u> <u>Social Work (Older People and Adults)</u></p> <ul style="list-style-type: none"> <li>• Residential Care</li> <li>• Short breaks from caring</li> <li>• Meals service</li> <li>• Shopping service</li> <li>• Direct payments</li> </ul> <p>Social work (children and families)</p> <ul style="list-style-type: none"> <li>• Practice Teams</li> <li>• Intensive Support</li> <li>• Residential care services</li> <li>• Integrated Community Schools</li> <li>• Commissioning of voluntary organisations to work with young children, young people and families</li> </ul>	February 2008 February 2008	Ian Quigley Bill Atkinson

<b>Priority</b>	<b>Service area</b>	<b>Policy</b>	<b>Date to begin impact assessment</b>	<b>Lead</b>
<b>To be included in future Race Equality Schemes</b>	<b>Social Policy</b>	Strategy and Development (housing) <ul style="list-style-type: none"> <li>• Youth Housing and support</li> <li>• Gypsy/Travellers</li> </ul>	February 2008	John Reid
		<u>Communities and Information</u> Working with Communities	February 2008	Alan Bell
		<u>Community care Social Work (Older People and Adults)</u> <ul style="list-style-type: none"> <li>• Community Laundry</li> <li>• Safe at Home</li> <li>• Health and Social Care service</li> </ul>	2008-2011	Ian Quigley
		<u>Communities and Information</u> <ul style="list-style-type: none"> <li>• Information Gathering</li> </ul>		Alan Bell

### **Race Equality Impact assessments**

The council regularly reviews performance and will implement race impact assessments as part of this ongoing process of review in addition to the impact assessment of new or significantly changed policies. Each service area has identified dates to begin impact assessment however it may be necessary to change these to ensure those undertaking the assessments have the relevant skills to progress effectively and to manage the assessments as part of a wider review process.

### **Operational Services**

Operational Services have played, and continue to play, a major role in achieving the council's key objective to "strive for excellence ...working with and for our communities". Our services have a direct and influential role in the lives of every person who lives in, works in and travels through West Lothian. In achieving a high quality service delivery, we can significantly improve the quality of life for everyone. Within Operational Service we have six service areas detailed below:

**Waste Management** – The main activity is refuse/recycling collection which is undertaken throughout the West Lothian area on a weekly/twice weekly basis for domestic/commercial properties.

**Facilities Management** – Provide various services to council properties such as catering, civic and function catering, cleaning, facilities management and caretaking.

**Fleet & Community Transport** – Responsible for the council's fleet and plant. The community transport section provides a transportation service for client with complex learning needs.

**Roads Services** – Responsible for the management and maintenance for all roads and footways throughout West Lothian.

**NETs & Land Services** – Provide a wide range of environmental services and functions including environmental enforcement, street cleansing, grounds maintenance, NETs teams, cemeteries, play area inspection and tree related issues. We also manage and maintain council assets such as parks, open spaces, sports pitches, golf course, woodland etc.

**Inprint** – We offer a comprehensive range of printing and graphic design services to all areas of the council. Some of the main activities undertaken include single, multi and full colour printing, reprographics, print finishing and production of promotional materials.

### **Education Services**

Education services are currently reviewing their race equality scheme. An action plan has been produced identifying the priorities for the next three years. Functions and policies are currently being identified for impact assessment. Education services has seen the departure of key senior education officers with responsibility for race equality and a new officer has only recently been appointed. The revised functions and policies will be available by 30th November 2005. Consultation will take place in December with a final list available in January 2006.