

# **The Race Equality Scheme for Eastbourne Borough Council**

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## **1. Eastbourne Borough Council’s Vision**

The Council’s vision for Eastbourne, stated in the Corporate Plan, is to create

“A prosperous fair and socially inclusive community which protects people and values and

enhances its environment”

Contained within our corporate plan is the specific aim to make Eastbourne

## **“A place for everyone”**

- § In order to achieve this we aim to:
- § Provide access to services for all
- § Help everyone to have a decent home
- § Continue democracy in decision making
- § Support and encourage all residents to develop to their full potential
- § Combat and alleviate the effects of poverty
- § Promote social inclusion and community participation

## **Eastbourne Borough Council Values**

Success in achieving our aims and objectives will be underpinned by our organisational values. We aim to:

- § Conduct our business with integrity, impartiality and remain open and accountable;
- § Make the most efficient and effective use of public resources;
- § Encourage co-operative and partnership working;
- § Consult and listen to local people in our planning and decision making activities;
- § Support, value and develop our staff enabling them to continuously improve the quality of our services; and
- § Project clear and positive leadership.

Eastbourne Borough Council believes that our aims can best be achieved and our values demonstrably followed by pursuing an equality agenda that encompasses the three codes of practice issued by the relevant bodies (Commission for Racial Equality, Disability Rights Commission, and Equal Opportunities Commission).

## **2. Identifying relevant functions and policies**

In assessing the relevance of functions and policies EBC has listed all the functions and policies of the Council and ranked them in order of relevance and priority. This has led to the timetable (below) for reviewing what actions the Council should take to:

- § Eliminate unlawful discrimination;
- § promote equality of opportunity; and
- § promote good relations.

Details of the assessment process are attached as Appendix 1. The list of functions and policies and the priority given for reviewing them will be reviewed every three years.

### **Year 1**

Allocations Policy

Housing Strategy

Homelessness Policy

Housing Management Policy, including:

Neighbour Nuisance Policy (Anti Social Behaviour)

Repairs Policy

Arrears Policy

Personnel

Community Engagement /Consultation

External Funding

Voluntary Sector Grants

Environmental Health

Commercial Services

Grant funding criteria

Environmental Health Residential Services

Cemeteries & Crematorium

Communications

### **Year 2**

Council Tax & Housing Benefit

Private Sector Housing Grant Policy

Discretionary Housing Payments Policy

Discretionary Rate Relief Policy

Crime Reduction

Cleansing

Environmental Health Pollution Services

### **Year 3**

Council Tax & Business Rates Collection

Enforcement Policy

Housing & Council Tax Benefit Anti-Fraud & Prosecution Policies

Democratic Services

Development Control

Building Control

Development Planning

Sports & Play Facilities

Legal and Property Services

ICT

Parks & Countryside Management

Tourism Services

Catering

Cultural Strategy

Access policy; (proposed)

**3. Arrangements for assessing and consulting on, the likely impact of proposed policies on the**

## **promotion of race equality.**

In order for progress to be made in pursuing the equalities agenda, all proposed policies will be assessed for their potential to promote race equality.

All policy reports will contain a written race equality statement that will be made up from the report author's answers to the following questions:

1. Could this policy affect some racial groups differently?
2. What impact will it have promoting good race relations?
3. Is there any public concern, especially from ethnic minorities about possible discrimination?

The assessment will be based on evidence gathered in a variety of ways depending on the potential impact on the general duty to promote racial equality.

This assessment will include all or some of the following:

- § Consulting members of the ethnic minority community;
- § consulting ethnic minority advocacy groups;
- § comparison of policies with those from other authorities;
- § analysis of existing data and research findings\*; and
- § advice from statutory agencies.

The assessment will be reported to the Council's cabinet or scrutiny committee who are responsible for the adoption and monitoring of the Council's policy respectively. Where the assessment indicates that there has been or is likely to be adverse impact on good race relations, discrimination or the denial of equality of opportunity it will identify how the policy should be (or has been) revised in the light of the assessment.

\*Analysis of data – the data to be analysed will cover as appropriate:

- § Service Applicants;
- § Service Users;
- § Levels of Use;
- § Satisfaction rates; and
- § Complaints.

It should be noted that the level of returns from satisfaction surveys does not give

statistically reliable results and that numerical/quantitative data is generally not fit for drawing conclusions. Eastbourne with other Councils within East Sussex will use as a preference qualitative data gathered from dialogue with the Black and Minority Ethnic (BME) community advocacy and community development workers.

Initial consultation has identified that the degree of knowledge or recognition of some Council services and policies as identified above and in appendix 1 is likely to be minimal. Meetings with the community will concentrate on generic issues such as Housing and officers will subsequently analyse data to identify the precise area(s) of Council activity that is referred to.

This assessment will set a date that will be no longer than three years after the adoption of the policy for a further (monitoring) report that will report on any actual or perceived adverse impact to the promotion of race equality.

## **4. Access to Services**

In order to meet our stated objectives of engaging all sectors of the community; providing access to services for all; and ensuring that people from ethnic minority groups:

- § Know about particular services;
- § are confident about using them; and
- § do not meet barriers when they try to use them

Eastbourne Borough Council will appoint, departmental “equality representatives” who will receive bespoke training on engaging minority ethnic communities and an officer with responsibility for equalities across the Council whom enquiries and complaints can be addressed to.

All sections of the Council will be made aware of the role of the corporate equalities officer so that where there are difficulties in communication through language barriers or perceived lack of empathy callers to the Council can be forwarded to this officer.

Contact details will be advertised on all public documents to maximise its use by those from an ethnic minority background. This officer will have links with bilingual community development workers and other appropriate resources and will register all enquiries to build up a pattern of information needed, languages used and perceived barriers in existence.

The Council’s departmental representatives will form a forum that will meet quarterly to discuss any issues raised by the community and the progress in effective integration of the equalities agenda into the business of the Council. The information collated and recommendations from the equalities forum will be used in the review of the Council’s Race Equality Scheme.

Departmental representatives will regularly participate in discussion groups and fora with members of the BME community in Eastbourne facilitated by Sompriti bilingual community workers. Sompriti are an advocacy and representative group for members of BME groups

within East Sussex.

To counter the current lack of engagement with BME Groups time will be taken to develop links with community workers and (initially) through them develop direct links with the community. This will increase the confidence of members of the BME community in contacting the Council and participating fully in the wider community.

There will be in addition regular (frequency to be determined) meetings with community workers to learn about:

- § The perceptions of Council services; and
- § problems experienced in accessing them.

The Council's objectives, as well as hearing directly from the community about their experiences, opinions and needs, include:

- § Building trust with the community; and
- § enabling and promoting long term engagement and ongoing relationships.
- § Specific objectives for departmental representatives are to inform on:
  - § Service availability;
  - § how to access services;
  - § how to make a complaint; and
  - § details of Local Councillors.

Given the reported importance of the widely distributed Eastbourne Review in providing information about Council services, all copies will have details of how to obtain copies in other languages. Within Eastbourne, the relatively small and diverse BME population means that it is not feasible to have pre-printed foreign language versions available.

## **5. Complaints**

The Council positively welcomes feedback and complaints (defined as “any expression of dissatisfaction with our services, which needs a response”) on the way the Council is implementing both the specific and general duties under Race Relations legislation. In common with the Council's agreed procedures for complainants are asked to contact the Head of Communications however The Council are aware that for those sectors of the community who have difficulties in accessing services the Council's formal complaints procedure may be similarly inaccessible.

Our objective in having a complaints procedure is to ensure that all residents concerns are addressed. A pre requisite for this is that all sectors of the community have confidence in the responsiveness of the Council. The Council will accordingly encourage the use of community

workers as a conduit for matters of concern to the Council and work to establish links between BME groups, Community workers, the Council's equality officer and departmental equality representatives. This will enable complaints to be resolved at the most appropriate level and develop improved, direct links with the BME groups.

If the concern is not able to be resolved at this level the standard Council complaints procedures will be followed, additionally complaints that allege that service delivery or policies are in some way discriminatory will be considered by the departmental Director who will investigate. If the complaint is substantiated this will be reported to the Council's scrutiny committee with recommendations for action that may include amendments to policy or procedures as appropriate. The complaint will also be considered when reviewing the appropriate function in our three-year review programme. The complainant will be kept informed of the results of their complaint and advised of their right to take the complaint to the Local Government Ombudsman and / or the Commission for Racial Equality.

## **6. Publishing the Results**

Eastbourne Borough Council aims to promote social inclusion and local democracy. The results of all assessment, consultation and monitoring will be available to anyone who asks for them. In addition a summary and assessment of equality monitoring, including any evidence of discrimination, how the results of the monitoring and consultation have developed policy and practice will be published on The Council's website [www.eastbourne.gov.uk](http://www.eastbourne.gov.uk). This information will be published in the annual Best Value Performance Plan that is available (on demand) in languages other than English as well as in formats such as audio tapes, Braille and large print.

## **7. Assessment**

We will publish the following:

- § A description and explanation of the policies we have proposed introducing and a brief account of how we assessed the likely effects of the policy, including any consultation we carried out at this stage;
- § a summary of the results of our assessment;
- § any available technical reports, and how to get them;
- § a review of our proposed policy (or policy options) in the light of our assessment.; and
- § a statement of what we plan to do next.

## **8. Consultation**

We will publish the following:



- § Why we carried out the consultation;
- § Details about how we went about it;
- § A summary of the consultation results;
- § An assessment of the proposed policy (or policy options) in the light of the responses we received; and
- § A statement of what we plan to do next.

## **\_9. Monitoring**

We will publish the following.

- § An explanation of monitoring and why it is important; and
- § the monitoring systems and methods we used.

Such a monitoring report will identify the proportion of users of a service or those affected by a policy by ethnic group using the census groupings.

To assess the impact of policies on the general duty and to counter the low proportion of returns from the minority ethnic communities in general surveys. (For example in the Housing Tenants Survey 2001-2 there were less than 5 responses for any ethnic group other than White). Eastbourne Borough Council will expand on the existing relationship with Sompriti to assess and report on the usage and satisfaction with both policy and service delivery. This assessment will include the results of meetings with community workers who are continuously developing community links and are ideally placed to identify issues affecting BME groups.

## **10. Training**

The Council will train its entire staff on race issues with the objectives of: raising awareness on race issues:

- § Eliminating any discrimination in service delivery; and
- § understanding the application of the Race Equality Scheme and the obligations of the Council under the General and Specific Duties.

Front line staff will receive specific training appropriate to their role within the Council.

Heads of Service will also receive training in:

- § A general understanding of race equality issues as they affect public authorities including the concept of “institutional racism;”

- § how to introduce policy in large organisations;
- § the general and specific duties and why they are important;
- § the concept of a Race Equality Scheme, how to develop it and put it into practice; and
- § how to carry out assessments, consultation and monitoring and how to produce and publish reports on them, and publicise them widely.

Department Equality Representatives will work with community workers in the community, both to learn about the issues facing BME groups and to build, over a period of time, direct links with these groups.

## **11. Employment**

The Council will collect and monitor by racial group (and gender and disability) information on:

- § The numbers of staff in post and at what grade;
- § the numbers of applicants for employment, training and promotion;
- § the numbers of staff who receive training;
- § the numbers of staff who are involved in grievance procedures;
- § the numbers of staff who are subject to disciplinary procedures; and
- § the numbers of staff who cease employment with the Council.

The Council will include in the annual publication (in the Council's Best Value Performance Plan) of the results of the above monitoring:

- § An analysis of the data that identifies any patterns of inequality; and
- § Any positive actions being undertaken to remove identified barriers and promote equality of opportunity such as discussions with community groups on opportunities within Local Government and opportunities for work placements.

## **12. Appendix 1 Identifying Relative Functions and Policies**

Each function and policy is rated- according to:

1. Which parts of the general duty apply 1= Eliminating discrimination 2 = Promoting Equality of Opportunity, 3 = Promoting good race relations;

2. the potential for different ethnic groups to be affected differently; and

3. The evidence and public concern (from surveys, complaints, service delivery monitoring, etc.) that there are significant differences in outcomes for different ethnic groups. (It should be noted that due to the relatively low proportion of residents with an ethnic minority background statutory and general surveys do not contain a statistically valid sample size with which to assess the impact of policies and functions, only user surveys that contact all users or recipients of a survey are statistically valid)

Function	Relevance to the general duty		Degree of Relevance		Priority for mainstreaming racial equality
	which aspect of the general duty applies	potential to affect racial groups differently  0=none  1=little  2=some  3=a lot	Data available for analysis:  0=none  1=little  2=some  3=a lot	Evidence from data or Public Concern that policies or functions are discriminatory or racist  0=none  1=little  2=some  3=a lot	1= High priority (Year 1)  2= Medium priority (Year 2)  3 = Low priority (Year 3)
Allocations Policy	1,2,3	3	2	1	1
Housing Strategy	1,2,3	3	2	1	1
Homelessness Policy	1,2,3	3	2	1	1

Housing Management Policy, including: · Neighbour Nuisance Policy (Anti Social Behaviour) · Repairs Policy · Arrears Policy	1,2,3	3	2	1	1
Personnel	1,2,3	3	0	0	1
Community Engagement/ Consultation	1,2,3	3	0	0	1
External Funding	1,2,3	2	0	0	1
Voluntary Sector Grants	1,2,3	2	0	0	1
Environmental Health  Commercial Services	2,3	1	1	0	1
Grant funding criteria	2,3	2	0	0	1
Environmental Health Residential Services	2	2	0	2	1

Cemeteries & Crematorium	1,2	2	1	2	1
Communications	2,3	3	0	0	1
Council Tax & Housing Benefit	1,2	2	2	0	2
Private Sector Housing Grant Policy	1,2,3,	2	0	0	2
Discretionary Housing Payments Policy	1,2	2		0	2
Discretionary Rate Relief Policy	1,2	2	0	0	2
Crime Reduction	2,3	3	2	0	2
Cleansing	3	2	1	0	2
Environmental Health Pollution Services	3	1	0	0	3
Council Tax & Business Rates Collection	1	1	0	0	3
Enforcement Policy	1	2	0	0	3

Housing & Council Tax Benefit Anti-Fraud & Prosecution Policies	1,3	1	0	0	3
Democratic Services	2	1	0	0	3
Development Control	2	1	2	0	3
Building Control	2	1	0	0	3
Development Planning	2	1	0	0	3
Sports & Play Facilities	2	1	1	0	3
IT	2	1	0	0	3
Parks & Countryside Management	2	1	1	0	3
Tourism Services	2	1	1	0	3
Catering	2	1	0	0	3
Cultural Strategy	2	0	1	0	3
Internal Audit	-	0	0	0	-

Financial Management	-	0	0	0	-
Highways Management	-	0	0	0	-
Engineering	-	0	0	0	-
Borough Plan	-	0	0	0	-
Seafront Strategy	-	0	0	0	-
Access policy; (proposed)	2	2	1	0	3
Budget strategy;	-	0	0	0	-
Anti fraud and corruption strategy	-	0	0	0	-
Legal and Property Services	-	0	0	0	-

### 13. Appendix 2 – Demographic Data for Eastbourne

Proportion of population from an ethnic minority population - Census data for 1991					
<b>1991</b>	<b>Total</b>	<b>White</b>	<b>Black</b>	<b>Asian</b>	<b>Other</b>

			Caribbean	African	Other	Indian	Pakistani	Bangladeshi	Chinese	Other	
Devonshire	6915	6675	5	7	14	33	1	51	52	31	46
Downside	7701	7608	5	1	10	18	0	8	17	11	23
Hampden Park	7952	7853	9	7	8	8	0	2	19	14	32
Langney	12856	12614	20	13	15	28	0	33	26	45	62
Meads	6893	6772	7	7	7	21	2	8	8	24	37
Ocklynge	6596	6435	4	9	5	28	18	4	9	45	39
Rotton	8316	8154	7	4	12	39	3	12	19	39	27
Roselands	8256	8133	9	3	3	11	3	9	36	18	31
St Anthony's	7986	7852	8	9	7	16	12	12	30	6	34
Upper-ton	7892	7781	9	6	5	24	0	1	16	24	26





Meads	7850	7712	8	8	8	24	2	9	9	27	42
Ocklynge	7511	7328	5	10	6	32	20	5	10	51	44
Ratton	9470	9286	8	5	14	44	3	14	22	44	31
Roselands	9402	9262	10	3	3	13	3	10	41	20	35
St Anthony's	9094	8942	9	10	8	18	14	14	34	7	39
Uppernton	8987	8861	10	7	6	27	0	1	18	27	30
Total For Eastbourne	92654	90962	95	75	98	257	44	159	264	293	407
Percentage		98.17%	0.10%	0.08%	0.11%	0.28%	0.05%	0.17%	0.29%	0.32%	0.44%

Proportion of respondents (who identified their ethnic background) coming from a minority category (non-white) = 1.83%

<b>Proportion of population from an ethnic minority background based on data from winter 2000 residents' survey.</b>	



Number	770	10	3	0	1	2	2	0	4	0	1	1	4	1	2	2	218
Percentage	75.42%	0.98%	0.29%	0.00%	0.10%	0.20%	0.20%	0.00%	0.39%	0.00%	0.10%	0.10%	0.39%	0.10%	0.20%	0.20%	21.35%

Proportion of respondents (who identified their ethnic background) coming from a minority category (non-white) = 4.9%

Proportion of East Sussex population from an ethnic minority background based on 1991 Census data				
Category	White	Black or Black British	Asian	Chinese & Other
Number	455619	1297	2259	2283
Percentage	98.73%	0.28%	0.49%	0.49%

Percentage of economically active population from an ethnic minority background Data from residents survey 2000 = 1.03%

## 14. Appendix 3 – Action Plan

Objective	Action	Target	Responsible Officer
To publicly assess the likely impact of proposed policies on the promotion of race equality	To amend committee reporting templates to include a section titled “race equality statement”	In place June 2002	Head of Democratic Services

To ensure public confidence in the implementation of Race Relations legislation.	To establish a complaints procedure in accordance with the Race Equality Scheme	Consultation complete July 2002 Complaints procedure in place August 2002	Head of Communications
To publicise and promote actions being undertaken in accordance with Race Relations legislation.	A summary and assessment of equality monitoring, assessment and consultation included in the Best Value Performance Plan	Publication date 30 June 2002 and then annually	Head of Strategic Development
Ensure effective co-ordinated consultation with hard to reach groups	<ol style="list-style-type: none"> <li>1. Review consultation strategy</li> <li>2. Enter into formal arrangement with Sompriti to undertake qualitative consultation</li> <li>3. Fully participate in Countywide consultation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete August 2002</li> <li>2. Agreement in place 2002</li> <li>3. Agreement and participation in place July 2002</li> </ol>	Head of Strategic Development
Facilitate and improve mechanisms for members of the ethnic minority community to contact the Council	<ol style="list-style-type: none"> <li>1. Designate Officer with specific responsibility for mainstreaming equalities.</li> <li>2. Appoint departmental "equality representatives" to attend facilitated group meetings and to provide departmental expertise in issues that are important for the BME community and action planning for equality.</li> </ol>	Designation effective from May 2002	Chief Executive

To have due regard to our duty to promote race equality	Implement proposed program of reviewing functions and policies to assess actions necessary to fulfil the Councils General Duty	Year 1 report to scrutiny committee May 2003 Year 2 report to scrutiny May 2004 Year 3 report to scrutiny committee 2005	Chief Executive
To quantify and improve the Council's performance in addressing equality issues	Equality objectives actions and targets to be included in Service Planning template	1. Templates amended and in place for service planning for 2003-4. 2. Service plans presented to Committee March 2003	1. Head of Strategic Development 2. All Heads of Service
To demonstrate and evidence equality of opportunity within EBC	Recording and annual reporting to Committee on employment statistics (see section on employment page 6)	First report covering 2002-3 May 2003	Head of Personnel

## 15. Appendix 4 - Performance Information

Performance Indicator Reference	Definition	Performance 2001-2	Target 2002-3

<p>Best Value Performance Indicator</p> <p>BV 2</p>	<p>The level of the Commission for Racial Equality's standard for Local Government to which the authority conforms</p>	<p>This Council has not adopted the CRE Standard for Local Government</p>	<p>This indicator has been replaced by adherence to the broader Employers Organisation Equality Standard for Local Government. for 2002-3 we aim to be at level 1; this will be dependent on the development of a community strategy</p>
<p>Best Value Performance Indicator</p> <p>BV 164</p>	<p>Does the Authority follow the commission for racial Equality's code of practice in rented housing?</p>	<p>Yes</p>	<p>Yes</p>
<p>Best Value Performance Indicator</p> <p>BV 17</p>	<p>The percentage of local authority employees from minority ethnic communities (x) compared with the percentage of the economically active minority ethnic community population (y) in the authorities area.</p>	<p>x= 1.57% (staff survey March 2001)</p> <p>y= 1.03% (residents survey data winter 2000)</p> <p>Data will be updated in 2002 to reflect the census findings and the results of a staff survey carried out in 2002.</p>	<p>The authority aims to have a workforce that is representative of the community it serves. We have a stated objective to promote social inclusion and accordingly aim to have a higher proportion of staff from the ethnic minority community than exists in the community at large. The relatively low level of members of an ethnic community - both in the community and the Council means that variances in data year on year can be expected. The Council will reassess</p>

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