



Discover Race Equality and Diversity in Dundee



Dundee City Council's
Race Equality and Diversity Scheme 2005-2008

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1.0 Introduction

- 1.1 The Race Equality and Diversity Scheme sets out what the Council will do to achieve its vision relating to race equality and diversity in Dundee. It reviews our achievement of equality and diversity objectives from our Generic Equality and Diversity Scheme, which can be viewed in full on the Dundee City Council website www.dundee.gov.uk

2.0 Background

- 2.1 Since its inception in 1996, Dundee City Council has demonstrated consistent commitment to the principles and practice of race equality and diversity.
- 2.2 Equal opportunities policies have been reviewed in line with our commitment to social inclusion and our legislative responsibilities, culminating in the production of our Race Equality Scheme 2002-2005.
- 2.3 This scheme will review progress since the last scheme and identify priorities for action for 2005-2008.

3.0 Race Equality and Diversity Statement and Objectives

Dundee City Council believes that we can only achieve our vision of a socially inclusive Dundee by recognising that equality of opportunity and freedom from discrimination across all equality groups is a fundamental right.

We also believe that diversity in our population and workforce should be celebrated and regarded as a strength.

We recognise that people are discriminated against because of race, colour, ethnic and national origins or religious belief.

As a Council, we commit to leading the agenda and adopting a mainstreaming approach in promoting racial equality, freedom from racial discrimination, developing positive relationships between and across communities and the celebration of racial diversity as a/an:

- employer
- service provider
- partner
- community leader

3.1 Objectives as an Employer

To be an employer that welcomes and encourages racial diversity, prevents unlawful racial discrimination and promotes racial equality by:

- employing a workforce, which is representative of the city's minority ethnic economically active population
- monitoring recruitment and selection procedures, which are non-discriminatory and encourage applications from minority ethnic groups in the community
- ensuring that employees from all minority ethnic groups have fair access to learning and development opportunities
- creating an accessible working environment free from discrimination, harassment and violence toward minority ethnic employees
- promoting a culture, which values and respects the identity and culture of each person
- evaluating jobs with the aim of ensuring equal pay for equal work
- work with our employees and trade union representatives to promote positive action for race equality

3.2 Objectives as a Service Provider

To ensure that all minority ethnic communities are provided with inclusive services by:

- consulting and involving them when assessing their needs
- working together with all minority ethnic communities to ensure their needs are considered
- communicating information about services, which meet plain English standards and are translated as necessary
- providing accessible services and making specific arrangements to meet needs to minority ethnic service users
- monitoring take up of our services and taking appropriate action to increase access to minority ethnic communities.
- ensuring equal access for minority ethnic service users to Council complaints and satisfaction procedures
- providing race equality and diversity training to employees
- ensuring that contractors or organisations providing services procured by the Council comply with their responsibilities under Race legislation

3.3 Objectives as a Partner

3.3.1 To participate in and develop partnership working across the equality and diversity agenda by:

Supporting and developing the Equality and Diversity Partnership including:

- contributing to the strategic objectives of community planning and the achievement of race equality.
- promoting good practice in partnership working to achieve race equality and diversity objectives.
- assisting in the identification of member organisation and Partnership race equality training needs.
- taking a leading role in developing and promoting inter-agency training programmes.
- encouraging, developing and participating in joint working groups to address the needs of minority ethnic communities.
- seeking and promoting access to funding sources for minority ethnic services

3.3.2 Assisting and developing partnership working to achieve race equality and diversity goals

3.4 Objectives as Community Leader

To promote the race equality and diversity agenda in the community by:

- encouraging minority ethnic communities to become involved in community life
- providing opportunities to celebrate the varieties of lifestyles, religions and cultures within our city
- promoting good practice within the voluntary sector through the Dundee Equalities Forum
- involving minority ethnic community organisations, which reflect racial diversity within Dundee in the Community Planning process.

4.0 Race Legislation

4.1 The Race Relations Amendment Act 1976 (as amended 2000) (RRA) sets out new general and specific duties for all public authorities.

4.2 The general duty to promote equality has three parts:

- To eliminate unlawful racial discrimination
- To promote race equality
- To promote good relations between people from different racial groups

Procured services may be relevant to the duty to promote race equality if the function and services provided are relevant.

4.3 The specific duties of the RRA is to produce a race equality scheme that sets out our arrangements for:

- monitoring policies for adverse impact
- assessing and consulting on the likely impact of proposed policy changes
- publishing the results of assessment, monitoring and consultation
- making sure that the public has access to information and services
- training employees on the general and specific duties

4.4 The employment duty of the RRA is :

To monitor the ethnic composition of our workforce including :

- employees in post
- applicants for employment, promotion or training
- those who receive training
- those who benefit or suffer detriment from performance assessment procedures
- those involved in grievance procedures
- those subject to disciplinary procedures
- employees leaving post

The results of this monitoring must be published annually.

4.5 The Education Department has a specific duty to:

- assess the impact of its policies including its race equality policy on pupils, staff and parents of different racial groups including, in particular, their influence on attainment levels of such pupils

- monitor, by reference to their impact on such pupils, staff and parents the operation of such policies including, in particular, their influence on attainment levels of such pupils
- to take steps as reasonably practical to publish monitoring results
- prepare and maintain a race equality policy and have arrangements in place to meet these duties as soon as is reasonably practical

The current Council Education Race Equality Policy is available on the Council website.

5.0 Mainstreaming approach to equality and diversity and Equality Impact Assessment

The Council Generic Equality and Diversity Scheme outlines the processes involved in mainstreaming and how we intend to achieve them.

5.1 Equality Impact Assessment

Since the publication of our last Race Equality Scheme, the Council has screened all of its policies for adverse impact on race as outlined in our Equality and Diversity Impact Assessment Toolkit. This is can be viewed on www.dundee.gov.uk.

5.2 This screening process has contributed to the aims of mainstreaming as it:

- Is a long term strategy that aims to make sure that policy making is fully sensitive to the diverse needs and experience of the various minority ethnic communities within Dundee
- Tackles structures that contribute to sustain inequality and discrimination toward racial groups
- Avoids policy and programmes being adopted that continue existing inequalities toward racial groups or makes them worse
- Has created a policy review process, which specifically generates race equality and diversity outcomes

6.0 The Race Equality and Diversity Action Group

6.1 The Race Equality and Diversity Action Group (REDAG) is a corporate review body which monitors overall performance in relation to race equality and diversity objectives including:

- Analysis of data produced by the Personnel Department to ensure that there are no areas of minority ethnic under-representation in the Council workforce
- Providing feedback and recommendations to departments regarding areas of positive action that could be taken to increase the racial diversity of our workforce
- Monitoring and providing feedback to departments in relation to the full impact assessments and race equality action plans identified in Appendices 1 and 2
- Analysis of monitoring data produced across all departments and identification of any potential barriers to accessibility from minority ethnic communities
- Assist in the preparation of race equality and diversity schemes and in the development of generic equality and diversity policy
- Provide input to the Council's consultation response to new policy/legislation relating to race.

6.2 REDAG receives annual ethnic monitoring and race equality and diversity action reports from departments in June of each year and provide feedback by September.

7 Progress report - Generic Equality and Diversity Objectives

7.1.1 The Council as an Employer

The Generic Equality Scheme outlines main areas of principle and practice regarding our employment duty. This section of the scheme will review our progress in relation to race specifically.

7.1.2 In order to ensure that people from minority ethnic communities are adequately represented in the Council workforce, and that opportunities for training collected and promotion are available equally, collection of ethnicity data has commenced.

Equality monitoring data in relation to employees in post and applications for employment was published in June 2005. The data detailed in the report was generated from a number of different independent information systems due to the Council being in the process of collecting updated data about its employees as part of the exercise to transfer all departments to a new Payroll/Personnel system. It is anticipated that all departments will have transferred to the new system by October 2006.

7.1.3 All Council monitoring reports regarding ethnicity are available on our equality and diversity pages of our website

Priorities for action:

- publish monitoring data on Council's website in relation to all staff in post
- develop an interim data collection system in relation to employees who apply for promotion and training; employees who are involved in disciplinary and grievance procedures; and employees who cease employment pending implementation of new payroll/personnel system
- analyse equality monitoring data to see if there are differences in the way racial groups are treated and to identify any potential barriers

7.2. The Council as a service provider

7.2.1 The development of policy and procedures in Equality Impact Assessment and the screening of all Council policies to determine adverse impact on race involved the following process:

- Formulation of a toolkit to assist Council officers in the EQIA process
- Training of key Council officers involved in policy development and quality insurance in the EQIA screening process as it relates to our general duties under the RRA
- Formation of screening teams across all Council departments
- Revising of Council functions and policies and their relevance to race equality and diversity (The full recording of this process is available on the Council website)
- Identifying areas for action and need for full equality impact assessments to address any areas of potential or existing adverse impact (Appendices One and Two)

Priorities for further action:

The EQIA screening is only part of the EQIA process. It is vital that this is followed through by:

- The provision of training and support to Council officers in the full EQIA procedure
- Monitoring the progress of full equality impact assessments in relation to race

- Implementing an effective engagement strategy for involving and consulting minority ethnic communities through the Equality and Diversity Partnership
- Building the capacity of minority ethnic communities to engage in the EQIA process
- Integrating race equality and diversity objectives into the corporate planning process

7.2.2 Monitoring of Service Delivery

The corporate equality and diversity monitoring strategy which can be viewed on our website allows accurate collation of service users by ethnicity. However, data collection has experienced the following problems:

- Employees are sometimes reluctant to encourage service users to complete the information
- Data providers do not see the relevance or importance of completing the form or in some cases feel the information on ethnicity is too sensitive to provide

In addition, not all departments have identified areas for data collection.

Priorities for further action:

- To provide corporate training in developing monitoring action plans with specific race equality and diversity objectives
- To include a section regarding the importance of collecting monitoring data to customer care training
- To investigate and extend monitoring opportunities in relation to ethnicity across departments as appropriate

Our corporate Generic Equality and Diversity Scheme outlines the action we will take to achieve this

7.2.3 Providing information about Council policy and services.

Dundee City Council has its own translation and interpreting service (DTIS) and adheres to the Translation Interpretation and Communication Support (TICS) good practice guidelines. These can be viewed on our website.

Information is either accessed through the translation and interpreting service by placing information about the service at the bottom of a leaflet or policy, or by documents being produced in key community languages. At present these are Urdu, Punjabi, Bengali, Hindi, Cantonese and Arabic.

While translators and interpreters can be provided for most languages, there is no practice of translating documents into languages other than community languages. There is also little research regarding the needs of economic migrants to Dundee as a result of European Union enlargement.

It is accepted that in terms of proportionality, it would not be practical to translate all key documents into all languages. Therefore, a commitment to producing all information and policies in plain English is essential.

Priorities for action:

- To identify opportunities for researching the language needs of recent migrants to Dundee within the Equality and Diversity Partnership
- To ensure the Council corporate communication strategy meets the needs of the diverse range of minority ethnic communities living in Dundee

7.2.4 Providing Additional Support in Accessing Services.

There are several projects, which aim to assist minority ethnic communities in accessing Council services and those of its partners, which include:

- Funded by the Literacies Initiative and the Community Regeneration Fund and working closely with our bilingual student support service, the Access to Learning project aims to increase the involvement of minority ethnic parents in their children's education
- An extension of Dundee Translation and Interpreting Service, the Hilltown Outreach Translation and Minority Ethnic Link project provides a link for agencies operating in central Dundee with minority ethnic communities through surgeries and awareness raising sessions
- The Communities Department provide free English to Speakers of Other Languages (ESOL) classes and with additional funding from Dundee Adult Literacies Initiative have extended this provision to include classes on subjects such as Health and ESOL
- Dundee International Women's Centre works toward addressing the needs of all women with an emphasis on minority ethnic communities. The project has successfully obtained funding from a range of sources including the Community Regeneration Fund. It aims to allow women to access an environment that is safe, friendly and is sensitive to personal and cultural barriers.

7.2.5 Training and Development

We are committed to training our employees in their responsibilities under the RRA:

- Specific training regarding race equality has been included in our Recruitment and Selection, Harassment Procedures and Customer Care training
- Over eighteen hundred employees have been participating in an online race equality and diversity module
- Over six hundred employees have completed customer care training with a race equality element
- Almost two hundred employees have completed courses in the use of Plain English
- Two hundred and forty three housing employees participated in Reporting Racist Incidents awareness raising
- Over five hundred social work employees have completed Anti-Discriminatory Practice as part of their Underpinning Knowledge courses
- Over seven hundred social work employees have completed anti-racist practice training

Priorities for Action

- Develop more models of awareness raising training programmes for responsibilities under the RRA
- Develop the current social work anti racist practice course across departments as appropriate
- Implement briefings regarding the reporting of racist incidents across all departments

7.2.6 Procurement of Services

It is important to ensure that not only the Council, but those whose services we contract, are committed to the principles of race equality. It has been agreed to facilitate a training consultancy in Dundee City Council as outlined in the Generic Equality and Diversity Scheme.

Priorities for action:

To include race equality and diversity objectives as part of the Council training consultancy as outlined in the Generic Equality and Diversity Scheme

7.3 The Council as a partner

The Council has a strong tradition of working with partners to promote race equality and diversity.

7.3.1 The Equality and Diversity Partnership has just completed its first full year and is in the process of developing its first action plan. This can be viewed on the Dundee Partnership website from March 2006.

Priorities for action:

- To identify language, employment and training needs of minority ethnic communities with particular reference to needs of recent economic migrants to the city
- To develop a consultation process with minority ethnic communities

7.3.2 Dundee City Council is an active member of The Racist Incident Multi Agency Panel(RIMAP) which is a partnership organisation committed to:

- Collecting data on racist incidents and analysing them to identify trends and patterns
- Raise awareness of the procedures for reporting racist incidents among partner agencies
- Facilitate multi agency meetings in response to incidents as appropriate
- Identify opportunities to share resources
- Identify and share best practice both locally and nationally

7.3.3 The work of the group to date has mainly focussed on awareness raising of racist incident procedures through briefing sessions held in partner agencies and the production of quality information highlighting those procedures.

7.3.4 The group through Victim Support had secured funding for a Development Worker but following the departure of the worker at an early stage and subsequent difficulties in filling the vacancy, the funds had to be handed back.

Priorities for the future:

- To secure funding and provide line management assistance for a development worker
- To continue to disseminate information on the work of the panel across Council departments.

7.4 The Council as a Community Leader

7.4.1 The community contact team is located within the Equality and Diversity team and employs three part time workers to liaise with minority ethnic communities. Their role is to:

- Establish positive relationships with members of minority ethnic communities
- Provide access to sources of information, dissemination of information and obtaining feedback
- Motivate minority ethnic communities and encourage them to express their views
- Build contact with relevant agencies and liaise where appropriate
- Support minority ethnic communities in organising activities

7.4.2 The Equalities Forum has recently been established with funding from the Council. This forum allows us to engage with the voluntary sector and promote good practice in equality and diversity. It has recently been recognised that within Dundee there is little assistance available for people from minority ethnic backgrounds experiencing racial discrimination or harassment. The Forum is currently working with the Citizen's Advice Bureau and North Law Centre to investigate the feasibility of funding a minority ethnic caseworker.

7.4.3 The EQIA screening process has identified an equality impact assessment programme in which involvement and consultation with minority ethnic communities is integral. Dialogue with community leaders is progressing as to how this could be co-ordinated through the Equality and Diversity Partnership.

7.4.4 We have also engaged with national organisations to support capacity building projects in Dundee.

The Council has provided financial assistance to the Council for Ethnic Minority Organisations (CEMVO) to work with local minority ethnic groups with the following aim:

to increase the capacity of minority ethnic organisations in Dundee by improving their organisational and operational processes so that they become more robust and sustainable and more able to deliver a high quality of services to black and minority ethnic (BME) communities.

To date, CEMVO has engaged with Dundee International Women's Centre, Dundee Community Languages Advisory Group and the Bharatiya Ashram and assisted in securing financial resources and developing coherent policies to further their aims. New projects have been identified with the Chinese Women's Group and the Gudewara.

7.4.5 The Equality and Diversity fund supports organisations with equality and diversity objectives and supports race equality initiatives including:

- youth organisations' involvement in the Heartstone project, a national project aimed at tackling racism
- inter-cultural projects designed to foster understanding between different racial groups
- Funding the CEMVO programme in Dundee
- awareness raising programmes celebrating diversity such as Radio Ramadan

7.4.6 Priorities for future action as a community leader:

- To continue to develop the capacity of Dundee Equalities Forum to address the needs of minority ethnic communities
- To work with the voluntary sector to identify opportunities of securing resources to meet the needs of minority ethnic communities
- To investigate barriers to involvement from minority ethnic communities through the EQIA process and identify appropriate capacity building programmes
- To review the remit of the community contact team to include contact strategies across minority ethnic communities

7.4.7 Consultation on Race Equality and Diversity Scheme

The scheme was the subject of several consultation events held jointly with NHS Tayside and Tayside Police. The results of these events can be viewed on the Dundee City Council website.

8.0 Publication and Access to Race Equality and Diversity Scheme and Policies

8.1 This scheme and all of our equality and diversity policies and procedures are available on the Dundee City Council website Equality and Diversity pages. This will include:

- Race Equality and Diversity Scheme
- Race Equality and Diversity Action plans
- Publication of Race Equality Impact Assessments
- Ethnic monitoring reports

8.2 In addition all policies and reports are accompanied by an executive summary in plain English and the main Community languages. The summary of this Race Equality Scheme is a joint statement produced by Dundee City Council, NHS Tayside and Tayside Police.

Appendix 1

Race Equality and Diversity EQIA Action Plan

The following table outlines the EQIA programme across the Council for existing functions and policies 2005-2008. The full screening process and rationale can be viewed on our website.

DEPARTMENT: EDUCATION		
Policy to be assessed	Lead officer	Target Date
Improving the quality of Early Year's Services (3-5) in Dundee	C Riach	Following publication of national guidance
Early Year and Childcare Training strategy – review accessibility	C Riach	June 2006
Improving the Quality of Out of School Care	C Riach	August 2007
Revised Strategy for 5-14 in S/S2 –part of policy review in line with Curriculum of Excellence Review	G Taylor	March 2007
Anti-bullying and anti-racist policy and guidelines (bullying part only)	J Collins	August 2007
Bilingual Pupil Support Policy and Practice	J Collins	August 2006
Support for Learning in Dundee (A Manual)	J Collins	August 2006
Supporting pupils with social, emotional, behavioural difficulties	J Collins	August 2008
SEBD Stage 5 options		
Use of schools outwith normal hours	S Weston	August 2006
DEPARTMENT: HOUSING		
Application procedures for housing	J Fenton / J Wolstencroft	March 2006
Allocation policy		
Allocation procedures		
Choice based letting system		
Allocations policy – special needs housing	J Fenton	March 2006
Review allocations for special needs housing	J Fenton	Mar 2006
<i>Department: Social Work</i>		
Review constitution of the fostering panel	F McBride / M Moys	Dec 2006
Review constitution of the adoption panel	F McBride / M Moys	Dec 2006
Review of procedures regarding schedule 1 offenders who are HIV positive and the Implications for Children and Young People who have been Sexually Abused	P Connolly	Dec 2006
Review of policy regarding Children who are Looked After by the Local Authority	L Cameron	Dec 2006
Review of Supervised Contact procedures	L Cameron	Dec 2006
Review of procedures of Medical Assessments of Children who are Looked After away from home	K Fannon	Dec 2006
Develop positive action for the recruitment of foster carers	M Moys	Dec 2006
Review Adoption/Fostering Enquiries, Applications and Decisions	M Moys	Dec 2006
Review Link Carer scheme	M Moys	Dec 2006
Develop good practice guidelines for Residential Care procedure	F McBride / M Dimmock	Dec 2006
Review procedures of admission to Young People's Residential Units	F McBride / M Dimmock	Dec 2006

Review of guidelines for Preparing Section 22 (2) Adoption (Scotland) Act 1978 Reports	L Cameron	Dec 2006
Develop race and religion statement for Parental Responsibility Orders	L Cameron	Dec 2006
Assess impact of public information strategy for the provision of community care services	R Wilson	Dec 2006
Assess impact of Complaints Procedure OP G.1.1	R Wilson	Dec 2006
Assess impact of Dundee Social Care Training and Employment Academy CR 371-04	S Penman	Dec 2006
Assess Impact of Carers' Strategy	V MacFarlane	Dec 2006
Assess impact of Public Consultation and Involvement Strategy 2004-07	R Wilson	Mar 2007
Assess impact of procedures for Provision of Community Alarms OP 4.6	V MacFarlane	July 2006
Assess impact of the development of the Home Care Service – Social Care Support CR 651-04	L Bannerman	Dec 2006
Assess impact of provision of Day Opportunities for People with Learning Disabilities	M Crichton	Dec 2006
Assess impact of the Strategy for Older People	L Bannerman	Dec 2006
Assess impact of the Provision of Grant to Voluntary Organisations	A McGinty	Dec 2006
Develop training relating to culture for National Objectives and Standards for Social Work in the Criminal Justice Service for parole board and court reports.	J Martin	Dec 2006
Assess impact of National Guidance on Drug Treatment and Testing Orders	J Martin	Dec 2006
Assess impact of East Port House Admission Policy	J Martin	Dec 2006
Review Criminal Justice Publications	J Martin / G Ireland	Dec 2006
Review Criminal Justice Service Strategic Plan/Service Plan	J Martin / J Lewis	Dec 2006
Review operational procedures of the Criminal Justice Service	J Martin / R Wilson	Dec 2006
Assess impact of National Objectives and Standards for Social Work in the Criminal Justice Service in – <ul style="list-style-type: none"> • Community Services • Through Care • Employment 	J Martin	Dec 2006
<i>Department : Contract Services</i>		
Undertake joint impact assessment of tenants' satisfaction surveys with the Housing Department	B Patrick	April 2006
Participate in corporate impact assessment on Procurement	B Patrick	June 2006
<i>Department : Corporate Planning</i>		
Assess impact of customer service approaches	P Carroll	Nov 2006
<i>Department : Leisure and Communities</i>		
Assess impact of the strategic review of youth work	K Lindsay	2005
Review procedures for engaging young people and children	K Lindsay	2007
Assess the impact of current policy and practice of: <ul style="list-style-type: none"> • CRF Management • Development of local community plans • Consultation with communities-regeneration strategy • Anti-poverty Action Plan 	N Gunn / O Smiles	April 2007

Assess the impact of Dundee Translation and Interpreting Service	S Gunn	Nov 2006
Assess the impact of the Communication Strategy for Community Safety	L Kay	Nov 2006
Assess the impact of the engagement strategy for Community Safety	L Kay	Nov 2006
Assess the impact of procedures for issuing Community Safety Equipment	L Kay	Nov 2006
Assess the impact of information giving and intelligence gathering for Community Safety	L Kay	March 2007
Assess the impact of current consultation methods for leisure and arts facilities	M Mitchell	2007
Assess the impact of booking procedures for leisure and arts facilities	M Mitchell	2007
Review website	F Robertson	Mar 2006
Review promotional materials to ensure accessibility	F Robertson	On-going
<i>Department : Environmental Health and Trading Standards</i>		
Investigate response to food safety and standards complaints	F Feechan	
Undertake investigation regarding health and safety advice	F Ferechan	
<i>Department: Planning and Transportation</i>		
Assess the impact of the following strategic documents: <ul style="list-style-type: none"> • Cycling • Walking • Road Safety • Public Transport • Freight 	N Gardiner	April 2006
Assess the impact of Smartbus and Bringing Confidence to Public Transport projects	N Gellatly	Dec 2007
Assess the impact of walking to work and cycling policies		2011
Assess the impact of the following policies: <ul style="list-style-type: none"> • Achievement of Gold Standard Parking Award • Introduction of "pay on foot" scheme • Introduction of SMART technology to pay for car parking 	J Owusu	Dec 2006
<i>Department: Personnel</i>		
Review application forms and guidance notes	V Ridley	April 2006
Review placement of advertisements for recruitment	V Ridley	June 2006
Assess the impact of the employee handbook	I Martin	Dec 2006
Assess the impact of the employee intranet site	I Martin	July 2006
<i>Department: Support Services, Architectural Services</i>		
Participate in corporate FIA on procurement	R. Pedersen	June 2006

Appendix 2

Race Equality and Diversity Action Plan

<i>DEPARTMENT: EDUCATION</i>		
Action	Lead officer	Target Date
Review of Early Years and Childcare Plan to address low uptake of services by minority ethnic groups	C Riach	2005-2008 planning cycle
Widen support for minority groups in Sure Start Strategy and Implementation	C Riach	June 2008
To support access by ethnic minorities to Nursery Education	C Riach	April 2006
To examine language barriers to use of pre-school education Grant applications for places in private/voluntary sector nurseries	C Riach	May 2007
To provide additional support and information to guidelines on enrolment and Placing Request procedure in primary schools	L Wighton	June 2007
To provide additional support and information to guidelines on enrolment and Placing Request procedure in secondary schools	L Wighton	June 2007
To review presentation and assessment guidelines for new national qualifications to recognise qualifications other than SQA and to cross reference with Support for Learning Policy	D McVean	April 2007
To revise procedures for dealing with concerns, enquiries and complaints in terms of: Language needs Reference to racist incidents Plain English standards Advisory leaflet	J Collins	Sept 2007
To review Education at Home policy with reference to: Language needs Cultural expectations	J Collins	Sept 2008
To review Physical Intervention Policy in relation to cultural differences regarding physical contact	J Collins	Sept 2007
Revise 5-15 Modern Languages policy to include reference to community languages	G Taylor	As this is produced
Revise Assessment 3-14 policy in line with national guidance	G Taylor	August 2007
GT	G Taylor	March 2006
Revise software format of school development planning for sharing with minority ethnic parents	G Taylor	March 2006
Adapt policy on improving pupil achievement to include more reference to: involvement of minority ethnic pupils access to curriculum in their first language recognition of needs celebration of diverse achievement	D Johnstone	August 2006
Collect ethnic data of children looked after by a local authority and adapt recording forms to have reference to name/preferred name, first language etc..	J Collins	August 2008
Revise code of practice for the Home/School transport of children with additional support needs in respect of: race equality and diversity training cultural issues impacting on transport adaptation of recording forms	J Collins	August 2008
Revise guidelines for school trips to include needs of minority ethnic children	A Sayer	August 2006

<i>Department: Housing</i>		
Revise standard letters to include reference to translation services	J Wolstencroft	April 2006
Review appeals procedures	J Wolstencroft	Dec 2005
Review tenant handbook	J Wolstencroft	Mar 2006
Review complaints procedure	J Wolstencroft	Dec 2005
Review customer care standards	J Wolstencroft	Corporate timetable
Review information leaflets	J Wolstencroft	Dec 2006
Develop monitoring system of grants	C McCrae	Mar 2006
Develop resources and training to ensure tenants organisations do not operate anti discriminatory practices	B Rutherford	Mar 2006
Review customer satisfaction surveys	B Rutherford	Jan 2006
Review all existing payment options	K Anderson / D Dawn	Mar 2006
Develop support for minority ethnic tenants in relation to abandonment , evictions and former tenant debt recovery	K Anderson / D Dawn	Mar 2006
Review signing process	K Anderson	Sept 2006
Review SST/SSST	J Fenton	Dec 2005
Review: <ul style="list-style-type: none"> • Assignations • Successions • Subletting • Permissions • Joint tenancies • Termination process 	K Anderson	Sept 2006
Review procedures for special needs committee	J Fenton	Mar 2007
Review processes and referrals for special needs housing	J Fenton	Mar 2006
Review procedures and monitoring for adaptations	J Fenton	July 2006
Review rent accounting procedures	D Dawn	Mar 2006
Review information re rent recovery	D Dawn	Mar 2006
Review consultation methods	R Seaman / K Macey	Dec 2006
Develop owners' charter	F Duff	Dec 2006
Develop employee awareness of racial harassment procedures and reporting of racist incidents	S Stein	April 2006
Developing monitoring for complaints by ethnicity	S Stein	July 2006
Develop monitoring of customer satisfaction surveys by ethnicity	S Stein	July 2006
Develop homelessness policy	I Dobson / A Whitelaw	January 2006
Develop temporary accommodation strategy	I Dobson	Mar 2006
Review re-housing procedures	I Dobson / A Whitelaw	
Review information leaflets on homelessness	A Whitelaw	Jan 2006
Review discharge protocols on homelessness	B Fenton	Jan 2006
Implement Homepoint standard of information	A Whitelaw	July 2006
<i>Department: Social Work</i>		
Adapt procedure for providing assistance in terms of section 12 OP 6.6 to include special circumstances on racial grounds and the effect of immigration and nationality legislation	V MacFarlane	Dec 2006
Adapt procedures for First Contact Team CR 22-05 to make reference to race issues	V MacFarlane	Dec 2006
Adapt Learning Disabilities Strategy to take race into account	M Crichton	July 2006
Adapt Notification of Serious Incidents G.1.4 to include RIMAP and religious offences	V Macfarlane	March 2006

<i>Department: Contract Services</i>		
Implement training on harassment procedures	B Patrick	April 2006
<i>Department: Finance</i>		
Review invoices to include reference to translation services	J Kopel	
Review the following to include reference to translation and interpreting support: <ul style="list-style-type: none"> • Council Tax Billing • Housing and Council Tax Benefit • Non Domestic Rates Billing and Collection 	J Kopel	Dec 2006
<i>Department: Corporate Services – Public Relations</i>		
Racial awareness training for: <ul style="list-style-type: none"> • Media Relations • Press Liaison • Design Services 	L Roy	Dec 2006
<i>Department: Leisure and Communities</i>		
Review of exclusion of grant aid to youth and community groups to organisations which exist to promote one political or religious opinion to the exclusion of others	R Hardie	Mar 2006
Review monitoring of grant distribution to youth and community groups	R Hardie	April 2006
Review marketing of grant aid to youth and community groups	R Hardie	Mar 2007
Develop and maintain data management system for monitoring of services	R Hardie	Review Mar 2006 Ongoing
Develop and maintain systems of quality assurance	R Hardie	Service Plan Review 2007
Review publicity of activity programmes for Youth and Children's Work	K Lindsay	2007
Review consultation guidelines for youth and children's work	K Lindsay	2007
Adapt profiling and data gathering for the de-centralisation strategy to include information on minority ethnic communities	N Gunn / O Smiles	
Agree departmental action plans to implement equality and diversity strategy across the Council	S Gunn	July 2006
Organise equality and diversity task group open day to examine roles and functions of the groups	S Gunn / chairs of equality and diversity task groups	March 2006
Undertake a review of Dundee Translation and Interpreting Service	S Gunn	June 2007
Adapt promotional material for the adult literacies initiative and community based adult learning	M Dailly	Dec 2006
Promote equality and diversity fund throughout minority ethnic communities	S Gunn	Feb 2006
Develop scoping research on the needs of recent economic migrants	S Gunn	Sept 2006
Review the role of the community contact team in response to research findings	S Gunn	Sept 2007
Develop training for handling of racist incidents for community safety employees	L Kay /S Gunn	Dec 2006
Adapt signs for water safety	M Mitchell	2007
Review the following for language requirements: <ul style="list-style-type: none"> • Telephone procedures • Cemetery Management Rules • Marketing and promotional material including website 	M Mitchell	2007

<ul style="list-style-type: none"> • Parks and Outdoor Management rules • Leisure Concession card • Management Rules • Customer feedback procedures • Customer Charter • Parental Consent forms • Pre- induction questionnaire • Instructions for equipment use • Child protection policy • Cultural strategy • Application forms • Standard letters • Members newsletters • Quality manual • Customer Care policy 	M Mitchell	2007
<p>Adapt the following library procedures to include reference to translation services:</p> <ul style="list-style-type: none"> • Acceptable use of library buildings • Internet Abuse Warning letters • Charging for printing guidelines • Overdue letters • Library management rules • Library membership rules 	F Foster F Foster J Dobbie J Dobbie F Foster/J Dobbie F Foster/J Dobbie	April 2006 April 2006 Feb 2006 Feb 2006 March 2006 Dec 2005
Adapt guidelines for Learning Centre PC's, Internet Access and Chaperon filtering system to include specific support for speakers of other languages	F Foster/J Dobbie	May 2006
Review Community Library and Central Library marketing strategy	F Foster/J Dobbie	May 2006
<p>Review the following in relation to language and cultural requirements of minority ethnic groups:</p> <ul style="list-style-type: none"> • Employee Guidelines for Dealing with Drug Related Incidents • Care and Protection Guidelines (The Corner) • Practice Guidelines (The Corner) • Principles and Policies Statement (The Corner) • Practice Guidelines (The Corner) • Consultation Guidelines (The Corner) • Volunteer Policy (The Corner) 	J Hosie	June 2006
<p>Develop a monitoring and evaluation framework for the following:</p> <ul style="list-style-type: none"> • Employee Guidelines for Dealing with Drug Related Incidents • Care and Protection Guidelines (The Corner) • Practice Guidelines (The Corner) • Principles and Policies Statement (The Corner) • Practice Guidelines (The Corner) 	J Hosie	June 2006
Review consultation procedures for health development	J Hosie	Dec 2006
<p>Review of language requirements of the following written policies:</p> <ul style="list-style-type: none"> • Let Documentation and Policies • Local Management Group constitutions • Local Management Group Partnership Agreements • Dundee Association of Local Management Groups Constitution • Local Management Groups Development Plan • Centre Development Plan 	D Booth/A Cluley	2007
Review Centre Programmes Marketing and Publicity Strategy	D Booth/A Cluley	2007

<i>Department: Waste Management</i>		
Review language barrier regarding information for: <ul style="list-style-type: none"> • Recycling Procedures • Civic Amenities 	S Ball	2007
Review procedures for waste management enforcement to include verbal advice for translation/interpreting services	S Ball	2007
<i>Department: Environmental Health and Trading Standards</i>		
Review language support needs with regard to: <ul style="list-style-type: none"> • Trade premises • Investigation of customer complaints • Interviewing suspects • Taking witness statements • Enforcement concordat • Warning Letters • Advisory letters • 28 day notices • Traders guidance letters • Business requests for advice • Under-age sales • Press releases • Complaints procedures • Consumer education • Local partnership agreements • SMVTU • Service Delivery PI • Cook Safe strategy 	K Daley	April 2006
Review promotional strategy for standards of hygiene	F Feechan	July 2006
Adjust procedures for informal procedures to resolve complaints	I Coghil / L Matthews	09/05
Adapt information leaflets regarding pest infestation	F.Feechan	12/05
Review procedures for reducing priority accidents in the home	I Coghill / L Matthews	04/06
Adapt information regarding: <ul style="list-style-type: none"> • resolution of domestic refuse problems • blue-green algae issues at Clatto Reservoir • informal action to resolve noise/smoke complaints 	I Coghill / L Matthews	09/05
<i>Department: Planning and Transportation</i>		
Review electronic access to planning services	I Mudie	March 2006
Review implementation procedures for the Voluntary Population Survey	I Bunton	Ongoing
Review the implementation of introduction of on-line development control services	R Anderson	April 2006
Review the implementation of electronic service delivery of building control	K Findlay	Dec 2006
Review customer care procedures of the CONFIRM system for white lighting	A Urquhart	Ongoing
Develop customer satisfaction procedures for white lighting	L McGregor	March 2007
Review customer annual assessment procedures on consultancy	F Wilson	Annually in May
Review the risk assessment procedure in the City Centre	J Peters	Ongoing
Develop customer satisfaction surveys which meets the needs of	J Owusu	Dec 2006

minority ethnic communities		
Review procedure for appointing consultants and contractors	K Laing	Dec 2006
<i>Department: Personnel</i>		
Adapt training course brochure to reflect cultural needs	R Skea	Dec 2006
Review issue of new pay notification	I Martin	Feb 2006
<i>Department: Economic Development</i>		
Review promotional literature for Working With Families	D Milne	2006
Adapt publicity to include reference to Dundee Translation and Interpreting Service of: <ul style="list-style-type: none"> • Dundee International Book Prize • City of Discovery Funding 	K Johnston	2007
Review of promotional literature of Enterprise Advice Project	E Peebles	Jan 2006



If you have difficulty understanding English,
please contact this address:

ইংরেজী বুঝতে অসুবিধা হলে অনুগ্রহ
করে নীচের ঠিকানায় যোগাযোগ
করুন।

如果閣下對英語不十分明
白，請與以下地址聯絡：

ਜੇਕਰ ਤੁਹਾਨੂੰ ਈੰਗਲਿਸ਼ ਸਭਾਸ਼ਾ ਵਿਚ ਸਮਝਣ
ਵਿਚ ਕਠਿ ਨਾਈ ਹੁੰਦੀ ਹੈ ਤਾਂ ਹਿ ਪਾ ਕਰਕੇ
ਹੇਠਾਂ ਦਿ ਤੇ ਹੋਈ ਤੇ ਸੰਪਰਕ ਕਰੋ:

اگر آپ کو انگریزی سمجھنے میں مشکل پیش آتی ہے تو براۓ کرم نیچے
دئے گئے پتے پر رابطہ کریں۔

Dundee Translation Unit,
Dundee City Council, Central Library, Wellgate
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