

Corporate Equality Report

April 2006 – March 2009

LB Richmond upon Thames

1. Introduction

This report provides a summary of progress and achievements in Equality and Diversity over 2006-2009. The report also highlights key work that needs to be undertaken in the following years.

Equality objectives, targets and outcomes are represented through corporate and service plans based on issues identified in the Borough as outlined in the Council's Equalities Scheme (2007-2010). Details of how the Council planned to implement the work outlined in the Scheme was set in the Corporate Equality Action Plan.

2. Corporate Overview

Council's Approach to Equalities

The Community Plan states that all partners on the local strategic partnership will *'build equalities into the core business planning of our different organisations and use the legislative framework to ensure all the borough's communities are treated equally and fairly by local businesses and services, both as users and employees.'* The Community Plan also has key priorities around 'tackling disadvantage and inequalities' and 'improving access and participation.'

The Corporate Plan (2007-2010) sets out the Council's strategic lead on equality and diversity, specifically through the priority 'Tackling disadvantage and Promoting Equality and Diversity. This states: 'We intend to promote equality, value diversity and prevent discrimination through our roles as Service Provider, Employer and Community Leader'.

Equality objectives and targets are further detailed in service plans and based on issues identified for the Borough. Leadership for equality outcomes is provided by the Leader of the Council in the Cabinet, as lead for equality and diversity. He is supported at Director Level by the Strategic Equality Executive Board (SEEB) which provides strategic lead and oversees progress on equality and diversity. The Corporate Equalities Development Group (CEDG), a cross-Directorate group provides operational support to SEEB and facilitates the Council's work on identified priorities through Directorate Equality Groups.

Council's Equalities Scheme 2007-2010

The Council's approach to equality and diversity is outlined and detailed in the Equalities Scheme 2007-2010. The Scheme sets out the vision, framework and strategy of the Council to eliminate unlawful discrimination and promote equal opportunities for all people. It sets out the details of what the Council intends to do to improve fair and equal access to employment and Council services.

The Council's overarching Corporate Equality and Diversity Action Plan 2007-2010, sets out how the commitments and objectives outlined in the Equalities Scheme are delivered. Each directorate also has a three year directorate equality action plan, which translates corporate and directorate commitments at service level. Key actions from these are incorporated within service plans and monitored through the corporate performance management system.

Key programmes of work for the Council over the period have included

- Developing key processes such as Equality Impact and Needs Assessments (EINAs), Equalities Monitoring and Analysis
- Consultation and Engagement mechanisms
- Sourcing equalities information and data from customer feedback including complaints
- Securing links between equalities and communications, procurement and commissioning
- Developing further the equality partnerships and forums

And particularly important has been work to ensure that the Council uses information from the above to inform its equality action planning and service improvements. The Council will continue to work to align the equality action planning process with service planning and the performance management of these.

The above are key building blocks for mainstreaming equality and diversity work in the organisation and ensure service improvements for diverse groups and equality in the workplace are sustainable.

Key Achievements in these three years include:

- An increased representation in the Council's workforce (excluding schools) where 14.9% of staff are from Black and minority ethnic backgrounds, which is in line with the 15% Travel to work population target
- Achieving external validation for level 3 of the Equality Standard for Local Government
- equality partnerships and forums such as the Equality Stakeholder's Scrutiny group;
- The multi agency work with members of the Traveller community;
- The multi agency work being undertaken in the five areas around tackling disadvantage and inequalities
- Events undertaken by Cultural services, which promote equality, diversity, inclusion and community cohesion
- Anti-bullying strategy for schools
- The Racist Incidents research sponsored by partners on REP, which helped to raise awareness of the issues and appointment of a Hate Crime co-ordinator
- Later Life strategy for the over 50's in the borough to promote wellbeing
- Council's work with partners in tackling Domestic Abuse
- 90% Council Buildings now meeting DDA requirements (figure is subject to verification)
- The formation of the Access group for disabled users in Environment
- The groundbreaking Community Toilet Scheme

Equality Standard for Local Government

The Equality Standard for Local Government covers employment and service delivery including access to services for the whole community. The Standard is specifically designed for managing and improving performance in equality for the whole organisation. It is supported by an evidence based framework.

The Council achieved level 3 of the Equality Standard for Local Government in May 2007. The self assessment for level 3 was validated by Equality Mark assessors and

IDEA associates. The validation report provided helpful recommendations on the consolidation of areas, in order to progress towards levels 4 and 5. Currently the Council is aiming to undertake a self assessment for level 4 in September 2009.

The judgement of the assessment team was 'that the Council had made very good progress in consolidating its position at Levels 1 and 2 of the Equality Standard and had provided clear evidence to support a sustainable claim against Level 3.' The assessor's report added: 'There is clear engagement across the Authority and the demonstrable staff commitment to delivering improved services based on engagement with impact assessments, community engagement and partnership working.'

Equality Monitoring Systems and Analysis

Equality Monitoring Guidelines covering the six equality strands were developed in 2007 to enable the Council to measure progress in the delivery of its services and inform service planning. The Council as part of its level 4 work is currently undertaking a comprehensive audit and review of all equality monitoring systems and analysis in relevant services and functions. The aim in the following period is to build upon this work and ensure that monitoring analysis is used to identify gaps in service areas and drive forward service improvements.

Equality Impact and Needs Assessments (EINAs)

Appendix 3 contains a table of all EINAs undertaken to date and a schedule of all EINAs planned till 2010. As outlined below we will work to further incorporate outcomes from EINAs into service plans and the monitoring of these in the next period. We will also ensure that all key decisions in relevant areas incorporate an EINA as part of reports to Cabinet and Committees.

Mainstreaming Equalities

Other core mainstream areas include the incorporation of equalities performance management within corporate performance management. Key to this is the incorporation of key actions and outcomes from EINAs, equalities monitoring and analysis, consultation and engagement etc within service plans and the performance management of these.

The Community Plan and Corporate Plan contain clear priorities around tackling disadvantage and promoting equality and diversity. The refresh of these will ensure more robust and SMART objectives as informed by equality needs analysis and data and importantly the pooling together of such data amongst key partners, as for example, currently takes place around the community development work.

The Council's developing Tackling Disadvantage and Inequalities strategy; Community Cohesion strategy; Consultation and engagement strategy; and current review of its Community Development work, will also help to better demonstrate the clear links with its Equalities Scheme work. Equalities is clearly integral to all these areas as outlined in the current Equalities Scheme.

We will continue to evidence that clear outcomes are achieved in improving services for diverse groups in the borough and in achieving equality in the workplace.

Council's Equality Management Structure and Equality Partnerships

The Council has an Equalities Management structure (see Appendix 2) to help develop and implement its equality objectives with partners and Council services. The arrangements comprise:

Corporate

- **Strategic Equalities Executive Board (SEEB):** comprises all Directors, Head of HR, AD Commissioning, Corporate Policy and Strategy, Corporate Equality and Diversity Manager, and is chaired by the Chief Executive. It meets quarterly and provides overall strategic direction.
- **Corporate Equalities Group (CEDG) :** comprises Directorate and Divisional equality leads; staff support group leads, corporate equalities and is chaired by the Assistant Director, Commissioning, Corporate Policy and Strategy.
- **HR Equalities Working Group:** comprises the Head of HR, HR Equalities Manager and representatives of each staff support group and staff side. It focuses on equalities issues related to employment.

Directorate

- Directorate Equality Working groups

Stakeholder Groups

- Equality Stakeholder Scrutiny Group (ESSG): scrutiny group of stakeholders made up of six equality strands
- Disability Equality and Access Partnership (DEAP): Voluntary and Community Groups representing disabled people
- Race Equality Partnership (REP): multi agency partnership
- Inter Faith Forum
- Youth Parliament
- Older People's Forum
- Domestic Abuse Forum
- Hate Crime/Incidents Forum (currently being established)

Equality Partnerships and Forums

The **Disability Equality and Access partnership (DEAP)** which is chaired by the AD Adult Services is composed of community and voluntary groups representing disability issues and Council officers from mainstream services. DEAP meets three times a year around specific themes, as specified by disabled people and groups in the borough. In particular, services provided by Council services and partners are asked to present service developments and improvements in relation to making services more accessible and relevant for disabled people. Topics for 08/09 included:

- Improving Access to Richmond Town Centre and York House
- Shopmobility scheme in Richmond Town Centre
- Access to the built environment: Environment services
- Access to appropriate housing for disabled people
- Revenues and Benefit services
- Access to electoral services
- Accessibility Plans produced for schools

- Review of services for people with sensory impairments and physical disabilities
- Transport services (July 2009)

The Richmond Race Equality Partnership (REP) was established in 2004. This partnership brings together those in the statutory and voluntary sector who need to coordinate work on race equality issues.

In 2007 the REP commissioned a report of the Racist Incident Research Project. The project provided good community based information on the types and extent of racist incidents experienced by people from BME backgrounds. The report showed that there was widespread under-reporting of racist incidents. The project helped to raise awareness of the extent of incidents of racism and harassment experienced by people from BME backgrounds in the borough, including through the Community Safety Partnership, which in 2008 appointed a Hate Crime Co-coordinator post to develop a Hate Crime/incidents forum.

Further recommendations included

- Training; supported reporting; borough-wide policy and procedures and encouraging reporting through publicity.
- Development of better support for those who wanted to report a racial harassment incident and for the borough to employ a harassment development worker to undertake casework and co-ordinate work with agencies.

Moving forward REP will be monitoring the implementation of the recommendations of the report and the Council is also as a result, producing a clear set of procedures and guidance for responding to and monitoring incidents/complaints of harassment and discrimination across all six equality strands. This work will be completed by September 2009.

Richmond MIND, Age Concern, RAID and EMAG (Ethnic Minorities Advocacy Group) are members of the Council's **Equality Stakeholders Scrutiny Group (ESSG)**. ESSG was formed in 2008 as part of the Council's implementation of the Equality Standard for Local Government. The Group is run by the Council but is currently independently facilitated and chaired. The group scrutinizes EINAs undertaken by the Council and can call to examine any areas of the Council's work, in order to examine the effective incorporation of equality issues and achievement of equality outcomes.

The Council has also recently refreshed the role and membership of the **Inter Faith Forum (IFF)**, which is composed of faith representatives and groups reflecting the main faiths and beliefs in the borough. This Forum, although very new in its current form will contribute in the future to service developments and reviews. The previous Forum predominantly represented the Christian Faith and took an active role in feeding back community issues on a range of areas, including Council services.

The Council also supports the **Richmond LGBT Community Forum** through grant funding and representatives from the Forum sit on ESSG. The Forum was formed in 2007/08 and is now independently run. This Forum will also feed into service development and review areas.

REP, DEAP, ESSG and IFF are all co-ordinated and organised by Corporate Equalities. These groups and forums all feed into the Community Engagement arm

of the Local Strategic Partnership (LSP) and the development and review of the Council's Equalities Scheme and action plans.

Equality in the workplace

The full workforce monitoring analysis report for 07/08 will shortly be available on RIO [Equalities and diversity at Richmond](#). Hard copies are also available in the Members room. Hard copies of the report will also be available on request. A summary document will shortly be available on the Council's website.

The analysis is used by HR to inform action planning and equality impact assessments on employment policies and procedures.

Progress on Equalities

The main areas where the Council has achieved positive outcomes for employment equality and diversity are as follows:

Workforce Demographics

- The percentage of BME employees in the workforce (excluding schools based staff) has continued to increase and is now at 14.9%. This is in line with the Council's Travel to Work Target for the workforce which has been set at 15%.
- 45% of employees in the top 5% of earners are female. This places Richmond above the average for London Boroughs.
- The proportion of middle managers (grades PO4-PO8) from an ethnic minority has increased significantly over the year from 6.5% to 8.4%.
- The proportion of disabled staff in the top 5% of earners has substantially increased from 0% to 3.8% which is now close to the proportion of all staff stating they have a disability (4.2%).

Recruitment and Selection

- 21.5% of new starters in the Council are from an ethnic minority.

Performance Appraisal, Training and Development

- The 2007 Staff Survey found that disabled and BME staff showed a significant improvement in awareness of training and development opportunities compared to 2005.
- There was an increase in the proportion of BME staff reporting having received an appraisal compared to 2005 and reporting that the appraisal was helpful in identifying ways to improve performance.
- Disabled staff are notably more likely to have received an appraisal than their non-disabled colleagues and, when compared to the 2005 Staff Survey, reported that their appraisal was more helpful in improving performance.

Retention

- Voluntary turnover among disabled staff is approximately half the Council average.

Areas for Improvement

At the same time we have identified areas for improvement. These are as follows:

Workforce Demographics

- The proportion of BME employees in Schools is 6.9% which remains significantly below Borough and Travel to Work targets. Although there was a small positive change in BME staff at Community Schools to 7.6%, Voluntary Aided schools showed a decline from last year to 4.4%. The Schools Workforce Development Team are working on action plan to address this and the low level of staff with a disability in the school's workforce.
- Richmond has the lowest percentage of BME staff in the top 5% of earners (2.8%, Q2 2008) of all London Boroughs. The method used for collecting these figures means that movement of one or two staff members can make a significant difference to this specific statistic; however it does highlight an issue about BME staff progressing into higher management grades within the Council. In response the Council is putting in place a development programme to support BME Managers in 2009-2010.
- The proportion of disabled staff employed by the Council and its schools (2.4%, Q2 2008) compares poorly against the average employed by other London boroughs (3.6%). The percentage of disabled staff working in the Borough's schools (1.1%) is a particular concern. Non-disclosure of disabilities by staff appears to be contributing to this figure and we will be actively encouraging Council staff to provide this information during 2009/10.
- There is an under representation of men in the Council's workforce overall with some areas having less than 20% men in the workforce. Local Government has traditionally attracted women, because of options for more flexible working such as term time hours, part time and other working conditions, which enable childcare commitments to be combined with work.
- Over 40% of the workforce in some divisions is aged 50 or over.

Recruitment and Selection

- Ethnic minority applicants are 2.3 times less likely than White applicants to be offered a job in the Council. This is a small reduction in the gap with White applicants from the previous year (2.6). The figures are a cause for concern but are similar to those found in other London Councils and neighbouring boroughs. We will continue to monitor this area closely.
- There was a drop in the proportion of disabled applicants appointed to jobs (2.8%) compared with last year (3.3%). Disabled people are 2.1 times less likely to be offered employment than non-disabled applicants, a deterioration from 2006-2007. We will be carrying out an EINA as part of the review of the e-recruitment process.

Disciplinary, Performance and Absence Management Procedures

- BME staff are over five times more likely to undergo disciplinary action compared to White staff. This is a further increase on the results for 2006-07. We will be reviewing the cases to identify underlying reasons for this disproportionate level of cases and to assess how best to address this.
- The majority of employees involved in capability cases were from Black and Minority Ethnic groups (67%). The majority of these cases took place in Adult & Community Services which has a high proportion of staff from ethnic minority groups.
- The proportion of disabled staff in the Council going through Stage 1 of the attendance management procedure was 15.4% compared to 3.9% of non-disabled staff. Although the numbers are very small, proportionately disabled staff are much more likely to reach the higher stages of the absence management procedure than non-disabled staff. We have made a number of changes to absence policies to ensure that reasonable adjustments are made for disabled staff absent from work due to their disability and to ensure they are adequately supported.

Employee Retention

- Voluntary turnover for BME staff is significantly greater than among White staff. In some divisions turnover among BME staff is five times that of their White colleagues. Bearing in mind some of the improving results from our recent staff survey, outlined above, we need to understand better the reasons behind this issue. One option under consideration is to commission some research into the reasons why staff leave the Council.

3. Plans for 2009-2010: the following areas outline key areas of work for the next period:

- Level 4 self assessment in September 2009.
- Planning to work towards level 5 or the Excellence level of the new Equality Framework.
- Pooling together of outcomes and actions from EINAs at directorate and corporate levels, and other information/data sources, such as equalities monitoring analysis, consultation and engagement, complaints, local and national research, to inform revised Equalities Scheme and Corporate Equality Action Plan 2010-2013. To ensure that this data is used to drive further service improvements for diverse groups.
- The revised Equalities Scheme will also be informed by the requirements of the new Equality Bill, which will become law by the spring of 2010.
- The Scheme will also contain explicit links with the refreshed Community Plan, Corporate Plan and the Council's tackling disadvantage and inequalities strategy, community cohesion strategy and community development work.
- To further mainstream equality and diversity action planning within service plans and performance management of these within corporate performance management systems.
- To ensure that feedback from the equality partnerships and forums and other community and user feedback is fed back to services and Council management structures and that what has resulted is communicated clearly to stakeholders.
- Procurement and Commissioning: to further consolidate requirements of levels 4 and 5 of the Equality Standard/Equality Framework and requirements of new Equality Bill in relation to procurement and commissioning.
- Communications: to undertake publicity and briefings around why we collect equalities monitoring information, what we do with the information, and how we confidentially maintain the information.
- To continue to demonstrate further improvements in service delivery for diverse groups and equality in the workplace.

4. Cross cutting achievements

The targets and objectives listed in the following tables have been taken from directorate equality action plans, service plans and the corporate equality action plan, 2006-2009.

Actions	Progress/Achievements
Achieve level 3 of the Equality Standard for local government	Level 3 achieved in May 2008 through validation by external assessment. Full report is available at Equalities and diversity at Richmond and will also shortly be available on the Council website.
Equalities monitoring of service delivery to support the development and delivery of appropriate and accessible services	<p>Corporate Equality monitoring categories were agreed in 2003 and subsequently updated in 2007 to incorporate best practice guidance from the DRC (Disability Rights Commission) and Stonewall regarding sexual orientation monitoring categories.</p> <p>Corporate Guidance on Equalities monitoring was produced in 2007. Key to implementation is relevance and proportionality. For example, relevance and how the information is to be used are key to deciding where equalities monitoring information needs to be collected on a routine basis and where, for example, a qualitative approach, such as focus groups, may be a better way of finding about specific needs.</p> <p>An equalities monitoring audit is currently being undertaken Council wide. The results will inform the Council's self assessment for level 4 of the Equality Standard for Local Government.</p> <p>Future annual equality reports will contain detailed monitoring analysis and how the information has been used to improve services for diverse groups.</p>
Review of Corporate Consultation and Engagement strategy and toolkit and production of Environment consultation guidelines	<p>A consultation working party was established in 2008 to implement the consultation database and facilitate a more coherent approach to consultation and across the authority and with partner organisations.</p> <p>The Environment Directorate produced and published a service specific Consultation Strategy and Guide in November 2007. This ensures that monitoring and consultation information, which is gathered routinely, incorporates minority groups' views.</p>
Produce guidance on Equalities and Procurement.	The Council has produced specific guidance on Equalities and Procurement drawing on good practice cited by the Commission for Racial Equality. The Council will continue to amend its guidance and will seek to incorporate best practice.

Actions	Progress/Achievements
<p>Ensure all external contractors comply with equality and diversity guidance</p>	<p>All contracts for the procurement and commissioning of services in key relevant areas incorporate equality objectives and monitoring requirements. All those who undertake the tendering process in relevant areas, including the employment of staff, complete standard equality questions as part of that process.</p> <p>Equality objectives are built into service specifications in high relevance to equality areas and the EINA process will be used in contract reviews. Service areas will progressively undertake this as part of a programme of contract reviews.</p> <p>In Finance and Corporate Services specific clauses in existing contracts with external contractors are being reviewed to ensure the requirements are met. This action is also being applied to all new external contractors.</p> <p>In Children's Services and Culture, monitoring data is a key component of all contracts with service delivery closely linked to outcomes in terms of participation and achievement of specific groups. Quality criteria for contracts include the recruitment and training of staff. This is monitored under the Adult Community Learning and connexions contracts through observation of professional practice and training development records. Within adult and community learning, equality and diversity impact measures are agreed annually with the Learning and Skills Council. These are reflected in provider contracts. Programmes are specifically developed to target vulnerable or underrepresented groups working with the Council for Voluntary Service and Ethnic Minority Advocacy Group.</p>
<p>Undertake mapping of community cohesion issues for the borough</p>	<p>The IDEA undertook a peer assessment review of the Council's Community Cohesion work in January 2009. The Council is currently considering these findings together with other information such as results from the booster Place Survey in the five areas of relative deprivation. There are clear links with the community development, community cohesion and equality agendas and these will be further explored in 2009/10. Action plans have been produced in the five areas, based on focus group research and these contain actions relating to promoting community cohesion and tackling inequalities.</p>

Actions	Progress/Achievements
<p>Promotion of community cohesion and equalities:</p> <p>Implement recommendations from research (Nov 2007) re: under reporting of complaints/incidents of harassment and discrimination.</p>	<p>The statutory duty on schools to promote community cohesion and the Ofsted requirements are disseminated to schools through the School Effectiveness Division of Children's Services and Culture. Governing bodies receive training on producing a single equalities policy, including community cohesion requirements</p> <p>Policy and procedures for responding to and monitoring incidents/complaints of harassment and discrimination currently being developed across all six equality strands.</p> <p>The borough recruited a Hate Crime Co-ordinator in 2008 to develop Hate incidents/crime forum in 2009.</p>
<p>Ensure participation and access from all sections of the borough's communities in democratic processes of the Council.</p>	<p>The Council has produced a leaflet entitled "Over to You" to provide advice to the public on how to participate in the democratic process in terms of asking questions at meetings, making representations, presenting petitions etc. This covers meetings of the Council, Cabinet, Overview and Scrutiny Committees, and Planning and Regulatory Committees. Details are also included on the Democratic Services web pages.</p> <p>For the Council's Area Consultation meetings (Acmes), advertisements are placed in the local press as well as the Council's Arcadia publication giving details of meetings and inviting local people to come and meet their Councillors. Posters are displayed on community notice boards publicising meetings. Local community groups are sent details of forthcoming meetings and posters are distributed by Councillors to residents in their wards.</p>
<p>Improve the take-up of welfare benefits (to promote independence and dignity)</p>	<p>Richmond Community Partnership comprising the Council, Age Concern, the Local Pension Service and Richmond AID, provides a welfare benefits service that is committed to ensuring that no resident in the London Borough of Richmond upon Thames lives in poverty, through ensuring that local residents are receiving all the benefits to which they are entitled.</p> <p>Support provided includes helping people to complete claim forms and signposting to other services and organisations which are able to provide a range of supports. The partnership provides information at the Civic Centre in Twickenham, home visits and surgeries at partner's organisations. In June 2008, the Partnership met the three year LPSA target of helping 2,997 people helped to secure £5 million additional benefits. In 2008/09 the service assisted helped over 2,000 people, with over 1,000 successful benefit</p>

Actions	Progress/Achievements
	applications and 600 people accessing complimentary services, raising £1.8m in benefits for residents.

Actions	Progress/Achievements
Community Toilet Scheme developed and implemented in 2006.	<p>The Council's Community Toilet Scheme is a national first and has received significant interest from other authorities. Under the scheme, the Council works in partnership with local businesses to provide more access to clean and safe toilets around the borough. There are currently 65 members of the scheme operating across most of the borough; this is in addition to the existing public and automatic toilets.</p> <p>Importantly, over a quarter of the venues offer baby changing facilities and over a third provide wheelchair accessible toilets. Participants display a sticker in their window to show that you can use the toilet free of charge during their opening hours.</p>
Achieve a workforce representative of Richmond upon Thames' community.	<p>The Council's workforce has continued to become more representative of the Borough's community and local area. Overall 14.9% of staff (excluding schools based staff) are from Black and Minority Ethnic groups which is in line with the 15% Travel to Work target for our local area. However further improvement is needed in the proportion of disabled staff (4.2%) which is low compared with the local population of economically active disabled people (8.4%). In terms of gender 63.4% of staff in the Council are women. There is a particular need to improve representation in senior management levels where there is under-representation of BME staff and disabled staff. Targets have been set to improve representation in these areas. As part of the Equality Standard we will be introducing the collection of equalities data on sexual orientation and religion and belief in Spring 2009.</p> <p>Schools remain less representative of the Borough's community. The Borough's schools employ 6.9% of staff from BME groups and only 1.1% of Schools staff have declared a disability. In terms of gender 83.6% of the workforce is female.</p> <p>The full workforce monitoring analysis report for 2007/08 is available at Equalities and diversity at Richmond and a summary report will also shortly be available on the Council website. Hard copies can also be requested through contacting hradvice@richmond.gov.uk</p>

Actions	Progress/Achievements
Train staff in equality and diversity	<p>Since 2006, all Council staff are required to attend a half-day training session ('Rich Mix') on equality and diversity. This is an ongoing programme and currently 90% of all staff have attended. The session uses drama and aims to ensure that equality and diversity are embedded into the Council's culture. In addition to Rich Mix we are currently rolling out training for managers focusing on the skills needed to implement equality and diversity into the Council's working practices. These core programmes are supported by more specialized workshops on equality related subjects ranging from HIV Awareness to Conducting Equality Impact Assessments. We will be offering equalities training to Councillors during 2010. Directorates need to ensure as part of 200-20010 work that service specific equality training needs are adequately identified and met.</p> <p>Equalities training forms part of the school governors' training cycle organised through the Governors' Support Service and is delivered by the School Effectiveness Division. To date, 14 schools have received training with all schools receiving a template for a single equalities policy. Further advice and guidance is offered to all schools and governing bodies.</p>

5. Achievements on Race and Ethnicity

The targets and objectives listed in the following tables have been taken from directorate equality action plans, service plans and the corporate equality action plan, 2006-2009.

Actions	Progress/achievements
<p>Continue to raise the attainment of BME pupils through targeted intervention.</p>	<p>Whilst attainment at Key Stage 1 Level 2 or above (reading) amongst all BME pupils is not significantly lower than White British pupils, attainment for Black pupils is by almost 10%.</p> <ul style="list-style-type: none"> o White British: 94% o Mixed: 94% o Black: 85% o All BME: 91% <p>• Similarly the difference in attainment of pupils from Black backgrounds when compared to White British pupils for those achieving Level 2 or above (maths) at Key Stage 1 is 9%.</p> <ul style="list-style-type: none"> o White British: 97% o Mixed: 96% o Black: 88% o All BME: 94% <p>• At Key Stage 3 Level 5 or above (English), the attainment gap is highest between those pupils of mixed ethnic backgrounds (by 11%) when compared to those of White British backgrounds</p> <ul style="list-style-type: none"> o White British: 83% o Black: 80% o Mixed: 72% o All BME:78% <p>• Key Stage 3 Level 5 or above (science), the significant gap in attainment is 20% between pupils from Black ethnic backgrounds and those from White British backgrounds :</p> <ul style="list-style-type: none"> o White British: 78% o Black: 58% o Mixed: 65% o All BME 75%
<p>Improve co-ordination and monitoring of complaints/incidents of harassment and discrimination.</p> <p>Increase confidence of local communities to report complaints/incidents of racial harassment and discrimination.</p>	<p>Annual monitoring reports are produced based on data collected by directorates. 2008 showed an increase in reported racist incidents in schools.</p> <p>New policy, procedures and guidance with a view to extending this across all 6 equality strands is currently being developed. We will also be working with partners on REP (Race Equality Partnership)</p>

Actions	Progress/achievements
	and other equality partnerships to finalise borough wide procedures in 2009.
Produce briefing outlining how to recognize forms of discrimination, giving clear examples of racist and homophobic incidents.	This was launched and distributed to all schools and young people's venues in September 2008 as part of the overarching Anti-Bullying Strategy.
Celebrate and value diversity and promote good race relations.	<p>Since 2006 the Council has hosted a series of events to celebrate Black History month including a series of events for example at Orleans House Gallery and in libraries across the borough. These included cultural days for young people, poetry readings and booklists celebrating Black and Asian writers.</p> <p>Annual Twickenham Carnival is also held at Orleans Gallery and 'On the Edge' multicultural music event is held annually at Richmond Riverside.</p> <p>Connexions have also successfully been involved in a number of joint projects with schools and youth services in successive Black History month projects including music, theatre and other arts events.</p> <p>The Ethnic Minority & Traveller Achievement Service (EMTAS) organise activities for schools throughout Black History Month, including a Black History Month Quiz for all school children and an information and activity pack for school staff, differentiated for both Primary and Secondary schools.</p> <p>Refugee Week packs are also sent to all schools every year in June. Links to useful websites and events in and around London are highlighted in the EMTAS (Ethnic Minority and Travellers Achievement Team)newsletter. The packs and events help to promote awareness and understanding amongst school communities. The aim is to celebrate the contribution refugees make to the UK, generally and locally.</p>
Increase community language stock at Heathfield Library, Whitton Library and at other libraries in the Borough.	This has been achieved. Books, DVDs and newspapers are available in a range of community languages.
Implementation of action plan arising	Since 2006, the Council has been delivering an

Actions	Progress/achievements
from consultation with Black and Minority Ethnic carers of people with learning disabilities	action plan to help improve service provisions for users and carers from BME backgrounds using PLD services based on recommendations of a report produced by Richmond Mencap on Black and minority ethnic (BME) people with learning disabilities and their experiences in the Borough.
Review of the Community Meals Service through undertaking an EINA.	The Community Meal Service EINA recommendations have been fully implemented including more robust contract monitoring and greater staff awareness of the range of ethnic/religious meals available.
Improving access to services for minority ethnic groups for whom English is a second language.	<p>Castlenau Family Learning project on the Castlenau estate has succeeded in improving the participation of BME families in school and community events. This project work is now being extended through the community development network to four other areas of the borough. English as an Additional Language Friendship Groups have also been extended areas across the borough. These enable better access to knowledge about services for BME families in social housing.</p> <p>Network childminders provide a link for a child with special needs whose mother has English as a second language. The aim is to help mothers gain better knowledge about services available and access to them.</p>
Provide specialist secondary transfer advice to the parents/carers of Year 6 children at the nine Richmond Borough primary schools with the highest rates of English as an additional language.	This happened for September 2007 and 2008 entry and was highlighted by the DCSF as good practice. With the added help of Community Nursery Nurses, the scheme was extended to provide advice regarding reception class admissions for September 2008 entry.
Support and services for Travellers.	<p>Through the Traveller Outreach Steering Group supported joint work with the Community Centre on the Hampton Traveller site and Hampton Community College to improve attendance and retain young people in education for as long as possible. Attendance has improved for both key stages 3 and 4 and young people have become involved in extra curricular activities such as art activities, youth participation work and outings.</p> <p>An art project was established between October 2006 and June 2007 when an exhibition of work created was held at the Travellers' site.</p>

Actions	Progress/achievements
	A film company was also commissioned to produce a DVD entitled 'Travellers' Voices' to be used as a training tool to raise awareness in September 2007. The DVD is used as part of the training programme put on by the Ethnic Minority & Traveller Achievement Service.
<u>Increase diversity in Member representation</u>	In May 2006, the Council saw the election of three Councillors from minority ethnic backgrounds for the first time in the Council's history. The three Councillors are Liberal Democrats and include two women and one man from minority ethnic backgrounds.
Support the personal and professional development of BME staff in areas where they are under represented in management.	The Council ran a development programme specifically for BME staff. Eleven staff attended the programme which received very positive feedback from delegates.
Making use of equalities monitoring analysis to identify gaps in service areas.	Equalities monitoring analysis of the data from applications received for the Disabled Facilities Grants and Warm Front Grants showed that there were very few applications from the BME population. In response the service has developed a targeted publicity approach for BME communities and voluntary groups, in order to address this identified gap.

Monitoring of racist incidents: BVPI 174

Since 2002, the Council has been collecting data to monitor racist incidents as part of the implementation of recommendations made by the Stephen Lawrence Inquiry. This information was collected as defined by BVPIs 174 and 175. The most comprehensive data has been collated by schools, who have trained all schools based staff on specific procedures and guidance which was developed for schools. Other Council service areas have remained patchy in returns submitted. We are currently completing our review of these procedures and developing a new policy and clear set of procedures for staff and managers on how to report, respond and monitor incidents/complaints of harassment and discrimination across all six equality strands. This will be piloted in July 2009.

BVPI 174			
Description	2005-2006	2006-2007	2007/08
Racial Incidents Per 1,000 Population	103.8	106.3	142.6
Total number of incidents	190 racist incidents of which 159 were incidents reported by schools	198 racist incidents of which 184 were incidents reported by schools	256 racist incidents of which 246 were incidents reported by schools

Translation and Interpreting monitoring report: 2007/08

Since 2003/4 the Council has been collecting monitoring data on requests for translation and interpreting, in order to evaluate usage and languages requested. This data also helps provide more detailed information on the changing diversity of the borough. We will also be using the information to review the Council's guidance on translation and interpreting (Accessibility Guide) in 2009.

The Ethnic Minority and Traveller Achievement Service (EMTAS) employs 5 bi-lingual teaching assistants to support new arrivals in schools and provide an in-house translating, assessment and interpreting service. This is provided free to all schools and services within Children's Services and Culture

Below are some headlines from the 2007/08 report. The full report contains more detail relating to for example, the number of sessions in each service area. The full report for 07/08 can be accessed at [Equalities and diversity at Richmond](#). Copies of the report will shortly be also available on the Council website.

Top 10 languages spoken by primary and secondary school pupils other than English in the Richmond Borough (School Census, January 2009)		
Primary Schools	Secondary Schools	
1. French: 134	1. Punjabi:57	
2. Punjabi: 132	2. Polish:47	
3. Farsi/Persian: 120	3. Farsi/Persian: 44	
4. Polish:114	4. Arabic: 34	
5. Spanish:113	5. Portuguese: 34	
6. Albanian/Shqip : 107	6. German:25	
7 Arabic: 104	7.Urdu:23	
8 German: 100	8. Albanian/Shqip: 22	
9. Urdu:91	9. French: 20	
10. Bengali: 88	10. Hindi.: 20	
11. Believed by teachers to be speaking a language other than English: 78	11. Believed by teachers to be speaking a language other than English	522

In total 122 different languages (including dialects) have been identified in Richmond schools in the 2009 schools language survey. The secondary schools data has also identified some gaps in the returns made by parents. Other languages identified in primary schools include Italian (69); Hindi (65); Chinese (62);and Russian (57). The majority of school children identify English as their first language (11,169 in primary schools and 5, 493 in secondary schools).

Many of the children who speak French are from African backgrounds. The schools language data also demonstrates the growing Polish community in the borough. The data also demonstrates the presence of the Afghan community in the borough who

speak Farsi. This language need has also persisted in the languages most requested for interpreting since 2003 as shown in the tables below on pages 22-25.

The table below provides an indication of the top 5 languages requested by the Council for language interpreting services for each of the last five years, excluding interpreting services provided by EMTAS (Ethnic Minorities and Travellers Achievement Team). Further details relating to the number of jobs can be found in tables on pages 23-25 below.

It needs to be noted however, that some further detailed analysis is required, in order to gauge the level of need for each language identified in the following tables. This is because numbers currently equate to the number of sessions provided. This could mean for example, that one service area provided a number of sessions to the same individual.

2003 – 2004	2004 – 2005	2005 – 2006	2006 – 2007	2007 – 2008
1. Portuguese	1. Farsi	1. Gujarati	1. Mandarin	1. Farsi (41)
2. French	2. French	2. French	2. Hindi, Dari	2. Mandarin (26) Cantonese (15)
3. Farsi	3. Portuguese	3. Kurdish, Vietnamese	3. Gujarati	3. Kurdish (34)
4. BSL	4. Panjabi	4. Farsi	4. Farsi	4. Arabic (31)
5. Russian	5. Kurdish	5. Bengali	5. Kurdish	5. Dari (27)

The table below shows the top 5 languages requested by the Council for language translation services for each of the last five years, excluding interpreting services provided by EMTAS (Ethnic Minorities and Travellers Achievement Team). The same note as above applies to this table.

2003 – 2004	2004 – 2005	2005 – 2006	2006 – 2007	2007 – 2008
1. Farsi	1. Chinese	1. Gujarati	1. Bengali	1. French (8)
2. Polish	2. Farsi, French, Portuguese	2. Farsi	2. Farsi	2. Farsi Portuguese, Tamil All (6 each)
3. Arabic	3. Turkish	3. French	3. Gujarati, Russian, Thai	3. Polish (4)
4. Panjabi	4. Gujarati	4. Bengali	4. Albanian	4. Kurdish, Sinhalese, Tigrinya All (3 each)
5. French	5. Polish	5. Kurdish,	5. Panjabi	5. Arabic, Bengali,

		Russian, Thai		Gujarati, Hindi, Lingala, Panjabi, Spanish, Thai, Turkish, Vietnamese. All (2 each)
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What the tables above show is that while a level of translation and interpreting service is needed for particular service areas, the demand has remained consistent.

The table below show the range of service areas, which have provided **translation** services.

2006 – 2007		2007 – 2008	
Service Area	Total No. of Translations	Service Area	Total No. of Translations
Specialist Children's Services	59	Asylum Team	14
Revenues and Benefits	17	Educational Psychology Service	11
		Special Needs Education Services	6
		Adoption & Fostering	6
Housing (Asylum Team)	16	Homeless Persons Unit	7
		Housing Needs	6
		Resettlement Team	5
Services for Adults	16		
Strategy and Resources, SSH	1		

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The table below show the range of service areas, which have provided **interpreting** services

Service Area 2006-2007	Total No. of Sessions	Service Area 2007-2008	Total No. of Sessions
Housing	252	Asylum Team	64
Specialist Children Services	149	Initial Response Team	40
Services for Adults	32	Youth Offending Team	28
Revenues and Benefits	10	Family Support Team	25
Schools	8	Children looked after and Aftercare Team	20

Most frequently used languages in interpreting in 2006/7

Language	Rank by jobs	No. of jobs
Mandarin	1	53
Hindi	2	48
Dari	3	48
Gujarati	4	40
Farsi	5	36
Kurdish	6	35
Panjabi	7	26
Pashto	8	26
Yoruba	9	19
Tigriniya	10	18

Most frequently used languages in translations in 2006/7

Language	Rank by jobs	No. of jobs
Bengali	1	34
Farsi	2	7
Gujarati	3	6
Russian	3	6
Thai	3	6
Albanian	6	5
Panjabi	7	4

Arabic	8	3
Polish	8	3
Somali	8	3
Urdu	8	3

Most used languages

The 2005/6 spend allowed access to our services in over 40 different languages including British Sign Language (BSL). The seven most used of these languages in 2005/6 and 2004/5 are shown below:

Table 2: Most frequently used languages (translation and interpreting combined) in 2005/6 and 2004/5

Language	*Rank in 2005/6	Rank in 2004/5	No. of Jobs 2005/6	No. of Jobs 2004/5
Gujarati	1	5	69	23
French	2	2	62	37
Farsi	3	1	49	41
Kurdish	4	6	45	22
Bengali	5		44	
Vietnamese	6		41	
Mongolian	7		31	
Portuguese		3		32
Punjabi		4		26
Somali		7		20

Summary of services provided-Hounslow Translation and Interpreting services combined

Services provided	2002/2003	2003/2004
Number of Face to Face & Telephone Interpreting sessions	149	204
Number of languages used	25	29
Top 5 languages(% of jobs)	Albanian(16.8%) Russian(11.4%) Farsi(8.7%) Somali(7.4%) Kurdish(6.0%)	Portuguese(9.8%), French(8.8%), Farsi(7.8%), British Sign Language(7.8%) Russian(6.9%)
Number of translation jobs	6	136
Number of	5	22

languages		
Top 5 languages	Only Farsi, Gujarati, Hindi, Panjabi, and Urdu were used in 2002/3	Farsi(14%), Polish(8.8%) Arabic(8.1%) Panjabi(7.4%) French(6.6%)

Achievements on Disability

The targets and objectives listed in the following tables have been taken from directorate equality action plans and the corporate equality action plan, 2006-2009.

Actions	Progress/Achievements
<p>Implement results of access audits of corporate buildings including identification/access for visually impaired people.</p> <p>Achieve targets set out in BVPI improvement plans for 2007/08 to make 91% of all Council buildings accessible for disabled people.</p>	<p>As of March 2009, 90% of all Council owned buildings are now fully DDA compliant and are accessible for disabled people, including Orleans House Gallery which became DDA-compliant in May 2008.</p> <p>The results of Access Audits of corporate buildings, including identification/access for visually impaired people are implemented in line with a rolling programme of works.</p>
<p>Provide accessible bus stops.</p>	<p>The Council undertakes improvement to around 20 bus stops each year to meet requirements as part of DDA and a further 20 as part of other schemes focusing on specific routes or areas. Each scheme looks at the local area to improve kerb heights, be it dropped kerbs with tactile paving at crossings/ junctions or raising kerbs to reduce the step from the footway to a bus door at bus stops and resurfacing the footways to remove any potential trip hazards.</p> <p>Transport for London reported 30% of bus stops accessible in their August 2008 audit. The aim is to have 100% accessible by 2010.</p>
<p>Improve Richmond Town Centre</p>	<p>Phase 1 of the Richmond Town Centre 'Improved Accessibility' scheme has started.</p> <p>Richmond Town Centre improvements consultation with 7,000 households in the area and a public exhibition in the town centre. Shopmobility and improvements to corporate buildings with RAID (Richmond Advice and Information on Disability) and VISOR (Visually Impaired Society of Richmond).</p>
<p>Implement 'Sitstop scheme' with local disabled people.</p>	<p>The 'SitStop' (see www.sitstop.co.uk) project works with local disabled people to provide more seats for people around the Borough and came about as a result of a coffeehouse challenge initiated by the Royal Society of Arts. The group met with staff from the Council and as a result are planning a launch of the scheme with about 6 local (Twickenham) shops displaying a special logo, inviting people a seat whilst out and about. The aim is for other shops and businesses to join in.</p>
<p>Improve access for disabled</p>	<p>For hearing impaired customers Type Talk, a hearing</p>

Actions	Progress/Achievements
customers.	loop, has been installed in the atrium in the Council's civic centre, for Revenue and Benefits Services and a Minicom facility is in place as an alternative to using the call centre telephones. New and additional ID cards for all staff visiting customers at their homes have been produced to include large photo, large typeface information, Braille.
Improve access to online services.	The Revenue and Benefits online service was built to conform to national website standards for accessibility and usability. New WebPages for the Learning Disability Service have been published – where the navigation uses graphics which are accessible to people with learning disabilities.
Involvement of disabled people in making the built environment accessible.	An Access consultation group composed of disabled people, representing all forms of disability, was formed by Environment Services in 2009. This group will be involved in the early stages of decisions being made about accessibility in the built environment.
Ensure representation of disabled groups on Transport Management Liaison Group	Representatives of disability groups have been invited to participate in the Transport Management Liaison Group to ensure their needs are fully considered in the early stages of new projects and to influence attitudes towards mobility within London Borough of Richmond upon Thames
Increase the scope for people with learning difficulties to live at home	The number helped to live at home has increased by 3.6% to 192 users in 2007/2008 compared with 2006/2007. This progress has been maintained in 2008/09. At the end of September 2008, 201 users were being helped to live at home.
<p>Increase participation of disabled people in sports activities.</p> <p>Children with Disabilities and Learning Difficulties (CWDLD) participation in Sport & Fitness activities outside of school hours / settings 2008/09</p>	<p>A swimming development programme for young people with learning difficulties and disabilities has been established. Some 193 children with disabilities and leaning difficulties participated in swimming sessions, swimming gala events and London Youth Games events and squad swimming sessions.</p> <p>36 children with disabilities and leaning difficulties attended RISE events (Richmond Inclusive Sport and Exercise) held in 2008.</p> <p>64 children with disabilities and leaning difficulties participated in football sessions, including London Youth squad events.</p> <p>19 children with disabilities and leaning difficulties attended the Disability Easter camp held in April 09 by the sports development team.</p>

Actions	Progress/Achievements
	18 children with disabilities and leaning difficulties participated in the athletic training sessions in the London Youth games and squad events in 2008.
Work with voluntary agencies to increase the range of services for children with disabilities.	<p>The Council has been working closely with voluntary agencies and has successfully increased the range of provision: For example, the Council grant funds Three Wings Trust, which provides a range of services for children and young people with disabilities and Richmond Advice and Information on Disability (RAID).</p> <p>Another good example is the independent management of the Richmond Parent Partnership, which support families who have children with special educational needs is managed by Richmond CVS. It provides free, impartial and confidential advice on all aspects of education from 0-19. A parent partnership service is a statutory responsibility of the council, with the guidance clear that is an independent service of the authority.</p>
Provide parenting classes with specific regard to the inclusion of parents of children with disabilities.	10 courses per term have been provided for parents, foster parents, adopting parents etc.
Ensure schools implement their disability equality schemes	90% of the Borough's schools have completed and are implementing their accessibility plans.
International Year of Disabled People (IYDP) annual event in December 2008	Annual funding is provided to RAID to host the IYDP event. The theme for 2008/09 was a celebration of achievements in Arts by disabled people.
Increase the number of applicants declaring a disability for jobs in the Council.	As part of a Council re-accreditation as a 'Two Ticks' employer, the logo is now promoted more prominently on our jobs web site. Applications from disabled people have risen 3.9% to 5.4%.
Improve the satisfaction levels of disabled staff working for the Council as compared to their non-disabled colleagues.	Improvements have been made to the way in which adjustments to workstations are implemented, training for line managers has been revised, and greater guidance provided to managers and staff. Satisfaction levels of disabled staff have risen by 11% since 2005.

6. Achievements on Gender

The targets and objectives listed in the following tables have been taken from directorate equality action plans and the corporate equality action plan, 2006-2009.

Actions	Progress/achievements
Reduce the attainment gap between girls and boys through targeted interventions (without girls attainment falling)	<p>Results for Richmond boys in key stage 3 English improved by 3 percentage points in 2008 with 75% achieving level 5 or above, while nationally results for boys fell by 2 percentage points to 66%. This improvement failed to narrow the attainment gap between boys and girls, as results for girls improved by 5 percentage points and the gap increased from 9 points in 2007 to 11 points in 2008, remaining 3 points below the comparative national gaps of 12 and 14 points respectively.</p> <p>Results for Richmond boys in GCSE English improved by 5 percentage points in 2008 with 58% achieving A* to C grades, while nationally results for boys rose by 1 percentage point to 54%. This improvement narrowed the attainment gap between boys and girls, as results for girls improved by 3 percentage points and the gap decreased from 19 points in 2007 to 17 points in 2008, 2 points above the national gap which was maintained at 15 points.</p>
Projects developed specifically for young women and young mothers to help build confidence, self esteem and skills development. These groups are particularly targeted at young women who have been in difficult and sometimes abusive relationships.	A Health, Education and Art group for young mothers under 25, particularly targeted at teenage mothers, has been established to help build their confidence and skills development.
Develop women only swimming sessions, in order to tackle barriers to equality of access.	Women's Friendship Group Swimming Club run weekly sessions at Teddington Pool, in order to encourage women who would not attend mixed swimming sessions due to cultural reasons or other reasons arising from their gender.
Undertake an equal pay review	An equal pay review looking at differences in pay between men and women has been completed and targets for equal pay adjustments have been set. The Council's Reward Strategy will be reviewed during 2009 and this will include actions to address issues raised.
Support action against domestic abuse	<p>A Multi-Agency Risk Assessment Conference (MARAC) was established in November 2008, following the development of a MARAC protocol, to deliver a coordinated response the highest risk victims of domestic abuse.</p> <p>An overview and analysis of Domestic Abuse in the Borough includes data across the six equality</p>

	<p>strands. This data collection will inform the development of future work-plans and has done so during 2008-2009.</p> <p>The Richmond upon Thames Safety First Scheme aims to help residents (including children), affected by domestic abuse and hate crime, remain in their own homes and feel safe. Safety First is one of a range of options to those possibly at risk of homelessness as a result of domestic abuse and hate crime.</p> <p>A series of events were delivered around 'White Ribbon' and the International Day for the Eradication of Violence Against Women' in November and December 2007: this period, known as the 16 Days of Action, is intended to raise awareness of domestic abuse, and continues to form a central part of the Domestic Abuse Forum's engagement with the public</p>
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7. Achievements on Religion and Belief

The targets and objectives listed in the following tables have been taken from directorate equality action plans and the corporate equality action plan, 2006-2009.

Actions	Progress/Achievements
Review and broaden current Inter-Faith group to include all faiths in the borough	The Council held a first and well attended workshop to encourage membership from other faiths in the borough in March 2009. The workshop was positively received by all faith/belief groups in the borough.
Increase awareness of all faiths amongst staff	Finance and Corporate Services have held sessions for their staff, which were well attended and received. Adult services are finalising guidance on different faiths and cultures for their residential and day care staff. This will be drawing upon best practice guidance produced by REU (Race Equality Unit, social care).
Promote an inclusive working environment for people of different faiths or beliefs.	Guidelines on Faith at Work for managers and staff have been developed in consultation with employees. A permanent Quiet Room has been provided in York House for use by staff and is in regular use.
Celebrate and value diversity	A successful joint event with the voluntary sector and Cultural Services to celebrate the festival of Holi was held in April 2009
	'Sacred Stories' storytelling events held in libraries. These are events for adults and children, which talk about different faiths through the medium of storytelling. Five events were held in May 2007.

Achievements on Sexual Orientation

The targets and objectives listed in the following tables have been taken from directorate equality action plans and the corporate equality action plan, 2006-2009.

Actions	Progress/achievements
Monitor homophobic incidents	<p>Schools started to monitor all homophobic incidents in 2008 as part of their new anti bullying and abuse procedures.</p> <p>All Council services will monitor homophobic incidents as part of revised procedures to tackle and monitor incidents of harassment and discrimination across all 6 equality strands.</p>
Support events to promote awareness and understanding of issues relating to LGBT groups in the borough.	IDAHO (International Day Against Homophobia), is an annual event held by LGBT staff support group, supported by senior officers Council members.
Gay and lesbian titles will be stocked and promoted in libraries.	Book promotions were held in four libraries in February 2006 as part of the 'Big Gay Read'. An independent stock quality health check in November 2007 showed a higher than average percentage of gay/lesbian titles. In early 2008, a collection from Promotional Books called 'Sexuality' went into 8 libraries.
LGBT Community Forum to be facilitated in its developmental stage	LGBT Community Forum was developed in 2007 and partly facilitated by the Community Safety Partnership. The Forum is now independent and self supporting.
Implement monitoring of sexual orientation in the Council's workforce.	Extensive consultation took place with Staff Groups and Unions on the introduction of sexual orientation into the Council's equalities monitoring for staff. Following agreement to the changes, a project is now underway to update the HR databases and introduce monitoring from Spring 2009.
Training to increase awareness of good practice in relation to work with LGBT users and staff.	<p>"Sexual Orientation, Services and Employment" for the Council. This will be a two hour, interactive session exploring the challenges raised around this and good practice in the area. To be run June 2009 as an open session for all staff, whose work links to this.</p> <p>Key topics include:</p> <ul style="list-style-type: none"> • Investigating the role that Council services should play in supporting LGBT users and staff • Understanding some of the issues facing LGBT people, which may well have an impact on their use of the Council's services • Working with LGBT young people • Developing ideas for taking forward service, which can be implemented in the workplace

Achievements on Age

The targets and objectives listed in the following tables have been taken from directorate equality action plans, service plans and the corporate equality action plan, 2006-2009.

Actions	Progress/achievements
Understanding the needs of older people	<p>A final draft of the "Ageing Well in Richmond" strategy will be presented to the Cabinet in June 2009, following a series of consultation and stakeholder events.</p> <p>To mark older people's day, the Council hosted a well attended event for older people in 2008</p>
Raise awareness of Age Discrimination legislation	Human Resources and Legal Services have held respective sessions on Age discrimination legislation for their staff.
Use age-appropriate survey methods for all consultation undertaken with children and young people.	Guidance was produced in September 2007 and is being used by service heads.
Assess children and young people's and their parents' views as part of service planning.	This happens systematically for key services focused on the Children and Young People's Plan. This is being embedded across other services. For example in partnership with cultural services young people have produced DVDs around a range of services.
Consult on proposals for new buildings in schools.	The Council has undertaken wide consultation on proposals for new buildings or expansion of existing buildings in schools. A major consultation was held in spring/summer 2007 to inform the childcare sufficiency assessment. Surveys were completed by parents and carers (including parents/carers of children with disabilities and/or learning difficulties). The final report included assessment of the needs of disabled children and of children from black and minority ethnic children and recommendations addressing these issues.
Involve children looked after in the recruitment of social workers and other officers.	Children looked after were involved in the recruitment process for various posts.

Conclusion

In the period 2006 -2009, the Council has demonstrated its vision, plan and achievements in equality and diversity in the Council's Equalities Scheme, Corporate Equality Action Plan, 2007-2010, Corporate Self assessment for level 3 report (March 2008) and this Corporate Equality report.

Further work will be progressed in the Corporate Equalities Scheme Action Plan for 2008-2009 to implement recommendations arising from our external validation for our level 3 work, progression to level 4 and implementation of year three of our Equalities Scheme work.

The processes the Council has put in place through levels 1-3 of the Equality Standard work will be further strengthened in its progression to levels 4 and 5 and year three work of the Council's Equalities Scheme.

This report demonstrates outcomes which have been achieved in the Council's equality and diversity work. The aim in subsequent years is to demonstrate what further difference our processes (EINAs, Equalities monitoring and analysis, consultation/engagement data, action planning and performance management) have made to service improvements across all equality strands and improvements to equality in the workplace.

Equality Bill 2009 (to become an Equality Act by spring of 2010)

The new Equality Bill (April 2009) will be asking the Council to demonstrate such progress across all six equality strands. The current three public duties to promote equality (race, disability and gender) will be extended to cover religion/belief, sexual orientation and age. All six equality strands will be brought together within one public duty to promote equality. Cohesion and the duty to promote good community relations will also be strengthened as will requirements around procurement and equalities.

In addition there will be a new strategic socio-economic public duty. Current work being undertaken through the Community development sub group of the Local Strategic Partnership will help in the implementation of this duty. The socio economic duty will cut across all six equality strands.

Equality is about the whole community

The Council's Equality and Diversity policy and Equalities Scheme states:

"Equality and diversity are majority issues, which concern the whole community:

- Young people
- Older people
- Women and Men
- People from Black and minority ethnic backgrounds
- Faith groups
- Disabled people
- Lesbians and gay men, Bi Sexual and Transgender groups"

Equality is and always has been about the needs of the whole community. The new Equality Bill further reinforces this.

We will build upon work undertaken in previous years to ensure that this data drives forward service improvements and evidences achievements. In this way we will be in a good position to meet the requirements of the Equality Bill 2009.

The overall aim for the Council is to further mainstream equality and diversity in key areas of the Council's work so that services are further improved for diverse groups who live, visit and use the services of the borough.

Integral to this is the make up, development and retention of our growing diverse work force. Key as well is the equality work with our partners and increasingly to share resources such as equality mapping/data, information, consultation and engagement, in order to inform service planning and improvements for diverse groups in our community.