

# CITY OF WESTMINSTER RACE EQUALITY SCHEME 2005/08

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## 1. Introduction

Under the Race Relations Act 1976, all local authorities have a general duty to eliminate unlawful racial discrimination, promote equality of opportunity and good race relations between people of different racial groups. This duty was strengthened considerably and extended to **all** public agencies under the Race Relations Amendment Act 2000 and statutory instruments pursuant to it, which imposed specific duties on public agencies, one of which was to publish a Race Equality Scheme (RES).

As part of its RES, each public agency or authority must outline how each of its functions or policies has been assessed for relevance to the general duty. All public agencies are also obliged to set out arrangements for monitoring policies for any adverse impact on race equality, ensure public access to information and services and train its staff on the general duty. There are further specific duties on public bodies to monitor and publish information on their workforces.

Westminster City Council's first RES was published in 2002. In line with statutory guidance, this revised RES sets out the Council's progress on promoting race equality since then and our plan for what will be achieved in the next three years. The RES summarises what we have done internally with the City Council on workforce development, and externally - such as the work on the Westminster Ethnic Minority Needs Audit (WEMNA) and community engagement.

Westminster celebrates its rich and diverse cultural heritage; there are some long settled communities as well as high numbers of new arrivals and children in our schools speak over 150 first languages. Significant numbers of our communities live in areas that are characterised by deprivation (section 3). Coupled with a high turnover in population, providing services that are sensitive to the needs of our communities remains a challenge.

Westminster's first RES focused on 10 key priorities and these are reviewed in section 4. Since the RES was published there have been a number of significant changes in the Council, such as the introduction of the Customer Services initiative, which will transform the customer experience. Other initiatives, such as the creation of a Children and Community Services Department, will bring about further changes both for customers and for staff.

This RES includes a programme for the reviews of the functions of the Council that has been undertaken by service departments in line with the Commission for Racial Equality's guidance in the Statutory Code (section 5).

## **2. Westminster's Core Values**

### **(i) Meeting customer needs**

Westminster City Council places customers at the heart of everything we do. We are committed to being courteous and respectful of the views of all our customers and listening and responding to them.

Delivering first class service within the City of Westminster is a major challenge, balancing the needs of our residents, businesses and visitors in a City that is 24/7. Our complex task is to protect Westminster's unique cultural heritage, including attractions of national significance; the home of the monarchy and of Government; meet the needs of the 47,000 business who contribute to local and national economic vitality; manage the pressure of a million visitors to the City per day whilst, at the same time, provide a high quality of life for those who live here.

Our success is evidenced by our 'excellent' status, as judged by the Audit Commission for the last three consecutive years. In winning Council of the Year (2004), the LGC commented:

*"The judges chose Westminster City Council as it has responsibility for one of the most complex urban environments at the heart of the capital city. Westminster's leadership, staff engagement and community involvement is outstanding. Through its Civic Renewal programme, the Council has listened to the community, identified priorities and delivered excellent service"*

### **(ii) Equality of opportunity**

The City Council is committed to providing services equitably to our diverse community. We produced a Race Equality Statement in 2001, which clearly set out the City Council's commitment to race equality. In July 2004, the Cabinet agreed a Comprehensive Equality Policy and a Corporate and Equality Action Plan, which has mainstreamed our equalities work in line with the requirements from a growing body of equalities legislation. This policy and action plan includes a programme of how the Council will reach the progressively challenging levels of the Equalities Standard for Local Government. These reports are published on the Council website at:

[www.westminster.gov.uk/socialissues/equalities](http://www.westminster.gov.uk/socialissues/equalities)

Members of the Westminster City Partnership (our Local Strategic Partnership) are committed to responding to the needs of our communities holistically. The Westminster City Partnership has drawn up an action plan and a 'Pledge' to respond to the findings of a major research project - the Westminster Ethnic Minority Needs Audit (WEMNA) - which was undertaken by Imperial College and community representatives.

The Westminster City Partnership is currently developing a Westminster Partnership for Race Equality, to ensure that the voices of communities are better reflected in strategic planning for the City. It will have a critical role in overseeing how the partners respond to the issues raised by WEMNA. As an interim measure a BME Advisor, from the BME Network, has been appointed to advise the City Partnership on race matters.

### **(iii) Investing in our staff**

Westminster City Council seeks to be an employer of choice, promoting a culture that is welcoming and accessible to all, and providing a work environment that is free from discrimination, bullying, harassment and victimisation.

The City Council's equality and diversity agenda is an integral part of the Human Resources strategy and a Diversity Action Plan for Human Resources has been developed to support this. Through wider advertising of vacancies and other approaches, we are seeking to better reflect the communities that we serve in our workforce. Included in our Comprehensive Equality Policy and Corporate Equality Action Plan are our commitments around training and development, equal pay, health and safety, and workforce profiles and monitoring.

### **(iv) Working in partnership**

The City Council is committed to working in partnership to meet the needs of Westminster's diverse communities. The Westminster City Partnership, through its community strategy addresses the social, environmental and economic wellbeing of the City. The Westminster City Partnership has been awarded 'green' status by the Government Office for London, which ranks it as one of the best Local Strategic Partnerships in the country. For further information visit:

[www.westminster.gov.uk/councilgovernmentanddemocracy/councils/partnerships/meetings](http://www.westminster.gov.uk/councilgovernmentanddemocracy/councils/partnerships/meetings)

The Westminster City Partnership's work is taken forward through its seven thematic networks and six Local Area Renewal Partnerships. As well as elected Members and senior officers of the Council, the City Partnership includes the Metropolitan Police; the Primary Care Trust; Voluntary Action Westminster (the Voluntary Services Council); housing partners; regeneration partners; the business community, and a BME advisor.

The new Westminster Partnership for Race Equality will have a pivotal role in acting as a critical friend to the partners of the Westminster City Partnership on race and community cohesion matters. It will also help to monitor the Partnership's progress towards meeting the WEMNA action plan and Pledge commitments and to taking this work forward.

The Leader, through his address to the Council in March 2005, has re-affirmed the Council's commitment to improving the dialogue with community groups and a programme of meetings will support this engagement. Under the Civic Renewal banner, he has also asked that a Small and Minority Business Council be established in Westminster to help our smaller businesses thrive locally.

The City Council supports a Faith Exchange in Westminster, as a vehicle to foster better relationships and understanding across different faith communities to provide a route into the Council for issues of concern to be discussed.

## **(v) Delivering Best Value**

The City Council is required to collect and report on aspects of performance, which are monitored through Best Value Performance Indicators (BVPIs). The equality BVPIs are listed in Appendix 1. This includes information on responding to racial incidents as well as the diversity of our workforce. Overall, the Council has been evaluated as 'excellent' by the Audit Commission - in the way that it provides services - for the last three years running. Information on the City Council's current ethnic profile of its workforce and monitoring of Human Resources procedure is included in Appendix 2.

The Comprehensive Performance Assessment process identified two areas where the City Council needed to improve performance: strategic Human Resources and engagement with BME communities. The progress we have made in these two areas are set out in section 4 and in the Pledges we have made in response to the WEMNA study (Appendix 3). Our work programme for the next three years will continue to reflect these two important areas of work, in taking the equality agenda forward.

## **(vi) Ensuring environmental sustainability**

Promoting equalities and environmental sustainability often go hand-in-hand, particularly in multicultural boroughs such as Westminster. Different communities have been consulted on developments that may affect them, such as the Chinatown Action Plan, which was one of the largest consultations undertaken with the Chinese community in London. The recently approved Edgware Road and Westbourne Green Action Plans have taken account of the views of the significant Arab communities who live in the area.

In future, Equality Impact Assessments will be considered and undertaken where it is likely that any development schemes are likely to impact upon particular communities. The relevant decisions made by Cabinet Members will be available on the website.

### 3 Ethnic diversity in Westminster

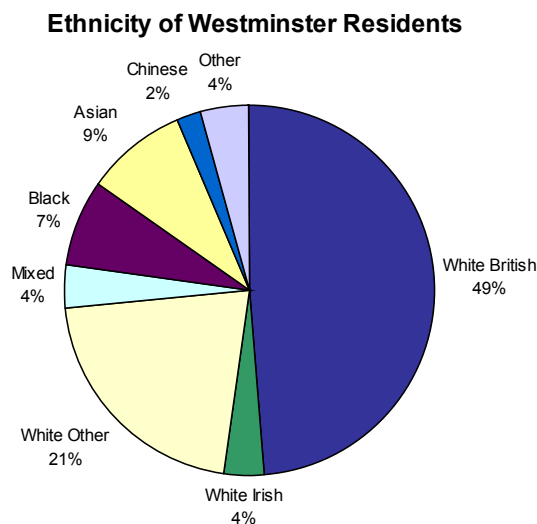
Westminster is a City of huge contrasts with a rich and diverse cultural heritage. Within our borough there are some long established communities; however, there are also many new communities. The huge turnover of the population in Westminster (over 25% of residents arrive or leave each year) means that the nature of communities may change considerably. The Census further indicates that 44% of residents were born outside of the United Kingdom.

According to the 2001 census, White British residents make up less than half of the total population (now estimated at 222,000). The proportion of residents from the non-white BME population has increased by 6% since the 1991 census. The ethnicity of our younger residents shows even greater diversity and will, in time, alter the ethnic profile of the City. This is demonstrated in the education system where over 150 languages are spoken in Westminster schools. However, the Census picture remains incomplete. Whilst the ONS have conceded that the Westminster population is 40,700 more than initially estimated, there is no reliable ethnic profile available for these individuals.

Westminster has a higher percentage of residents who are Chinese, mixed White and Asian, and 'other' than any other authority in England. It also contains the second highest percentage of 'other mixed' and 'other white' residents. There is also a considerable Arab presence in the City, although the size of the community is difficult to estimate because of its uncertain placing within the census groups. Using country of birth or ethnicity/ religion data analysis it is likely that Arabs make up between 4 and 6% of the Westminster population.

Certain ethnic groups are concentrated in particular pockets of the City, which correspond to some of the poorest area in terms of measures of deprivation. The Bangladeshi community, for example, tend to live in Church Street, whilst most Black Caribbean's live in the north west wards of Harrow Road, Queens Park and Westbourne.

This sheer range of diversity is to be celebrated but also presents a major challenge in providing services that meet the needs of our communities. The Westminster Ethnic Minority Needs Audit has highlighted some of the issues such as language, 'sign-posting' and capacity issues experienced by communities that may act as barriers to their full engagement in civic life.



## **4. Westminster's approach to race equality and the Race Equality Schemes**

### **(i) Equality and decision-making structures**

In Westminster City Council every elected Member and officer takes responsibility for working within an equalities framework. The Leader, Cabinet, and Elected Members ensure that policy and decision making processes take account of the City Council's equalities commitments, using the scrutiny process to monitor and review our performance. They provide leadership and promote and communicate the values of equality across Westminster. All reports to Cabinet and Cabinet Members are required to address equality issues.

The Deputy Chief Executive (Children and Community Services) has lead officer accountability for the delivery and implementation of Westminster's Comprehensive Equality Policy and the equalities agenda. Matters relating to equalities are discussed by the Chief Officers' Diversity Group and by the Corporate Management Board, including our performance in relation to BVPIs and the diversity of the workforce.

The Head of Human Resources has responsibility for equality and employment issues and ensures a corporate overview is maintained through reports to the Chief Officers Diversity Group and the Corporate Management Board.

Chief and Senior Officers take corporate as well as departmental responsibility to ensure that service plans properly address equalities matters. They are supported by departmental Equality Champions (Appendix 4), who meet regularly to consider and advise on best practise for the City Council regarding equalities policies, procedures, and service delivery issues. In addition, a number of departments have equality working groups, which help to mainstream equality issues.

The Trade Unions consider equalities and other staff matters through the departmental Joint Consultative Committees process and through meetings of the Trade Union Consultation Group corporately.

### **(ii) Mainstreaming equalities**

All services that are delivered by or on behalf of the City Council reflect our commitment to equal opportunities, and our staff and contractors' staff are responsible for dealing with race as well as other aspects of equalities.

In July 2004, the Cabinet endorsed the timetable with which we will meet the various 'levels' of the Equality Standard for Local Government. A consultant has externally validated our achievement of Level 2 by July 2004. The Council's Comprehensive Equality Policy and Corporate Equality Action Plan includes a timetable for reaching levels 3-5. We are aiming to meet Level 3 by October 2006.

### **(iii) Training**

Human Resources have completed the first stage of a review of the City Council's Training Needs Analysis and has focused on the investment required in management development and, in particular, its link with the equalities agenda. Currently a business

case is being developed to support the commissioning of a new training programme, effective from 1 October 2005.

Last year (04/05) the City Council successfully met the majority of requests for places on training courses. 1,054 staff were offered training places, with only a relatively small number (58) turned down as a result of over-subscription or cancellation. In terms of their ethnicity, 98% of Asians, 94% of Black or Black British, 100% of Chinese and 95% of white staff were successful in being offered the training for which they applied.

#### **(iv) Review of the previous Race Equality Scheme**

Westminster City Council published its first three-year Race Equality Scheme in 2002. At that time, consultation with BME community representatives and key stakeholders confirmed its focus on 10 key priorities. The progress against these priorities has been shared with staff and trade unions as well as external stakeholders such as the Westminster BME Network and other BME community representatives in February 2005. These discussions have informed our on-going work programme.

#### **Review and report writing templates incorporate the implications of the general duty**

Following a review of the Committee Section in 2003/04, the report-writing guide was amended and now addresses the “equality implications” by report writers, and a further review is currently being undertaken. With the change in law on disability and gender imminent, further guidance is being developed by Equality Champions to see how best to promote the implications of the general duty.

Training has been provided on the Race Relations Amendment Act 2000 since 2002 to raise the awareness of the general duties and implications of the legislation. Training on equality legislation and good practice was also provided to the Corporate Management Board and Elected Members.

#### **Key stakeholders are involved in updating our comprehensive racial harassment policy and its implementation and this is communicated to staff and service users**

The City Council’s procedure on racial incidents was revised in 2003. Detailed consultations were held both internally and externally. Views were sought from nearly 100 community and voluntary organisations, our statutory partners, the Commission for Race Equality, Westminster Race Equality Council and both Westminster’s Racial Incidents Panels. Trade unions’ views were incorporated into both the service delivery and employee forms and guidance.

The racial incident forms are translated into the six most frequently spoken languages (Arabic, Bengali, Farsi, Albanian, Spanish and Portuguese) and are available in hard copies and on the website; forms can be e-mailed directly to the City Council. A direct phone line to report racial incidents (020 7641 3131) is open from 8 am until 8 pm.

Training has been provided for Equality Champions, as well as departmental staff across the whole of the City Council, in order to promote the procedure and to learn how best to carry out investigations. The Education Department also undertook a mini impact assessment of the reporting mechanisms in schools in summer 2004 and made

a number of recommendations. The number of racial incidents from schools has risen from 30 in 2003 to 65 in the year ending April 2005. The Crown Prosecution Service has offered to provide training for schools in autumn and winter of 2005.

As part of the Corporate Equality Action Plan, an internal procedure has been developed to deal with allegations of discrimination, bullying, victimisation or harassment for staff.

An external review of the Racial Incident Procedure was completed in April 2005. It sought the views of community representatives, partners (such as the Police), trade unions and community reporting centres, including the Church Street Racial Harassment Project. A revised procedure, accompanied with appropriate training, will be implemented by autumn 2005 after internal and external consultation.

The Crime and Disorder Reduction Strategy has also identified racial harassment as a priority. Further research is being planned to develop a Westminster Multi-Agency Partnership to deal with racial incidents; it will include proposals for an information-sharing protocol and a common reporting form. The City Council and its partners made a presentation to the London-wide Race Hate Crime Forum in March 2005, which was well received.

### **We encourage all our contractors to meet the general duty**

The City Council's contractors and partners have been asked to meet the general duty to promote race equality in a variety of ways. Training for staff as well as contractors/partners has been provided, emphasising the guidance from the Commission for Racial Equality on contract compliance as well as procurement.

The Director of Procurement is currently setting up a working group to consider equality and contract compliance/procurement issues. It will review the City Council's monitoring of equality issues in contracts and publicise the equality commissions' guidance. As a result of the work of the Race Equality Health and Safety Working Party, equalities training events have been held. The Working Party will pursue equalities in contract management and employee related issues and has invited the Commission for Race Equality to meet with them.

### **Our public documents - such as City Council leaflets - positively reflect our diverse communities**

The City Council reflects the community that it serves in its publications, promotional and marketing material, covering a broad spectrum of service issues. The Westminster Reporter, which goes to every household, features community activities. Our publicity material, for example for the Area Forums and 'the Green' newsletter (focusing on the major Westbourne Green development), has been developed to appeal to a wider audience and our internal staff campaigns are mindful of the contribution of the diversity of our workforce.

The plans and strategies of the City Council, its partners, and the Westminster City Partnership positively reflect the needs and interests of the wider community, including joint activities such as the annual Health and Social Care Fair. Further discussions will take place with the Westminster BME Network and the Community Network to seek their views on how best to positively represent the diverse community in our work.

## **Comprehensive monitoring systems are set up to measure the volume of use and satisfaction rates among BME communities**

The City Survey and the Visitors' Survey record and measure customer satisfaction rates. The 2004 City Survey showed that satisfaction rates from BME communities have improved since the last survey: for example satisfaction relating to primary and secondary schools. The WEMNA survey also clearly indicated community satisfaction with different aspects of the City Council's and its partners' performance.

Housing equality issues are monitored and reviewed under BVPI 164 twice a year and reported to the Housing Management Board and the Cabinet Member. The results are also included in the City Council's Best Value Performance Plan.

The Schools Directorate records attainment levels by Westminster schools across all the major communities, including Arabs as well as white minority groups. Electoral Services have also undertaken work to ensure that people from all communities are included on the electoral register - if they qualify.

Following on from the WEMNA study, some research is being conducted with the Westminster Police and the BME Health Forum respectively to address community satisfaction issues.

The Planning & City Development Department is currently exploring introducing ethnic monitoring to ensure that the process of planning applications is demonstrably free of any bias.

## **Translating and interpreting services are consistent across the City Council**

The City Council provides information in the top 6 main languages, (Albanian, Arabic, Bangla, Farsi, Portuguese and Spanish). The WEMNA study flagged language issues as a key community concern and this is reflected in the WEMNA action plan and Pledge. Following a successful 'Innovations Challenge' for staff in 2004, a project team has been set up to see how best a community languages service can be provided locally.

The City Council is also exploring options other than providing translations: This includes provision of audio tapes as well as provision of British Sign Language interpreters through the Council "growing our own pool" initiative, which combines cost effectiveness with a better quality of service.

The City Council has also participated in research conducted for the Northwest and Central London Strategic Health Authority to share good practice on improving provision of community languages in the catchment area.

## **The Westminster Ethnic Minority Needs Audit (WEMNA) informs strategic, corporate and departmental action plans**

We have commissioned Imperial College to undertake a detailed consultation exercise (WEMNA) with a number of BME communities. This far-reaching and innovative study trained community representatives to research their own needs and views about services provided by the public sector. The Westminster City Partnership is committed to addressing the issues raised by communities and has developed a detailed action

plan and Pledge (see Appendix 3) - which is being taken forward by the thematic Networks and the community based Local Area Renewal Partnerships. It is also mainstreamed in the work plans and priorities of all the agencies involved in the Partnership. The WEMNA study and Executive summary are available at: [www.westminster.gov.uk/communityandliving/ethniccommunities](http://www.westminster.gov.uk/communityandliving/ethniccommunities)

Progress on WEMNA will be monitored and reviewed by the Westminster Partnership for Racial Equality, in the autumn of 2005 and reported to the Westminster City Partnership. Work on Pledges for Year 2 of WEMNA will begin in late spring and early summer 2005.

### **Consultation is more inclusive**

Through his Civic Renewal programme, the Leader of the Council has shown the Council's commitment to a renewed engagement programme with communities. He has met with a number of community groups and representatives.

The City Council and its partners have, through the Westminster Ethnic Minority Needs Audit, shown their commitment to listening and responding to the views of communities.

The Westminster City Partnership is developing a Westminster Partnership for Race Equality, which will be located in the voluntary sector and include BME community representatives on the Steering Group, to ensure that community issues are reflected in strategic planning. The Chairperson of the Westminster Race Equality Partnership will be a full member of the Westminster City Partnership and, in the meantime, a BME advisor has been appointed to provide a BME perspective on its considerations. The inclusivity of Westminster City Partnership's approach has contributed to its 'green' (excellent) status.

The City Council is keen to attract the broad spectrum of communities we serve in its engagement forums (such as Area Forums) including BME communities, young people and people with disabilities and, through its marketing material is specifically encouraging certain groups. Similarly, the Westminster Federation of Residents' Associations (WFRA), CityWest Homes, and the Council have been involved in meetings of the Housing Panel to discuss how best to address representation issues.

The Faith Exchange has provided an opportunity to tap into a different perspective on the communities that we serve. The Faith Exchange helps to foster greater understanding and tolerance across different faith communities and strengthen community cohesion. Issues raised by the Faith Exchange, such as women-only leisure sessions have also helped to ensure that culturally sensitive services are provided.

This year (05/06), the Leader announced the development of a Small and Ethnic Minority Business Council, which will result in a wide and inclusive dialogue with the BME business community.

### **The Customer Services initiative incorporates the general duty**

The Customer Services Department is at the forefront of making services accessible to our residents and customers. The Department has begun to develop processes to cover the capture of personal and group profiles of customers in general, and of disadvantaged and "hard to reach customers", through the Customer Relations

Management project. The Customer Services Department is leading on the staff 'Innovation Challenge' project to enhance the quality and availability of our translation services.

In addition, work is being taken forward by the Director of procurement to ensure equalities matters are properly considered through procurement and contract compliance.

**Employment and personnel practices include the general duty, and in particular, race equality training for all staff, a comprehensive recruitment policy and, equalities competencies.**

The City Council implements the general duty to promote race equality function in its employment and Human Resources (HR) practices. The Comprehensive Equality Policy covers both employment and service delivery issues. It sets out our commitment to have in place procedures and practices designed to achieve a workforce that reflects the wider community monitor and review our processes and workforce profiles.

The diversity agenda is an integral part of the HR Strategy. A HR Diversity Action Plan has been developed which identifies key themes and deliverables to support the above aim. The Action Plan encompasses the HR actions identified in the Council's Comprehensive Equality Policy and Corporate Equality Action Plan. The key themes are:

- promoting Westminster as an employer of choice
- training & development
- equal pay
- health & safety
- workforce profiles & monitoring

Since 2002, twenty-three training sessions have been provided on race equality. In addition, training has been provided for Elected Members and the Corporate Management Board in 2004. Proposals for improved training on 'bullying and harassment' and 'Equality Impact Assessment training' are being scoped, and the Organisation and Development Team is working with Equality Champions and other stakeholders to ensure the appropriate training interventions are devised and delivered.

Underpinning staff training is the new competency framework which 'went live' during December 2004, this embeds themes about managing diversity through the Leadership, Adaptability, Interpersonal Sensitivity, Working in Partnership, and Communication and Influence competencies.

In November 2004 a comprehensive new Jobsite was launched, designed to attract a workforce that is more representative of the community we serve. The new site provides job seekers with information on the City Council, departments & structures, current vacancies, how to apply for a job, pay & staff benefits, career profiles of people working at Westminster and the City Council's commitment to equality and diversity. As a result of interest generated by the website, the "Evening Standard" ran a feature to raise awareness of the jobs on offer at the City Council.

The City Council took part in the Jobs Fair - London Jobs and Training Exhibition in January 2005. Officers from a range of jobs within Westminster staffed a Westminster City Council stand. The Council has also participated in a one month free trial

advertising offer with Diversity Workforce, an on-line job site featuring top recruiters and employers in the following sectors: IT, public sector, teaching, graduate, legal, finance, and government. Their focus is on managing diversity, matching employers and job seekers. A City Council banner was posted at the top of the site, which linked jobseekers directly to Westminster's jobs homepage. The City Council has promoted vacancies and career opportunities in "Works for me", a publication popular with BME readers. This initiative will be reviewed in late 2005.

For full details on progress in achieving the initiatives in the HR Equalities and Diversity action plan can be found at <http://www.westminster.gov.uk/jobsandcareers/jobvacancies/equality/>

**(v) Workforce analysis between 1<sup>st</sup> April 2004 and 31<sup>st</sup> March 2005**

In keeping statutory requirements, the City Council records information relating to the diversity of its work force and the operation of its personnel policies and procedures. The information relating to 2004/05 is summarised below. The Corporate Management Board reviews this information and action will be taken where trends are identified. The workforce analysis for 2004/05 is included in Appendix 2.

**(vi) Continuation of priorities from the last RES**

Whilst considerable progress has been made against the key priorities set out in the first RES, some work is ongoing. For example, the work around translation and interpretation and other issues highlighted by WEMNA will continue to provide a focus not just for the City Council but for its partners as well. The changing profile of the City, and the arrival of newcomers, is likely to reinforce this as a priority in to the future, whilst at the same time we will seek to encourage the integration of communities through learning English.

In terms of our recruitment and retention strategy, we will continue to encourage a diverse workforce so that, over time, it becomes more representative. Training and development remain an essential part of ensuring that the workforce is equipped to meet the full range of the Council's duties.

The City Council will carry out the detailed programme of reviewing and monitoring its policies and functions, as outlined in Section 5 to assess whether there are any race impact considerations that need to be addressed in our service delivery.

The issues highlighted in WEMNA, although based on perceptions, present a considerable challenge and need to be tackled on a multi-agency basis. In addition to meeting our WEMNA pledges, we will continue to work together to address community needs holistically and to consult jointly wherever we can (such as on the development of the City Council's and the Primary Care Trust's Race Equality Schemes). A programme of meetings will take place with BME communities in the coming year to ensure that we continue to address equality issues appropriately.

**(vii) Consultation and review of the Race Equality Scheme 2005/08**

Community groups and BME representatives were jointly consulted on the development of the City Council's and the Primary Care Trust's Race Equality Schemes between February and May 2005. At their request, a further session is planned with the BME Network at the end of June or early July. Any issues and comments that arise from this process will be discussed with the Chief Officers' Diversity Group and with Equality Champions.

A meeting was held with the trade union side, represented by Unison, in May. Wherever possible, their comments have been included in this report.

The new RES 2005/08 will be reviewed in October 2006 and again in early 2008, and reported to the Corporate Management Board. Equality Champions will review the RES annually – May 2006 and May 2007. The RES will be included in a wider review of the of the City Council's equality programme, which will be reported to Members in 2006.

## 5. Assessment of the City Council's functions/policies

Consideration has been given to functions and policies of the City Council relevant to the performance of the general duties.

A programme of Equality Impact Assessments, based on relevance and proportionality of the function to the general duty to promote race equality, is being developed and will be finalised in the summer. Understanding the equality implications of the functions will enable the City Council to provide a more responsive service and to have a better understanding of any needs not identified thus far.

Equality impact assessments may also need to be undertaken where there is a new policy or a change in policy. However, whether in relation to existing function/policy or proposed changes, a full assessment will only be required where the initial screening process has highlighted potential or actual adverse impact.

The process of undertaking Equality Impact Assessments started in early 2004, with the Education Department undertaking a mini assessment of how racial incidents were reported in schools. This was followed by an impact assessment of the HIV/AIDS services. Currently, Equality Impact Assessments are being undertaken of the Westbourne Green and Edgware Road Action Plans. The Children and Community Services are currently undertaking an Equality Impact Assessment of the Social Inclusion Service and the new Choice-based lettings system to simplify and improve the allocation system and review its impact on BME communities. The Transportation Department is undertaking an impact assessment of the Local Implementation Plan, as required by Transport for London.

It will not be necessary to conduct a full Equality Impact Assessment on every policy or function – undertaking reviews and monitoring of functions/policies will often be the most appropriate way of ensuring that the services provided are free of any race bias, however unintentional.

| <b>Children and Community Services</b>                      |                           |                           |                           |
|---|---------------------------|---------------------------|---------------------------|
| <b>Function</b>   | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| Director of Children and Families Social Services           |                           |                           |                           |
| Youth Offending   |                           | ✓                         |                           |
| Child protection  |                           | ✓                         |                           |
| Looked after children, adoption and fostering, leaving care | ✓                         |                           |                           |
| Assessment and Family Support                               | ✓                         |                           |                           |
| Director of Schools   |                           |                           |                           |
| Special Education and Additional Needs                      | ✓                         |                           |                           |
| Social Inclusion Service <sup>1</sup>                       | ✓                         |                           |                           |
| School Effectiveness  | ✓                         |                           |                           |
| 'Excellence in the City' initiative                         |                           |                           | ✓                         |

<sup>1</sup> The policy on monitoring, challenging and intervention to ensure school improvement and standards (as per Code of Practice to LEA/school relations) will be examined in Year One (2005-6). Governor advice and development will be examined in Year Two (2006-7)

|   |   |   |   |
|---|---|---|---|
| Director of Lifelong Learning                               |   |   |   |
| Adult Education Service                                     |   |   | ✓ |
| Westminster Sports Unit                                     |   | ✓ |   |
| Early Childhood Services                                    |   |   | ✓ |
| Connexions Service  |   |   | ✓ |
| Youth Service   |   |   | ✓ |
| Community Partnerships                                      |   |   | ✓ |
| Director of Specialist Social Care Services and Development |   |   |   |
| Mental Health Services                                      |   | ✓ |   |
| Substance Misuse Service                                    | ✓ |   |   |
| Learning Disability Service                                 |   | ✓ |   |
| Voluntary Sector Unit                                       | ✓ |   |   |
| Director of Older People, Disability and Health             |   |   |   |
| Older people services                                       | ✓ |   |   |
| Physical disability services                                |   |   | ✓ |
| Carers  |   | ✓ |   |
| HIV/AIDS services   | ✓ |   |   |
| Director of Housing <sup>2</sup>                            |   |   |   |
| Housing Supply (temporary and permanent)                    | ✓ |   |   |
| Allocations (Choice based lettings)                         | ✓ |   |   |
| Temporary Accommodation Placements & Management             | ✓ |   |   |
| Residential Energy Efficiency                               |   | ✓ |   |
| Private Sector Improvements                                 |   | ✓ |   |
| Housing Advice  |   | ✓ |   |
| Homelessness Assessments                                    |   | ✓ |   |
| Housing Strategy  |   | ✓ |   |
| Rough Sleeping  |   |   | ✓ |
| Supporting People   |   |   | ✓ |
| Neighbourhood Management (Church St)                        |   |   | ✓ |
| Cross cutting strategic functions                           |   |   |   |
| Communication and information strategies                    |   | ✓ |   |
| Strategic Partnerships                                      |   | ✓ |   |
| Finance and Business Systems                                |   |   | ✓ |
| School Services   |   |   | ✓ |
| Performance Management                                      |   | ✓ |   |
| External Funding  |   |   | ✓ |
| Training and staff development                              |   |   | ✓ |
| Complaints  |   | ✓ | ✓ |

<sup>2</sup> CityWest Homes was set up in March 2002 as one of the first Arms Length Management organisations in the country. The company is responsible for the day to day landlord services functions previously carried out by the Housing Department. From 1st April 2002 it took over the management of the housing stock of Westminster City Council - over 22,000 properties. It has produced its own Equalities Framework, which incorporates its Race Equality Scheme. The Scheme outlines the functions relevant to the general duty in the Race Relations Amendment Act (2000) and sets out a three-year timetable for reviewing them. The CityWest Homes Equalities Framework is available from [www.cwh.org.uk](http://www.cwh.org.uk) or by contacting Daren Townsend at CityWest Homes, 21 Grosvenor Place, London SW1X 7EA [dtownsend@cwh.org.uk](mailto:dtownsend@cwh.org.uk).

| <b>Legal and Administrative Services</b> |                           |                           |                           |
|--|---------------------------|---------------------------|---------------------------|
| <b>Function</b>                          | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| Legal Services                           |                           | ✓                         |                           |
| Electoral Services                       | ✓                         |                           |                           |
| Registrar of Birth, dates and marriages  |                           |                           | ✓                         |
| Committee Services                       |                           | ✓                         |                           |
| Coroner's Court                          |                           | ✓                         |                           |
| Land charges                             |                           |                           | ✓                         |

| <b>Community Protection</b>  |                           |                           |                           |
|--|---------------------------|---------------------------|---------------------------|
| <b>Function</b>  | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| 24 Hour Response Team – Enforcement and Supervision of Licensed and Unlicensed Street Trading  | ✓                         |                           |                           |
| Provide guidance and advice to agencies wishing to apply for ASBOs   | ✓                         |                           |                           |
| Provision of a service for tackling noise nuisance   |                           | ✓                         |                           |
| Operation of an Intelligence Unit to analyse and produce intelligence reports on Council and Police data   |                           | ✓                         |                           |
| Co-ordinate partnership projects to reduce crime & disorder and the fear of crime  |                           | ✓                         |                           |
| Produce the 3 yearly Crime & Disorder Reduction audit and strategy   |                           | ✓                         |                           |
| To provide consumer advice to Westminster customers  |                           |                           | ✓                         |
| Inspection of HMO Houses of Multiple Occupancy   |                           | ✓                         |                           |
| Residential Team - Reactive Team Service requests  |                           |                           | ✓                         |
| Incontinent laundry service for Social and Community Services users under a service level agreement  |                           |                           | ✓                         |
| Provision of grant aid for housing improvement, adaptation or security   |                           | ✓                         |                           |
| Hold bodies of deceased persons on behalf of the Coroner and facilitate post mortems in liaison with the Police, Home Office Pathologists and the Coroners |                           |                           | ✓                         |
| Pest Control: inspect properties and sites for reported pest infestations  |                           |                           | ✓                         |
| Pest Control: enter into Service Level Agreements for partnership working (including a rolling/ongoing programme of works with City West Homes).           |                           |                           | ✓                         |
| Inspection of Licensed premises to ensure compliance with the Licensing Act 2003.  |                           | ✓                         |                           |
| Registration of Houses in Multiple Occupation (HMO)  |                           | ✓                         |                           |
| Responding to Food Safety and Health & Safety service requests, notifications and accidents  |                           |                           | ✓                         |
| Completion of specific Food Safety and Health & Safety projects, which reflect a requirement, established locally and nationally                           |                           |                           | ✓                         |
| Analysis of customer feedback forms  |                           |                           | ✓                         |
| Consultation Team  |                           |                           | ✓                         |
| Commenting on planning applications from an Environmental Health perspective   |                           |                           | ✓                         |

|   |  |  |   |
|---|--|--|---|
| CivicWatch Community Engagement   |  |  | ✓ |
| Clinical waste collection via referral from the PCT customers under a Service Level Agreement |  |  | ✓ |

| <b>Customer Services</b>  |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|
| <b>Function</b>   | <b>Review 2005/06</b> | <b>Review 2006/07</b> | <b>Review 2007/08</b> |
| Review of Westminster Language Service                          | ✓                     |                       |                       |
| CSi policy development and contract                             | ✓                     |                       |                       |
| Traffic Management Orders – parking restrictions in each street | ✓                     |                       |                       |
| One Stop Services' customer charter                             |                       | ✓                     |                       |
| Parking enforcement protocols and consideration guidelines      |                       | ✓                     |                       |
| Switchboard: frontline telephony service                        |                       | ✓                     |                       |
| Corporate Procurement Code                                      |                       |                       | ✓                     |
| Operation of an Approved List of Contractors and Consultants    | ✓                     |                       |                       |
| Emergency Duty Officers   |                       |                       | ✓                     |
| One Stop Services - Provision of service itself                 |                       |                       | ✓                     |
| Parking Policy within the UDP and the Parking Enforcement Plan  |                       |                       | ✓                     |
| Corporate reception, security, postal service and porters       |                       |                       | ✓                     |
| Library and Archives Services                                   |                       |                       | ✓                     |
| Access to arts  |                       |                       | ✓                     |

| <b>Planning and City Development</b>   |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|
| <b>Function</b>  | <b>Review 2005/06</b> | <b>Review 2006/07</b> | <b>Review 2007/08</b> |
| Responsibility as the main commissioning agent for new Council initiatives with planning implications                                  |                       | ✓                     |                       |
| Development, co-ordination and review of planning and licensing policy and aspects of environmental policy <sup>3</sup>                |                       | ✓                     |                       |
| Implementation of the City Council's planning and related policies   |                       | ✓                     |                       |
| District Surveyors – site enforcement  |                       |                       | ✓                     |
| Assist the Director of Policy and Communications in preparing an economic development strategy   |                       | ✓                     |                       |
| Responsible for contributing to Central Government consultations on proposed changes in planning legislation, regulations and guidance |                       |                       | ✓                     |
| Dangerous Structures   |                       |                       | ✓                     |
| Applications under the Building Regulations and London Building Acts   |                       |                       | ✓                     |
| Initial notice validation for Approved Inspectors  |                       |                       | ✓                     |
| District Surveyors - safety in licensed premises   |                       |                       | ✓                     |
| District Surveyors - checking of temporary structures  |                       |                       | ✓                     |

<sup>3</sup> Includes Chinatown Action Plan and Edgware Road Action Plan, which are being impact assessed

| <b>Finance</b>            |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|---------------------------|
| <b>Function</b>           | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| Housing benefits          |                           | ✓                         |                           |
| Finance Business Planning |                           |                           | ✓                         |
| Corporate Property        |                           | ✓                         |                           |

| <b>Environment and Leisure</b>  |                           |                           |                           |
|---|---------------------------|---------------------------|---------------------------|
| <b>Function</b>   | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| Running a commercial waste business                                       | ✓                         |                           |                           |
| Providing public conveniences   | ✓                         |                           |                           |
| Tackling the source of litter waste and environmental degradation         | ✓                         |                           |                           |
| Emergency Planning  |                           | ✓                         |                           |
| Leisure Centres   |                           | ✓                         |                           |
| Clearing graffiti and flyposting  |                           |                           | ✓                         |
| Events on the public highway  |                           |                           | ✓                         |
| District Surveyors - site enforcement                                     |                           |                           | ✓                         |
| Special Events co-ordinating role   |                           |                           | ✓                         |
| Development of an events programme in the Council's Parks and Open Spaces |                           |                           | ✓                         |
| Collecting waste  |                           |                           | ✓                         |
| Cleaning and washing the streets  |                           |                           | ✓                         |
| Greening of the City  |                           |                           | ✓                         |
| Raising environmental quality   |                           |                           | ✓                         |
| Responsibility for Parks and Open Spaces                                  |                           |                           | ✓                         |
| Removing abandoned vehicles   |                           |                           | ✓                         |

| <b>Policy and Communications</b>  |                           |                           |                           |
|---|---------------------------|---------------------------|---------------------------|
| <b>Function</b>   | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| Equalities and diversity  | ✓                         |                           |                           |
| Area Forums and community engagement  |                           |                           | ✓                         |
| Performance Review  |                           | ✓                         |                           |
| Partnerships/external funding   |                           | ✓                         |                           |
| Corporate Complaints  |                           |                           | ✓                         |
| Internal and External communication   |                           |                           | ✓                         |
| Consultation  |                           | ✓                         |                           |
| IT including Website, WIRE, etc   |                           | ✓                         |                           |
| Human Resources, Employee Relations, Organisation and Development (O & D) Health & Safety |                           | ✓                         |                           |
| Lord Mayor's Secretariat  |                           |                           | ✓                         |
| City Council's Economic Development Strategy  |                           | ✓                         |                           |

| <b>Transportation Department</b>  |                           |                           |                           |
|---|---------------------------|---------------------------|---------------------------|
| <b>Function</b>   | <b>Review<br/>2005/06</b> | <b>Review<br/>2006/07</b> | <b>Review<br/>2007/08</b> |
| Working with Partners on Olympic Bid  |                           | ✓                         |                           |
| Input to Unitary Development Plan and City Plan                                   |                           | ✓                         |                           |
| Road Safety Education   |                           | ✓                         |                           |
| Assessing highway implications of development proposals                           |                           |                           | ✓                         |
| Major Projects (e.g. Paddington LTVA)   |                           |                           | ✓                         |
| Production of Borough Spending Plan   |                           |                           | ✓                         |
| Removing Abandoned vehicles   |                           |                           | ✓                         |
| Considerate Builders Scheme - managing footway and carriageway use in Westminster |                           |                           | ✓                         |
| Controlling scaffolding   |                           |                           | ✓                         |
| Maintaining bridges and gullies, monuments etc.                                   |                           |                           | ✓                         |
| Maintaining roads   |                           |                           | ✓                         |
| Air quality strategy and action plan  |                           |                           | ✓                         |
| Environment Policy  |                           |                           | ✓                         |
| Westbourne Green initiative   | ✓                         |                           |                           |
| Area Regeneration Project   |                           |                           | ✓                         |

## **6 Westminster's race equality priorities for 2005/08**

Over the next three years the City Council will continue promote its duties under the race equality legislation. The City Council is committed to:

1. Meeting Level 3 of the Equality Standard for Local Government by October 2006 and undertaking the preparatory work to meet Level 4 by 2008.
2. Completing the programme of actions set out in the Corporate Equality Action Plan.
3. Completing the three-year programme of reviews of the functions and services of the City Council, as set out in Section 5 of this RES and undertaking the necessary Equality Impact Assessments, where there is likely to be a particular impact on a community or communities.
4. Building the relevant race equality considerations into the procurement process to ensure that all our functions meet the requirements of the Race Relations (Amendment) Act, regardless of who carries them out.
5. Align training with best practice and City Council Competency Framework to ensure that the general duty to promote equalities is understood and implemented.
6. Publishing an annual review of the City Council's workforce and the outcome of certain personnel procedures in terms of employees' ethnicity and undertaking initiatives that increase the diversity of the workforce, so that it better reflects the community we serve.
7. Launching a Westminster Partnership for Race Equality in 2005, to represent the views and interests of BME communities on the Westminster City Partnership.
8. Reviewing progress toward meeting the Year 1 Pledge by the Westminster City Partnership to respond to the WEMNA findings (October 2005) and to develop a Pledge for year 2 to take the action plan forward.
9. Consulting and engaging with communities as part of the City Council's Civic Renewal programme and in the development of Westminster City Partnership's revised City Plan (March 2006).
10. Establishing a Small and Minority Ethnic Business Council.

## Appendix 1 Best Value Performance Indicators on equality issues

| <b>BVPI number</b> | <b>BVPI</b>   | <b>Responsibility</b>                           |
|--------------------|---|---|
| BV 2               | The equality standard for local government in England               | Graham Ellis                                    |
| BV 11a             | Women in senior management  | Graham Ellis                                    |
| BV 11b             | Black and minority ethnic (BME) staff in senior management          | Graham Ellis                                    |
| BV 16              | Disabled employees  | Graham Ellis                                    |
| BV 17              | Black and minority ethnic employees                                 | Graham Ellis                                    |
| BV 75              | Satisfaction with participation for BME and Non-BME groups          | Graham Ellis                                    |
| BV 156             | Building accessibility  | Caroline Holland,<br>Acting Director of Finance |
| BV 164             | Commission for Racial Equality's code of practice in rented housing | Rosemary Westbrook                              |
| BV 165             | Pedestrian crossings for disabled people                            | Martin Low                                      |
| BV 174             | Racial incidents reported   | All Chief Officers                              |
| BV 175             | Racial incidents with further action                                | All Chief Officers                              |

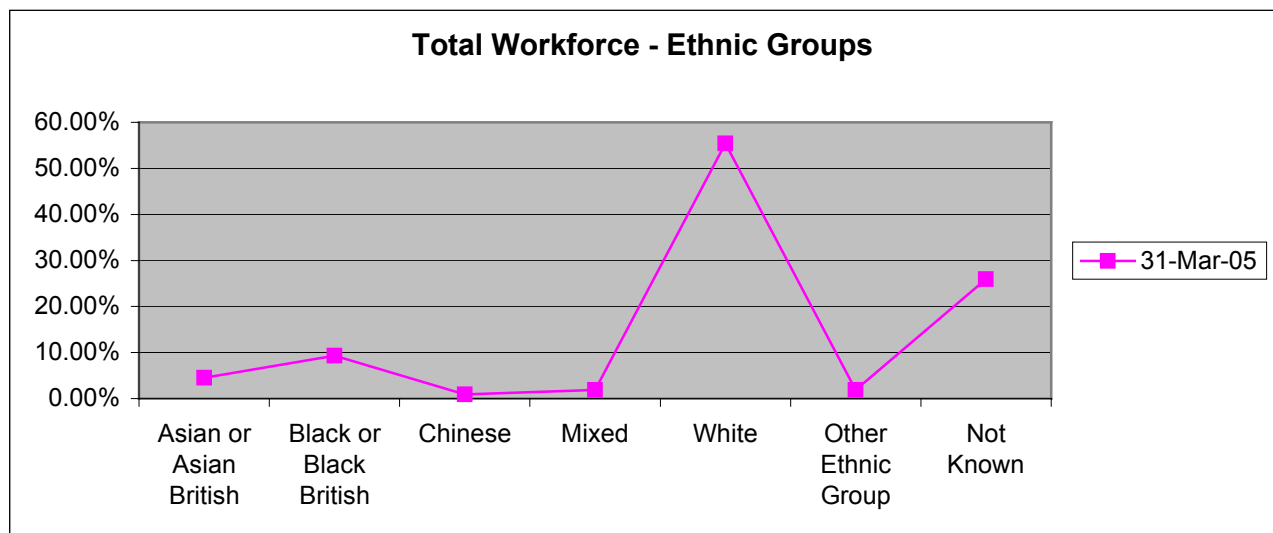
The Council's performance on the equality BVPIs is available by emailing:  
[performancereviewteam@westminster.gov.uk](mailto:performancereviewteam@westminster.gov.uk)

Targets for continuous improvements are included in the Best Value Performance Plan  
[www.westminster.gov.uk/councilanddemocracy/council/councilperformance/bvpp](http://www.westminster.gov.uk/councilanddemocracy/council/councilperformance/bvpp)

## Appendix 2 Workforce Profile and Key Monitoring Information 1<sup>st</sup> April 2004 to 31st March 2005

### Ethnicity

As at 31 March 2005, the number of staff employed by the Council was 5330. Of these 55.4% describe themselves as White, 9.3% as Black or Black British, 4.5% as Asian or Asian British, 1.9% as Mixed, 0.9% as Chinese, 1.9% as other ethnic group and 26% are not known. 64.8% of those not known are in schools.



Compared with the data in the 2001 Census we have an under representation of Asian or Asian British staff and Chinese staff. We also have an under representation of Black or Black British staff compared to Inner London but not in comparison to Westminster or Outer London.

We have undertaken work during January and February 2005 to contact staff who were in the not known group to encourage them to provide their ethnicity data. Through this exercise we have reduced the number in the not known group within the non-schools staff from 649 to 485. We will continue work to reduce the number of staff in the not known group over the next quarter. We will also be looking to work with schools to reduce the number in the not known group within schools.

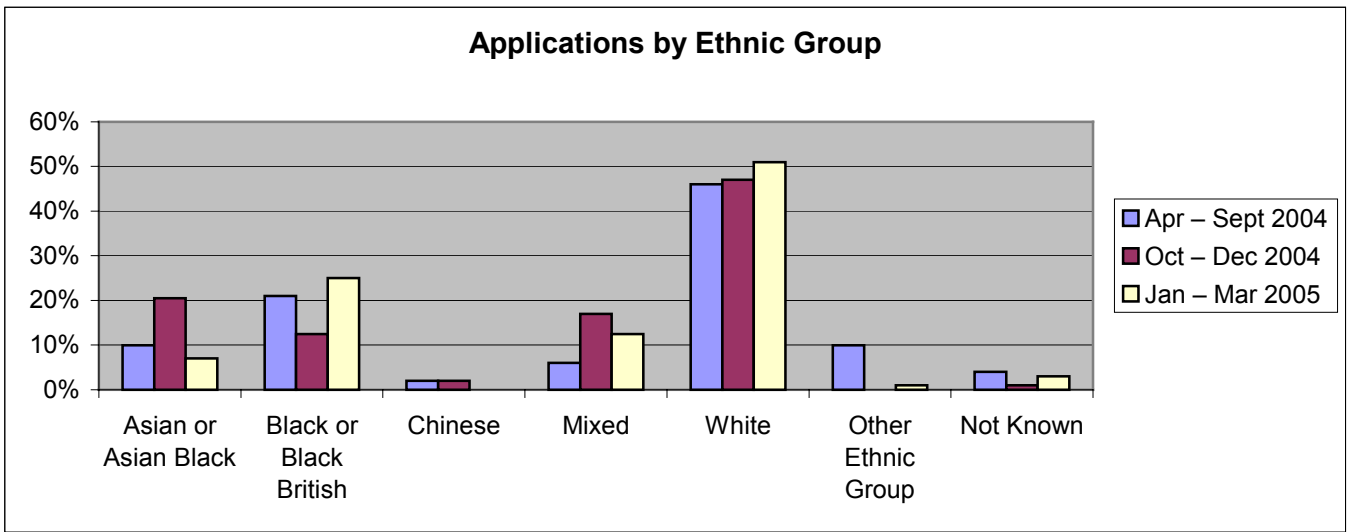
### Senior Management Profile

There are currently 115 staff at Senior Management Grade (SMG) or Chief Officer level. Of these 90% describe themselves as White, 1.7% as Black or Black British, 0.9% as Asian or Asian British, 1.7% as Mixed, 0% as Chinese, 0% as other ethnic group and 5% are not known. 29% are female and 71% are male.

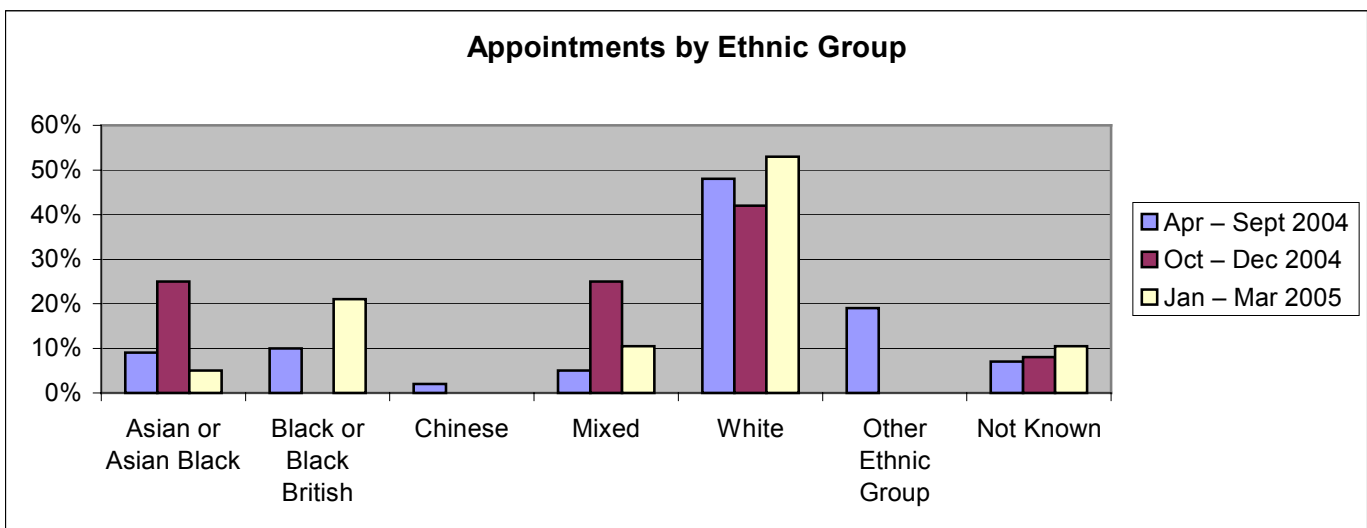
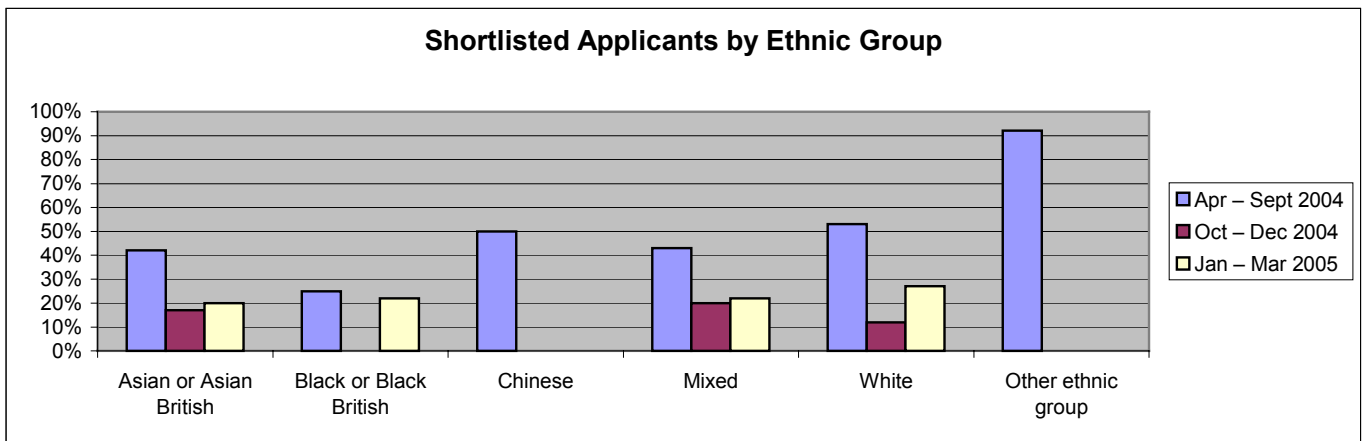
| Workforce Profile             | WCC workforce profile, as at 30 Sept 2004 | WCC workforce profile, as at 31 March 2005 | Comparison with 2001 census |                          |                          |
|-------------------------------|---|--|-----------------------------|--------------------------|--------------------------|
|                               |   |  | Westminster age 18 – 64     | Inner London age 18 - 64 | Outer London age 18 - 64 |
| <b>Total</b>                  | 5830                                      | 5330                                       | 131,557                     | 1,882,302                | 2,779,617                |
| <b>Ethnicity</b>              |   |  |                             |                          |                          |
| <b>Asian or Asian British</b> |   |  |                             |                          |                          |
| Indian                        | 1.7%                                      | 1.9%                                       | 3.5%                        | 3.2%                     | 8.5%                     |
| Pakistani                     | 0.8%                                      | 0.6%                                       | 1%                          | 1.5%                     | 2.2%                     |
| Bangladeshi                   | 1%  | 1%   | 2%                          | 3.6%                     | 0.6%                     |
| Other Asian                   | 0.9%                                      | 1%   | 1.9%                        | 1.4%                     | 2.4%                     |
|                               | <b>4.4%</b>                               | <b>4.5%</b>                                | <b>8.4%</b>                 | <b>9.7%</b>              | <b>13.7%</b>             |
| <b>Black or Black British</b> |   |  |                             |                          |                          |
| Caribbean                     | 5.6%                                      | 5.5%                                       | 2.9%                        | 6.5%                     | 3.7%                     |
| African                       | 3.1%                                      | 3%   | 3.5%                        | 7.6%                     | 3.4%                     |
| Other Black                   | 0.7%                                      | 0.8%                                       | 0.6%                        | 1%                       | 0.5%                     |
|                               | <b>9.3%</b>                               | <b>9.3%</b>                                | <b>7%</b>                   | <b>15.1%</b>             | <b>7.6%</b>              |
| <b>Chinese</b>                | <b>0.8%</b>                               | <b>0.9%</b>                                | <b>2.6%</b>                 | <b>1.6%</b>              | <b>1.1%</b>              |
| <b>Mixed</b>                  |   |  |                             |                          |                          |
| White & Black Caribbean       | 0.6%                                      | 0.6%                                       | 0.5%                        | 0.7%                     | 0.4%                     |
| White & Black African         | 0.3%                                      | 0.3%                                       | 0.6%                        | 0.5%                     | 0.3%                     |
| White & Asian                 | 0.5%                                      | 0.5%                                       | 1.1%                        | 0.7%                     | 0.6%                     |
| Other Mixed                   | 0.6%                                      | 0.5%                                       | 1.1%                        | 0.9%                     | 0.5%                     |
|                               | <b>2%</b>                                 | <b>1.9%</b>                                | <b>3.3%</b>                 | <b>2.8%</b>              | <b>1.8%</b>              |
| <b>White</b>                  |   |  |                             |                          |                          |
| British                       | 44.8%                                     | 44.3%                                      | 47.1%                       | 51.3%                    | 63.8%                    |
| Irish                         | 3.6%                                      | 3.2%                                       | 3.4%                        | 3.6%                     | 3.3%                     |
| Other White                   | 7.1%                                      | 7.9%                                       | 23.7%                       | 13.9%                    | 7.3%                     |
|                               | <b>55.5%</b>                              | <b>55.4%</b>                               | <b>74.2%</b>                | <b>68.8%</b>             | <b>74.4%</b>             |
| <b>Other Ethnic Group</b>     | <b>2.4%</b>                               | <b>1.9%</b>                                | <b>4.5%</b>                 | <b>2.2%</b>              | <b>1.5%</b>              |
| <b>Not Known</b>              | 25.4%                                     | 26%  |                             |                          |                          |

Workforce Monitoring – Recruitment

Recruitment - Internal

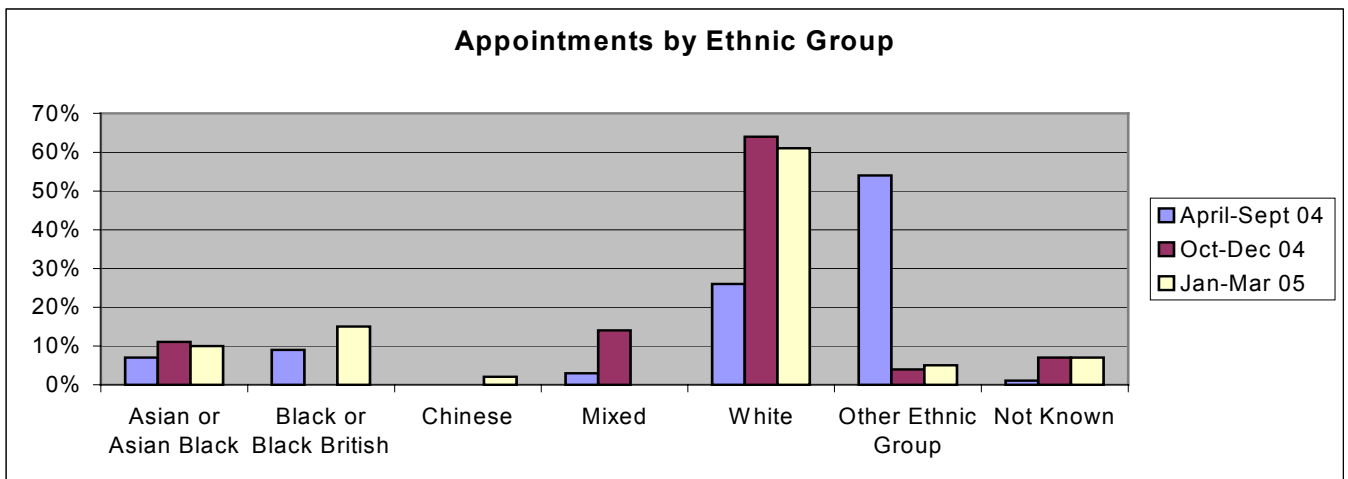
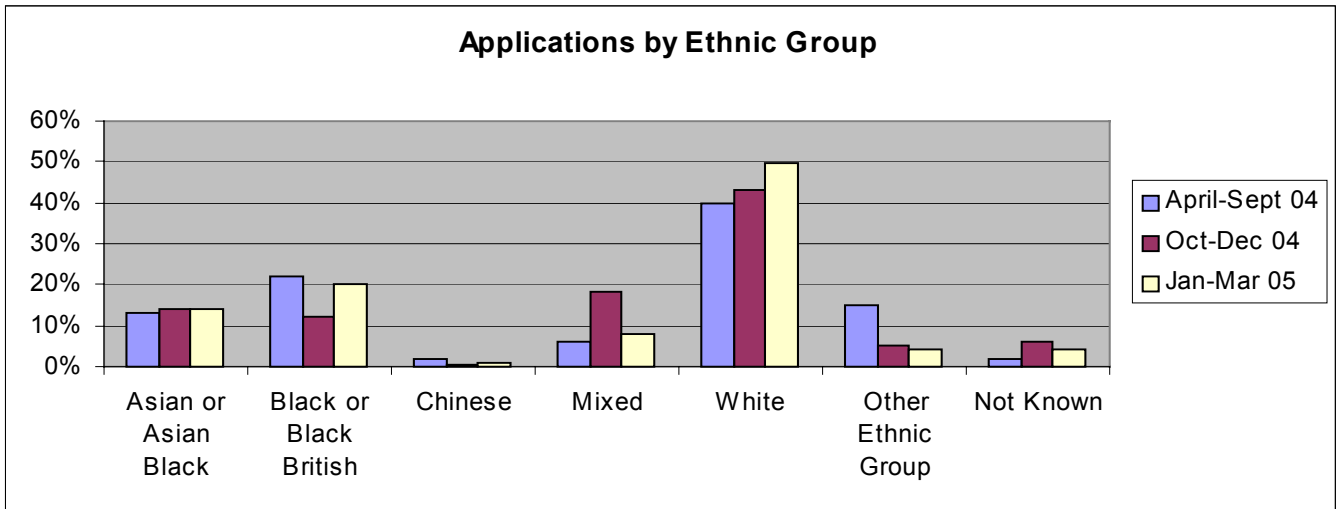


Those who applied for internal posts and those appointed. % of employees from each ethnic group who were successful in obtaining the jobs for which they applied

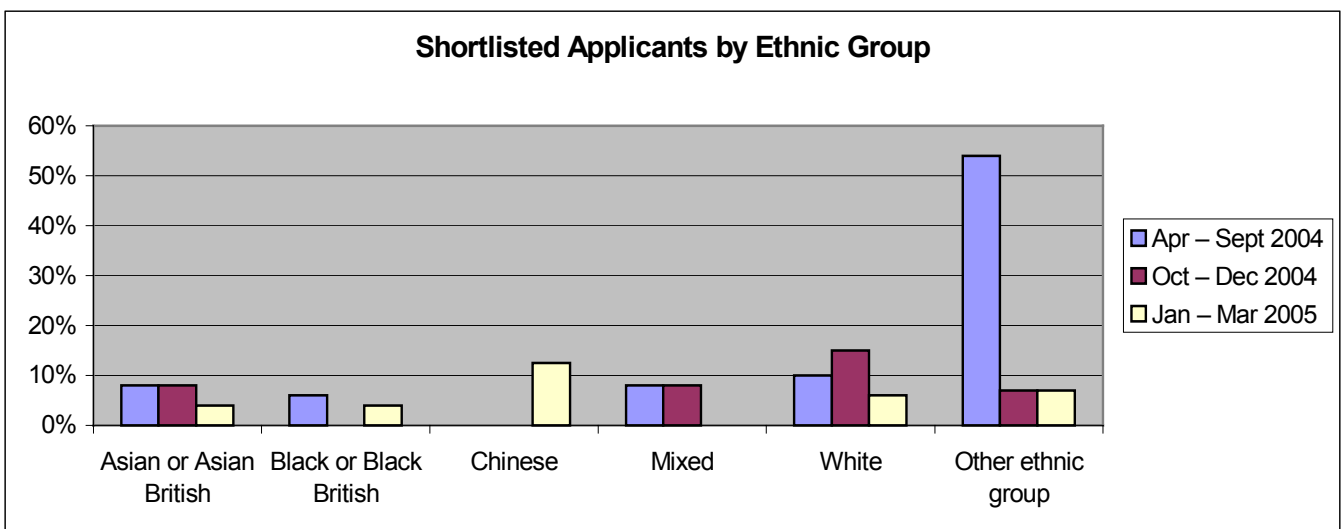


## Recruitment - External

Those who applied for external posts and those appointed



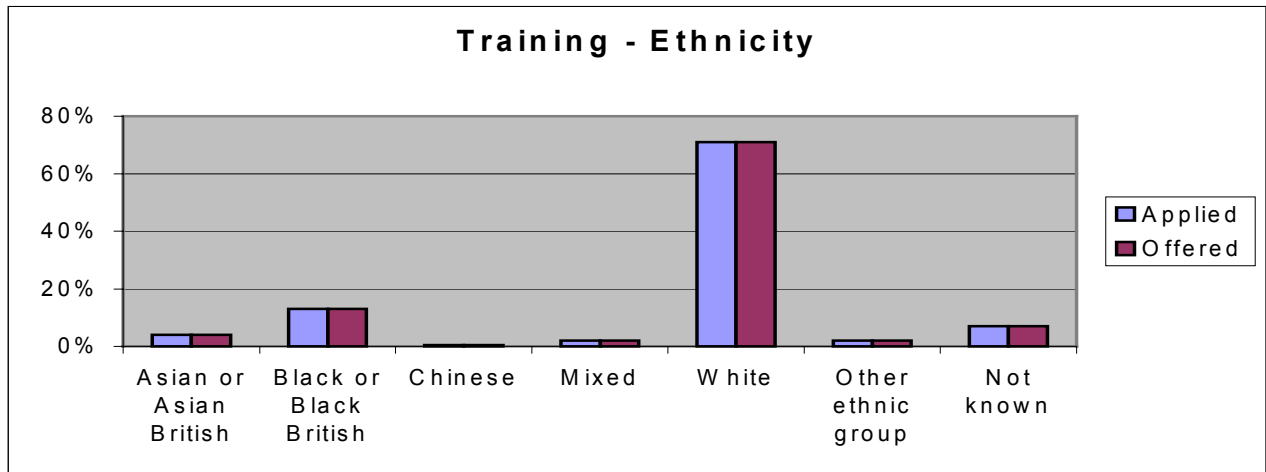
% of employees from each ethnic group who were successful in obtaining the jobs for which they applied



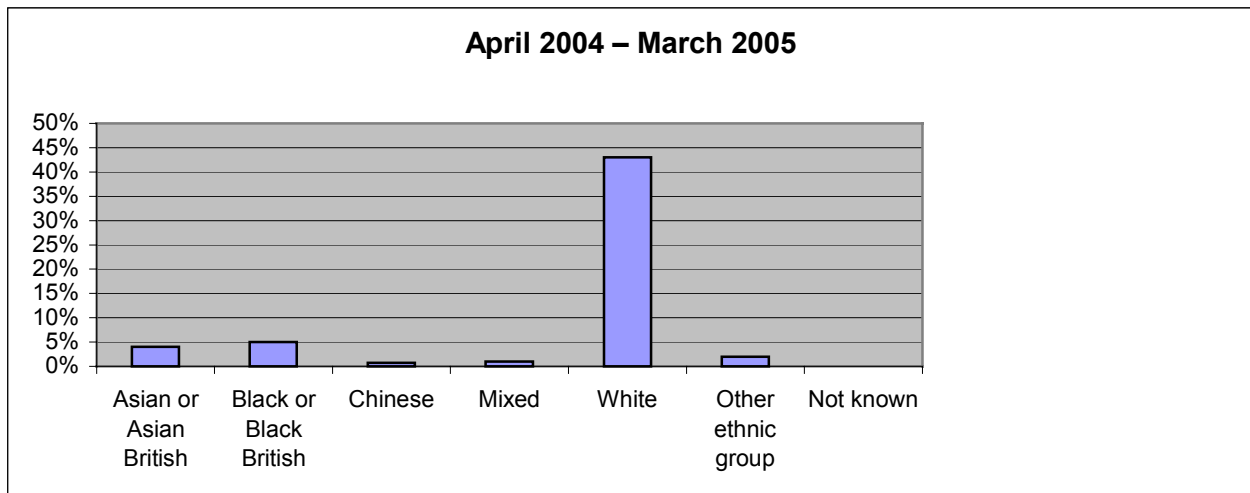
## Key Monitoring Information

### Training Ethnicity

Ethnic breakdown of employees who applied for training



### 1 Leavers – Ethnicity



### Dismissed from the Council's Service

Number of staff dismissed due to failed probation period, unsatisfactory performance or disciplinary action.

| April 2004 – March 2005 |           |                            |            |
|-------------------------|-----------|----------------------------|------------|
| Ethnicity               | Probation | Unsatisfactory performance | Discipline |
| Asian or Asian British  | 0         | 0                          | 0          |
| Black or Black British  | 2         | 0                          | 1          |
| Chinese                 | 0         | 0                          | 0          |
| Mixed                   | 0         | 0                          | 0          |
| White                   | 0         | 0                          | 2          |
| Other Ethnic Group      | 0         | 0                          | 0          |
| Not Known               | 3         | 0                          | 0          |

## Appendix 3

### Westminster Ethnic Minority Needs Audit (WEMNA) Pledges<sup>4</sup>

- 1 Undertake a Customer Service Initiative (CSi) project to provide an improved Translation & Interpreting Service so that callers have access to services in six community languages.
- 2 Secure funding to support the development of the race equality partnership in Westminster.
- 3 Improve the Council's understanding of the ethnicity of customers /clients by improving our systems to better understand the barriers faced by BME groups when accessing specific Council services.
- 4 Promote booking of libraries and community facilities for community events and community provision such as advice sessions or language classes.
- 5 Ensure that the needs of BME communities are reflected in our new Neighbourhood Renewal Strategy.
- 6 Review the current Westminster Adult Education Service provision of free citizenship classes.
- 7 Publish a new overarching health strategy incorporating issues highlighted by WEMNA and actions to address the inequalities in health in Westminster.
- 8 Expand and improve health interpreting services.
- 9 Review the Council's HIV/AIDS Service and implement improvements.
- 10 Address the findings of the BME Health Forum's projects on the BME communities and mental well-being and the "Health Needs of Refugees and Asylum seekers."
- 11 Examine the issue of BME exclusions from schools and develop proposals for action.
- 12 Continue to prioritise raising levels of educational attainment, working with schools to identify and support under achieving young people, including BME young people.
- 13 Improve access and use of libraries by Bengali and Arabic communities.
- 14 Seek to increase BME take-up of the ResCard through targeted promotion.
- 15 Identify hotspots for racial incidents and improve the way they are dealt with. To be addressed jointly in partnership between WCC, Police and CityWest Homes
- 16 Expand City Guardians' involvement with youth activities.
- 17 Undertake research on police and young BME peoples' relations.
- 18 Publish an Economic Development Strategy that addresses worklessness amongst Westminster communities, including BME communities.
- 19 Promote the new Choice-based letting system to simplify and improve the allocation system, and review its impact on BME communities.
- 20 Develop a co-ordinated strategic approach to tackling overcrowding in housing. Support residents to set up new residents associations or other housing groups to encourage local community participation Led by WFRA and CWH.
- 21 Achieve additional 300 units of self-contained temporary accommodation in 2004/05, increasing stability for families in temporary accommodation.
- 22 Map ESoL and supplementary school provision in Westminster.

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<sup>4</sup> Other commitments made to the Westminster City Partnership include the following; "We will develop a workforce that is more representative of the diverse communities we serve. (Addressed jointly by WCC, MPS and WPCT and, "We will ensure equality issues are integrated within Westminster's City Plan, our long-term strategy for the future of Westminster."

## Appendix 4

## Equality Champions

| Department                                  | Name   | Contact details   |
|---|--|---|
| Children and Community Services (Education) | Linda Crichton<br>Executive Assistant                          | 020 7641 1947<br><a href="mailto:lcrichton@westminster.gov.uk">lcrichton@westminster.gov.uk</a> |
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| Community Protection                        | Jennifer Crampton<br>Service Development Officer               | 020 7641 1232<br><a href="mailto:jcrampton@westminster.gov.uk">jcrampton@westminster.gov.uk</a> |
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| Policy and Communications                   | Maheeb J. Ladha<br>Policy Manager (Race Equality) <sup>5</sup> | 020 7641 3987<br><a href="mailto:mladha@westminster.gov.uk">mladha@westminster.gov.uk</a>       |
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