



worcestershire
county council

RACE EQUALITY CONSULTATION EVENTS

**Women Only Events on 20th February 2006 in
Redditch and 27th February 2006 in Worcester**

and

**11th September 2006 in Kidderminster, 13th September
2006 in Redditch and 18th September 2006 in
Worcester**

You Said – We Will - Report

This document can be made available in other languages (including British Sign Language) and alternative formats (large print, audio tape, computer disk and Braille) on request from the Corporate Diversity Manager, County Hall, Spetchley Road, Worcester, WR5 2NP, telephone 01905 766938.

**If you need help understanding this paper in your own language, please
contact Ethnic Access Link on 01905 25121**

'If you need help understanding this document in your own language, please contact
Ethnic Access Link. Tel: 01905 25121' *(English)*

'যদি এই দলিলটি আপনার নিজের ভাষায় বুঝতে আপনার সাহায্যের প্রয়োজন হয়, অনুগ্রহ করে Ethnic Access Link
(এথনিক অ্যাক্সেস লিংক)-কে 01905 25121 টেলিফোন নম্বরে যোগাযোগ করুন' *(Bengali)*

如果你需要這個文件的中文信息，請聯絡 Ethnic Access Link，電話是01905 25121 *(Cantonese)*

'Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu we własnym języku, zadzwoń do Ethnic
Access Link. Tel: 01905 25121' *(Polish)*

'Se necessitar de ajuda para perceber o conteúdo deste documento na sua língua, contacte a
associação Ethnic Access Link pelo telefone: 01905 25121' *(Portuguese)*

'Si necesita ayuda para entender este documento en su idioma, puede ponerse
en contacto con Ethnic Access Link en el teléfono 01905 25121' *(Spanish)*

Bu dokümanõ kendi dilinizde anlamak için yardım isterseniz Ethnic Access Link ile temasa geçiniz
Tel: 01905 25121' *(Turkish)*

'اگر آپ کو اس دستاویز کو آپ کی اپنی زبان میں سمجھنے میں مدد کی ضرورت ہے، تو براہ کرم
Ethnic Access Link (ایتھنک ایکسس لنک) سے رابطہ کریں۔ ٹیلی فون: 01905 25121' *(Urdu)*

WORCESTERSHIRE. WE ALL MAKE IT
UNIQUE 
Equality and Diversity

You Said – We Will.

Rob Sykes, Chief Executive

Introduction

In September 2006, the Council re-visited your local areas to tell you about what we had done to improve race equality following what you said in 2005 and to listen to what else you had to say about how the Council can improve your quality of life in Worcestershire.

The first event took place in Kidderminster on 11th September, the second in Redditch on 13th September and the third in Worcester on 18th September. In addition two events were held for women only in Redditch on 20th February and in Worcester on 27th February.

Over 200 people attended from our diverse Black and Minority Ethnic (BME) communities. This included people from settled communities who have been part of Worcestershire for many years as well as members of some of our newer communities.

Again we received a wealth of feedback and interestingly there were a number of recurring concerns raised at all five events. We want to be more realistic about what we can achieve by 31st March 2008. Therefore each of my Chief Officers has identified a number of actions which their officers will work on.

Below is a summary of the key recurring points you made and what we will do in response, over the life of our current Race Equality Scheme, which will expire in March 2008.

Adult and Community Services

You Said

- Look more at the needs of the older people and make appropriate provision
- More Council Officers need to attend community events and forums
- There needs to be greater involvement with the older community i.e. transport, cultural based activities
- Meet the language needs of Eastern European people
- Improve social workers understanding of cultural and religious needs of communities
- Provide ESOL classes for older people
- Address the needles issues outside the mosque in Worcester

During April 2007 and March 2008 We Will

- Establish contact with key Black and Minority Ethnic groups in the Kidderminster locality *(by 31st December 2007)*
- Improve access for people from Black and Minority Ethnic communities to Adult and Community Services *(by 31st March 2008)*
- Raise awareness of staff about diversity by increasing the number of staff attending Diversity training *(by 31st March 2008)*
- Facilitate a meeting between the Mosque and St Paul's Hostel to discuss the concerns about needles *(by 31st March 2007)*
- Investigate local demand for English Speaking for Other Languages (ESOL) and current provision available in Worcestershire *(by 30th September 2007).*

Children's Services

You Said

- Appoint BME youth workers to work with young people
- Make contact with young people, contact the youth house to come to schools
- Organise social events for young people
- Consult with young people so you provide what they want
- Meet the language needs of children from Eastern Europe
- Sladen Middle School will be useful as a multi cultural resource centre
- Appoint more Teaching Assistants – Bengali specialist at St George's School
- Improve grades – children say they only get 10%-15% of the required Pass grades - is the BME community underachieving, and if so why?

During April 2007 and March 2008 We Will

- Increase number of BME qualified youth workers (*31st December 2007*)
- Progress implementation of Joint Engagement action plan (*28th February 2007*)
- Increase number of schools using the Isolated Learner packs (*31st December 2007*)
- Develop Sladen Middle School for community use following approval of the proposals for future usage of the school (*31st March 2007*)
- Use annual key stage assessment results to measure all children and young peoples attainment (*30th November 2007*)

Employment and Accountability (Corporate Services)

You Said

- Appoint more people from minority groups into public facing posts e.g. contact centre
- Develop work experience packages to support young people and adults to develop confidence in securing employment
- Extend the work experience programme in place with Trinity High School to other schools
- Appoint more BME Groups in senior and middle management positions
- Take off personal details from application form when short listing
- Involve members of minority groups in scrutiny processes
Council committees and panels are not representative
- Increase trust and confidence by providing feedback to ethnic minorities who are not short-listed
- Promote Worcestershire Hub as the focal point for accessing local Council services
- Provide Worcestershire Hub leaflets in alternative languages and appoint Urdu/Bengali speaking Customer Services Advisers
- Publish actual number of BME employees, not percentages
- Provide opportunities to use council buildings

During April 2007 and March 2008 We Will

- Hold a Job Fair, showcasing the diverse range of job opportunities available at the County Council including workshops *(by 30th June 2007)*
- Proactively encourage access by BME communities to Council services through the Worcestershire Hub *(by 31st December 2007)*
- Work with partners to provide a safe environment where BME communities can report hate crime *(by 31st December 2007)*
- Revise our recruitment process to remove personal details from the short-listing stage *(by 1st April 2007)*
- Implement a pilot scheme that will provide automatic feedback on job applications from BME applicants *(1st July 2007)*
- Review the operation of the Scrutiny process with a view to increasing the involvement of BME communities *(by 1st July 2007)*
- Publicise County buildings which community groups can hire and lease for community use *(by 31st May 2007)*
- Publish actual numbers of BME employees in our annual ethnic monitoring report *(by 31st May 2007)*
- Monitor the success of the Black Colleagues Mentoring Scheme *(by 30th July 2007)*

- Introduce Adult work experience and work shadowing opportunities (*by 1st September 2007*)

Transport and Highways (Environmental Services)

You Said

- Improve resident parking on Station Road, Redditch and address persistent noise and nuisance from buses/taxis
- Provide traffic calming in Radford Avenue, Kidderminster
- Improve the lay-by in Gheluvelt Avenue, Kidderminster
- Provide traffic calming in Stanley Road, Worcester
- Restrict the use by heavy good vehicles to St. George's Lane North, Worcester
- Address the flooding issues in the Vincent Road area, Worcester
- Improve the bus service in Kidderminster area
- Improve bus services between Wylds Lane area, Worcester to the relocated GP service on Newtown Road
- Require lighting in Fort Royal Park, Worcester

During 2007 We Will

- Ensure that each of the above issues is investigated and the outcome reported to the resident raising the concern (*by 31st March 2007*)

Voluntary and Community Groups (Performance, Economy and Planning Services)

You Said

- Improve relations with the existing voluntary and community organisations
- Promote the value of community and volunteer working that will lead to the engagement of young people in the future
- Improve funding for voluntary and community groups
- Appoint positive role models to stimulate the aspirations of young people
- Introduce a Mentoring Scheme for young people

During April 2007 and March 2008 We Will

- Obtain national standards for the County Council BME Mentoring Scheme (*31st March 2007*)
- Support Youth Support Services (a Charitable Organisation) in the running of the BME Mentoring Scheme for young people, in partnership with other voluntary and statutory organisations (*31st March 2007*)
- Promote the value of community and volunteer working by contributing to the development of the Volunteering Code of Practice being developed (*31st March 2007*)
- Ensure concerns raised by BME voluntary and community sector (VCS) at the Consultation events in 2006 are addressed in the Compact Code of Practice on funding and procurement (*31st March 2007*)

Consulting, Influencing and Involving

You Said

- Ensure wider publicity about the consultation events
- Review and improve communication with local communities
- Involve District Councils in the consultation events
- Hold the Events during the day time to allow greater accessibility
- Provide publicity information in the right language
- Use more methods of communicating the events to the community
- Involve young people
- Change the time - early evening is not good for women – Mornings are better
- Organise more Forums
- Hold face to face discussion Provide feedback from relevant officers on issues raised
- Consider focus groups to work on particular issues
- Improve skills of Facilitators

During April 2007 and March 2008 We Will

- Improve the Race Equality Consultation Events (*by 31st October 2007*)
- Develop effective methods for involving the many cultures within our communities (*by 31st March 2008*)
- Monitor, review and improve our arrangements for translation and interpretation services (*by 30th September 2007*)
- Promote good race relations in the County through promoting the celebration of diverse cultures (*by 30th April 2007*)
- Create a voluntary and community organisations database on the Council's website (*by 30th September 2007*)
- Build a photographic library representing Worcestershire's diverse cultural communities (*by 31st March 2008*)