

Department: Social Services					Service: Learning Disabilities Service					
Completed by: Bev Maybury			Date: 4/12/03		Reviewed by: David Friday Equalities Champion			Date: December 04		
Function	General Information About Function/Policy/Procedures				Is The Policy Relevant To The General Duty?	What is the degree of relevance? Priority for further action		What priority Would you give this function	What Action is to be taken? Complete Business plan Ref:	
(Within each function complete a separate row for each policy/procedure)	A Contracted Out?	B Written policy	C Delivered in Partnership?	D Ethnic Monitor?	E Does the Policy/procedure involve service users/carers or public or have consequences for them?	F Is there any reason to believe that some racial groups could differently affected?	G How much evidence do you have?	H Is there any concern that this policy is being operated in a discriminatory manner?	I	J Complete Service Plan Ref:
Receiving And Dealing With Inquiries										
Accessible Information	NO	YES	YES	NO	C	YES Category 3/5/7-11	0	4		Set objective in Business Plan to review and monitor process.
Bilingual Service/Workers	NO	NO	YES	YES	C	YES	2	0	2	Set objective in Business Plan to review service.

Assessing Need And Eligibility										
Farr Access to Care Services (F.A.C.S)	NO	YES	YES	YES	C	YES Process governed by national guidelines and designed to be non discriminatory but representative work force needed.	3	1	1	Set objective in Business Plan to review and monitor process.
Eligibility Criteria	NO	YES	YES	YES	C	YES Category 4-10 See Above	1	1	1	Set objective in Business Plan to review and monitor process.
Care Planning Process										
Person Centred Planning	NO	YES	YES	YES	C	NO, process based on individual needs.	3	0	4	Review at next RES
Arranging And Delivering Services										
Provision of Services/Resources	YES at times	YES	YES	YES	C	YES Category 1-17 Availability of Cultural Appropriate Services.	3	3	2	Culturally appropriate services being over seen by E.M.A.P Working Group. Possible area for EIA during 04.

<i>Review/ Reassessment Of Outcomes</i>										
Case Review	NO	YES	YES	YES	C	NO Process based on individual needs.	3	3	3	Review at next RES
<i>Developing Services In Response To Monitoring And Evaluation</i>										
Planning For Unmet Need/Service Improvement	No	NO	YES	YES	C	Yes Category 1-17	1	1	2/3	Current Activity already started and undertaken by Apka Haq
Vulnerable Adults Service/Policy	NO	NO	YES	YES	C	Yes Category 1-17	3	4	1	Review and build actions into Vulnerable Adult Plan April 04

Department: Social Services					Service: Finance and Buildings					
Completed by: Rick Eastwood			Date: 4/12/03		Reviewed by: David Friday Equalities Champion			Date: December 04		
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Receiving And Dealing With Inquiries										
Fairer Charging	NO	NO	YES	NO	C	3-17	0	4	2	Action outlined in Business Plan 03/04
Care Planning Process										
Care Plan Costing	NO	NO	NO	N/A	C	No costing process is the same for all racial groups.	0	0	3	No action necessary.

Arranging And Delivering Services										
Supporting People Charging Policy.	NO	YES	NO	NO	C	NO , charging process is same for everyone. Take up of benefits will affect but not able to influence this at this point.	0	0	3	No action necessary
Fairer Charging Policy	NO	YES	NO	N/A	C	No as above	0	0	3	No action necessary.
Residential/Mean Testing Management of Service Users Monies	NO	YES	YES	N/A	C	No differential impact as based on capacity not race.	0	0	3	Continue with current monitoring arrangements.
Review/ Reassessment Of Outcomes										
Annual Review of Fairer Charging/Supporting People	NO	YES	NO	N/A	C	The same as Supporting People Charging Policy	0	0	3	No action necessary
Developing Services In Response To Monitoring And Evaluation										
Design Specification of Building	YES	Draft Corporate Procedures	YES	NO	C	Yes, as need to consider where it is built/ is suitable for users and meets their cultural needs	3-17	2	0	Interim advice from corporate ensures process is implemented appropriately.

Department: Social Services					Service: Personnel and Customer Services					
Completed by: Sue Clarke			Date: 4/12/03		Reviewed by: David Friday Equalities Champion			Date: December 04		
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Job evaluation, job review, advertising, Advertising and recruitment process										
Advertising Posts	NO	YES	NO	NO	C	1-17 Accessibility of information. Euro centric approach	2	2	1	Monitor adverts and where placed until March 04. Written guidance then produced.
Administrating Process	NO	YES	NO	YES	C	NO	0	0	4	Review at next RES

Monitoring Effectiveness training/supervision										
Advise to Managers	NO	NO	NO	N/A	C	NO	0	0	4	Review at next RES
Equality Monitoring/Applicants	NO	NO	NO	Data is collected but no electronic system.	C	1-17 Currently a new system is being developed to collate info electronically so regular analysis can be produced.	3	3	1	Backlog to be completed. Continue to work with Corporate HR to develop monitoring systems.
Providing Information to Employees	NO	YES	NO	NO	C	Yes	1-17	1	2	Discuss and action agreed at Corporate Communication Group.
Developing Services In Response To Monitoring And Evaluation										
Reporting Function	NO	NO	NO	NO	B	1-17	0	0	4	Review at next RES

Department: Social Services					Service: Performance and Information					
Completed by: Elaine Powell			Date: 4/12/03		Reviewed by: David Friday Equalities Champion				Date: December 04	
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(Within each function complete a separate row for each policy/procedure)	A Contract ed Out?	B Written policy	C Delivered in Partnership ?	D Ethnic Monitor?	E Does the Policy/procedure involve service users/carers or public or have consequences for them?	F Is there any reason to believe that some racial groups could differently affected?	G How much evidence do you have?	H Is there any concern that that this policy is being operated in a discriminatory manner?	I	J Complete Service Plan Ref:
Complaints	No	No Being developed	Yes	Yes	C	1-17 Accessibility of info/English not first language	3	2	1	Fully implement the new policy, continue to monitor on a monthly basis

Better Care Higher Standards	No	YES	YES	NO	C	No	NO	0	4	Document available in languages and on audiotape and is reviewed every year. NFA
Access to Personal Information/Confidentiality	NO	Being Finalised	YES	NO	C	NO	2	3	1	Policy developed by Feb 04. Monitor Ethnicity of Requests.
Ethnic Monitoring/Data Collection/Rerecording Policy	NO	YES	NO	N/A	C	NO	0	0	4	Review in next RES and incorporate in to Ethnic Monitoring Policy
Public Information	NO	YES	NO	NO	B	1-17 Need to ensure policy/guidance is followed. There is a heavy reliance on written info.	1	2	2	Discuss at Corporate Communication Group. Monitor requests for information
Ethnic Monitoring	NO	YES	NO	N/A	C	NO	0	0	4	Review in next RES and incorporate in Data Recording Policy
Carers Guidance/ Development of Carers Strategy	NO	YES	NO	YES	C	1-17 Culturally Appropriate Resources/ Information	2	2	2	Ensures that the Development of Carers Strategy takes account of Culturally Appropriate Services.

Policy On Policy Development	NO	YES	YES	N/A	C	1-17 Need to ensure that there is appropriate representation and consultation with all communities.	3	3	1	Use Involvement/ Consultation Strategy to guide process. Appointment of Equality Officer
Advice And Information to Operational Staff	NO	NO	NO	N/A	B	Consideration needs to be given to accessibility/format	1	1	3	Needs to be built into planning process

Department: Social Services					Service: Training/staff development					
Completed by: John Fraine				Date: 4/12/03	Reviewed by: David Friday				Date: December 04	
				Equalities and Diversities Champion						
Function	General Information About Function/Policy/Procedures				Is The Policy Relevant To The General Duty?	What is the degree of relevance? Priority for further action		What priority Would you give this function	What Action is to be taken? Complete Business plan Ref:	
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Induction and Job/Work Orientation										
Induction Policy	NO	Being revised	NO	YES	C	NO	0	0	4	Ongoing monitoring to be implemented when revised and reissued to staff.
Training and employee Development										
Staff Development/ Training Plan	YES	YES	YES	YES	C	1-17 Training Plan is designed to meet the needs of all groups of staff	2	0	2	Analyse data obtained from ethnic monitoring to inform training.

Training Policy	YES	YES	YES	NO	C	1-17 As above	1	0	3	On going monitoring of policy any actions identified to be included into Business Plan
Monitoring Effectiveness training/supervision										
Supervision	Yes	Yes	Yes	N/A	C	1-17 This is a new policy need to monitor see action column	0	0	2	Include objective in Business Plan re reviewing Feedback Forms and monitor information collected on forms.
Annual Job Appraisal/ Review and Exit Interviews										
Annual Appraisal	No	Yes	Yes	To be done	C	1-17 as above	0	0	2	Include objective in Business plan re reviewing Feedback Forms and monitor information collected on forms.
Developing Services In Response To Monitoring And Evaluation										
Monitoring of Service Provision	No	Yes	Yes	No	C	1-17 Training is intended to be culturally appropriate but not comprehensively monitored.	2	0	2	Ongoing monitoring & build into Business Plan

NVQ Assessment Centre	NO	YES	NO	YES	C	1-17 The potential to impact on groups is likely to be around language accessibility, location and due consideration is given to this.	1	0	2	Ongoing monitoring & build into performance and information Business Plan
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Department: Social Services					Service: Children Services					
Completed by: Teresa Broadbent			Date: 4/12/03		Reviewed by: David Friday Equalities Champion			Date: December 04		
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Receiving And Dealing With Inquiries										
Social Work Teams Initial-Assessment Disability Aftercare-Services	NO	YES	NO	YES	C	1-17 language, resources, not representative work force	2	4	3	Set objective in Business Plan to monitor and analyse the use of service

Assessing Need And Eligibility										
Investigation Social Work Teams Initial-Assessment Team	NO	YES	YES	YES	C	1-17 language, resources, not representative work force	2	3	1	Recognised Priority/Monitoring Departmentally via ACPC/Further training being developed.
National Assessment Framework Social Work Teams	NO	National Assessment Framework (NAF)	YES	YES	C	1-17 Process governed by national guidelines and designed to be non discriminatory but representative work force needed. Training and use of interpreters need to be developed.	3	3	1	Ongoing development of IRT system. Appropriate training/ recruitment of staff
Assessment Process Disability	No	YES	YES	YES	C	Yes, high use of service by Asian Children/families	2	4	3	Objective in Business Plan. Ongoing development of culturally appropriate services.
Assessment Process Aftercare Team/Unaccompanied Asylum Seeking Children (UASC)	NO	Draft being worked up	YES	YES	C	Specific to UASC	3	3	2	Set objective in Business Plan to continue work on the development of policy/ guidance

Recruitment of Adopters/Foster Carers Family Placement Team	NO	YES	NO	YES	C	1-17 need to ensure appropriate Strategy to recruit a diverse range of adopters	3	3	1	Current Equality Impact Assessment underway as pilot for Council.
Preparation/Assessment Family Placement Team	NO	YES	NO	YES	C	As above	3	3	1	As above
Approval /Matching Family Placement Team	NO	YES	YES	YES	C	As above	3	3	1	As above
Post Placement Family Placement Team	NO	YES	Yes	YES	C	As above	3	3	1	As above
Care Planning And Providing Resources For The Plan										
Care Planning Process (NAF)	No	Yes	Yes	Yes	C	1-17 provision of appropriate resources	3	3	1	See objective in Business Plan to audit and report monthly on unmet need. Continue to monitor implementation of NAF.

Arranging And Delivering Services										
Direct Provision	NO	Minimum Standards Residential Care	NO	YES	C	1-17 provision of appropriate culturally sensitive resources.	3	3	1	Currently preparing actions in response to Nation Care Standards Commission (NCSC).
Contracted Provision	YES	Government Guidance	YES	YES	C	1-17 As above	3	3	1	Input into Development of Commissioning Strategy/Registration
Out Reach Provision	NO	YES	YES	YES	C	1-17 As above	3	3	1	Set objective in Business Plan to monitor outcomes against ethnicity
Social Work Teams Initial Assessment Disability Aftercare	NO	YES	YES	YES	C	1-17 Provision of culturally appropriate services	3	3	1	Current objectives in Business Plan. Supported by revision to fostering service plan, need to monitor and improving commissioning.
Family Support Sponsored Provision	YES	YES	YES	YES	C	1-17 need to establish a range of different types of resources	1	1	3	Continue monitoring, work in partnership with early years and other partners.
Support with Parenting	NO	YES	YES	YES	C	1-17 Understanding of cultural issues, possibility of euro centric approach to parenting	3	3	1	Monitor success of parenting package. Further analysis of take up of service. Consultation with services to be undertaken.
Individual Care Packages/ Care Planning	NO	YES	YES	YES	C	1-17 As above	2	2	2	Ongoing Monitoring.

Review/ Reassessment Of Outcomes										
Social Work Teams Initial Assessment Disability Aftercare	NO	YES	YES	YES	C	1-17 Process governed by national guidelines and designed to be non discriminatory but representative work force needed.	3	3	1	Training same as above
Review and Monitoring for LAC/Child Protection Procedures	NO	YES	YES	YES	C	1-17 Same as above. Minutes not available indifferent language	3	3	1	Objective in Business Plan to provide information in range of languages in conjunction with the Interpretation and Translation Team.
Children in Public Care Team	NO	YES	YES	YES	C	1-17 Same as above.	3	3	1	Ensure reports to JESP include ethnic monitoring (language, religion/origin)
Psychology	NO	YES	YES	YES	C	1-17	3	3	2	Set objective in Business Plan to ensure Ethnic Monitoring is carried out and an analysis of info is used to develop service.

Department: Social Services					Service: Physical / Sensory/ Disability Service					
Completed by: Janet Whitehead			Date: 4/12/03		Reviewed by: David Friday Equality Champion				Date: December 04	
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(Within each function complete a separate row for each policy/procedure)	A Contracted Out?	B Written policy	C Delivered in Partners hip?	D Ethnic Monitor?	E Does the Policy/procedure involve service users/carers or public or have consequences for them?	F Is there any reason to believe that some racial groups could differently affected?	G How much evidence do you have?	H Is there any concern that that this policy is being operated in a discriminatory manner?	I	J Complete Service Plan Ref:
Receiving And Dealing With Inquiries										
Social Work	NO	Screening Document	NO	NO	C	Availability of appropriate language speaker at first point of contact	1	2	3	Formalise Ethnic Monitoring at enquiry stage
Community Occupational Therapy Team (COTT)	NO	YES	YES	NO	C	Same as above	1	2	3	Formalise Ethnic Monitoring at enquiry stage
Training into Employment (TIE)	NO	YES	NO	YES	C	1-17 As above	1	1	3	Information needed in different formats and languages

Assessing Need And Eligibility										
Social Work HIV	NO	FACS	NO	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	0	Review at next RES
Social Work HIV	NO	Eligibility	NO	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	0	Review at next RES
Day Support	NO	YES	NO	YES	C	1-17 Need to ensure a culturally sensitive service is delivered to ensure take up by BME communities	3	3	1	Review service delivery of day care within Best Value Review. Ongoing consultation and Involvement with service users
COTT/Loan Stores	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	0	Review at RES 04
Adaptations/Anchor	YES	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	0	Review at RES 04

TIE	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	4	Review at RES O4
Care Planning										
Social Work HIV	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	0	Review at RES O4
Day Support	NO	YES	NO	YES	C	1-17-Culturally sensitive resources/diet and work force representation needed.	2	2	1	Review of provision of meals, work force representation
Arranging And Delivering Services										
Care Management/Social Work	NO	YES	YES	YES	C	1-17 further develop a range of cultural appropriate services	3	3	1	Review spot purchase/ commissioning strategy/consider unmet need under Fair Access to Care Services (FACS)
Loan Stores	YES	YES	YES	NO	C	N/A however take up could be monitored.	0	0	4	Ensure Ethnic Monitoring is being undertaken

COTT	NO	YES	YES	YES	C	N/A however take up could be monitored	0	0	0	Review at RES 04
Adaptations/Anchor	YES	YES	YES	YES	C	N/A however take up could be monitored	0	0	0	Review at RES 04
TIE	NO	YES	YES	YES	C	1-17 Further develop a range of cultural appropriate services	2	2	2	Set objective in Business Plan to consult and monitor a range of service provision
Review/ Reassessment Of Outcomes										
Review Of Care Plan	YES	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	4	FACS needs to be reviewed and linked to Business Plans.
TIE	NO	YES	NO	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	4	Review at RES 04

Department: Social Services					Service: Mental Health					
Completed by: Alan Chittenden			Date: 4/12/03		Reviewed by: David Friday Equality Champion			Date: December 04		
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Receiving And Dealing With Inquiries										
Initial Assessment and Intervention	YES	YES	YES	YES	C	No, process is designed to be non discriminatory	NO	4	4	Review at RES 04
EDT	NO	NO	NO	YES	C	1-17 However process is designed to be non discriminatory	2	3	2	Ensure non-discrimination by ongoing review of service.

Assessing Need And Eligibility										
Assessment/ Care Programme Approach (CPA)	NO	YES (CPA)	YES	YES	C	1-17 However process is designed to be non discriminatory	2	2	2	Set objective in next business Plan to monitor unmet need and analyse data.
EDT	NO	Apply criteria suitable to service area	YES	YES	C	1-17 However process is designed to be non discriminatory	2	3	2	Ensure non-discrimination by ongoing review of service.
Care Planning And Providing Resources For The Plan										
Care Plan (CPA) Standard/Enhanced	NO	YES (CPA)	YES	YES	C	1-17 However process is designed to be non discriminatory	2	3	2	Set objective in next Business Plan to monitor unmet need and analyse data.
Arranging And Delivering Services										
Provision/Provider Services (Residential/Day Services)	YES	YES	YES	YES	C	1-17 Ongoing development of culturally sensitive services	3	3	1	Ongoing work to monitor gaps. Identifying appropriate services.

Contract Provision	YES	YES	YES	YES	C	1-17	2	2	2	Working with Contracts Team to develop contracts that reflect Equality Standards for Local Government (ESLG) Checks/monitor complaints.
Drug and Alcohol Service	YES	YES	YES	YES	C	1-17 Ongoing development of culturally sensitive services	3	3	1	Ongoing monitoring of data to inform service development.
Review/ Reassessment Of Outcomes										
Reviewing Care Package	Sometimes	YES	YES	YES	C	1-17 availability of culturally appropriate recourses	3	3	1	Monitor outcomes between different ethnic groups
Developing Services In Response To Monitoring And Evaluation										
Service Development National Service Framework (NSF)	NO	Yes/NSF	Yes	Yes	C	YES	2	2	2	Need to ensure the service responds flexibly to guidance in NSF.

Department: Social Services					Service: Participation and Performance					
Completed by: David Ashcroft			Date: 4/12/03		Reviewed by: David Friday Equalities Champion				Date: December 04	
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Receiving And Dealing With Inquiries										
Involvement and Consultation Strategy	No	YES	YES	YES	C	Yes 1-17 need to consider appropriate venues and availability of languages speakers/info	2	1	2	Set objectives in Business Plan to increase outreach to BME Communities. Also set objectives to improve equality of access.

Direct Payments	NO	NO	NO	YES	C	YES 1-17 Need to consider info in languages	1	1	3	Need to build better BME partnerships to develop service
Assessing Need And Eligibility										
Commissioning Strategy	NO	NO	YES	NO	C	Yes 1-17	3	4	1	Establish a framework for the process of developing a Commissioning Strategy. Building in feedback from contractors.
Direct Payment	NO	YES (FACS)	YES	YES	C	1-17 Open to anyone that has been assessed as eligible to Community Care Services. There is a different affect but this is because the service is being targeted at BME communities to ensure culturally sensitive services.	3	1	2	Need to monitor the implementation of FACS. Will be reflected in Departmental Business Plan

Care Planning And Providing Resources For The Plan										
Commissioning Strategy	YES	NO	YES	YES	C	1-17 issues of language and need to develop formal links BME community/local providers to develop Strategy.	1	2	3	See Objective above regarding Developing a Commissioning Strategy. Advertising process need to be reviewed.
Arranging And Delivering Services										
Capacity Building/Community Development	NO	NO	YES	NO	C	1-17 Could have differential impact/this is viewed as justified. Action is being taken to improve take up by BME Communities designed to re-dress unmet need	1	2	1	Set objective in Business Plan to Formalise Ethnic Monitoring. Review Capacity Building Process.
Research Unit	YES	NO	YES	YES	C	1-17 Need to consider accessibility, language, resources	3	2	1	See Objective above regarding Developing a Commissioning Strategy. Process needs to be reviewed.
Direct Payments Provisions	NO	YES National Guidance	YES	YES	C	1-17 As above	2	2	2	Service specifically targeted at improving take up by BME community. Ongoing work has begun to achieve this

Monitoring Effectiveness Of The Service										
Contract Monitoring	NO	National Guidelines	YES	YES	C	1-17 Need to consider Language and workforce representation.	1	2	3	Set objective in Business Plan to monitor workforce representation and analyse the training needs of the provider workforce
Provider Support	NO	NO	YES	YES	C	1-17 Do not formally monitor.	1	0	3	Review and formalise arrangement and to link this with capacity building
Developing Services In Response To Monitoring And Evaluation										
Capacity Building in the Voluntary Sector & Community	NO	NO	YES	YES	C	4-10 Specifically targeting BME communities	3	1	3	Set objective in Business Plan to develop a model to improve working with partners and produce a co-ordinated joint up strategy.

Department: Social Services					Service: Older People and Vulnerable Adults Services					
Completed by: Dorothy Philips				Date: 4/12/03	Reviewed by: David Friday Equality Champion				Date: December 04	
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Receiving And Dealing With Inquiries										
Employees paid to provide (Bilingual and multilingual skills)	YES	YES	YES	YES	C	4-10 Aimed to meet the needs of BME Communities.	3	0	3	Review at RES 04
General Inquiries	NO	YES	YES	YES	C	0	0	0	3	Review at RES 04

Assessing Need And Eligibility										
Single Assessment Process (SAP)	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	4	Review at RES 04
Initial Assessment	NO	YES	YES	YES	C	1-17	0	0	3	Ongoing work outlined in Business Plan. Focus Group looking at process
Continue Health Care	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	3	Objective needs to be set in Departmental Business Plan to monitor the implementation of Continuing Care Criteria
Care Planning /Resources										
Care Management	NO	YES	NO	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	3	Set objective in Business Plan 04/05 to review process.
Single Assessment Process (SAP)	NO	YES	YES	YES	C	As above	0	0	3	Set objective in Business Plan 04/05 to review process.
Fair Access to Care Services (FACS)	NO	YES	NO	YES	C	As above	0	0	3	Set objective in Business Plan 04/05 to review process.

Arranging And Delivering Services										Set objective in Business Plan 04/05 to review process.
Micro Commissioning	NO	YES	NO	NO	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	3	As above
Provider Services	SOME	YES	YES	YES	C	3-17	3	2	2	Set objective in Business Plan to undertake an Equality Impact Assessment (EIA) within residential services.
Minimum Standards for Residential/Homecare Services	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	4	3	Monitor the implementation and review in Business Plan of 04/05
Review/ Reassessment Of Outcomes										
Commissioning	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	3	Set objective in Business Plan 04/05 to review process.

Review	NO	YES	YES	YES	C	No. Process governed by national guidelines and designed to be non discriminatory	0	0	3	Set objective in Business Plan 04/05 to review process and include in the Home from Hospital Business Plan.
<i>Developing Services In Response To Monitoring And Evaluation</i>										
Single Assessment Process (SAP) Fair Access Care Services (FACS)	NO	YES	NO	YES	C	YES as intending to target development of appropriate services for BME communities.	0	0	3	Current monitoring system in place.
Service/Carers Users Surveys	NO	YES	YES	YES	C	YES/1-17	1	0	3	Continue to roll out as outlined in Business Plans
Welfare Rights	NO	YES	YES	YES	C	YES	2	0	4	Will be looked at within Best Value Review.

Department: Social Services					Service: Administration Services					
Completed by: Tracy Hyland			Date: 4/12/03		Reviewed by: David Friday Equality Champion				Date: December 04	
Function	General Information About Function/Policy/Procedures				Is The Policy Relevant To The General Duty?		What is the degree of relevance? Priority for further action		What priority Would you give this function	What Action is to be taken? Complete Business plan Ref:
(Within each function complete a separate row for each policy/procedure)	A Contracted Out?	B Written policy	C Delivered in Partnership?	D Ethnic Monitor?	E Does the Policy/procedure involve service users/carers or public or have consequences for them?	F Is there any reason to believe that some racial groups could differently affected?	G How much evidence do you have?	H Is there any concern that that this policy is being operated in a discriminatory manner?	I	J Complete Service Plan Ref:
Receiving And Dealing With Inquiries										
Initial Screening	NO	YES	NO	YES	C	4-17 Need to consider language	2	4	2	Ensure Admin Officers commission Language Line. Develop ethnic monitoring in team plans & continue to monitor.

Reception	NO	YES	NO	YES	C		1	4	2	N As above ensure that Language Line Policy offers guidance to Admin officers in use of the service at reception.
Assessing Need and Eligibility										
Referral and No Further Action (NFA)	NO	YES	NO	YES	C	YES 1-17	3	0	2	Review effectiveness. Produce action plans from data collected, build into team plans
Social Workers Commissioning Work	NO	YES	NO	YES	C	YES 1-17	3	0	2	As above
Developing Services In Response To Monitoring And Evaluation										
Ethnic Monitoring	NO	YES	YES	YES	C	1-17	3	4	2	Admin Officer to that data entry is undertaken and monitored closely with remedial implemented if necessary.