



CYNGOR

Sir Ddinbych

Denbighshire

COUNTY COUNCIL

DENBIGHSHIRE'S

RACE EQUALITIES SCHEME

2008 – 2011

Language Signpost

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اگر آپ کو مزید معلومات درکار ہوں تو برائے مہربانی انگریزی یا ویلش زبان جاننے والے اپنے کسی واقف کار سے کہیں کہ وہ آپ کی جانب سے فون نمبر 01824 706146 سے رابطہ کریں۔

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ถ้าท่านต้องการรายละเอียดเพิ่มเติม โปรดถามผู้ที่ท่านรู้จักที่พูดภาษาอังกฤษหรือภาษาเวลช์ได้ เพื่อโทรศัพท์หมายเลข 01824 706146

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Foreword



Ian Miller
Chief Executive

As a County Council, Denbighshire has a community leadership role and it is important that we lead the equalities agenda by example, both as a major employer in Denbighshire and as a provider of services.

Our Councillors play an active role in ensuring we meet our obligations in respect of the various equality strands including race. We have a Cabinet Lead Member for Equalities and a Corporate Equalities Group comprising Councillors and Officers who meet to monitor our services and make sure equalities are kept high on the Council's agenda. At officer level, equalities are one of my key responsibilities as Chief Executive. However we all have a duty and role to play in ensuring our services are equal and accessible to all.

Our Race Equalities Scheme sets out the actions we will be taking as a Council to improve our delivery of services to minority groups. We have also included some performance measures so that when we review the scheme we can show we are making progress. We will also make sure that equalities are properly considered when we are producing other plans and policies.

We will continue to eliminate unlawful discrimination, promote equality of opportunity and promote good race relations between people of different racial groups. This Scheme explains how we will achieve these fundamental aims.

1. Introduction

- 1.1** We are pleased to publish our revised Race Equality Scheme for 2008 - 2011. This scheme sets the agenda for race equality in Denbighshire County Council for the next three years.
- 1.2** The Council is committed to ensuring that no member of the public, elected Member, job applicant, employee, agent, contractor or other third party is discriminated against, either directly by the Council or indirectly, because of their gender, ethnic origin, nationality, preferred language, disability, age, religious or political beliefs, marital status or sexual orientation.
- 1.3** We have made progress in a number of areas but recognise that there is much more to do and we are committed to continually improving and developing our approach to race equality and how we address diversity as an employer, provider of services and community leader.
- 1.4** Denbighshire County Council has a separate Welsh Language Scheme which was revised in 2006 and is not included in this Corporate Race Equality Plan. In Denbighshire over a quarter of the population aged 3 and above can speak Welsh compared to around one fifth in Wales as a whole. The Welsh Language Board regularly monitors our Welsh Language Scheme and Action Plan. Further details are available on our website.
- 1.5** In 2001, 99% of the population of Denbighshire was white or white British, with 0.5% from mixed race, 0.3% Asian or Asian British, 0.1% Black or Black British and 0.3% from other ethnic groups. Although accurate information is not yet available Denbighshire also has some evidence of an increasing number of people living in the County from Eastern Europe.
Latest statistics from the Institute of Public Policy Research has revealed that Denbighshire has 430 migrant workers.

2. Leadership

- 2.1** Our Vision for delivering services to the year 2025 makes specific reference to 'Respecting the diversity of our County'. We have adopted several Core Values which are principles which will guide our work as councillors and staff. One key value is respect:
'We aim to treat all people equally and with fairness, understanding that there are views and beliefs that differ from our own. We aim to involve and listen to our communities, showing consideration to their views and responding appropriately.'
- 2.2** The importance of ensuring we take equalities seriously is demonstrated by our Chief Executive having the corporate lead for equalities and a Member of the Cabinet has the political portfolio for equalities.
A Corporate Equalities Group, chaired by the Lead Member and consisting of Councillors and officers is charged with reviewing and monitoring policies and promoting good practice. A new Equalities Officer Group is being established to monitor policies, ensure actions in the Action Plan are met, and also share information and good practice.

- 2.3 Regular updates on the progress of equalities action plans are submitted to our Cabinet and the Corporate Executive Team (Chief Executive and Corporate Directors).

3. Legislation

The Government introduced the Race Relations (Amendment) Act 2000 in response to the recommendations of the MacPherson Inquiry report into the death of Stephen Lawrence. This Act places a duty on public authorities to promote racial equality. The aim is to ensure that public authorities offer accessible services, which meet the needs of the community and offer equal opportunities in their employment duties. The Act strengthens the Race Relations Act (1976) by placing a statutory duty on public authorities to promote race equality.

General duty

The general duty set out in Section 71 (1) of the Race Relations (Amendment) Act, states that public authorities must have due regard to the need to: -

- eliminate unlawful discrimination
- promote equality of opportunity
- promote good race relations between people of different racial groups

The general duty applies to every public authority and the aim of the duty is to make race equality central to the way public authorities work, in service delivery, policy making and employment.

Specific duty

Additionally, the Act places a specific duty on local authorities to produce a Race Equality Scheme, which sets out its arrangements for meeting the general duty by:

- monitoring policies, functions, and procedures for any adverse impact on race equality;
- assessing, and consulting on, the likely impact of proposed policies;
- publishing the results of the assessments, consultation and monitoring;
- making sure that the public have access to information and services;
- training employees on the general duties;
- monitoring and analysing, by racial group: existing employees and applicants for jobs, promotion and training; grievances; disciplinary action; performance appraisals; and employees leaving the authority.

4. Our Revised Scheme 2008-2011

- 4.1 This Race Equality Scheme has been prepared to enable the Council to meet the requirements of the Act. This scheme sets out how the Council will meet its statutory obligation, during the next three years, by undertaking impact assessments on our functions that have been assessed as high and medium relevance to our general duty to eliminate any racial discrimination and promote equality of opportunity and good race relations.

- 4.2 The strategic aim of the Council is to promote and 'mainstream' the principles and objectives of equality in all of its functions and services. We will do this by:

- identifying and developing policies and delivering services, taking into account the needs and aspirations of all. We will monitor the effectiveness and efficiency of these policies on individuals and groups.
- identifying and then removing barriers in accessing services. We aim to provide information about the services we provide in the language of the user's choice.
- identifying methods to improve our engagement with those who seek to use our services and in particular ethnic and minority groups.

4.3 This Scheme has taken into account the recommendations made by the Commission for Racial Equality in Wales in their review of Local Government Race Equality Schemes 'Putting Priorities in Focus 2007.'

5. Communicating with Service Users

All of Denbighshire's Services have access to a telephone translation service and front line staff have been trained in its use. We are currently re-evaluating the effectiveness of the service in respect of usage and value for money.

We have distributed the Welsh Assembly Government's 'Welcome to Wales' information packs and are currently investigating the production of a Denbighshire specific leaflet.

6. Gypsies and Travellers

6.1 We recognise that Gypsies and Travellers experience discrimination, isolation and exclusion. We are taking steps to ensure their needs are considered as part of our work to deliver our duties under the Race Relations Amendment Act but also as part of our wider equality agenda.

6.2 We monitor the services we provide for Gypsies and Travellers through the establishment of an officer group which identifies and addresses key issues in ensuring we meet their needs whilst having regard to the wider community. The Gypsy and Traveller Working Group has cross – Directorate representation including Housing, Planning, Social Services, Property Services, Education and Strategic Policy.

6.3 The Council also has active representation on the North Wales Police led North Wales Forum on Unauthorised Encampments which co-ordinates the local authority and police initiatives and policies with a view to establishing a partnership approach through agreed protocols etc.

6.4 The Local Housing Market Assessment is a partnership between Anglesey, Conwy, Denbighshire and Gwynedd local authorities, the Snowdonia National Park Authority and Bangor University and is undertaking a Gypsy and Traveller Accommodation Assessment (GTAA) for North West Wales.

The partnership has established a Forum in order to introduce the GTAA and to consider its implementation. The Forum will develop elements of the GTAA including questionnaire design, the project methodology and timescales. A Steering Group will guide the GTAA. The Assessment will hopefully be completed by the autumn 2008 and stakeholder meetings are already taking place with key agencies.

- 6.5** The Welsh Assembly Government has reintroduced a requirement for Local Authorities to undertake a twice yearly count of Gypsies and Traveller sites within their County. The results were:

July 2006	January 2007	July 2007	January 2008
4 caravans	Nil	2 caravans	Nil

- 6.6** The Commission for Racial Equality's Report 'Common Ground' (Equality, good race relations and sites for Gypsies and Irish Travellers) has produced recommendations for local authorities to adopt. The Officer Group will be reviewing the Councils policies in light of this report and, where practical and relevant, adopting a strategic approach to meeting the needs of Gypsies and Travellers whilst also having due regard to the wider community.

7 Migrant Workers

- 7.1** Denbighshire is in a similar position to most other Welsh Authorities in not knowing the number of migrant workers in the County and unclear as to their intentions in terms of staying for a relatively short period or settling in the area indefinitely.

- 7.2** The Welsh Assembly's Equality of Opportunity Committee: Migrant Workers Inquiry has identified that there are significant barriers experienced by migrant workers and their families in accessing public services particularly in housing, health care and education.

Denbighshire is currently participating in an analysis of our services to migrant workers in conjunction with the Wales Strategic Migration Partnership who are tasked with identifying which organisations (statutory, voluntary and community) are responding to migrant workers issues and how the work can be coordinated effectively. The information will follow the following themes namely health, education, community safety, community cohesion and employment.

We are also participating in research being carried out by Map Analysis on behalf of the Wales Consortium for Asylum Seekers, Refugees and Migrant Workers who are funded by the Home Office.

- 7.3** The information gathered on how we deliver services within the County will inform our Race Equality Action Scheme and the results of the cross- Wales analysis by the Migration Partnership will identify areas of good practice from other areas of Wales.

- 7.4** It is also our intention to produce migrant information (or welcome) packs giving newly arriving migrants information on how to access services and about their rights in the community they have now joined. The welcome pack will assist the service provider as it will inform migrants as to how they can access services appropriately and it will benefit the local community by explaining to migrants how to adapt to life in Denbighshire. In producing this migrant information pack we will adapt good practice from other authorities as well as guidelines produced by the Improvement and Development Agency for

Local Government (I&DeA) in their guidance notes : 'Integrating new migrants: communicating important information'.

8 Delivering Services and Reporting Complaints

- 8.1** Denbighshire's Supporting People Strategy identifies several initiatives in relation to assisting the delivery of services to ethnic groups and individuals.
- 8.2** The Black African Women Step Out (BAWSO) group approached Denbighshire's Supporting People Lead Officers with evidence that women from ethnic minorities in Denbighshire are not accessing the refuge provision in Denbighshire and are having to travel 150 miles to access services in Swansea and Newport where specialist provision is available. To address this issue the Supporting People Strategy plans to develop domestic abuse outreach support provision targeted at Black and Minority Ethnic women. This cross boundary, regional project across North Wales will provide services to this group in partnership with BAWSO. The project will be a 2-year pilot in order to establish a need for this provision.
- 8.3** The Supporting People Operational Plan also highlights the need to commission some research to identify relevant population trends and predictions, particularly in relation to BME migration, as this will impact on the translation of documentation for access to services.
- 8.4** A difficulty some services within Denbighshire have identified is the lack of information about minority groups. One source of needs information is the Supporting People 'Needs Mapping Exercise' but this picks up very little information about minority groups. We also produce reports which outline the ethnicity of users / carers in receipt of care.
We do have robust data from our Education Service and in particular our English as an Additional Language Service in relation to children from ethnic communities who use our services.
- 8.5** Within the Social Services & Housing Directorate Plan there is the intention to develop a one stop shop within the County in conjunction with the North Wales Race Equality Network (NWREN).
The objective of this one stop shop is:
- To provide a safe and sensitive environment, where workers from outside the UK can access support, accurate information and specialist advice services or be appropriately signposted, where possible in a language of choice.
 - To attract hard to reach clients through culturally and language sensitive marketing materials whilst increasing understanding of those issues amongst other service providers.
 - To negotiate with other agencies to provide complimentary support surgeries at the drop-in centre.
 - To counteract negative stereotyping by highlighting to other agencies that the needs of workers from outside the UK are not disproportional just different.

The primary target is Migrant workers and Refugees. Subsequent targets will be overseas students, BME contract workers and resident BMEs.

- 8.6** The Council will seek to ensure that the Denbighshire Local Service Board, representing the key collective leadership across the public sector, will co-operate and integrate their approach to the equalities agenda through joint working i.e. consultation and engagement and sharing data on ethnic communities and their service needs.
- 8.7** The Council takes any complaint of race discrimination made by members of the public or employees seriously and will be investigated at a senior level. All equality complaints will be monitored and formally recorded as such and reported annually to the Corporate Equalities Group.

9 Monitoring the Scheme

9.1 Ffynnon Performance Management System

We will monitor the Scheme's implementation through the Performance Management process. The introduction of the new Ffynnon Performance Management System will enable us to keep track of all equality elements within the individual Directorate Business Plans.

In order that the race equality scheme and its parent Corporate Equalities Plan is mainstreamed into the Council's key overarching strategies (and indeed into national strategies such as the Making the Connections and Wales Programme for Improvement) the actions identified in the Action Plan will be incorporated into Directorate Business Plans.

9.2 Equalities Impact Assessments

A key development in impact assessment has been the establishment of an IMPACT Network comprising Officers from all Directorates. The purpose of this network is to improve Council strategies and plans to ensure as far as possible they do not negatively impact on other aspects of the Council

The Council now IMPACT assesses all of its key strategies in order that we:

- a. Produce a standard approach to strategy and policy formulation;
- b. Improve the strategic planning process and quality of strategies, plans or policies developed by the Council through use of the integrated impact assessment tool.
- c. Ensure that any new plan does not have a negative impact on our legislative duties or existing policies.

The Integrated Equalities Plan adopted by the Council in June 2007 was one of the first corporate plans to be assessed through utilising the assessment toolkit and validated by the network. It is the responsibility of all authors of new policies within the Council to Impact assess their plan against the agreed criteria.

Following an initial assessment of plans using the 'impact assessment toolkit', a full Equality Impact Assessment will be undertaken on identified strategies and policies. Our recently revised Health, Social Care and Wellbeing Strategy

is an example of a key strategic document which has undergone an Equality Impact Assessment.

To ensure that the impact assessments are relevant to the general duty to promote race equality we will ask the following:

- whether, and how, each of the three parts of the general duty (eliminating discrimination, promoting equality of opportunity, and promoting good race relations) applies.
- which racial groups are affected if any; and
- whether there is any reason to believe that people are, or could be, differently affected because of their racial group.

9.3 Equality Improvement Framework for Wales

The Equality Improvement Framework for Wales (EIF) has recently been developed to promote, manage and improve equality within local government and support local authorities in the delivery of their legal duties. The framework will establish the basis for mainstreaming – that is, making equality a guiding principle of local governance – and lead to continuous improvement in equality in services, policy and employment.

The EIF has been developed, following a review of the Welsh Local Government Association's Equality Standard for Local Government in Wales, to help local councils and other public-sector organisations to uphold equality as a value and a goal of management across all their operations.

- It aims to promote equality through leadership and a performance management system that can apply throughout local government and throughout the community. In line with the Wales Programme for Improvement (WPI), it helps councils to take on equalities management and aim for continuous improvement.
- It incorporates many 'components of improvement' in the WPI, such as annual assessments and corporate and budget planning, with risk assessments as part of planning and is also subject to rigorous external validation.

Denbighshire will now seek to adopt the Framework and integrate it into our existing Impact Assessment tool used to validate all corporate plans and policies. The Council will also develop a Specific Equality Impact Assessment toolkit.

9.4 Annual Reporting

We will produce an annual report on our Corporate Equalities Action Plan which will incorporate the actions identified in this Race Equalities Scheme.

10 Mainstreaming Equality

The strategic aim of this Scheme is to meet the General and Specific Duties of the Act by mainstreaming race equality into every aspect of the Council's

activities. This places an onus on every member of the local authority to accept responsibility for promoting all the equality strands and challenge discrimination.

The Welsh Assembly Government has adopted the objective of mainstreaming equality as a way to achieve equality of opportunity in public policy and services.

‘Our vision is of a fair and just Wales in which all citizens are empowered to determine their own lives and to shape the communities in which they live’ ...

‘We aim to foster cohesive, plural and just communities where people, regardless of disability, gender, sexual orientation, race, creed or language can feel valued.’

The Assembly Government has defined equality mainstreaming as follows (Welsh Assembly Government, 2006):

‘Mainstreaming equality is about the integration of respect for diversity and equality of opportunity principles, strategies and practices into the everyday work of the Assembly. This means that consideration of all equality-related issues should be embedded into all aspects of the work that we do.’

Denbighshire is committed to mainstreaming its equalities agenda in order that it becomes a common thread in all our field of operations and culture of the organisation.

We will ensure that equality is integrated into all key strategies including our overarching Community Strategy.

11 Consultation and Involvement

11.1 Problems exist throughout North Wales as regards consulting with people from ethnic minorities. We work with organisations such as the North Wales Race Equality Network however we accept that we could improve on engaging with minority groups or individuals. The North Wales Equalities Officer Group consisting of representatives from all the North Wales authorities and the public health sector agree that establishing joint consultative events is the most effective forum for overcoming the barriers to engaging with the ethnic community.

11.2 There are also cross county opportunities to engage with individual ethnic groups and opportunities are being developed to meet North Wales groups such as the North Wales Filipino Society and the North Wales Chinese Women's Association.

11.3 The Race Equality Scheme whilst in draft form has been published on our website and press releases making the public aware of opportunities to contribute to the Scheme or comment on it. The Draft Scheme has also been sent to partner agencies in the public and voluntary sector and employees of the Council have had an opportunity to express their views on its content.

11.4 'Have your say': engaging the local community

This consultation and engagement event was held in November 2007 and was a joint community involvement event by Local Authorities, Local Health Boards and the Health Trusts. The key objectives of this event were to:

- identify and share areas of good practice in service delivery for people from different racial or cultural backgrounds in North Wales
- identify any weaknesses and barriers in access to and the delivery of service experienced by different groups in North Wales
- seek suggestions and solutions for improvement from service users
- identify future public involvement mechanisms to sustain engagement

The event was advertised extensively through various local media channels including leaflet drops with targeted local small businesses, libraries and network groups. Other equality organisations were informed about the event including North Wales Race Equality Network and the Equality and Human Rights Commission.

There were different discussion groups facilitated in the languages of Welsh, English, Chinese, Filipino and Polish led by community representatives and supported by facilitators from the organising bodies. The full report can be found on our website.

Local people identified the following issues and solutions:

- Promote good race relations.
- Know the local community.
- Engage using a range of methods as advised by community groups.
- Provide clear information.
- Provide information in language of choice.
- Raise awareness of the availability and use of interpretation and translation services.
- Increase cultural competence, awareness and understanding of staff.
- Employment issues.
- Build upon and strengthen joint working across the public sector in North Wales to make a difference.

There were several issues that were identified as being specific to Denbighshire. These comments fall into three categories namely the way we communicate, barriers to accessing our services and training of staff.

Communication:

- We will develop the useful contacts that were made by Officers at the event in order to engage further with racial groups.
- We will ensure this report is widely distributed within the Council in order that it informs future delivery of services
- We will ensure the Report is accessible on our website and promote its existence.

- The Report will influence the Race Equality section of our integrated Equalities Scheme.
- We will continue to undertake equalities monitoring of our customers and use the information on languages spoken within the County to inform our delivery of services.

Language barriers

- We will review our use of the current telephone translation service to ensure that it is the most effective method of providing translation services and ensure that training needs of staff are identified.
- We will continue to monitor the number of languages spoken within the County and in particular our schools in order to ensure we meet the requirements of our customers and identify language barriers.

Training

- We will raise staff awareness of our race equality duty through mandatory training using learning modules.
- We will identify awareness or Equality training for frontline staff

The 'Have Your Say' event identified service areas Denbighshire County Council can improve upon and highlights areas we do well. We will take the individual comments on board and if sufficient information is available investigate areas of weakness.

12 Involving staff

12.1 Our Personnel Department are currently establishing an employee consultative group to advise the Council on personnel policies and equalities issues. Members of staff who have a particular interest in the various equalities strands are particularly welcome to participate in this Group.

12.2 We accept that staff require clear and standard guidelines on how the equality requirements should be implemented. Cascading information and training is key in ensuring that the Council's policies in respect of equalities and our duties under equalities legislation are met. Ensuring our policies are adhered to is the responsibility of all staff.

12.3 All new members of staff are given an introduction to our equalities duty as part of their induction training and e-learning modules in race, disability and gender are mandatory training for every employee.

12.4 The Supporting People Team have arranged and made available diversity training for staff on projects and further diversity training is being planned for providers/staff of supporting people services.

13 Reviewing the Plan

The Race Equality Scheme and Action Plan will be reviewed by the Corporate Equalities Group prior to it being adopted by the Council. The Action Plan will be monitored on a regular basis by an Officers Equalities Group and its report will be discussed by the Corporate Equalities Group.

14 Annual Reporting

The Race Equalities Plan will form a section of our Integrated Equalities Plan and an update on the action plan will form the basis of an annual report. The annual report will:

- Identify the actions we have taken to ensure we comply with our statutory duties during the twelve month period and demonstrate what actions we have taken to eliminate inequalities and / or discrimination within the Council.
- Identify which targets have been met and which ones have not and the reasons why.
- What consultation, involvement or information gathering has taken place.

15 Publishing the Plan

The plan will be published and placed on the Council's website and hard copies will be available upon request. The plan will be available in Welsh and English on the website or in other languages and alternative formats if required. Denbighshire's website homepage has a link to the Equalities and Diversity section.

16 Action Plan

Included in our action plan are the arrangements to consult on the issues we find, publicise the results and the steps we will take to remedy our practices and monitor our progress.

The steps we need to take to achieve the above will include:

- Undertake an impact assessment of all relevant functions and policies to measure any adverse impact on race equalities and consult with the relevant Service on the results.
- We will consider how a service or policy might be changed to meet our general duty, as above and take appropriate action.
- We will consider the impact on race equality of new policies or changes to policies.

We recognise that for many people religious identity is at least as important as their racial identity. We will also take steps to engage with religious centres and faith groups, together with Gypsies, Travellers, Refugees and Asylum Seekers when we consult. We will continue to identify groups to consult with, and also work in partnership with other agencies to improve consultation mechanisms.

Corporate Race Equalities Scheme Action Plan

Action Point	Description	By whom	By when	Outcome
1	To undertake training on Equality impact assessments	Equalities Officer Group	Dec 2008	To inform the Group on the methods of impact assessing
2	Carry out full Equality impact assessment on all high relevance policies/procedures	Equalities Officer Group	April 2009	To carry out reviews as required by the RRAA
3	Carry out full Equality impact assessments on all medium relevance policies/procedures	Equalities Officer Group	April 2010	To review policies in line with the RRAA
4	Carry out impact assessment on all low relevance policies/procedures	Equalities Officer Group	April 2011	To review policies in line with the RRAA
5	To assess the service and costs associated with the external telephone interpretation service	Strategic Policy Officer	June 2008	To ensure we achieve best value.
6	To ensure front line staff are trained in the use of the telephone interpretation service and the service is promoted	Strategic Policy Officer	June 2008	
7	To incorporate the new Performance Indicators on employment duties	Personnel Section	Quarterly basis	To ensure compliance with respect to reporting.
8	Staff training. Ensure staff comply with the mandatory e-module training in relation to Equalities	Personnel Section / Departmental Line Managers	On-going	Raise awareness of equality issues
9	Increase number of staff undertaking equality training within each department	Personnel Section / Departmental Line Managers	On-going	Raise awareness of equality issues
10	To review the Complaints procedure with respect to recording complaints in	Head of Customer Service	Annually (June 2009)	To ensure that all complaints are logged in order to gain a better understanding on Race

	respect of the equality strands			related issues.
11	We will continue to monitor the number of languages spoken within the County and in particular our schools in order to ensure we meet the requirements of our customers and identify language barriers.	Lifelong Learning	On-going	
12	Increase usage of Council Staff Newsletters, Headlines, intranet, Members briefings to promote equality and diversity information and key messages.	Corporate Equalities Officer	6 monthly	Promoting equalities and good practice
13	Coordinate with NWREN to establish a drop in centre in Denbighshire	Social Services	On-going Dependant on funding (Review Dec 2008)	Negotiations still taking place between NWREN, Social Services & Housing and One Stop Shops
14	We will continue to undertake corporate equalities monitoring of our customers and use the information on languages spoken within the County to inform our delivery of services.	Corporate Equalities Officer	Annually (June 2009)	Information informs our delivery of services to minority groups.
15	We will develop a migrant worker Denbighshire Information Pack	Corporate Equalities Officer	Nov 08	To assist migrant workers integrate into the community
16	We will develop domestic abuse outreach support provision targeted at Black and Minority Ethnic women on a cross county basis	Supporting People Unit	TBC 2yr pilot project	To address the need of BME women who have to access services outside the County
17	We will commission research to identify relevant population trends and predictions,	Supporting People Unit	March 2009	In order to assess impact on services e.g. the translation of documentation for access

	particularly in relation to BME migration.			to services.
18	Deal promptly with all allegations of harassment, bullying and inappropriate behaviour	All Directorates	Annual review (July)	
19	Education Directorate co-ordinate secondary school annual anti-racism and cultural diversity events	Lifelong Learning	Ongoing	To raise awareness of anti-racism events.
20	We will develop useful contacts made by Officers in order to engage further with racial groups.	Corporate Equalities Officer	April 2009	To increase our understanding of the service needs of individuals
21	Key strategies will contain sign posting information on Denbighshire's five most widely used languages	Strategic Policy Unit	June 2008	To encourage BME community to engage in the use of services
22	We will ensure the 'Have your Say' report is widely distributed within the Council in order that it informs future delivery of services and make the report accessible on our website.	Strategic Policy Officer	June 2008	To inform Directorates of the issues raised by minority groups accessing our services.
23	Adopt where relevant recommendations in the Gypsies & Travellers Report 'Common Ground'	Gypsies & Travellers Officer Group	Sept 2008	To ensure we address the issues surrounding the Gypsy & Traveller community
24	We will ensure equalities is integrated into all of our key documents including the Community Strategy	Head of Strategic Policy	Sept 2008	To ensure equalities is mainstreamed into all of the Councils key plans.