



St Leger Homes of Doncaster

Race Equality Scheme 2006-2008

“QUALITY HOMES IN QUALITY NEIGHBOURHOODS”

Translation & Other Formats

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

Sipas kërkesës Informacionet mund të ofrohen edhe në gjuhët tjera ose në formatet tjera siç janë Braille ose audio kasetë. Ju lutemi, për informata plotësuese, nëse keni nevojë për ndihmë ose ndonjë këshillë pyetni anëtarin e stafit tonë.
(Nëse është e domosdoshme ata mund të rregullojnë që të bisedojnë me ju në gjuhën tuaj).

該資訊已經被翻譯為其他的語言，也有例如盲文或錄音磁帶的其他形式供閣下選擇。請詢問我們的員工，以便獲得進一步的資訊，其他幫助或建議。(如果閣下有需要，他們可以安排用閣下自己的語言來和你交談。)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料，其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੁਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتم الي ذلك).

در صورت درخواست، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا، جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سؤال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

زانیاریانہ بہ زمانی خوتان ده ست ده که ویت، و یا به شیوہ کافی دیکہ، لہ وائہ بہ خہ تی گہ ورہ و یا بہ دہ نگ۔ نہ گہر پپویست بہ زانیاری زورتر، یارمہ تی و یا ناموزگاری ہہ یہ، تکلیہ پرسیار بکہ لہ یہ کیک لہ کارمہ نندہ کان۔ (نہ وان کاریکی وادہ کہ ن کہ بہ زمانی خوت لہ گہ لانا قصہ بکہ ن.)

یہ معلومات گزارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ بریل (افقادی البصر) یا آڈیو، میڈیا اسٹیم کے پڑھنے کی کھائی یا کسی ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کر کے انتظام کر سکتے ہیں۔)

Bilgiler istenildiğinde diğer dillerde de temin edilebilir ayrıca görme özürülülerin kullanabileceği kabartma alfabesiyle veya Teyp kaseti şeklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konuşunuz. (Eğer ihtiyacınız varsa personelimiz sizinle kendi dilinizde konuşabileceğiniz için bir tercüman ayarlayabilir).

For further information on the Race Equality Scheme, please contact:

St Leger Homes of Doncaster
Diversity Team
St Leger Court
White Rose Way
Doncaster
DN4 5ND

Foreword

It gives me great pleasure to introduce this Race Equality Scheme (RES) for 2006-2008. It reflects the high level of commitment St Ledger Homes of Doncaster are placing on getting race equality into the heart of our organisation.

We are committed to achieving race equality and promoting good race relations in all that we do and recognise the need for effective processes and a robust performance management culture for achieving the desired changes required in meeting our statutory duties on race equality.

We have devised our own Race Equality Scheme voluntarily as we recognise the need to move more swiftly and consistently in our pursuit of excellence on equality and diversity as an organisation.

This interim two-year plan commences in 2006, in recognition of our changed status as a newly formed ALMO that was established in October 2005.

Our commitment to race equality compliments our approach and work on our Equality and Diversity Policy and Equalities Action Plan. This Race Equality Scheme builds on the DMBC corporate Race Equality Scheme and places a strong and renewed emphasis on embedding race equality into all our structures, policies, and processes for achieving our duties effectively as a service provider and as an employer.

In line with the vast majority of public bodies, St Leger Homes has a duty to provide race equality. The scheme requires us to outline how we propose to ensure that we provide a fair and accessible service to our clients, and how we will guarantee equal opportunities in employment.

A key requirement of the legislation is for organisations to review their functions and policies with relevance to race every three years. This document forms the second cycle of the RES and is the product of our own gap analysis following our organisational restructure to become an ALMO.

It draws on our practical experience of implementing the race equality duty over the past three years, and addresses the key issues that will enable us to effectively meet our commitments for mainstreaming race equality.

Martin Musgrave
Chief Executive of St Leger Homes of Doncaster

CONTENTS

Translation & Other Formats	2
Foreword	3
1. Introduction	5
Our Vision	6
Our Core Values	6
Our Priorities	6
2. Race Relations (Amendment) Act 2000	7
The General Duty	7
Specific Duties	7
Strategic Aims and Principles	8
Our Guiding Principles & Values	8
3. Assessment and Monitoring of Relevant Functions and Policies	9
4. Arrangements for Assessing Likely Impact of Our Policies	9
5. Consultation with General Public on Impact of Our Policies	9
6. Arrangements for Monitoring our policies for any Adverse Impact	10
7. Arrangements for Publishing the Results of Assessments, Consultations	10
8. Arrangements for Ensuring Public Access to Information and Services	11
9. Meeting the Specific Duties in Employment	11
Ethnic Categories	12
Collection of Ethnic Data for workforce	12
Recruitment Data	12
Training	12
Grievances and Disciplinary Action (Including Dismissals)	12
Reasons for Leaving	13
Targets	13
Publishing the Results	14
10. Arrangements for Training in Relation to the New Duties	14
Training undertaken	14
Training Planned	14
11. Review and Action Plan	15
12. Our Race Equality Performance Indicators	16
Best Value Performance Indicators	16
Local Performance Indicators	16
13. How We Deal with Comments and Complaints	17
Stage 1 – Receiving the Comment/Complaint	17
Stage 2 – Inputting into Corporate System	17
Stage 3 - Response	18
Stage 4 - Appeal	18
Stage 5 - Housekeeping	19
Appendix A – Glossary of Definitions	20

1. Introduction

St Leger Homes of Doncaster is based in the largest Metropolitan Borough in the country. It has a population of 286,866, which covers 57,000 hectares.

According to the 2001 census 2.3% of our population are from a Black Minority Ethnic (BME) group. This does not include White Irish people in the Borough.

Doncaster's Total population	286,866
	% By ethnic group
White British	96.50
White Irish	0.52
White other White	0.67
Mixed White and Black Caribbean	0.29
Mixed White and Black African	0.07
Mixed White and Asian	0.15
Mixed Other Mixed	0.10
Asian or Asian British Indian	0.43
Asian or Asian British Pakistani	0.52
Asian or Asian British Bangladeshi	0.02
Asian or Asian British other Asian	0.09
Black or Black British Caribbean	0.26
Black or Black British African	0.08
Black or British Other Black	0.03
Chinese or other ethnic group Chinese	0.18
Chinese or other ethnic group	0.08

Doncaster has a rich and diverse multi- cultural range of communities, which are increasing and constantly changing. Around 56 different languages are spoken among the people who live, work and play within our Borough.

St Leger Homes aspires to become not only an organisation that promotes and ensures equality of opportunity but also values and celebrates the diversity within the Borough.

Our Vision

St Leger Homes aims to make Doncaster a prosperous, inclusive and attractive Borough, where St Leger Homes provides *Quality Homes in Quality Neighbourhoods* for people who choose to live in Doncaster

Our Core Values

Equality and diversity are at the heart of St Leger Home's core values:

- Putting people first and ensuring fairness and equity in service delivery
- Ensuring effective consultation and involvement
- Working in partnership
- Becoming a better employer
- Promoting sustainable development
- Being democratic, open and accountable

Our Priorities

Equality and Diversity are mainstreamed within our key priorities:

- Strengthening the local economy
- Supporting vulnerable people and improving life chances for all
- Improving quality of life
- Reducing inequalities
- Working in partnership to address poverty, disadvantage and inequality
- Supporting communities to be actively involved in the development of their local Neighbourhoods
- Promoting and enabling equal access to our Services
- Ensuring quality and effective services

2. Race Relations (Amendment) Act 2000

The Race Relations (Amendment) Act 2000 is a direct response to the recommendations contained within the Stephen Lawrence Inquiry Report.

The Race Equality Scheme provides St Leger Homes the opportunity to deliver positive outcomes for its customers and staff such as:

- Demonstrate a commitment to valuing and celebrating diversity
- Improved satisfaction from our customers when using our services
- A more diverse workforce that reflects the communities of Doncaster
- Enhance understanding between different racial groups

St Leger Homes aims to deliver improved services. This can only be done with the involvement of customers from all different backgrounds. Furthermore, we will do whatever is necessary to identify the needs of all racial groups.

The actions identified in this scheme, are intended to achieve equality by **mainstreaming equality** into our key priorities and working agenda. Through the implementation of this Scheme, we will be placing the ownership for equality in all Service Areas, with full support from the Board of St Leger Homes.

The General Duty

The aim of the above enforceable general duty is to make the promotion of race equality central to the way we work. It requires us in carrying out our functions as a public authority, to have due regard to the need to:

- Eliminate unlawful discrimination
- Promote equality of opportunity
- Promote good race relations between people of different racial groups

Specific Duties

In addition, "specific duties" which cover policymaking, service planning, delivery and employment are placed on us in order to ensure the better performance of the general duty.

One of the specific duties requires St Leger Homes to prepare and publish a Race Equality Scheme. The scheme will explain how we will meet both its general and the remaining specific duties.

Under the Race Equality Scheme St Leger Homes will:

- Carry out audit and prioritise our functions and policies
- Monitor our policies to see whether they have an impact on race equality

- Consult and assess on policies we are proposing to introduce with customers and staff
- Publish the results of our consultations, monitoring and assessments
- Ensure that the public have access to the information and services we provide
- Train staff on the Race Equality duties and what is expected of them

Strategic Aims and Principles

Our race equality strategic aims are:

- To deliver dynamic, pro-active community leadership which fosters social cohesion and promotes community and racial harmony
- To provide accessible, quality services to all citizens without unlawful discrimination
- To become an equal opportunity employer and thereby become an organisation which people actively choose to work for
- To make equality integral in all that we do
- To promote race equality in our organisation, in our partnerships with other organisations and share good practice
- To acknowledge, value and celebrate the rich cultural diversity within Doncaster

Our Guiding Principles & Values

Four principles, as identified in the Code of Practice issued by the Commission for Racial Equality, will guide our work to meet the duties under the Act. For us:

- The duty to promote race equality will be **obligatory**
- The duty to promote race equality will apply in all **relevant** functions. That is, those functions which involve or affect the public, and which have an impact on race equality
- The weight given to race equality will be **proportionate** to its relevance to a particular function
- The elements of the duty will be **complementary**. Hence all three parts of the duty (eliminating racial discrimination, promoting equality of opportunity and promoting good relations between people of different racial groups) support each other

3. Assessment and Monitoring of Relevant Functions and Policies

It is planned to carry out initial Screening with service area managers on all policies and functions to highlight if there is evidence of racial discrimination or if there is potential for discrimination. The Schedule for Impact Assessment's will be generated from the initial screening workshops with service area managers.

We will carry out a programme of monitoring and impact assessments of the above relevant functions and policies by priority every 3 years. To enable this, we will put in place systems, including training, support and guidance for Managers.

4. Arrangements for Assessing Likely Impact of Our Policies

St Leger Homes is under a duty to make arrangements for assessing, and consulting on, the likely impact of proposed policies on the promotion of race equality. We will adopt the following process:

- Assessing how proposed policies are likely to affect people from different racial groups
- Consulting people who are likely to be affected by proposed policies.
- Reviewing and revising proposed policies in the light of assessments and consultation

The Diversity Team will provide support, advice and guidance prior to and during the process of completing impact assessments.

St Leger Homes training team will provide/arrange training for identified relevant officers in Service Areas in undertaking impact assessments. The aim being to have in place a trained and competent pool of officers within the organisation to enable quality and accurate assessments to be made.

5. Consultation with General Public on Impact of Our Policies

We place great importance on the need to listen to and undertake meaningful consultation with our communities, employees and partner agencies.

We have a variety of arrangements currently in place, which we will be building on such as the BME Focus Group and partnership working with BME Key Strategic Partnership and Ethnic Minority Network.

6. Arrangements for Monitoring our policies for any Adverse Impact

St Leger Homes currently monitors services for uptake, satisfaction levels and effectiveness by, for example, analysing ethnic monitoring data, satisfaction surveys after Decency Works by ethnicity and complaint type, Status Survey, meetings and BME Focus Groups

We acknowledge that efficient, up-to-date and relevant monitoring systems are crucial in obtaining information regarding potential unlawful discrimination.

We will use the Commission for Racial Equality's 2001 Census ethnic categories for monitoring purposes.

In order to be accountable and to demonstrate the results of this Race Equality Scheme, St Leger Homes will publish the results of service user monitoring, of major consultation exercise and of any equality impact assessments it carries out.

The main arrangements for publication include the production of an annual diversity report, which reviews the company's work towards achieving racial equality over the previous year.

Each year St Leger Homes will produce Information relating to racial incidents, customer satisfaction broken down by racial groups, information about the racial make up of staff and other employment information required by the Act will be contained within this document which will be published for public access.

7. Arrangements for Publishing the Results of Assessments, Consultations

In relation to the specific duty, St Leger Homes is required to publish the results of assessments, consultations and monitoring for adverse impact. Publication will increase our openness and allow us to demonstrate our commitment.

In order to make this data available, we will use electronic and non-electronic formats. This includes:

- St Leger Homes website
- Existing publications such as our Tenants House proud Newsletter
- Our new St Leger Homes 'Diversity Newsletter'
- Service specific publications, newsletters, and leaflets

We will be utilising the above means, as appropriate, to ensure, accessible dissemination of information.

In addition, we will examine, review and assess the different methods of publishing the above information in a customer friendly, language specific, accessible, practical and cost effective manner. This review will include an indication of how often and what form publication will take place and take account of how these reports will fit in with our other statutory requirements for published data.

8. Arrangements for Ensuring Public Access to Information and Services

We are aware that customers and potential customers may experience barriers to accessing information and services, particularly people for whom English is not a first language.

We are finalising a Service Level Agreement with Doncaster Translation and Interpretation Unit (DITU) to provide Translation and Interpretation needs.

DITU will provide 10 dedicated telephone lines for the 10 most spoken languages in Doncaster. In addition they will provide Interpretation for one-to-one contact, telephone contact. They will also provide Translated material so we can target our information, for example through area offices/libraries.

We are happy to translate written documents into different languages upon request. Information will be provided in plain language in all our publications. Information will also be provided in alternative formats upon request such as Braille, audiotapes for people who cannot read in their first language.

We will use our web site to provide information to our tenants and the wider community. The Race Equality Scheme along with the BME Housing Strategy and Equality Strategy will be published on our website and we will make them available at all our offices and produce them in different languages upon request.

9. Meeting the Specific Duties in Employment

'Section 5 of the Race Relations Amendment Act (2000) requires us to monitor the ethnic composition of its workforce and other employment matters.'

The following headings describe the nature of ethnic monitoring required by the specific duties placed upon a large public authority.

- Workforce Data
- Recruitment Data
- Training
- Grievances and Disciplinary Action (including dismissals)
- Reasons for Leaving

Ethnic Categories

We have adopted the Commission for Racial Equality ethnic categories used in the 2001 census.

Collection of Ethnic Data for workforce

We will collect data on the ethnicity of our workforce through the use of a detachable equal opportunities questionnaire, which is included in St Leger Homes Employment form.

We have conducted a workforce survey in June 2006 to allow existing employees to self classify their ethnic background in accordance with the 2001 census categories. We will continue to monitor the number of employees in each ethnic category.

Ethnic data related to each individual employee will be recorded on our human resources system.

Recruitment Data

Information related to the number and ethnicity of applicants for posts, candidates for interview and appointees will be monitored.

We will seek to separate out data on internal and external applicants in order that assessments of promotion in relation to ethnic background can be undertaken.

Training

We recognise the importance of ensuring equal access for all to relevant training and development opportunities. In order to establish the extent to which black and minority ethnic employees are accessing training opportunities and the performance and development review process.

We will establish the means to monitor applications for training and attendance at training courses, both internal and external, by ethnicity and type of training (Residential, Long Distance Learning, Seminars, Workshops, Conferences etc).

Grievances and Disciplinary Action (Including Dismissals)

We will ensure our Human Resources System will allow managers to record instances where either the disciplinary or grievance procedures have been invoked.

The need to record all grievances and disciplinary actions on the system will be communicated to managers and relevant staff and we will use this data to report on grievance and disciplinary matters by ethnicity.

We will use the data to consider: -

- How many and how often grievances of different kinds are made by different ethnic groups and how they are resolved;
- In relation to disciplinary action consideration will be given to the ethnic background of individuals facing disciplinary action;
- The levels of sanctions applied (up to and including dismissal);
- The rates of appeal and results;
- This information will be used to ascertain any differences between employees of different ethnic origin in relation to disciplinary action taken

Reasons for Leaving

We will ensure our human resources system will allow the recording of the reason for an employee leaving St Leger Homes. Steps will be undertaken to link this information to ethnic background in order to establish the patterns of leaving in relation to ethnicity.

We will implement a system for exit interviews, which will help to clarify the reasons for leaving recorded on our system and therefore accurately reflect any differences in reasons for leaving between ethnic groups.

Targets

Ethnic data on the composition of the workforce will be compared to the census data for Doncaster to determine the level of representation of black and ethnic minority workers within St Leger Homes in relation to the local population.

In setting targets we will take into account the breadth of employment opportunity we offer including permanent, temporary and casual status involving full-time and part-time working across the range of activity from support posts to management roles.

Targets will be challenging and achievable covering all Service Areas.

Targets will be set bearing in mind the ethnic composition of the population of the Borough and after consultation with representative groups both within and external to St Leger Homes. Any barriers or potential barriers, which are identified from the monitoring undertaken, will be addressed and dealt with.

Opportunities to encourage greater recruitment from black and minority ethnic communities will be exploited and positive action to address imbalance in any of our employment practices will be pursued.

Publishing the Results

We will produce ethnic monitoring data in relation to employment on a twice-yearly basis. All means for making such data available will be examined including both electronic and non-electronic formats and the potential for publishing related information in community languages will be investigated.

The data will be reported to St Leger Homes Board and Senior Management Team.

10. Arrangements for Training in Relation to the New Duties

St Leger Homes is committed to ensuring staff have training to gain the essential skills they need to guarantee we are meeting the general duty to promote race equality.

We have undertaken Equalities Training for targeted groups but there will be specific training planned for staff in relation to the new Race Equality general duties.

Training undertaken

- Training has been delivered to the Board of St Leger Homes on Equalities and Diversity.
- Full day Staff Conference held in March 2006. This was an interactive and theatrical Training session held by Cragrats. Elements of Equalities and Diversity were covered at the conference.

Training Planned

- Training on Equalities and Diversity has been planned for Tenants and Residents Associations
- Appropriate Training for all staff on Equalities and Diversity has been organised for September 2006 by external Training providers in conjunction with our in-house Training team
- Training is planned for Area Boards when Independent positions have been filled
- Include Equalities and Diversity in Induction Training programs for St Leger Homes new employees

11. Review and Action Plan

This is the first edition of St Leger Homes Race Equality Scheme. It will be reviewed every year. All subsequent reviews will involve BME tenants, residents, and BME representative groups working in Doncaster.

The Senior Management Team will be responsible for ensuring compliance with the duties under the Act. Their job is to ensure that the tasks set out in the action plans are completed within the agreed timetable.

The Race Equality Scheme is a living document; progress on the implementation will be monitored and reviewed annually through consultation with staff and the community. This will include an assessment of how we have complied with our obligations under the Act.

In addition to this Race Equality Scheme, St Leger Homes has other processes and procedures in place to ensure that race equality becomes an everyday feature in service delivery and employment.

12. Our Race Equality Performance Indicators

St Leger Homes will monitor its Race Equality performance using the following Best Value Performance Indicators (BVPI) and Locally Performance Indicators.

Best Value Performance Indicators

BVPI	Description
2	The level of the Equality's Standard to which the authority conforms;
14	The percentage of those making complaints satisfied with the handling of those complaints
11(b)	The percentage of senior management posts filled by ethnic minorities
17	Staff from ethnic minorities as a percentage of the total workforce compared to the economically active population
74	Satisfaction of tenants of council housing with the overall service provided by their landlord
75	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing service provided by their landlord
164	Does St Leger Homes follow the Commission for Racial Equality's code of practice in rented housing
174	The number of racial incidents recorded by the authority per 100,000 populations
175	The percentage of racial incidents that resulted in further action;

Local Performance Indicators

Local PI	Description
LP1	Review of all equalities training: Develop a consistent strategy to deliver training, which focuses on equality competencies at operational/strategic levels (Stephen Lawrence Inquiry Report, Recommendation 48).
LP2	The number of interpretations carried out for St Leger Homes (local indicator).
LP3	The percentages of documents produced in alternative formats and languages (local indicator).

13. How We Deal with Comments and Complaints

St Leger Homes welcomes any feedback or comments from customers and partners may have on the Race Equality Scheme.

They will be taken into account the next time the scheme is reviewed. Any complaints about the way the company is meeting the duties under the Act, and specific complaints about race equality will be dealt with through the company's complaint procedure where appropriate by using the corporate 'Customer Care Online System (CC Online)' for recording Comments and Complaints.

The process for making comments and complaints is in draft but will shortly be rolled out corporately. As it stands the process is as follows:-

Stage 1 – Receiving the Comment/Complaint

Communication from the customer can be received:

- in writing,
- use of St Leger Homes form,
- telephone,
- e-mail
- in person.

The enquiry can be any one of the following:

- Complaint
- Comment
- Compliment
- Online Enquiry
- Staff Suggestion
- Community Aspiration
- Service Request
- Post (answer needed)
- Post (answer not needed)
- Translation
- Interpretation
- Disability

Stage 2 – Inputting into Corporate System

The person receiving the enquiry will record it onto CC Online, which will generate a reference number.

- The person who receives an enquiry direct from a customer **MUST** ensure that all personal details are taken e.g. telephone number, full name, full address etc.
- All mail that is received directly by the area offices or depots must be placed on CC Online
- This will then be directed to the relevant officer to deal with the issue raised.
- If the enquiry is regarding another department ensure that in the details box you state that the information will be faxed through to the relevant office and Officer, this will enable a prompt response to the enquiry.
- Then send the information through internal mail.
- Always ensure that the number generated by the CC Online system is written at the top of the correspondence before faxing/redirecting it to another department.

Stage 3 - Response

- All requests must be answered, within 7 calendar days (5 working days) from the date of receipt of the enquiry. If this is not possible and further investigations need to be undertaken, the customer **MUST** be contacted within the timescale with an acknowledgement letter informing the customer of who will be dealing with the enquiry, how they can be contacted and when they can expect a full response.
- A full response must be made within 28 calendar days (20 working days). A response can be made in person or by telephone. A verbal response **MUST** be followed up in writing. Always update the enquiry on CC Online with whatever action is taken showing dates and the Officers name and contact details of who has dealt with the enquiry.

Stage 4 - Appeal

- If the customer is not satisfied with the outcome then they must be advised of their right to appeal. They can appeal within 28 calendar days of the date of the response. Their appeal should go to the Customer Care Officer in writing to enable consistent co-ordination of the appeal process:

**The Customer Care Officer
St Leger Homes of Doncaster
St Leger Court
White Rose Way
Doncaster
DN4 5ND**

- The customer **MUST** be informed that if their appeal has not been upheld and they do not agree with the outcome then they have the right to appeal to the ombudsman. There is a Local Government Ombudsman leaflet that **MUST** be in all reception areas and made available for the customer to take away, if you do not have any of these leaflets available please contact Gail Harris, Public Relations Officer on 01302 862732 or Janet Walters, Customer Care Officer on 01302 862726 who will arrange a supply of these leaflets for your reception areas. If the leaflets are not available at the time then the relevant contact details that **MUST** be given of the Local Government Ombudsman are:

**Local Government Ombudsman
Beverley House
17 Shipton Road
York
YO30 5FZ
Phone: 01904 380200
Fax: 01904 380269
Email: enquiries.york@lgo.org.uk**

Stage 5 - Housekeeping

- A copy of **all correspondence must** be sent to House File for scanning into the computer system for future reference.
- All files **MUST** be kept in chronological order and include details of every action taken, including notes from visits, telephone conversations and any correspondence that has been received from the customer and copies of letters we have sent to the customer.
- All correspondence sent to the customer in relation to an enquiry **must** have the Customer Care log number on the letter as a reference. The reference number is placed directly under the date, for example:

Appendix A – Glossary of Definitions

For the purposes of this Race Equality Scheme:

Race Equality Scheme

Is the term used to describe a programme of action designed to ensure that race discrimination is addressed in the:

- Companies structure;
- Methods it uses to recruit and select employees;
- The way the St Leger Homes treats its employees;
- Way it delivers services to a wide range of people from black and minority ethnic groups.

Promotion of Race Equality

This refers to the way the St Leger Homes has ‘due regard to the need’ in everything it does to:

- Tackle race discrimination
- Promote equality of opportunity; and
- Promote good race relations between people from different racial groups.

Ethnic monitoring

Is the term used to describe the process of collecting and analysing information about people’s racial or ethnic origins to see whether groups are all fairly represented?

Racial or Ethnic Group

Is any group of people who are defined by reference to colour, race, nationality or ethnic or national origins. A person can be a member of more than one ethnic group.

Racism

Racism can be defined in several reinforcing ways:

- The belief in the inherent superiority of one race over all others, which results in the oppression of people because of their colour, race or nationality.
- Racism is where prejudice combines with power to inform any attitudes, actions or institutional structure that subordinates a person because of colour, race or ethnic origin.

Discrimination

Discrimination is about actions. People may hold a number of prejudices and these become discrimination when actions become based on prejudices. Discrimination can be either direct or indirect. It can be an individualised act or institutionalised where a government or organisation has discriminatory policies.

Direct Discrimination

This means treating one person less favourably than another on racial grounds. Direct discrimination is unlawful under the Race relations Act 1976.

Indirect Discrimination

This means any kind of rule or condition which is equally applied to everyone but:

- A considerably smaller proportion of people from a particular racial group cannot meet it;
- The rule is to their disadvantage;
- The condition or rule cannot be justified on non-racial grounds.

Indirect discrimination is unlawful under the Race relations Act 1976.

Under the Race Relations Act 1976 all three conditions must apply for unlawful indirect discrimination to apply.

Victimisation

The Race Relations Act 1976 also makes it unlawful to victimise someone because they:

- Have made a complaint of racial discrimination;
- Are thought to have made a complaint; or
- Have supported someone else who has made a complaint of racial discrimination

Functions

This term refers to all St Leger Homes duties and powers.

Public Functions

This term means functions that affect, or are likely to affect, the public or a section of the public.

Public Procurement

This term means the contractual or other arrangements made by a public authority to obtain goods, works or services from an outside organisation.

Policies

This term refers to all the formal and informal decisions about how a public authority carries out its duties and powers.

Positive Action

This term means action permitted by the Race Relations Act 1976 that allows:

- The provision of facilities to meet the special needs of people from particular racial groups in relation to their training, education or welfare
- Targeting job training at people from racial groups that are under-represented in a particular area of work, or encourage them to apply for such work

Positive action does not mean:

Selecting a certain number of black and ethnic minority employees be they men or women, irrespective of merit, to give the organisation a good image, while ignoring action to remove racial discrimination in general.

Prejudice

This term refers to an unfavourable opinion or feeling, formed beforehand or without knowledge or on the basis of partial knowledge or selective use of knowledge. Unreasonable feelings, opinions or attitudes, especially of an hostile nature.

Harassment

This is conduct, which affects the dignity of individuals or groups of people at work. It includes unwelcome verbal, non-verbal and physical conduct that could amount to unlawful discrimination.

Formal investigation

Means an investigation by the Commission for Racial Equality. This can be done by either a 'named person' if the CRE suspects that an organisation is discriminating on racial grounds. Or it can be a general investigation without suspicion of discrimination to examine practice. At the end of the investigation the CRE can make recommendations.

Social Exclusion

The National Government has provided a definition of this term:
"Social Exclusion is a shorthand label for what can happen when individuals or areas suffer from a combination of linked problems, such as unemployment, poor skills, low income, poor housing, high crime environments, bad health and family problems".

Social Inclusion

This term refers to policies and action at national and local level, which positively address the impact of 'social exclusion' on local areas and individuals and has at its core a concern for delivering equity.