

# Report to Health and Wellbeing Scrutiny Panel

Agenda  
Item:  
**A.2**

Meeting Date: 12<sup>th</sup> July 2018  
Portfolio: Communities, Health and Wellbeing  
Key Decision: No  
Within Policy and Budget Framework YES  
Public / Private Public

Title: ANNUAL EQUALITY REPORT 2017/18 AND EQUALITY ACTION PLAN 2018/19  
Report of: Policy and Communications Manager  
Report Number: PC 10/18

## Purpose / Summary:

This report presents the Annual Equality Report for 2017/18 and the Equality Action Plan 2018/19.

## Recommendations:

Scrutiny is asked to:

1. Consider and comment on the content of the Annual Equality Report and Equality Action Plan.

## Tracking

Executive:	<b>23 July 2018</b>
Scrutiny:	<b>12 July 2018</b>
Council:	

## **1. BACKGROUND**

- 1.1 The Equality Act (2010) replaced the previous anti-discrimination laws with a single Act. A key measure in the Act is the Public Sector Equality Duty which came into force in April 2011. This duty requires public bodies to tackle discrimination and provide equality of opportunity for all.
- 1.2 The Council's Equality Policy outlines how we meet the duties of the Equality Act. The Policy was approved by the Executive in March 2016, including the equality objectives for 2016-19.
- 1.3 The Council must provide information about how equality is considered in decision making, policy development and engagement. The Equality Policy states that this information will be published within an annual equality report and reported to the Senior Management Team, Executive and Overview and Scrutiny.

## **2. PROPOSALS**

- 2.1 The Annual Equality Report 2017/18 (Appendix 1) provides an overview of equality work, including the workforce profile, details of equality impact assessments, customer satisfaction, complaints, consultation and engagement.
- 2.2 This report provides contextual data about the workforce and training, and employee support. The Council has a positive approach to equality both in supporting staff and engaging with the community. This is supported by the commitment to be open and transparent, acknowledging gaps in our data and looking at how we can improve. The Equality Action Plan 2018/19 sets out actions on how the Council will continue to work towards achieving the equality objectives and address the issues identified.
- 2.3 The Government published the *Integrated Communities Strategy Green Paper* for consultation in March 2018. This paper sets out a vision for building strong integrated communities where people, work, learn and socialise together, based on shared rights, responsibilities and opportunities. It describes how the varied nature and scale of integration across the country means that tailored local plans are needed to tackle the issues specific to particular places. This could include support to new migrants and communities, increased economic opportunities, and developing education and social experiences for children and young people.

- 2.4 The current equality objectives (2016-19) will require updating next year and work will begin to refresh these in 2019. This affords the opportunity to link the objectives to the developing proposals from the Green Paper and identify potential shared objectives, working in partnership with other organisations in Carlisle. The Health and Wellbeing Panel may wish to consider how they would like to be involved with the development of these objectives as part of their work programme.

### **3. RISKS**

- 3.1 The Public Sector Equality Duty places specific duties on the Council, the Annual Equality Report provides evidence of compliance with these duties.

### **4. CONSULTATION**

- 4.1 The Annual Equality Report has been reported to managers and the Senior Management Team.

### **5. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

- 5.1 This report presents the Annual Equality Report to enable the Council to fulfil the requirements of the Public Sector Equality Duty.

### **6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

- 6.1 The Annual Equality Report supports the Carlisle Plan's priorities by promoting equality of opportunity for all and seeking to improve the health and wellbeing of the people of Carlisle.

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**Appendices  
attached to report: Appendix 1 - Annual Equality Report 2017/18 and Equality  
Action Plan 2018/19**

**Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:**

- **None**

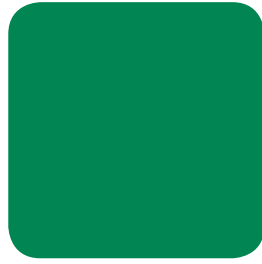
## **CORPORATE IMPLICATIONS:**

**LEGAL** - The Equality Act 2010 replaced the previous discrimination legislation in Great Britain relating to sex, race, discrimination, sexual orientation, religion or belief and age. It affects the Council in a number of ways, particularly in respect of our role as an employer and a service provider. The Annual Equality Report and Equality Action Plan demonstrate how the Council is performing and how it will continue to seek to comply with its obligations in the future.

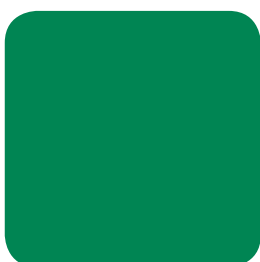
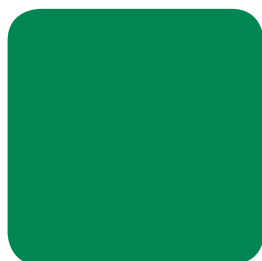
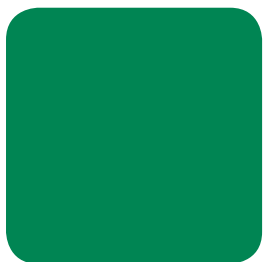
**FINANCE** – None

**EQUALITY** – The Annual Equality Report enables the Council to meet its requirements under the Equality Act (2010).

**INFORMATION GOVERNANCE** – None



# Annual Equality Report 2017-18 and Equality Action Plan 2018-19



# Contents Page

Introduction .....	3
Key data - workforce profile .....	4 - 8
Employee support .....	9 - 10
Training and development .....	11 - 13
Equality impact assessment, consultation and engagement.....	14 - 17
Customer satisfaction .....	18
Complaints .....	18 - 21
Equality objectives and Equality Action Plan 2018/19 .....	22 - 24
Appendix 1 - Workforce profile as at 31 March 2018.....	25 - 26
Appendix 2 - Gender pay figures March 2017 and 2018 .....	27 - 29

# Introduction

Under the Equality Act (2010), we must provide information about how equality is considered in decision making, policy development and engagement. This report presents our equality information between 1 April 2017 and 31 March 2018.

We use this information to identify equality issues and develop areas for action or improvement. We aim to publish information in an accessible format and ensure it follows the principles of our Data Quality Policy, giving confidence to the users of the information. We give details about what we publish and why, explaining how the information is used. We also acknowledge gaps in our data and explain how we can improve this.

This document is reported to our Senior Management Team, Executive, Scrutiny Panels and published on our website.

# Key data – workforce profile

The following key information about our workforce provides a quick reference and comparative data from previous years. The full workforce profile is provided in Appendix 1.

## Number of employees\*

As of 31 March 2018



# 459

\*Number of employees based on the number of posts. Staff who have multiple posts are counted twice.

March 2015



531

March 2016



467

March 2017



448

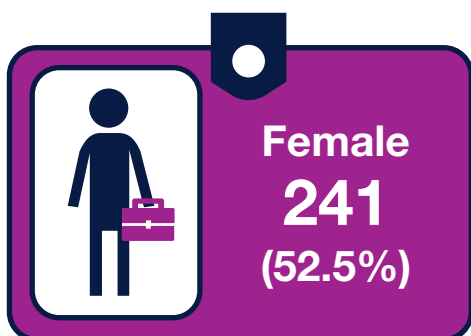
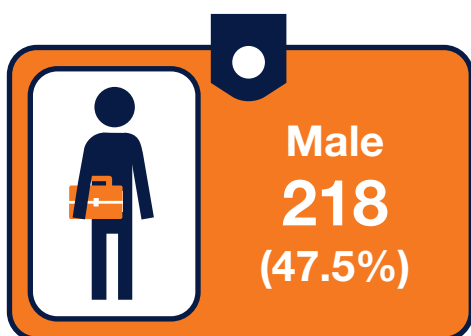
March 2018



459

## Gender of employees

As of 31 March 2018



## % Female Employees

March 2015



55.9%

March 2016



53.1%

March 2017



51.1%

March 2018



52.5%

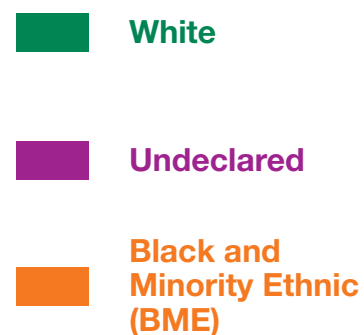
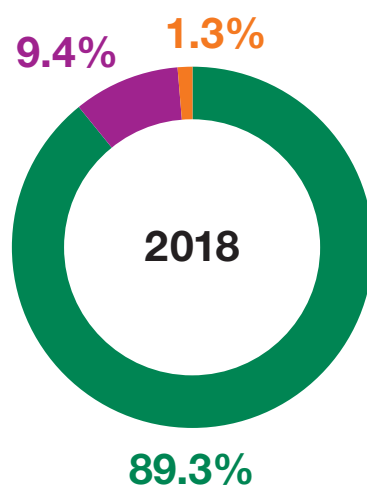
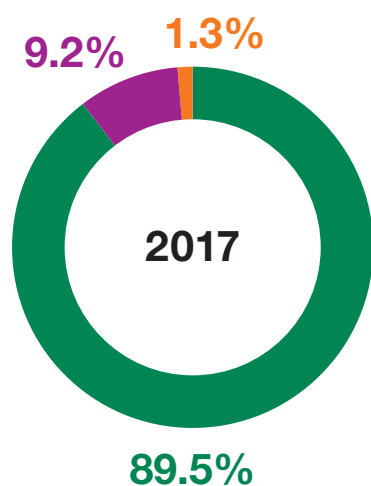
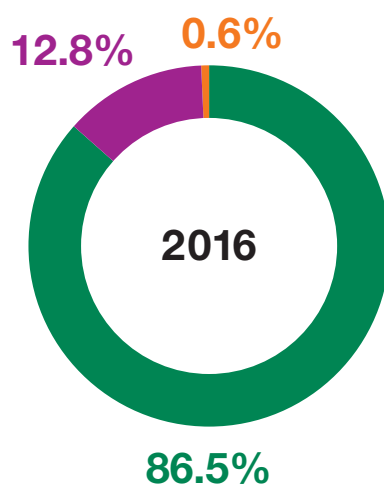
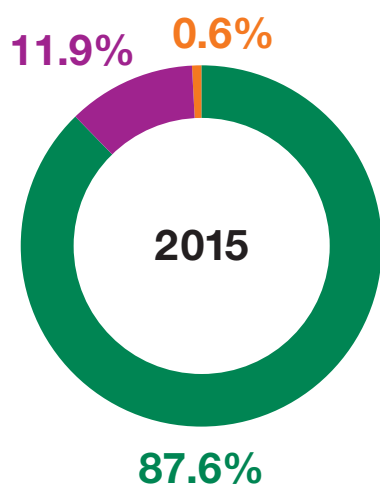


## Broad ethnicity

As of 31 March 2018

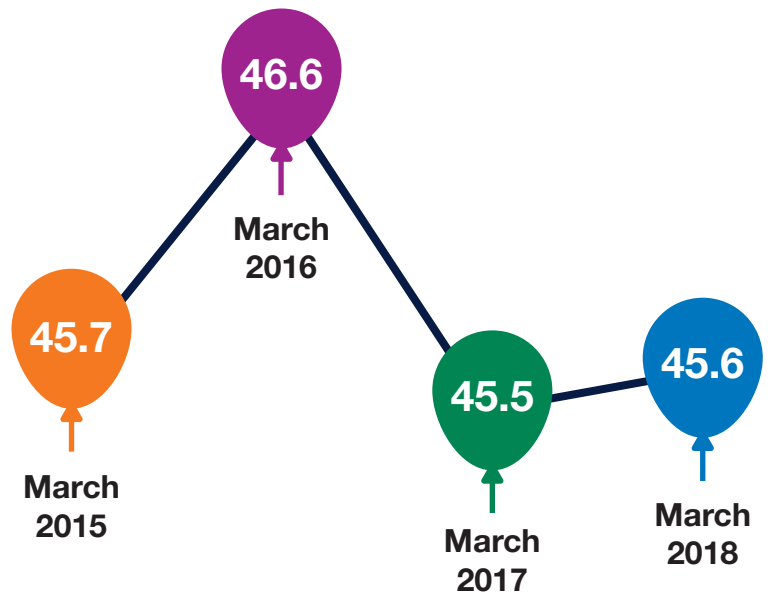


## % Broad ethnicity



## Average age of employees

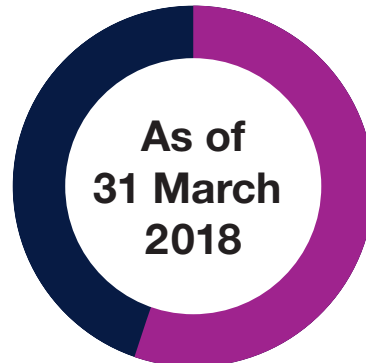
As of 31 March 2018



## Employees aged between 45-64



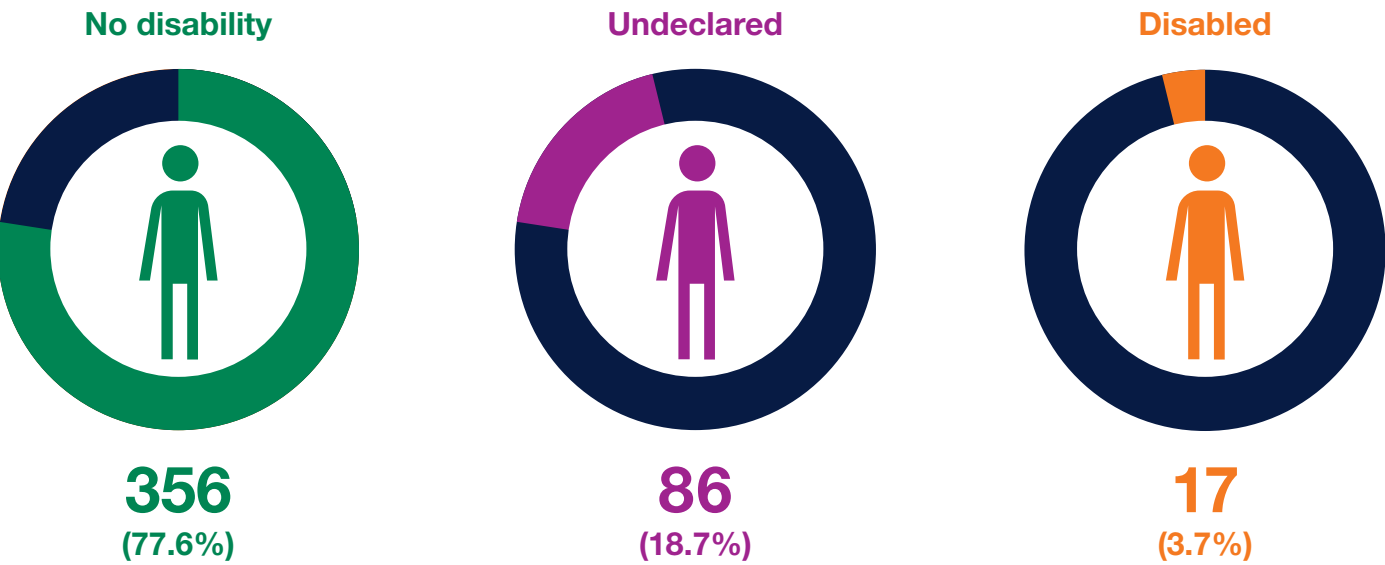
56.5%



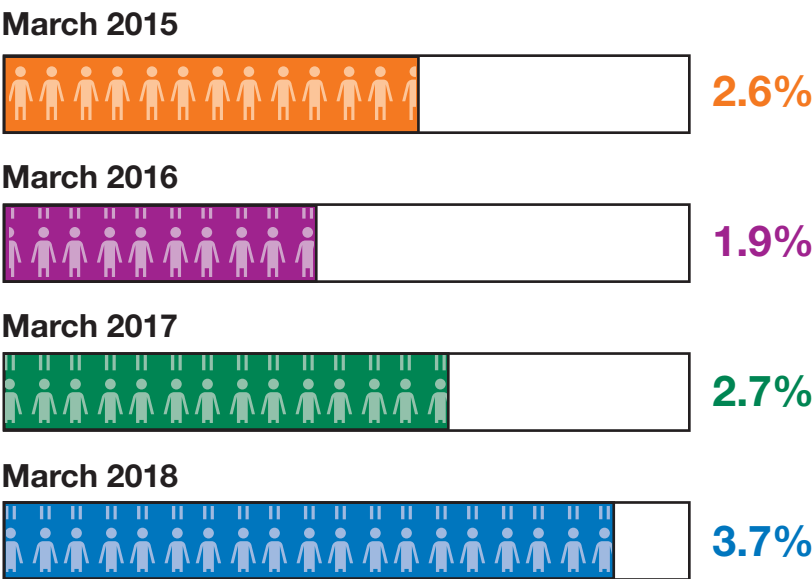
54.7%

# Employees with self-declared disabilities

As of 31 March 2018



## % of disabled employees



# Workforce profile

We have a duty under the Equality Act (2010) to publish information about the protected characteristics of our employees. Staff provide this information voluntarily; we aim to create an environment where employees feel comfortable and confident to do this. It is of great benefit to be aware of the needs of our workforce, enabling us to adjust or provide for different needs. It also assists us with workforce planning and how we can support and develop staff. We are working to improve the data in terms of how it is recorded and reported, and we will continue to monitor how the workforce changes and look at areas for action. We also use other mechanisms to supplement this information, such as surveys and occupational health figures.

The workforce profile remains mostly unchanged from 2016/17 (please see Appendix 1 for the full workforce profile). There has been an increase in the percentage of employees with self-declared disabilities. There has also been an increase in the number of employees aged 16 - 44 and a reduction in staff aged 45-54. The Workforce Development Plan highlights the actions identified to support recruitment and development of a diverse workforce over the next five years.

From the 1 March 2017, we had eight individuals engaged on an apprenticeship programme, of which two resigned and one completed their apprenticeship and progressed to the permanent staffing structure. To further enhance the recruitment of apprentices during 2018 we have allocated a separate budget to support salary costs. In 2017, we made the commitment to pay all apprentices the relevant statutory age related pay and for all posts to be job evaluated following 12 months from the start of the apprenticeship for entry level and advanced apprentices. Higher level apprenticeships are job evaluated at the recruitment stage, providing a living wage for all apprentices.

The Government's Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 implemented a mandatory gender pay gap reporting requirement for public sector employers. The Government considers that the reduction in the gender pay gap is progressing too slowly and aims to improve transparency and commit to closing the gender pay gap through these measures. We are required to report the gender pay figures annually, the figures for March 2017 and 2018 are included as Appendix 2.

# Employee support

We are committed to improving options for appropriate agile working and made good progress in extending opportunities to employees to enable different methods of working. To date, more than 130 employees have been provided with portable electronic devices to aid mobile working, and the ICT strategy includes the replacement of desk top computers with mobile devices for the majority of the workforce. The agile working policy and associated processes have been improved and allow more employees to work from different locations. These actions will support the recruitment of a diverse workforce and reduce carbon emissions, whilst contributing to workplace wellbeing.

Mental health and wellbeing has continued to be a key focus throughout the year. We signed the Time to Change Employers Pledge in November 2017. This is a commitment to all staff to change how we think and act about mental health at every level of the organisation. By choosing to be open about mental health, we want everyone to feel they can be honest and ask for support if they need it. The pledge was followed by a Time to Change Management Briefing session and a Time to Talk event in February 2018.

Examples of other support and training offered to staff included:

- Mental Health presentation by Carlisle Eden Mind to Management Briefing, including raising awareness of Wellness Action Plans (May 2017).
- Promotion of Mental Health Awareness Week and Mental Health Awareness sessions provided by Carlisle Eden Mind (May 2017).
- Wellbeing box provided to staff (September 2017).
- Mental Health First Aider Training (November and December 2017).
- Health and Wellbeing day (May and November 2017).
- Promotion of the Council's Employee Assistance Programme (EAP) through the mini online health check (February 2018) and the EAP monthly newsletter.
- Support for carers.
- All managers attending mental health awareness training.
- Dedicated page on our Intranet.

We are also taking part in Better Health at Work Award scheme aimed at improving the health, safety and wellbeing of the workforce. Part of this work involves looking at health training, work based health interventions, policies and our culture around wellbeing at work. We have recruited Health Advocates across directorates to support workplace health, find out what health issues are important to staff and ways to engage them in health improvement activities. Staff were asked to complete a wellbeing survey (June - August 2017) to feed into the development of this scheme. We have achieved Disability Confident Employer (Level 2) status, further demonstrating our commitment to supporting staff.

Sickness absence levels in 2017/18 have increased by over 25% from 2016/17 to 9.3 days lost per FTE employee<sup>3</sup>. This has been mainly due to an increase in long-term absences, however the overall long-term trend line is that of reducing sickness absence within the Council. Stomach, liver, kidney & digestion (incl. gastroenteritis) currently represents the absence reason with the greatest days lost. Human Resources, Organisational Development, Health & Safety and Occupational Health continue to work closely to proactively manage all sickness absences cases, attendance at work and health surveillance and promotion. There are also a range of initiatives to help improve health and wellbeing and reduce sickness absence; further information is available in the Sickness Absence report. The results of the 2018 Employee Opinion Survey will be reported to Scrutiny Panels in Summer 2018. This will provide further detail about staff satisfaction and wellbeing.

# Training and development

We provide a range of training and development for staff through courses, e-learning, briefings, toolbox talks, information and employee development. Management training sessions for recruitment and selection, disciplinaries and grievances, and attendance management all include equality briefings and discussions on the impact of these on employees. The training aligned to the management competency standards also refers to equality duties and legislation as appropriate. Staff are encouraged to undertake self-development through advice and guidance available on our Intranet. This can be used to refresh or develop an individual's knowledge as required. Coaching and mentoring is also available for staff and managers.

We have an agreement in place with our supplier that all agency workers should have an induction before working for the authority. This includes briefings on our Code of Conduct, Dignity and Respect, and Safeguarding Policies to ensure that all staff are aware of their equality responsibilities.

Details of equality related training and attendance by staff in 2017/18 are provided in the tables below. In total, 138 staff attended an equality training course and 590 equality e-learning modules were completed, with a number of staff completing more than one course. Feedback is encouraged for all courses to assist the Council in developing the corporate training programme. Skillgate became our provider for the delivery eLearning in June 2017.

## Overall equality training (April-17 to March-18)

74.2% employees undertook an equality training course or completed an equality e-learning module<sup>4</sup>

## Equality training courses (April-17 to March-18)

22.9% unique employees completed an equality training course<sup>5</sup>

Course	Course description	Date(s)	Numbers attended
Anti-Social Behaviour	To understand the legal requirements of the Anti-Social Behaviour, Crime and Policing Act, best practice implementation and working with residents to hear their voices.	27/03/2018	9
Dementia Friends	To broaden awareness on this health condition and provide details of the Dementia Friends project.	16/06/16, 05/12/17	33
Dignity and Respect	To ensure that staff are aware of the Council's Encouraging Mutual Dignity and Respect Policy.	05/10/2017, 12/10/2017, 14/11/2017	38

<sup>4</sup> If an employee attended more than one course and/or completed more than one module they are only counted once.

<sup>5</sup> If an employee attended more than one course they are only counted once.

Course	Course description	Date(s)	Numbers attended
Health Advocate	To train and develop staff for the roles as Health Advocates within the Council.	26/05/2017, 16/01/2018	12
Healthy Mind, Health Body	Information and interaction to encourage self-care and help improve health and wellbeing.	05/12/2017	4
Mental Health Awareness	To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.	09/05/2017	23
Mental Health First Aid	To help increase the support for those suffering with poor mental health and ensure they are given the best help as quickly as possible.	30/11/2017	12
Prevention Matters	To explore the Council's role in tackling health inequalities and preventing ill health.	30/01/2018	1
Stress and Anxiety	To provide information on how to identify and deal effectively with the symptoms of stress and provide strategies to avoid the build-up of stressful situations within the workplace.	01/09/2017	5
Suicide Alertness	To assist employees to recognise the signs that someone may be thinking of suicide and raise awareness of what resources are available to help prevent it.	27/11/2017	1

## Equality e-learning modules in Skillgate (April-17 to March-18)

66.7% unique employees completed an e-learning module<sup>6</sup>

Module Name	Number completed
Prevent	296
Safeguarding Adults at Risk	171
Safeguarding Children and Young People	123

<sup>6</sup> If an employee completed more than module they are only counted once.



## **Member training**

Members attended a range of equality related training courses:

- Dementia Friends (3)
- Drug and Alcohol Awareness (6)
- Mental Health Awareness (1)
- Prevent Matters (9)
- Suicide Alertness (1)

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct.

# Equality impact assessments, consultation and engagement

We undertake a wide range of consultation and impact assessment to inform decision making and service delivery. The nature of these varies, depending on the proposed change and the potential impact on equality. Examples of impact assessments and consultation undertaken include:

- Affordable and Specialist Housing Supplementary Planning Document (SPD) (approved by the Executive February 2018).

Following internal consultation, including a presentation to the Local Plan Members' Working Group, the consultation draft of the SPD was approved by Executive in October 2017. This enabled a public consultation, in November and December 2017, and extensions to the deadline were also agreed for those stakeholders who indicated they required longer to respond. The Draft SPD was made available at the Civic Centre's Customer Contact Centre, and two consultation events were also held:

- o A general consultation event on 24 November, open to all consultees; and
- o A targeted event for local Housing Associations, held on 12 December.

- **Housing Strategy (under development).**

Early consultation on the direction of the emerging Housing Strategy has been undertaken through Scrutiny, involving local Housing Associations. The draft Housing Strategy will be subject to external consultation and consideration of a health impact assessment and equality impact assessment.

- **Bulky waste collections**

Waste Services undertook an impact assessment in response to requests to assist householders with bulky waste collections. It was identified that reasonable adjustments could be provided for customers who were unable to move items from their properties to the kerbside. These adjustments ensure that customers have equal access to our services.

- **Website accessibility**

As online transactions with our customers increase, we are working to improve the accessibility and language translation options for our website users so they can easily access our services. All our websites have been built with accessibility in mind, and we are trialling the 'Recite me' suite of accessibility tools to further enhance this. The toolbar is cloud based, customisable to individual users and has legal compliance.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2017/18 is shown in the table below.

<b>Sample of consultations 2017/18</b>			
<b>Title</b>	<b>Start date</b>	<b>End date</b>	<b>Internal / external use</b>
Customer Satisfaction Survey 2017/18	Apr-17	Jan-18	External
Equality Monitoring	Jun-17	Ongoing	External
Wellbeing Survey	26/06/2017	21/08/2017	Internal
Food Charter Sign up	Jul-17	Ongoing	Internal/ external
Data Maturity Framework	03/07/2017	25/09/2017	Internal
Cumbria Strategic Flood Partnership Website Survey	05/09/2017	19/09/2017	Internal/ external
IT User Survey 2017	07/09/2017	29/09/2017	Internal
Sugar Smart Survey	Nov-17	Ongoing	Internal/ external
Health & Wellbeing Day	16/11/2017	28/11/2017	Internal
Satisfaction with Carlisle City Council Services 2017/18	Dec-17	Mar-18	External
Public Space Protection Order Consultation	11/12/2017	22/01/2018	Internal/ external
Training Needs Analysis	08/01/2018	06/02/2018	Internal
Keeping You Informed	Feb-18	Ongoing	External
Employee Opinion Survey 2018	05/02/2018	03/03/2018	Internal

We provide events to engage residents and visitors in a full range of cultural, sporting, historic and fun activities. We aim to develop a local sense of place and pride in Carlisle, celebrating our communities. Events held in 2017/18 included Upperby Gala, International Markets, Carlisle Pageant and the Fireshow.

We also support local events that promote diversity and community spirit. Examples of this include the Carlisle Unity Festival (July 2017), hosted by AWAZ Cumbria to celebrate diversity and community networks, with a focus on empowering the voices of Black and Minority Ethnic (BME) people and other marginalised groups living in Carlisle. Cumbria Pride (September 2017) celebrated LGBT<sup>7</sup> communities through music and performances. A Chinese New Year Festival (February 2018) included dance, performance, crafts, Kung Fu and Chinese drumming workshops, with a lion dance parade through the city centre. Chinese entertainment and craft activities were also held at Tullie House Museum featuring More Music Orchestra, Northern Dragons and Jin Long Academy. The Cultural Bazaar (February 2018) offered a mixture of dance, music games, art and food delivered by local ethnic minority communities. Moving Mountains (March 2018) promoted the work of churches across Carlisle with crafts and activities in the city centre.

Partnership working enables us to engage with different organisations and groups to build closer links with all communities. Examples of work undertaken are:

- **Carlisle Dementia Action Alliance (DAA) (established May 2017)**

The Alliance is made up of organisations and community members across Carlisle working together to improve the quality of lives of people living with dementia and their carers. Carlisle DAA has met regularly during the year, focusing on building awareness of both those living with dementia and their carers, and potential businesses and organisations that could become members. This work culminated in the first anniversary to celebrate the innovative work of the Alliance in driving the transformation of Carlisle into a Dementia Friendly City.

- **Improving The Private Rented Sector -Tackling Rogue Landlords (2017-19)**

We secured funding from the Controlling Migration Fund to support this project and improve compliance levels for businesses and landlords. One of the actions for this project is to deliver food hygiene training for food businesses where English is a foreign language. The project will be delivered in partnership with Cumbria Fire and Rescue Services, Cumbria Constabulary and the Local UK Border Agency and Immigration Compliance and Enforcement team.

- **Shaddongate Resource Centre (June 2017)**

Our community resource centre re-opened under the new management of Cumbria Council for Voluntary Service. The centre hosts a number of local organisations such as the Oaklea Trust, Creative Horizons and the Carlisle Boxing Club. It is ideal as a hub for agencies supporting local communities and to develop into a valuable community resource.

- **Support for victims of domestic abuse (funding secured for two years)**

Cumbrian district councils and the County Council are members of this partnership; the project is supported by the Police and Crime Commissioner in Cumbria. Across the county the project has:

- o Created an additional 12 supported emergency accommodation units for households in crisis as a result of domestic/sexual abuse.
- o Employed 5.81 FTE fixed term specialist officers to deliver frontline crisis support to those housed in emergency accommodation and those in the community who are at risk of homelessness.
- o Established a crisis and prevention support fund.
- o Employed a full time young person's Independent Domestic Violence Advisor (IDVA).
- o Supported the integrated offender manager process in part funding a repeat perpetrator prevention programme.

- **International Day for the Elimination of Racial Discrimination (March 2018)**

AWAZ hosted this event with our support. It promoted tolerance, inclusion, unity and respect for diversity in the context of combating racial discrimination, encouraging organisations to join the European Coalition of Cities Against Racism.

- **Cumbria Community Integration Project (work to start September 2018)**

Cumbria County Council and members of Cumbria's Strategic Refugee Partnership have secured funding from the Controlling Migration Fund to deliver this project. It aims to develop infrastructure to support the integration of Cumbria's migrant and resident communities through a community development approach.

# Customer satisfaction

Customer satisfaction with how well we are running things was 57.1% 'very satisfied' or 'quite satisfied' in 2017/18<sup>8</sup>. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 52.5% and 61.8%.

The survey was available to complete via our most visited web pages and at the concluding page of online transactions. It was promoted via social media and Carlisle Focus residents' magazine.

The satisfaction figure above is the baseline year for this survey as the questions and content of the survey were amended slightly for 2017/8. The Annual Equality Report 2016/17 reported that the overall satisfaction with our services was 57% 'very satisfied' or 'satisfied' in 2016/17. Although the satisfaction figures are not directly comparable due to the changes to the survey, they give an overall indication that satisfaction has remained the same.

Our satisfaction survey includes optional equality monitoring questions. This records information about the equality characteristics of people using our services in relation to their level of satisfaction. We are continuing to monitor these responses to identify further work and link this to our consultation and engagement programme.

## Complaints

Our Complaints and Feedback Policy contains details of how complaints are managed. Formal corporate complaints are received in writing and recorded through the Council's Customer Relationship Management system. The equality monitoring form attached to the complaints form is voluntary.

The figures for April 2017 to March 2018 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (64 complaints were received in 2017/18). The figures show that a greater proportion of people who complete the equality monitoring form are more likely to be aged over 45 and declare themselves as disabled. Feedback from complainants regarding service issues have been given to the relevant service area.

We will continue to monitor responses to screen for equality issues. We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2017/18, a full response to complaints was issued to 96.9% of customers within 15 days of receipt at each stage.<sup>9</sup>

## April 2017 - March 2018

Number of complaint equality monitoring forms - 23

### Context

Date	Number of complaint equality monitoring forms
Jan-16 to Mar-16 <sup>10</sup>	6
Apr-16 to Mar-17	20
Apr-17 to Mar-18	23

### Gender

Gender	Number	%
Male	11	47.8
Female	12	52.2
Undeclared	0	0

Date	% Male	% Female	% Undeclared
Jan16-Mar16	33	33	33
Apr16- Mar17	50	50	0
Apr17-Mar18	47.8	52.2	0

<sup>10</sup> Information from April 2015 to December 2015 was lost during the December 2015 flood

## Ethnicity

Ethnicity	Number	%
White British	20	87.0
White Other	1	4.3
BME <sup>11</sup>	0	0
Other (English)	1	4.3
Undeclared	1	4.3

Date	% White British	% White Other	% Undeclared
Jan16-Mar16	100.0	0.0	0.0
Apr16- Mar17	100.0	0.0	0.0
Apr17-Mar18	87.0	4.3	4.3

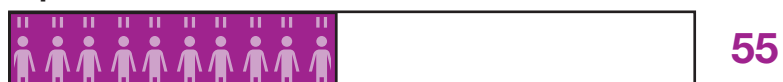
## Age

### % of equality form complainants aged 45-74

January 2016 - March 2016



April 2016 - March 2017



April 2017 - March 2018





## Sexuality

Sexuality	Number	%
Heterosexual	21	91.3
Homosexual	0	0
Lesbian	0	0
Bi-Sexual	0	0
Undeclared	2	8.7

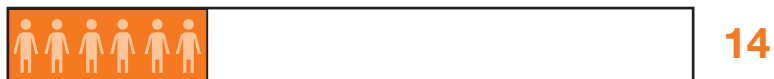
Date	% Heterosexual	% Homosexual	% Undeclared
Jan16-Mar17	83.3	0.0	16.7
Apr16- Mar17	80	0.0	20
Apr17-Mar18	91.3	0.0	8.7

## Disability

Disability	Number	%
No	13	56.5
Yes	8	34.8
Undeclared	2	8.7

## % with a disability or health condition

January 2016 - March 2016



April 2016 - March 2017



April 2017 - March 2018



# Equality objectives 2016-19

Our equality objectives were agreed by the Executive in March 2016. They are:

- a) Improve health, wellbeing and economic prosperity in Carlisle.
- b) Improve quality of workforce profile and report recruitment and selection data.
- c) Ensure people have appropriate access to the services they need.
- d) Foster good relations between different people by celebrating communities.

The actions have been identified to help deliver the equality objectives 2016-19 and respond to issues identified in this report. They are reviewed and developed annually, actions completed in previous years have been removed from the plan

Equality Action Plan 2018/19			
Equality objective	Action	Progress	Lead team(s)
Improve health, wellbeing and economic prosperity in Carlisle	Deliver the Carlisle Plan 2015-18 priorities and work in partnership to achieve these across the district	2017/18 End of Year Performance Report reported to Executive 25/06/18 <sup>12</sup> . Includes detailed progress on the Carlisle Plan on a Page actions and projects.	All Council Services
Improve quality of workforce profile and report recruitment and selection data	Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment model	iTrent recruitment module under development to include equality reporting requirements. Baseline information for 2018/19 is being developed for 2018/19 Annual Equality Report.	Human Resources, Policy and Communications, Personnel and Payroll
Improve quality of workforce profile and report recruitment and selection data	Promote self-declaration within iTrent for staff to increase data for all equality characteristics within the workforce profile	Employees were given a window to update their information in February 2017, and will be given further opportunities to update and review this in future.	Human Resources, Personnel and Payroll

## Equality Action Plan 2018/19

Equality objective	Action	Progress	Lead team(s)
Improve quality of workforce profile and report recruitment and selection data	Develop information to meet the gender pay gap reporting regulations (2017)	Information for 2017 published in March 2018. Data for 31 March 2018 included in this report.	Human Resources, Policy and Communications, Personnel and Payroll
Ensure people have appropriate access to the services they need	Assess responses to satisfaction survey and equality questions to identify issues for further development	Overall satisfaction figure survey for 2017/18 reported, optional equality responses are monitored to identify areas for investigation.	Policy and Communications
Ensure people have appropriate access to the services they need	Review complaint equality monitoring form responses to screen for equality issues to help determine if action is needed to address these	Ongoing. Responses are monitored to identify any issues and referred to in the Complaints section of this report.	Customer Services, Policy and Communications
Ensure people have appropriate access to the services they need	Continue to support the development of the Smarter Service Delivery project	The Salesforce Roadmap continues to be developed and the Customer Relationship Management system has been rolled out across our services. A Customer Service Charter is under development to set out our commitment to excellent customer service.	Customer Services, IT Services, Policy and Communications
Ensure people have appropriate access to the services they need	Continue to engage appropriately with relevant groups and communities on policy development and service delivery, to ensure that the Council considers equality in decision making.	Evidence of continued engagement on proposed changes and service delivery in annual report (impact assessments, consultations and engagement).	All Council Services

## Equality Action Plan 2018/19

Equality objective	Action	Progress	Lead team(s)
Ensure people have appropriate access to the services they need	To keep the assumptions employed in the Gypsy and Traveller Accommodation Assessment (GTAA) relating to the turnover of Gypsy and Traveller pitches under review.	Appropriate methodology still being determined.	Investment and Policy
Celebrate communities to foster good relations between different people	Continue to review and develop events programme to help celebrate different communities in Carlisle.	Carlisle Unity festival held in 2017 and scheduled for 2018. Events programme is reviewed and developed annually to continue to celebrate diversity – see the Consultation and Engagement section of this report. The Council also support community events such as the Diverse Cumbria awards (May 2017 and 2018).	Contracts and Community Services
Celebrate communities to foster good relations between different people	Work with partners to reduce the incidence and impact of hate crime on the local community	The Council continues to support hate crime reporting, including in Community Centres. The Clean Neighbourhood Team delivers coordinated action where emerging issues are identified. The Council will work with partners to achieve relevant objectives within the Carlisle and Eden Community Safety Partnership Plan.	All Council Services

# Appendix 1

## Workforce profile as at 31 March 2018

Workforce profile 31 March 2018		Carlisle Census 2011	
Number of staff 459		Population of Carlisle 107,524	
Age Range	%	Age Range (years)	%
16-24	4.6	0-15	17.2
25-34	12.9	16-64	64.3
35-44	26.4		
45-54	31.8		
55-64	22.9		
65+	1.5	65+	18.5
Marital Status	%	Marital Status	%
Civil Partner	2.2	Civil Partner	0.2
Divorced	4.4	Divorced	9.7
Married	49.9	Married	47.3
Separated	2.2	Separated	2.5
Single	31.4	Single	32.2
Undeclared	9.2	Undeclared	
Widowed	0.9	Widowed	8.2
Ethnicity	%	Ethnicity	%
BME employees <sup>13</sup>	1.3	BME employees	1.9
White employees	89.3	White employees	98.1
Undeclared	9.4	Undeclared	

<sup>13</sup> Black Minority Ethnic. A detailed profile is used for workforce planning.

Workforce profile 31 March 2018		Carlisle Census 2011	
Gender	%	Gender	%
Female	52.5	Female	50.8
Male	47.5	Male	49.2
Disability (self-declared)	%	Disability and health – day to day activities limited?	%
No	77.6	No	80.8
Yes	3.7	Yes a lot	9.2
Undeclared	18.7	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	61.4		
Lesbian or Homosexual	1.1		
Undeclared	37.5		
Workforce profile 31 March 2018		Carlisle Census 2011	
Religion	%	Religion	%
Buddhist	0.4	Buddhist	0.26
Christian	38.6	Christian	69.1
Muslim	0.2	Muslim	
No religion	21.8	No religion	22.9
Other	0.7	Other	0.95
Undeclared	38.3	Undeclared	6.8

## Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2017/18 was four.

# Appendix 2

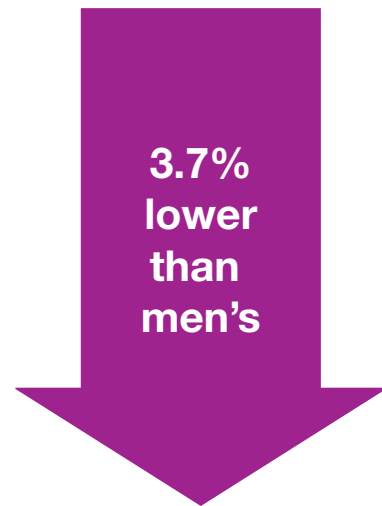
Gender pay figures March 2017 and 2018

## Women's mean hourly rate\*

**31 March 2017**



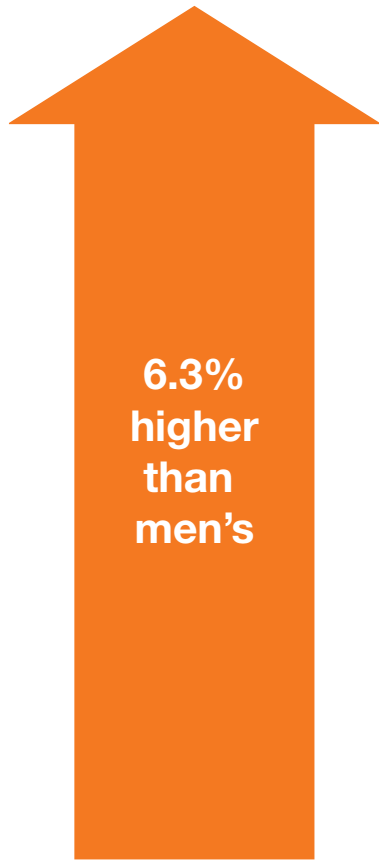
**31 March 2018**



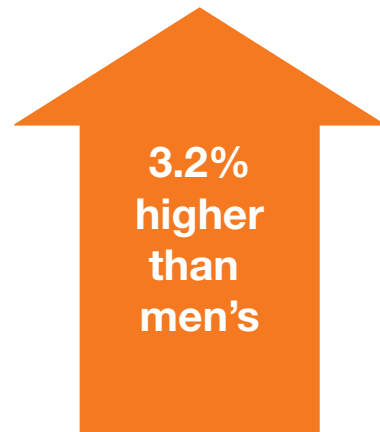
\*The mean hourly rate is the average hourly wage across the entire organisation. The mean gender pay gap is a measure of the difference between women's mean hourly wage and men's mean hourly wage.

# Women's median hourly rate\*\*

**31 March 2017**



**31 March 2018**



\*\*The median hourly rate is calculated by ranking all employees from the highest paid to the lowest paid, and taking the hourly wage of the person in the middle. The median gender pay gap is the difference between women's median hourly wage (the middle paid woman) and men's median hourly wage (the middle paid man).

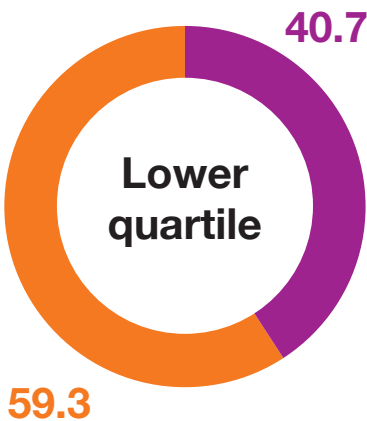
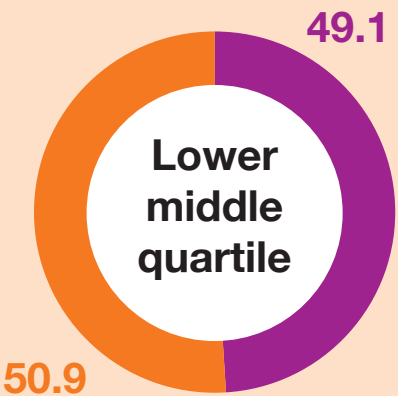
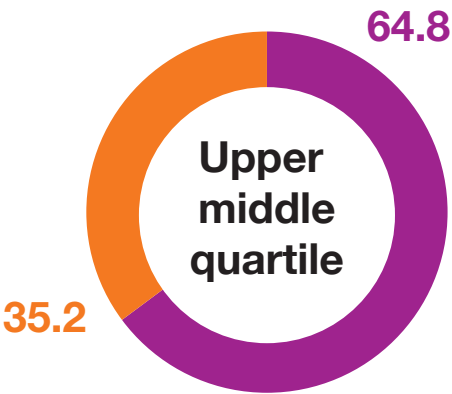
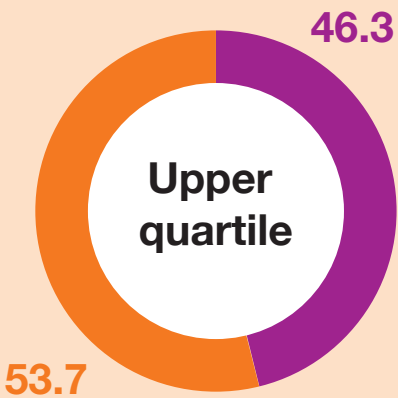
For further information on Gender Pay please visit <https://gender-pay-gap.service.gov.uk/>



# Gender pay gap quartile figures

Male Female

31 March 2017



31 March 2018

