

Report to Health and Wellbeing Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 11th July 2019
Portfolio: Communities, Health and Wellbeing
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: ANNUAL EQUALITY REPORT 2018/19 AND EQUALITY ACTION PLAN 2019
Report of: Policy and Communications Manager
Report Number: PC 09/19

Purpose / Summary:

This report presents the Annual Equality Report for 2018/19 and the Equality Action Plan 2019.

Recommendations:

Scrutiny is asked to:

1. Consider and comment on the content of the Annual Equality Report and Equality Action Plan.
2. Consider forming a task and finish group to focus on the development of the new equality objectives.

Tracking

Executive:	22 July 2019
Scrutiny:	11 July 2019
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 (these can be found in Appendix 1).
- 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 2018/19 (Appendix 1) provides an overview of equality work, including the workforce profile, employee support, customer satisfaction, complaints, consultation and engagement.
- 2.2 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 2019 sets out actions on how the Council will continue to work towards achieving the equality objectives and address the issues identified.
- 2.3 The report presents the gender pay figures for March 2017, 2018 and 2019 and includes the proportion of men and women in each quartile pay band. The Health and Wellbeing Scrutiny Panel, in considering the Annual Equality Report 2017/18 last year, requested further investigation into the roles contained within the quartile pay bands. The roles are broadly represented as:

Quartile	Roles
Upper Quartile	Managers and Directors
Upper Middle Quartile	Officers, Operational Team Leaders, Supervisors
Lower Middle Quartile	Clerks, Assistants, Driver/Loaders
Lower Quartile	Apprentices, Cleaners, Loaders, Street Cleaning Operatives

The Council will continue to monitor the gender pay gap figures to help inform workforce planning and development. Information about the Workforce Development Plan, employee support and training are contained within the Annual Equality Report.

- 2.4 The Equality Policy and equality objectives (2016-19) require updating next year and work will begin to refresh these in 2019. This affords the opportunity to link into key policy developments locally and nationally such as the revised Carlisle Plan and the Government's [Integrated Communities Action Plan](#). The equality objectives can support the development of these plans and identify how the Council can continue to work effectively in partnership with other organisations in Carlisle.
- 2.5 The Health and Wellbeing Panel are asked to consider if they wish to form a task and finish group to revise the equality objectives. This would review the progress of current objectives and identify new objectives to be considered for adoption by the Executive in early 2020.

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. It also details proposals for refreshing the Equality Policy and equality objectives.

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 Appendix 1 - Annual Equality Report 2018/19 and Equality
attached to report: Action Plan 2019**

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 2018/19

and Equality Action Plan 2019



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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 2018 and 31 March 2019.

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.

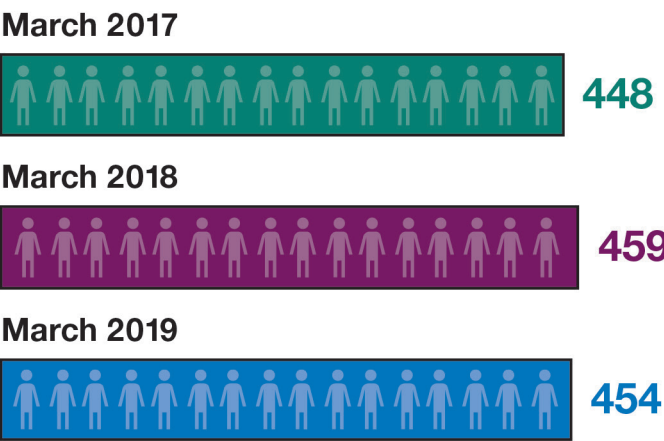
This document is reported to our Senior Management Team, Executive, Scrutiny Panels and published on our website.

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*

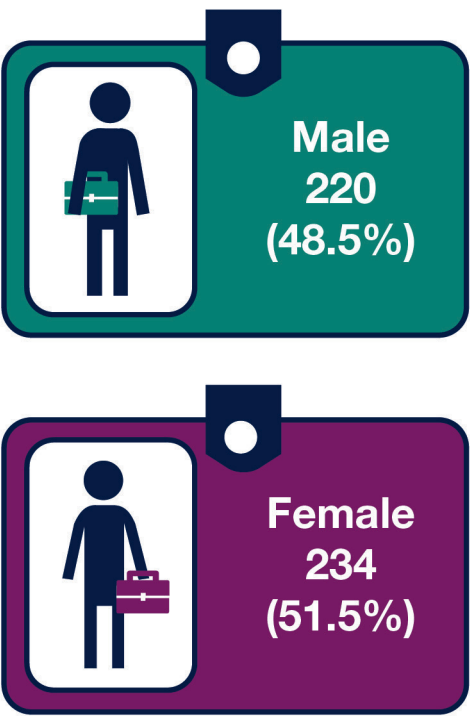
As of 31 March 2019



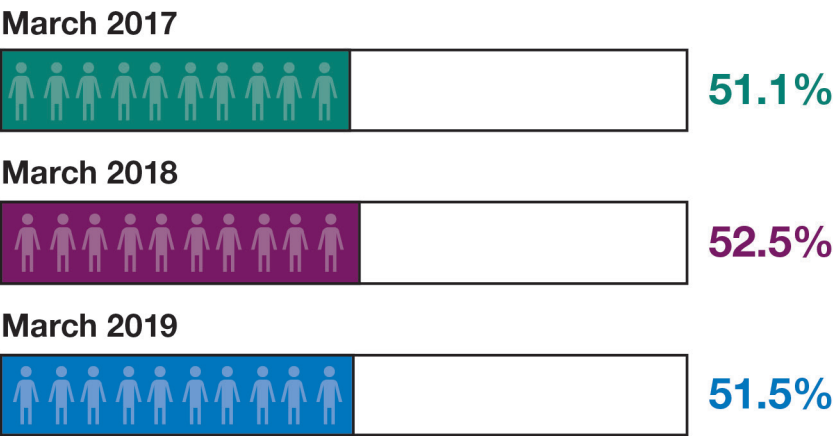
*Number of employees based on the number of posts. Staff who have multiple posts are counted twice.

Gender of employees

As of 31 March 2019



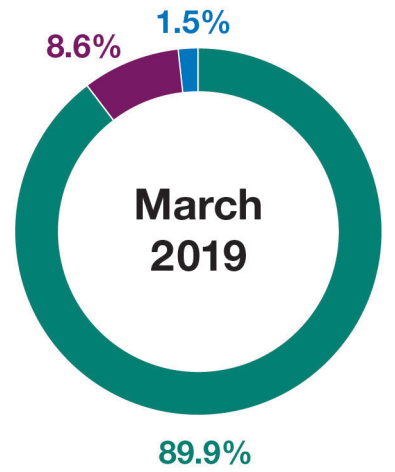
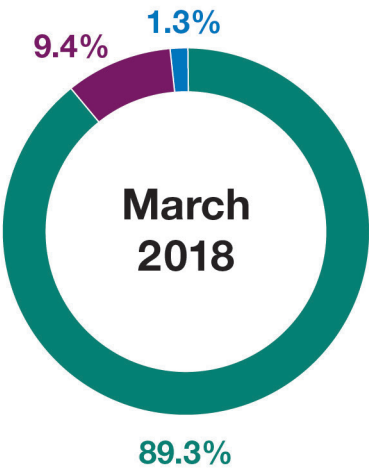
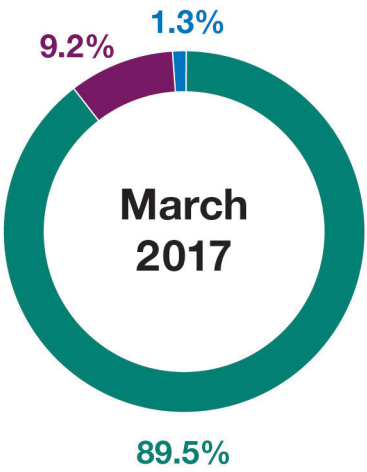
% Female Employees



Broad ethnicity
As of 31 March 2019



% Broad ethnicity



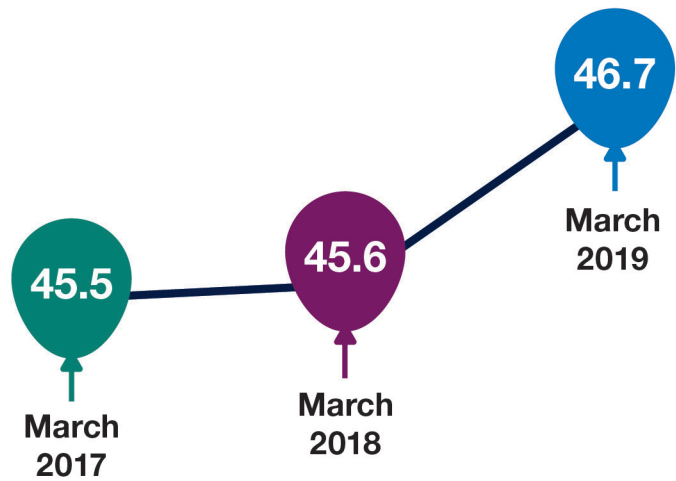
White employees

Undeclared

BME employees

Average age of employees

As of 31 March 2019



Employees aged between 45-64



Employees with self-declared disabilities

As of 31 March 2019



% of disabled employees

March 2017



March 2018



March 2019



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 full workforce profile is available at Appendix 1. 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 45-64, which has raised the average age of employees slightly. The Workforce Development Plan identifies actions to support recruitment and development of a diverse workforce over the next five years. The actions focus on developing leadership and capacity, supporting and maintaining wellbeing, developing skills and capacity, resourcing the Council and employee engagement.

As of March 2019, we have 17 apprentices and we intend to build on this in future. All apprentices are entered onto the redeployment register in the final months of their apprenticeship and many of our apprentices have secured permanent employment with the Council. The apprenticeship support programme offers a range of additional self-development programmes including CV development; job search and interview skills. This ensures that all support available is offered to apprentices to help them secure employment. Pay has been increased for apprentices and this has made apprenticeships more appealing with an increase in applications. We have allocated a separate budget to support salary costs and are fully spending our Apprenticeship Levy. The apprenticeship landscape has developed with more opportunities for advanced and higher skills, we have utilised this opportunity to full effect and the majority of our apprentices are studying level 3 qualifications with plans to incorporate higher levels going forward.

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, 2018 and 2019 are included as Appendix 2.

Employee support

We are improving options for appropriate agile working and extending opportunities to employees to enable different methods of working. More than 90% of office-based staff have been supplied with mobile working devices, of which over 75% have been issued with a dongle for agile working purposes. Additional flexible working solutions are also on offer for more than 85% of employees, some posts are fixed due to the nature of the work. These actions continue to support the recruitment of a diverse workforce and reduce carbon emissions, whilst contributing to workplace wellbeing.

We signed the Time to Change Employers Pledge in November 2017 and are committed to changing how we think and act about mental health. As part of this commitment we provided mandatory Mental Health Awareness Sessions (April and May 2018) for all managers, supervisors and team leaders, with optional attendance open to all staff. We have recruited 'Time to Change' Champions to receive appropriate training and strengthen our network of people making positive change.

We have achieved the Bronze Better Health at Work Award and are now working towards the Silver Award. The award recognises our achievement in supporting employees to maintain their own wellbeing through raising awareness and providing access to wellbeing activities. The assessors feedback reported that senior management are fully committed to the health and wellbeing of their employees and that the training of 12 Health Advocates had been carried out effectively. A Health Needs Assessment (sent to all staff) has clearly focused our priorities: free health check; sleep deprivation and mental health awareness.

We have retained our Disability Confident Employer (Level 2) status until June 2021. This means we are taking all of the core actions to be a Disability Confident employer and have agreed to actions to get the right people for our business and to keep and develop our people. We are keen to develop in this area further and are working towards achieving Leader (Level 3) status.

Sickness absence in 2018/19 was 10.3 days lost per FTE employee compared to 9.3 days in 2017/18.³ This has been mainly due to an increase in long-term absences. The 54 instances (this relates to 51 employees) have been long-term (those cases where the absence is four working weeks or more) in 2018/19; seven more than the same period last year. 'Stress, depression, mental health, fatigue syndromes' 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 2018 Employee Opinion Survey⁴ found that 86% of staff rate the Council as a good or very good employer compared to 89.8% in 2016. The report is positive for employee satisfaction and wellbeing, and highlights that staff are aware of and understand their role in delivering the Council's priorities. The responses have informed the Workforce Development Plan and continued promotion of the Employee Assistance Scheme. Examples of action taken following feedback from the survey include the development of Staff Competency Standards, building on the Management Competency Standards. These provide clear guidance to staff on what is expected of them whilst contributing to the success of the organisation. Staff have been fully involved in the development of the standards, including opportunities to participate in focus groups and a survey. We have also introduced positive feedback post-it notes to all service areas. The post-it notes have pre-printed positive comments on them that can be used to provide positive feedback to colleagues and encourage a supportive culture.

Examples of other support and training offered to staff included:

- Health and wellbeing activities throughout the year: yoga, physio pilates, meditation, mindful craft classes and crochet classes.
- Promotion of the Council's Employee Assistance Programme (EAP) through Management Briefing (April 2018) and the EAP monthly newsletter. Health Assured, the provider of our Employee Assistant Programme, has launched a smartphone App to increase access to the service.
- Promotion of Mental Health Awareness Week (May 2018).
- Health and Wellbeing event for front line services (May 2018).
- Free fruit for staff for all Council sites every month (started June 2018).
- Carlisle Eden MIND - Suicide Alertness Training courses offered to staff (June and July 2018).
- Celebration of World Mental Health Day with a Sharing Lunch (October 2018).
- Health and Wellbeing event (November 2018) providing health checks, Cardiopulmonary Resuscitation (CPR) training, information and advice on a range of health issues and practical sessions.
- 'Time to Change' Champions Brunch (November 2018).
- Alcohol Awareness Day (December 2018).
- Management Briefing presentation on the menopause and how it can affect employees in the workplace (February 2019).
- 'Time to Talk' day focusing on positive support in the workplace and young people's mental health (February 2019).
- Workshops on reducing stress and mindfulness (February 2019).
- Sleep awareness sessions (March 2019).

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 are also available for staff and managers. New starters receive a safeguarding leaflet with information about our safeguarding policies and responsibilities.

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.

We continuously develop our training programme, for example, a mandatory Equality and Diversity e-learning module has recently been added to Skillgate. We have also set up an Every Day Leaders course to support talent and progression planning within the Council. This is a development programme leading to a level 3 chartered management institute qualification. It aims to help staff to get the most out of their job and develop new skills to aid progression and flexibility. We have plans to develop a level 5 programme in the future.

Whilst the 2017 and 2018 gender pay gap figures were positive, further research highlighted some areas where the Council has a gap between predominately female working environments and managers mainly being male. The Self-Empowerment for Women programme was developed to support women in taking control of their development and achieve their full potential. Following positive feedback, the programme is continuing this year and will be open to all staff. This programme supported the increase in female applications to participate in the Every Day Leaders programme.

Details of equality related training and attendance by staff in 2018/19 are provided in the tables below. In total, 179 staff attended an equality training course and 132 equality e-learning modules were completed, with a number of staff completing more than one course.

Overall equality training (April-18 to March-19)

40.6% employees undertook an equality training course or completed an equality e-learning module⁵

Equality training courses (April-18 to March-19)

28.6% unique employees completed an equality training course⁶

Course	Course description	Date(s)	Numbers attended
ACAS Cert Internal Workplace Mediation	To provide internal support to staff on relationship issues / breakdowns.	23/11/2018	1
Bitesize - Less Stress	To provide employees with information on how to identify and deal effectively with the symptoms of stress.	05/02/2019	3
Dignity & Respect	To ensure that staff are aware of the Council's Encouraging Mutual Dignity and Respect Policy.	18/10/2018	4
Health Advocate	To train and develop staff for the roles as Health Advocates within the Council and support corporate wellbeing initiatives.	25/03/2019	15
Masterclass - Mindfulness	To provide the knowledge and confidence to apply mindfulness techniques and start developing a mindfulness practice.	05/02/2019	9
Meditation Programme	Sessions to focus on meditation, relieving stress, mindfulness and positive thinking.	12/10/2018, 11/01/2019	14
Mental Health Awareness	To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.	08/03/2019, 15/03/2019, 28/03/2019	4
Mental Health Champions	To provide support to improving awareness of mental health and break the stigma attached to mental health.	12/11/2018	7
Mental Health in the Workplace for Managers	To improve awareness of mental illness and improved confidence in supporting someone with mental health issues.	24/04/2018, 09/05/2018	74

⁵ If an employee attended more than one course and/or completed more than one module they are only counted once.

⁶ If an employee attended more than one course they are only counted once.

Equality training courses (April-18 to March-19)

Course	Course description	Date(s)	Numbers attended
Secrets from Science of Positive Psychology	To improve knowledge of and approaches to positive thinking in the workplace.	03/07/2018, 04/07/2018, 04/10/2018	20
Self Empowerment for Women	Aimed at developing women with the skills to challenge their career choices and aspirations and equip them with the confidence and self-belief to achieve their goals.	06/09/2018, 21/11/2018	23
Time to Change Champions		30/01/2019	5

Equality e-learning modules in Skillgate (April-18 to March-19)

17.4% unique employees completed an e-learning module⁷

Module Name	Number completed
Prevent ⁸	56
Safeguarding Adults at Risk ⁹	24
Safeguarding Children and Young People ¹⁰	19
General equality related modules	33

Members training

Members attended a range of equality related training courses:

- Combatting Loneliness Conference (1)
- Dementia Friends (6)
- Masterclass - Mindfulness (1)
- Secrets from Science of Positive Psychology (1)

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

⁷ If an employee completed more than one module they are only counted once.

⁸ Mandatory course completed by staff every 3 years (296 completed 2017/18).

⁹ Mandatory course completed by relevant staff every 3 years (171 completed 2017/18)

¹⁰ Mandatory course completed by relevant staff every 3 years (123 completed 2017/18)

Equality impact assessment, consultation and engagement

We undertake a wide range of consultation and impact assessment to inform decision making and service delivery. Committee reports include equality considerations in the Corporate Implications section. The nature of these varies, depending on the proposed change and the potential impact on equality. Examples of engagement undertaken include:

- **St Cuthbert's Garden Village (July/August 2018 and ongoing)**

The consultation sought views on a draft vision and key guiding principles, and where development could be focused within the area. Public consultation drop in events were held across Carlisle and residents were encouraged to engage online at www.stcuthbertsgv.co.uk/GET-INVOLVED

- **The Sands Centre Redevelopment (July 2018 and ongoing)**

As part of the pre-planning process, a public consultation event was held to provide the opportunity to see and comment on the draft plans to improve the standard and quality of our major leisure facilities. It is proposed that the new extension will significantly improve the access opportunities for all communities to use and enjoy the facilities and services. The development of the project has used an inclusive design approach to ensure equal access and wellbeing. This will assist users with physical and other conditions such as dementia to make full use of the site and surroundings.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2018/19 is shown in the table below.

Sample of consultations 2018/19

Title	Start date	End date	Internal / external use
Listening Council	Feb-19	Mar-19	External
Wellbeing Survey	Feb-19	Mar-19	Internal
Recycling Survey	Jan-19	Mar-19	External
Discover Carlisle	Jan-19	Mar-19	External
Walker Health	Nov-18	Mar-19	External
Staff Competency Standards	Nov-18	Dec-18	Internal
IT User Survey 2018	Sep-18	Sep-18	Internal
Alleygates Consultation 2018	Aug-18	Sep-18	External
Active Workplace	July-18	Aug-18	Internal
Borderlands Inclusive Growth Conference	May-18	Jun-18	External
Movers Survey	Apr-18	Mar-19	External
Equality Monitoring	Apr-18	Mar-19	External
Customer Satisfaction Survey 2018/19	Apr-18	Mar-19	External
Keeping You Informed	Apr-18	Mar-19	External
Food Charter Sign up	Apr-18	Mar-19	Internal / external

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 2018/19 included Upperby Gala, International Markets, Carlisle Fringe, Fireshow and the Christmas Lights Switch-on.

We also support local events that promote diversity and community spirit. Examples of this include support of Armed Forces Week, with stalls from various armed forces in Carlisle city centre, leading up to Armed Forces Day (June 2018). Carlisle's first International Yoga Day (June 2018) was held in Bitts Park with sessions available to all levels of experience and ability. The National Health Service's 70 birthday (July 2018) was celebrated by health partners and the community in the city centre, and within our workplaces.

The theme of the Carlisle Puppet Pageant Parade (September 2018) was 'The March for the Unsung Woman' to coincide with the 100-year anniversary of The People's Act. The puppets were created by Prism Arts with local schools and groups in Carlisle. Carlisle Unity Festival (July 2018) was hosted by AWAZ Cumbria to celebrate diversity and community networks, and Cumbria Pride (September 2018) celebrated LGBT¹¹ communities through music and performances. A Chinese New Year Festival (February 2019) included dance, performance and crafts, with a lion dance parade through the city centre to Tullie House Museum. The Cultural Bazaar (February 2019) offered a mixture of dance, music games, art and food delivered by local ethnic minority communities.

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

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

We made a successful bid to the Controlling Migration Fund in March 2017 to deliver outcomes around rogue landlords and food businesses in the Botchergate area of the city. Working in partnership with Cumbria Fire and Rescue Service, Cumbria Constabulary and the Local UK Border Agency and Immigration Compliance and Enforcement team, several rented properties have been investigated and where necessary visited under warrant from the Magistrates Court.

More than 30 lettings have been investigated resulting in enforcement action and civil penalties where appropriate. A further programme of visits is being planned with partners to ensure compliance with relevant statutes.

The second strand of the project is to deliver food hygiene training for food businesses where English is a second language. We have provided food hygiene training for 19 food handlers from 11 businesses, with a further phase planned to meet the target to train 30 food handlers. The training has included the assistance of interpreters where necessary. This proactive engagement with food businesses operators, will improve catering standards and understanding of food law, develop better working relationships with our officers and develop the skills of those who work and live in Carlisle. This in-turn will improve the chances of integration within the community.

- **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 Continued to safeguard and prevent harm providing specialised support on issues including housing options, homelessness, health, benefits, advocacy support and family interventions.
- o Developed partnership working, promotion of the service has continued to grow and evolve, including representation at county wide inter agency meetings.
- o Facilitated monthly healthy relationship training sessions in temporary emergency accommodation and external drop in information sessions. Literature has been distributed advertising the service and information sessions delivered to community groups and partners.
- o Supported emergency accommodation units for households in crisis have been fully utilised and specialised support services are in place from presentation throughout the homelessness pathway until families are relocated and settled.
- o Provided safety equipment to all households who present and are assessed as at risk and liaised with the police to ensure specialist equipment is installed where necessary. Extra security measures have been implemented through applications to the crisis support fund, including the installation of CCTV, furniture removals, mobile phones and fitting and supply of blinds.

- **Cumbria Community Integration Project (September 2018 onwards)**

Cumbria County Council and members of Cumbria's Strategic Refugee Partnership secured funding from the Controlling Migration Fund for this project. It is delivered by AWAZ Cumbria in partnership with voluntary and community sector and statutory partners. It aims to develop infrastructure to support the integration of Cumbria's migrant and resident communities through a community development approach, focusing resources on the two themes of Strengthening communities and Reducing impact on services.

- **Demonstration Project (work began March 2019)**

The Demonstration Project will deliver 50 new homes for affordable rent on a site tendered by the Council for affordable housing. The site will be delivered by Riverside through their main contractor, Esh; and the new homes will be managed by Impact. Carlisle College students will benefit from work experience opportunities, site tours, apprentice training and arts and media work, whilst college staff will have the opportunity to access industry upskilling and safety. STEM (Science, Technology, Engineering and Mathematics) initiatives will also be delivered for pupils at a local primary school.

- **Carlisle and Eden Armed Forces Support Co-ordination Project (project recruitment begins April 2019)**

This project aims to provide co-ordinated support for ex-armed forces veterans within Carlisle and Eden districts. It is funded by the Armed Forces Covenant grant scheme, Carlisle City Council and Eden District Council and will be delivered by Cumbria Council for Voluntary Service. The funding will be used to employ a co-ordinator to oversee the project and will focus on practical ways the partners can improve their support for the ex-service community.

- **Carlisle Partnership**

The partnership engages a wide range of partners through:

- o Support of the Big Lunch since 2009 and the Food Carlisle Group has made this a key project for 2019. It continues to celebrate local communities, engage volunteers, and link to other initiatives like the Food Charter and Sustainable Food Cities Bronze Award status.
- o A Place Standard session with wider partners to explore using a tool to assess our place. Carlisle Dementia Action Alliance (DAA) has piloted the tool with individuals with dementia and their patients to help formulate an action plan for the area. As part of the DAA work they are also looking to promote dementia friendly environments.

Service Provision

We provide many different services to our customers and strive to improve access for all. Examples of our work to make services more accessible include:

- **Homelife Carlisle Home Improvement Agency (HIA)**

Homelife won a national award for Home Adaptations Service of the Year in July 2018. It was recognised for its success in speeding up home adaptations and for increasing the breadth for types of measures that improve health, wellbeing and independence. This was achieved by working with partners and with other departments to improve the referrals process and through changing our housing policy to meet Carlisle residents' needs. Grants are awarded for home improvements including stair-lifts, level access showers, heating, damp-proofing etc and residents are encouraged to apply for help to maintain and adapt their homes.

Homelife has overseen a major increase in support via Disabled Facilities Grants (DFGs) - the main source of local funding for housing adaptations. This includes a 55% rise in mandatory DGFs and an 130% increase in discretionary grants funding, resulting in 230% increase of grant completions. A total of 408 grants were issued in 2018/2019, providing eligible Carlisle residents with adaptations that improved their living conditions.

- **Homeless Prevention and Accommodation Services (HPAS)**

The HPAS teams assisted 1354 households with housing and homelessness advice. It also accommodated and supported 271 households in temporary accommodation; 247 households departed, of which 78% were supported to move on positively within an average of seven weeks. The service has been awarded £80,000 of funding following a successful countywide bid to the Rough Sleeping Initiative for 2019/20, from the Ministry of Housing, Communities and Local Government. We are the lead authority for this project.

- **Refuse and recycling collections**

In 2018/19, we provided 265 households with assisted collections. We also collected waste from additional containers for 1,679 households with large families or situations where more waste is produced because of disability or personal circumstance.

Customer satisfaction

Customer satisfaction with how well we are running things was 72.6% 'very satisfied' or 'satisfied' in 2018/19¹², compared to 57.1% in 2017/18. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 76.3% and 68.9%.

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

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. We are developing a Customer Service Charter that details seven aims designed to increase customer satisfaction and outline what customers can expect when contacting the Council.

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 2018 to March 2019 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (30 complaints were received in 2018/19). We monitor the responses to screen for equality issues and any concerns are reported to relevant service managers. We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2018/19, a full response to complaints was issued to 93.3% of customers within 15 days of receipt at each stage.¹³

¹² PC08-19, Performance Report Quarter 4 2018/19, Executive, 17 June 19

¹³ PC08-19, Performance Report Quarter 4 2018/19, Executive, 17 June 19

Apr 2018 - March 2019

Number of complaint equality monitoring forms - 12

Context

Date	Number of complaint equality monitoring forms
Apr-16 to Mar-17	20
Apr-17 to Mar-18	23
Apr-18 to Mar-19	12

Gender

Gender	Number	%
Male	5	42
Female	7	58
Undeclared	0	0

Date	% Male	% Female	% Undeclared
Apr16- Mar17	50.0	50.0	0.0
Apr17-Mar18	47.8	52.2	0.0
Apr18-Mar19	42.0	58.0	0.0

Ethnicity

Ethnicity	Number	%
White British	9	75
White Other	0	0
BME ¹⁴	0	0
Undeclared	3	25

Date	% White British	% White Other	% Undeclared
Apr16- Mar17	100.0	0.0	0.0
Apr17-Mar18	87.0	4.3	4.3
Apr18-Mar19	75.0	0.0	25.0

Age

% of equality form complainants aged 45-74

April 2016 - March 17



April 2017 - March 18



April 2018 - March 19



Sexuality

Sexuality	Number	%
Heterosexual	8	66.7
Lesbian, Homosexual, or Bisexual	1	8.3
Undeclared	3	25

Date	% Heterosexual	% Lesbian, Homosexual or Bisexual	% Undeclared
Apr16-Mar17	80	0.0	20
Apr17-Mar18	91.3	0.0	8.7
Apr18-Mar19	66.7	8.3	25.0

Disability

Disability	Number	%
No	3	33.3
Yes	6	66.7
Undeclared	3	33.3

% with a disability or health condition

April 2016 - March 17



April 2017 - March 18



April 2018 - March 19



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.

Equality Action Plan 2019			
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.	2018/19 End of Year Performance Report reported to Executive 17 June 2019 ¹⁵ . This report includes detailed progress on the Carlisle Plan on a Page actions and projects. A new Carlisle Plan is under development, the new equality objectives will link to the identified priorities.	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.	Human Resources, Policy and Communications.
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.	Percentage of 'Undeclared' Workforce data is generally decreasing across characteristics.	Human Resources.

Equality Action Plan 2019

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).	Data for 2017, 2018 and 2019 included in this report.	Human Resources, Policy and Communications.
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 2018/19 reported, optional equality responses are monitored to identify areas for investigation.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Revise complaint equality monitoring form to screen for equality issues to help determine if action is needed to address these.	Completed - A revised complaints policy and complaint form was implemented in June 2016.	Customer Services, Policy and Communications.
Ensure people have appropriate access to the services they need.	Review equality website page to include revised objectives and open data links.	Completed.	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.

Equality Action Plan 2019

Equality objective	Action	Progress	Lead team(s)
Ensure people have appropriate access to the services they need.	Review intranet equality information, including customer information, consultation and access to impact assessment resources. This will include information about partners that can be engaged in consultation.	Completed - Intranet equality information has been reviewed and updated with relevant information for staff.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Review communications and accessibility policy, and related engagement and consultation policies.	Completed in February 2017.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Review our suppliers' framework for equality related goods and services, ensuring that relevant and appropriate partners are consulted on the procurement process.	Completed - Suppliers' framework has been updated in line with our communications and accessibility guidance.	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 Transformation Board oversees the implementation of our change projects. The Customer Service Charter will set out our commitment to excellent customer service and identify priorities for improvement.	Customer Services, IT Services, Policy and Communications.

Equality Action Plan 2019

Equality objective	Action	Progress	Lead team(s)
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 we consider 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.
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.	The Cumbrian district councils are currently in discussion about updating the GTAA.	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 2018 and scheduled for 2019. The events programme is reviewed and developed annually to continue to celebrate diversity - see the Consultation and Engagement section of this report. We also support community events such as the Diverse Cumbria awards (May 2018 and 2019).	Health and Wellbeing.
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.	We continue to support hate crime reporting, including in Community Centres. Our Clean Neighbourhood Team delivers coordinated action where emerging issues are identified.	All Council services.

Appendix 1

Workforce profile as at 31 March 2019

Workforce profile 31 March 2019		Carlisle Census 2011	
Number of staff 454		Population of Carlisle 107,524	
Age Range	%	Age Range (years)	%
16-24	4.0	0-15	17.2
25-34	13.4	16-64	64.3
35-44	25.1		
45-54	30.8		
55-64	25.3		
65+	1.3	65+	18.5
Marital Status	%	Marital Status	%
Civil Partner	1.5	Civil Partner	0.2
Divorced	4.0	Divorced	9.7
Married	50.0	Married	47.3
Separated	1.5	Separated	2.5
Single	32.6	Single	32.2
Undeclared	9.5	Undeclared	
Widowed	0.9	Widowed	8.2
Ethnicity	%	Ethnicity	%
BME employees ¹⁶	1.5	BME	1.9
White employees	89.9	White	98.1
Undeclared	8.6	Undeclared	

Workforce profile 31 March 2019		Carlisle Census 2011	
Gender	%	Gender	%
Female	51.5	Female	50.8
Male	48.5	Male	49.2
Disability (self-declared)	%	Disability and health - day to day activities limited?	%
No	78.0	No	80.8
Yes	4.0	Yes a lot	9.2
Undeclared	18.1	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	62.8		
Lesbian, Homosexual or Bisexual	1.5		
Undeclared	35.7		

Workforce profile 31 March 2019		Carlisle Census 2011	
Religion	%	Religion	%
Buddhist	0.4	Buddhist	0.26
Christian	37.2	Christian	69.1
Muslim	0.2	Muslim	
No religion	24.4	No religion	22.9
Other	0.9	Other	0.95
Undeclared	36.8	Undeclared	6.8

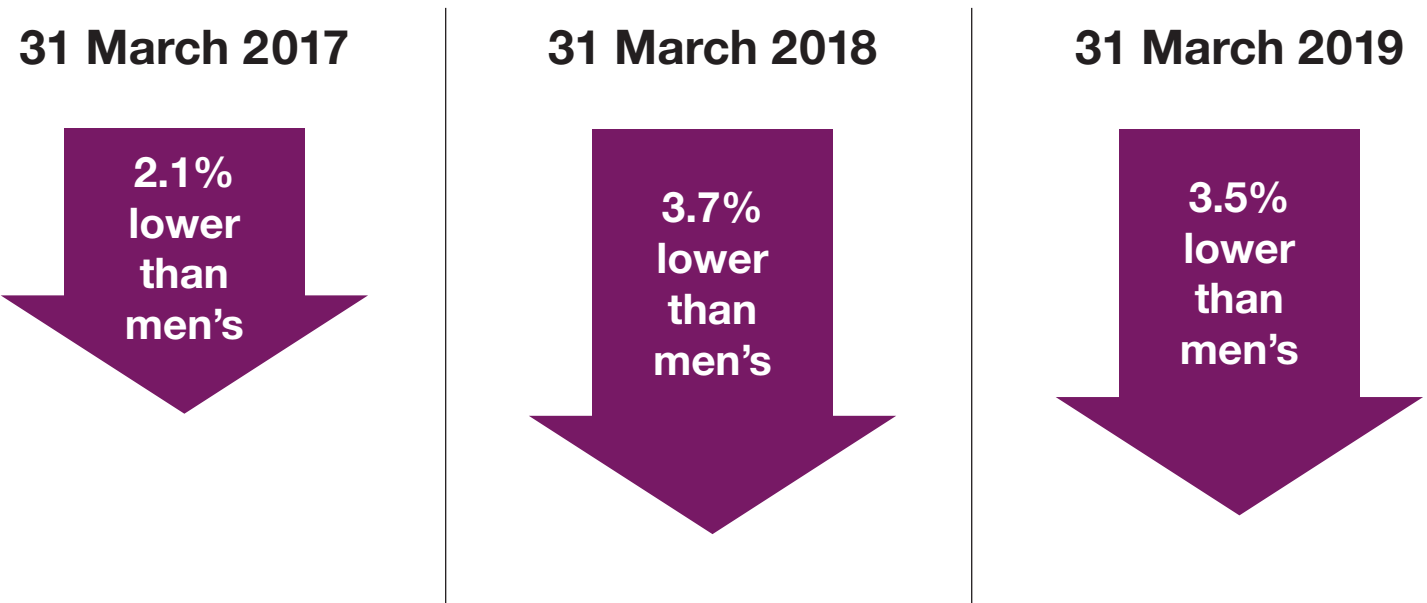
Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2018/19 was four.

Appendix 2

Gender pay figures March 2017, 2018 and 2019

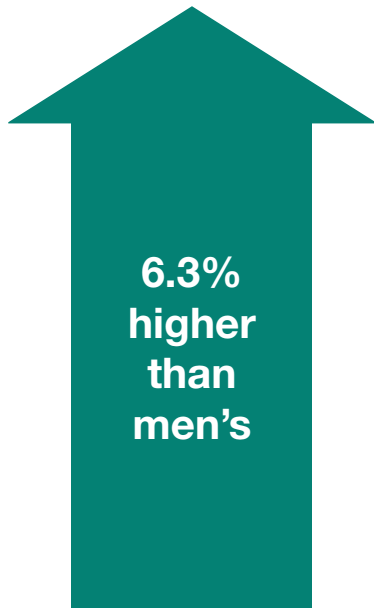
Women's mean hourly rate*



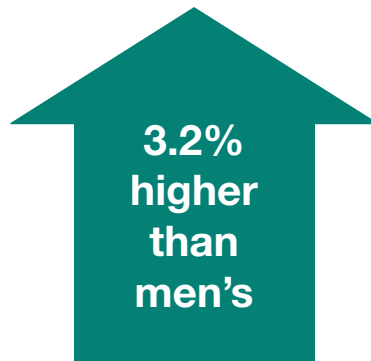
* The mean hourly rate is the average hourly wage across the entire organisation. The mean gender pay gap is a measure of the difference between women's mean hourly wage and men's mean hourly wage.

Women's median hourly rate**

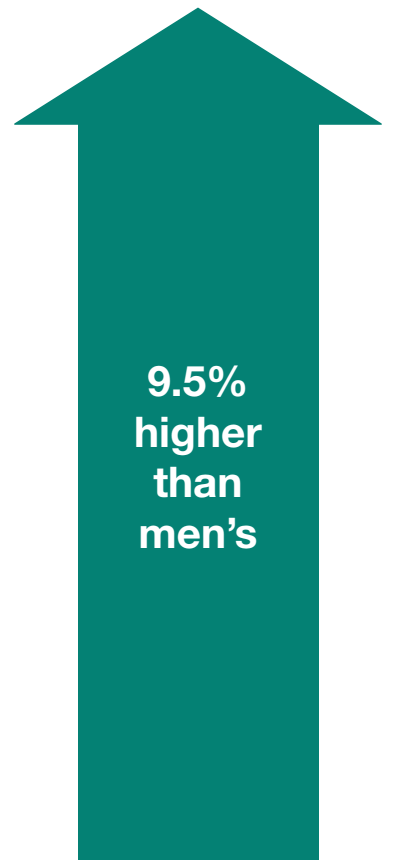
31 March 2017



31 March 2018



31 March 2019



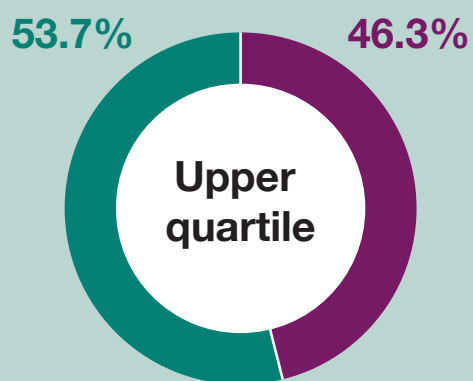
** The median hourly rate is calculated by ranking all employees from the highest paid to the lowest paid, and taking the hourly wage of the person in the middle. The median gender pay gap is the difference between women's median hourly wage (the middle paid woman) and men's median hourly wage (the middle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

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

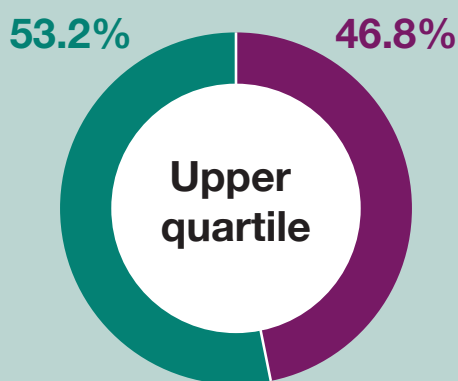
Gender pay gap quartile figures

Male Female

31 March 2017



31 March 2018



31 March 2019

