

# **REPORT TO COMMUNITY OVERVIEW AND SCRUTINY PANEL**

## ***PANEL REPORT***

### **Public**

**Date of Meeting:** 27 August 2009

**Title:** Annual Equality and Diversity Report

**Report of:** Head of Policy & Performance Services

**Report reference:** PPP 41/09

### **Summary:**

The Annual Equality and Diversity Report, 2009 presents the City Council's progress to date with this agenda and highlights a number of areas where future improvement activity should be focused. A representative from the Consortium will attend the meeting.

### **Questions for / input required from Scrutiny:**

1. Comment on the progress made as outlined in the report.
2. Comment on the recommendations made in the report to bring about further improvement and any other issues that the Panel feels should be a priority.
3. Are there any additional training and development requirements apparent for Members so they are able to fulfil their role as Equality Champions? This can be considered by The Member Learning and Development Group.

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**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

## **1. BACKGROUND INFORMATION AND OPTIONS**

Carlisle City Council is committed to providing excellent public services to all those it serves. It recognises the increasing diversity of the area and is striving to ensure all groups within its local communities are able to access good quality services without discrimination - and to have opportunity to influence the design and delivery of such services. The Council has made significant progress in developing its policies and processes in order to meet its obligations under equality and diversity legislation and to achieve this goal including:

- An Equality and Diversity Policy
- Disability Equality Scheme, reviewed 2008
- Race Equality Scheme, reviewed 2008
- Gender Equality Scheme
- Communications and Accessibility Policy
- Corporate Equality Action Plan
- Equality impact assessment timetable, reviewed 2008
- Cumbria wide Consortium agreement in place with Cumbria Disability Network, Cumbria Outreach, and AWAZ
- Corporate Equality Group and Equality Champions

During 2009/10, we will develop a single Equality Scheme in collaboration with Cumbria County Council and the Cumbria Districts<sup>1</sup>. The Scheme will amalgamate the current Race, Gender, and Disability Schemes.

An appendix to the Annual Report outlines progress with the action plan developed as part of the Community Migrant Workers Task and Finish Group.

## **2. CURRENT PERFORMANCE**

The purpose of the policies and processes are ultimately to ensure better outcomes for our local communities, and particularly those who are potentially most vulnerable. The Council currently performs at Level 2 of the Equality Standard for Local Government. We did not achieve our target to reach Level 3 of the Standard by March 2009.

A new Equality Framework was launched, April 2009. The new Framework has three categories, Developing, Achieving and Excellent which would classify the City Council as "Developing". Our new target is to reach the next level, "Achieving" by 2010, although this is being kept under review. Cumbria recently received funding from the Cumbria Improvement and Efficiency Partnership to help build capacity in this area so that all the Cumbria Districts reach "Achieving".

There are two areas where activity has been focused over the last year in accordance with the recommendations made in the 2008 Annual Report:

- Service monitoring so we can increase our knowledge about who is and who is not accessing our services – and tailor services accordingly

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<sup>1</sup> Although the legislative requirement is for each local authority to have its own Scheme

- Equality Impact Assessment and ensuring the results translate into equality objectives or actions – which then become part of service planning and delivery.

Progress in these two areas is outlined in the report and it is recommended that we continue our focus on these activities.



# **Carlisle City Council**

## **Annual Equality and Diversity Report August 2009**

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## 1. INTRODUCTION

The report outlines the progress that Carlisle City Council has made over the last year in the area of Equality and Diversity and makes some recommendations on priorities for further action. The report will be published on our equality and diversity web page.

Equality is an organisational value for the City Council. This value was brought home to officers this year through the appraisal programme. The appraisal steer drawn from the Corporate Improvement Plan challenged managers to embed equality in their teams and services. Managers were asked to think about:

*‘Embedding Equality and Diversity – think about how you can set objectives to understand who is using and benefiting from the services you provide or support. Does this truly reflect the full range of communities we serve, and how can we ensure that it does?’*

We recognise the increasing diversity of our district; in many ways as a direct result of the projects we support to continue Carlisle’s growth. The increase in overseas students at the University, the changes in patterns of migration and the long term demographic trends mean that the make-up of communities across the district is changing. The latest ethnic population profile for Carlisle is included in Appendix 1.

By putting our citizens first we can continue to ensure that all our local communities are able to access Council services without discrimination. The changes underway in the legislative framework for equality create a new challenge for all public bodies. The Equality Framework for Local Government has been revised providing authorities with a new assessment of achievement. This framework continues to provide a basis for the City Council’s own development and as part of that development will be subject to a policy review.

Further information and details of legislation are available on our equality and diversity web page. Please visit:

[www.carlisle.gov.uk/council\\_and\\_democracy/equality\\_and\\_diversity/policies\\_schemes\\_and\\_plans.aspx](http://www.carlisle.gov.uk/council_and_democracy/equality_and_diversity/policies_schemes_and_plans.aspx)

A new intranet site which places equality within the context of policy and performance has been developed and can be found at:

<http://intranet/yourcouncil/policy/equalityframework/Pages/default.aspx>

## 2. POLICY CONTEXT

The Council, in response to the legislation and in collaboration with local representatives and others, has developed a policy framework that governs the work we do in this area. The policy framework includes:

- The Equality Policy and Corporate Equality Action Plan and Assessment
- Race Equality Scheme – reviewed 2008
- Gender Equality Scheme and Improvement Plan – April 2007
- Disability Equality Scheme and Improvement Plan – reviewed 2008
- Communications and Accessibility Policy, 2007

The Council must review its Equality Schemes every three years; these reviews will be completed this year as we prepare a Single Equality Scheme inline with the new Equality Bill. In addition there is a proposed ‘Bill of Rights’ and the EU Article 13 Directive’. These pieces of legislation are designed to strengthen domestic legal protection.

### 2.1 Equality Bill

The Equality Bill aims to reform and harmonise equality law whilst introducing the Duty to have regard to reducing socio-economic inequalities. Once on the statute books it will place a single duty on public bodies. The key points for a public authority are:

- New Duty to have regard to the desirability of reducing socio-economic disadvantage when making strategic decisions
- New single Duty to replace the three separate statutory duties (race, disability and gender) with nine ‘protected characteristics’<sup>1</sup> age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation

General duties likely to include:

- Eliminate discrimination
- Promote equality of opportunity and good relations

Specific duties such as:

- Requirement to report on employee gender pay gaps and other equality data such as ethnic minority employment rate and disability employment rate
- New provision to take positive action which is proportionate and relevant
- Clarity on the use of procurement as a way of driving equality

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<sup>1</sup> LGIU Equality Bill Briefing 12/5/2009

## 2.2 Bill of Rights

The Equality and Human Rights Commission has developed a set of key principles. They believe to be essential in developing a Bill of Rights. These principles are designed to ensure both comprehensive protection of the human rights of all and a greater understanding and ownership of human rights throughout society.

## 2.3 EU Article13 Directive (Equal Treatment Directive)

This Directive would ensure equal treatment across four strands of equality (age, sexual orientation, religion or belief and disability), this applies to both public authorities and private sector bodies.

There are significant areas where the Directive would expand current UK protection the main ones being:

- The Directive would prohibit discrimination on the grounds of age in provision of goods and services. Although the Equality Bill includes a provision to introduce such protection in the UK, this would only cover over 18s.
- Harassment on the grounds of disability, sexual orientation or religion or belief in the fields covered by the Directive is not expressly prohibited by UK law, and the Equality Bill only rectifies this in the area of disability.
- The Directive could potentially expand the Duty to make reasonable adjustments for disabled people with regard to housing and transport.

## 2.4 A Single Equality Scheme for Carlisle

The proposal for Carlisle is to adapt good practice from Cumbria County Council and the current District Council schemes to develop a scheme which is Carlisle specific. The new scheme will become part of our Policy Framework and will replace the three existing schemes (Gender, Race and Disability) and the existing Equality Policy thus creating a single policy document.

## 2.5 Equality Framework for Local Government

The new Framework represents a shift from external auditing to self assessment and peer challenge. Five Levels of the old Equality Standard have been replaced by three categories:

- Developing
- Achieving
- Excellent



As a Level 2 authority, we are classed as Developing. Four assessment areas of the previous Standard have been retained:

- Corporate leadership
- Stakeholder consultation
- Improved service delivery
- Diverse workforces

*Knowing your communities*, or equality mapping, has been added which recognises that in order to deliver better outcomes and to empower local communities, service providers must have knowledge of their needs.

### **3. PERFORMANCE 2008/09**

#### **3.1 Corporate Equality Group**

The group is chaired by the Head of Policy and Performance. Members include the Portfolio holder for health, Chair of the Community Overview and Scrutiny Panel, and representation from the Consortium. All members of the Community Panel are invited to the meetings.

The revised Corporate Equality Action Plan, 2009 – 2010 is a standing item on the agenda and combines the commitments and actions contained within each of the three Equality Schemes. The purpose of the Plan is to enable the Council and partners to monitor progress and to judge success in how we are bringing about positive change in Council services and in the way in which we recruit, employ and promote people within our own organisation.

#### **3.2 Monitoring Group**

This group acts as an 'engine room' for driving improvement. Its terms of reference include:

- Identifying options for service monitoring – who is accessing services and who isn't – and recommending a mechanism for adoption across the Council
- Identifying appropriate targets and seeking agreement with the Corporate group
- Monitoring progress on Equality Impact Assessments (EIAs)
- Ensuring that the outcomes and recommendations of EIAs are identified and implemented through service planning
- Ensuring managers identify appropriate resources for EIA
- Reporting findings to the Corporate group

It is through the reporting back to the Corporate Equality Group that we close the loop on performance and strengthen the accountability within the organisation.

### **3.3 Monitoring performance**

The Corporate Equality Group monitors progress with the Corporate Equality Action Plan which is then reported to the Community Overview and Scrutiny Panel. The Annual Report gives an overview of Council and partnership activity and the impact this has had. The work programme of the Corporate group also includes how the Council will use the Consortium agreement to build its capacity in order to bring about improvement (Appendix 3).

The new performance framework and National Indicator Set includes measures that may be used to monitor performance, and importantly, outcomes of that performance. A number of Best Value indicators have been retained as local indicators to assist workforce planning. The Place Survey, undertaken, autumn 2008, also contains a number of perception measures.

## **4. SERVICE MONITORING & EQUALITY MAPPING**

Knowing your communities, or equality mapping, is a new criteria contained within the new Equality Framework. Service monitoring will allow us to gather data that can be used to improve access to services. We need to define and monitor our customer profile to determine users and non-users. Service monitoring will potentially show how actions we have taken are improving access to services.

An example of service monitoring, based upon customer feedback cards is presented in Appendix 2. The roll-out of new satisfaction measuring software with built in equality monitoring will bring about a sea change in our current levels of service monitoring and equality mapping.

## **5. EQUALITY IMPACT ASSESSMENTS (EIA)**

Impact assessment, and how it translates into equality objectives or actions, is an area on which we know we need to focus if we are to improve our performance. We are increasing our capacity in this area through our Consortium agreement and through working in partnership with Cumbria County Council and the Cumbria Districts. Over the last year we have made the transition from a timetable to complete 160 EIAs in three years to a list of 17 thematic impact assessments.

These 17 will include all the work completed in year 1 (2007/2008) with a refreshment based upon a combination of year 2 (2008/2009) and year 3 (2009/2010).

This means that each area of policy, service or function will have an EIA. This EIA will be refreshed every time there is a change in that area of policy, service or function.

The work programme for the EIAs is now being driven by the activity in the forward plan and is presented on the intranet. Key dates are presented in Appendix 4. This process ensures that all key decisions will be covered by an equality impact assessment.

The rationale behind the changes to the timetable was to reduce the administrative burden whilst improving the quality of the EIAs. The change in approach, a workshop rather than a desktop exercise, has led to a more thorough, robust process. The Consortium's role as 'critical friend' ensures that a wider perspective is taken; consortium feedback is circulated to the managers involved on the EIA. Examples of actions resulting from EIAs, which in time will lead to better outcomes for different groups, are presented in Appendix 5.

A complete list of actions and likely outcomes arising from the EIAs completed will be presented to the Corporate Equality Group at the next meeting (18<sup>th</sup> September) and would be available for scrutiny in September. This could form the basis for a 6 monthly monitoring report of EIA actions and outcomes, prepared by the monitoring group, agreed by the Corporate Equality Group and scrutinised by Community Overview & Scrutiny Panel. Through this line of reporting we would be publishing our EIA actions and outcomes and ensuring that the public had an opportunity to raise any questions.

## **6. COMMUNITY COHESION**

### **6.1 Nationally**

Cohesion is at the heart of what makes a strong and safe community. It is not merely about new arrivals and long term residents getting on together. Tensions can exist between rich and poor, urban and rural communities, different faiths, and old and young. The new Equality Framework reflects these wider cohesion issues.

### **6.2 Locally**

The Carlisle Partnership adopted a Cohesion Strategy for Carlisle at its meeting, March 2009. It makes a number of recommendations:

- To encourage all partners to review communication policies and mechanisms to incorporate myth busting, positive messages and engagement with new residents.
- To develop a local Financial Inclusion Partnership which links to other financial inclusion work in Cumbria. Carlisle was recently identified as a "Red Alert" area in a study by Experian on behalf of the Treasury; "*Levels of Unmet Demand for Affordable Credit*". The study was the measure of the need for affordable credit against the availability of such services and took into account the credit ratings of each household in each ward, levels of debt, credit and store card use,

catalogue use, etc. The City Council is working with the Cumbria Social Inclusion Champion and others to address these issues.

- For partners to promote and to provide practical support to the local advice sector that delivers essential services in the current financial climate.
- To support Carlisle City Council /Primary Care Trust's application to the World Health Organisation Healthy Cities programme in order to help address health inequalities.
- To consider conducting a local mapping exercise to ascertain levels of migrant workers and ESOL provision - *supports the findings of the Migrant Workers Task and Finish Group*
- To monitor tension in local areas – in partnership with Cumbria Constabulary and Cumbria County Council - *supports the findings of the Migrant Workers Task and Finish Group*

### 6.3 Migrant Workers Task and Finish Group

The Executive Committee's response to the Community Overview and Scrutiny report is contained at Appendix 6. Progress made against the recommendations is presented.

## 7. COMMUNICATIONS AND ACCESSING INFORMATION

The Council has a Communications and Accessibility Policy in place. Under the Freedom of Information Act, information can be held in a variety of ways and the public has a legal right to access this information. The policy sets out how the Council should present information so that services are accessible for all.

Customer Service Advisors have access to the Language Line translation service. During 2008-09, the service was use 5 times at a cost of £277.00.

To promote equal access to technology, a self-service PC with access to the Council's web site is available in the Customer Contact Centre.

- A Browse Aloud facility is now provided on our web site. This enables customers to download a piece of software, which reads web site content out loud. Most of our pages have a double A rating for accessibility (top marks are 3 As)

## 8. CORPORATE COMPLAINTS

Corporate complaints received about Council services are monitored by age, disability, ethnicity and gender. Attention is paid to identifying whether any relate to racial discrimination or whether a policy or service is having an adverse impact on equality. 25 complainants out of 105 completed an equality monitoring sheet in 2008-09, a response rate of 24%.

### 8.1 Profiling complaints

*Table 1: Equality mapping of corporate complaints*

Count		Gender		Grand Total
		Female	Male	
		Disability		
Ethnic Origin	Age Range	No Yes (blank)	No (blank)	
Black or Black British	25-35	1		1
Other	46+	1		1
White British	25-35	2	2	4
	36-45	3 1	1 1	6
	46+	5 1 1	6 1	13
Grand Total		11 3 1	9 1	25

- 60% (15) of complaints were from females
- 92% (22) were from self declared White British
- 12% (3) declared themselves as having a disability
- Majority (56%) of complaints were from people over 46 years old. 5 (20%) were from 25-35 age range and there were no complaints from any younger people

## 9. HARASSMENT / HATE CRIME REPORTING

### 9.1 Third Party Reporting Centres

There are 22 third party reporting centres in North Cumbria (Carlisle and Eden), 19 of which provide comprehensive cover of the Carlisle district. The centres specialise in the needs of vulnerable groups.

New centres, including the Customer Contact Centre are being considered presently.

The number of reports made through these centres stands at 13. The North Cumbria Diversity Officer reports that there is no particular trend. Interestingly, without exception, everyone using the centres had not previously used the traditional methods available to contact the police.

## 9.2 Hate crimes and incidents

The data for hate incidents and crimes is based on the reports made to Cumbria Constabulary.

Hate incidents are identified through a related 'qualifier'. The following 'qualifiers' are used to identify hate incidents:

*Table 1: Hate incident qualifiers*

Qualifier	Definition
QU HATE - AGE	Age related hate incident
QU HATE - DISABILITY	Disability related hate incident
QU HATE - GENDER	Gender related hate incident
QU HATE - HOMOPHOBIC	Homophobic related hate incident
QU HATE - OTHER IDENT GROUP	Other identifiable group related hate incident
QU HATE - RACE	Race related hate incident
QU HATE - RELIGION/FAITH	Religion/Faith related hate incident
QU HATE - TRANSPHOBIC	Transphobic <sup>2</sup> related hate incident

The majority of hate incidents recorded in Cumbria during 2008-09 was recorded in Carlisle (31%). 75% of these incidents were race related. The long term trend over the last three financial years is a decrease in hate incidents.

Hate crimes are different from incidents – it means the police have investigated them and established that a crime has been committed. 86 hate crimes were recorded in Carlisle in 2008/2009. The majority of these crimes are violent (86%) recorded as 'offences against the person'.

## 10. EMPLOYMENT AND EQUAL PAY

A Local Pay Review is underway which will lead to a modern pay and reward framework for the authority. This exercise was intended to be concluded by April 2009 but its outcomes are not now expected to be implemented until February 2010. It comprises:

- A new Pay Policy
- Job Evaluation of all posts
- An Equal Pay audit
- Regular Equal Pay Audits will then be conducted to record progress in addressing any identified pay gaps
- Updated People Policies (e.g. flexible working) and Terms and Conditions of Service (currently underway)

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<sup>2</sup> Incident motivated by hatred or fear of transgender individuals.

- A Single Status Agreement to redress historic anomalies between groups of staff some of which was implemented in April 2007 with the remainder in February 2010
- A Workforce Development Plan approved in April 2007 that helps secure the workforce needed to achieve our ambitions and includes a detailed analysis of our current workforce (age, gender, qualifications, etc) and equality-related actions

We publish our employment equality statistics annually on our web site (jobs page) although we plan to extend what we currently monitor once the training and development modules in Trent, the personnel software, have been fully developed. We currently have no resources for this work although we hope to secure such resources within the next twelve months.

Our flexible working policy is under review and has been updated to reflect the extended right to request flexible working [1].

A shared portal has been developed in collaboration with all Cumbrian Councils to enable e-recruitment, and all Councils participating in this (Cumbria County Council and all districts except Eden) are using it to advertise vacancies. The Cumbria Improvement and Efficiency Partnership provided some money to maximise searches made through Google.

## **11. PARTNERSHIP WORKING**

### **11.1 Community Support ‘Festival of Nations’**

The Festival of Nations event (4th July) was well attended; in the week prior to the City Centre event over 1200 pupils from over 30 primary schools took part in a diverse range of activities, including Asian and Chinese arts & crafts and African drumming.

The annual Festival of Nations Challenge Football Match between the Bengali Tigers and Carlisle City Council Aces resulted in a 5-4 win for the City Council Aces.

### **11.2 Cumbria Equality Standard Working Group**

Carlisle City Council is a member of the Cumbria Equality Standard for Local Government Group. Its terms of reference include:

- ✓ For all Cumbria councils to reach “Achieving” level of performance in the new Equality Framework
- ✓ To develop a joint approach to self and peer assessment
- ✓ To share information on Equality Impact Assessments

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<sup>[1]</sup> Flexible Working Regulations, 2006



- ✓ Aligning what support there is across the sub region and the region including funding and training
- ✓ Joint arrangements on consultation
- ✓ Joint policy development

The working group, led by Joel Rashbash from Cumbria County Council has been successful in securing additional resources for the next two years from the North West Improvement and Efficiency Partnership. Two additional posts have been secured that will support the Districts, the County Council and the PCT. The project will implement a two year programme which will then inform the learning within the North West region.

### **11.3 Community and Voluntary Sector**

The Council supports Carlisle Council for Voluntary Service, the Community Law Centre and the Citizens Advice Bureau through a service level agreement arrangement. These services are in addition to the Council's own Benefits Advice Service which advocates for vulnerable clients and directly addresses debt and financial exclusion. All these organisations are members of the Council facilitated Carlisle Advice Forum, which promotes many aspects of equality.

The Council supports groups such as the Carlisle Men's Health Network (film, press release and flyers available). We have supported awareness raising campaigns on issues such as benefits and legal advice and support groups such as the Bangladeshi Community Association, the Chinese Community Association, the Club Italiano di Cumbria, the Asian Women's Group, and Gay Cumbria.

## **12. CONCLUSIONS**

The Council has made good progress in developing its corporate systems and processes in order to deliver the challenging equality and diversity agenda. However, we failed to achieve our target of Level 3 of the Equality Standard for Local Government by March 2009. The Standard has now been replaced by the Equality Framework and our new target is "Achieving" by March 2010.

We continue to increase our capacity through the Consortium, Cumbria Equality and Diversity Partnership, through the Carlisle Partnership, e.g. Cohesion Strategy and Healthy Cities' application, and through training and development of our own workforce and elected Members, and particularly the Community Overview and Scrutiny Panel to develop its members' roles as Equality Champions.

Two areas were highlighted in the 2008 Annual Report where the Council needed to focus improvement; equality impact assessment and service monitoring. This is where most of the activity has taken place during 2009-10. Further information is contained in the appendices.



## 13. RECOMMENDATIONS

There are a number of areas of activity that are apparent from the progress so far where the Council and its partners should focus in order that we may bring about tangible and sustainable improvement:

1. Continuing emphasis on Equality Impact Assessment;
  - Ensuring that actions are embedded in Council business
  - Ensuring that outcomes are monitored by service areas, by the Corporate Equality group and by the Community Panel
2. Increasing role for members of the Community Panel as Equality Champions which will further help to improve the Council's capacity
3. Collaboration with Cumbria County Council and the Cumbria Districts towards "Achieving" standard of the new Equality Framework; joint peer assessment is planned for 2009-10; this should be monitored in light of the Transformation programme
4. Continuing to improve our corporate approach to service monitoring so we may determine who is and who is not accessing our services and levels of satisfaction. This also informs the EIA process and should be monitored as part of the Council's corporate performance framework
5. Working with partners to address financial exclusion in order to prepare for current and future impacts of the recession which are likely still to emerge such as mental health issues and homelessness
6. To develop a single Equality Scheme for Carlisle City Council that brings together the current three separate schemes on Race, Disability and Gender. To do this with support from Cumbria County Council, Cumbria Districts and the additional, temporary resource from the Improvement and Efficiency Partnership

The new Performance Framework, Comprehensive Area Assessment (CAA) will be a judgement of how well public services are serving local people and the prospects for quality of life in the future. CAA will particularly focus on how partners are working together to improve outcomes for vulnerable people and our work around equality and diversity will make a significant contribution to this.

## APPENDIX 1: CARLISLE ETHNICITY PROFILE <sup>3</sup>

### Ethnicity and Minority Groups

Ethnicity (Black & Minority Ethnic Groups) Estimated Resident Population					
Area	All Groups	BME (number)	BME (%)	White British (number)	White British (%)
England	51,092,000	8,356,000	16.4	42,736,000	83.6
North West	6,864,300	726,500	10.6	6,137,800	89.4
Cumbria	496,900	19,700	4.0	477,200	96
Allerdale	94,500	3,200	3.4	91,300	96.6
Barrow	71,800	2,900	4	68,900	96
Carlisle	103,500	4,200	4.1	99,300	95.9
Copeland	70,400	2,400	3.4	68,000	96.6
Eden	51,900	1,800	3.5	50,100	96.5
South Lakeland	104,900	5,400	5.1	99,500	94.9

**Source: Mid-2007 Estimates, Office of National Statistics (experimental statistics)** Note: Figures may not add exactly due to rounding.

*(These figures are based on Cumbria County Council's definition of Black and Minority Ethnic groups which includes: Eastern Europeans; Gypsy Travellers; Irish people; Black African and Black Caribbean people; Asian and East Asian people; and People who are mixed race)*

### Black & Minority Ethnic Groups

*Changes 2001 to 2007*

	District	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
<b>BME Population 2001</b>	Numerical	1500	1500	2200	1200	800	2600
	Proportion	1.6	2.1	2.2	1.7	1.6	2.5
<b>BME Population 2007</b>	Numerical	3200	2900	4200	2400	1800	5400
	Proportion	3.4	4	4.1	3.4	3.5	5.1

The overall trend for Carlisle is an increase in BME Groups as a percentage from 2.2% to 4.1%.

### National Insurance Number Registrations to Adult Overseas Nationals entering the UK

:

Time Series - Financial Year Of Registration (2008/2009 complete until December 2008).

Date by Local Authority by World Area of Origin

	Allerdale	Barrow-in-Furness	Carlisle	Copeland	Eden	South Lakeland
<b>European Union</b>	40	0	50	10	20	110
<b>EU Accession States</b>	150	20	300	40	120	360
<b>Other European</b>	-	10	-	-	-	10
<b>Africa</b>	10	10	10	-	10	30

<sup>3</sup> SOURCE : <http://www.cumbriaobservatory.org.uk/Population/ethnicity.asp>

Asia and Middle East	20	10	40	10	20	60
The Americas	10	-	10	10	10	30
Australasia and Oceania	10	-	10	10	10	30
Unknown	-	-	-	-	-	-
<b>Total</b>	<b>250</b>	<b>50</b>	<b>430</b>	<b>70</b>	<b>190</b>	<b>620</b>

**Definitions and conventions:** "-" Nil or Negligible; Figures are rounded to the nearest ten and displayed in thousands. Some additional disclosure control has been applied. Totals may not sum due to rounding method used. Data is cumulative from 1 January 2002 unless otherwise specified (e.g. time-series, subset).

**NOTE:** Registration date is derived from the date at which a NINo is maintained on the National Insurance Recording System.

**Source:** 100% extract from National Insurance Recording System

**Notes:**

**Local Authority:** Improvements have been made to the allocation of migrants whose residential address is incomplete. Figures reflect the best estimate of an overseas national's locality at the time of registering for a NINo.

**World Area of Origin:** Based on a client's nationality. The mapping for 'world areas' are based on the present day. Bulgaria & Romania are listed as EU Accession States for the entire Back Series. European Union excludes the Accession States.

**Time Series - Financial Year Of Registration Date:** Years are Financial based (1 Apr - 31 Mar).

The majority (70%) of National Insurance numbers issued are to EU Accession States<sup>4</sup>, the dates of accession (historical and predicted) are a useful insight into the patterns of migration. Recent (post 2001) accession states are listed below.

Applicant	Accession
Bulgaria	1 January 2007
Cyprus	1 May 2004
Czech Republic	1 May 2004
Estonia	1 May 2004
Hungary	1 May 2004
Latvia	1 May 2004
Lithuania	1 May 2004
Malta	1 May 2004
Poland	1 May 2004
Romania	1 January 2007
Slovakia	1 May 2004
Slovenia	1 May 2004

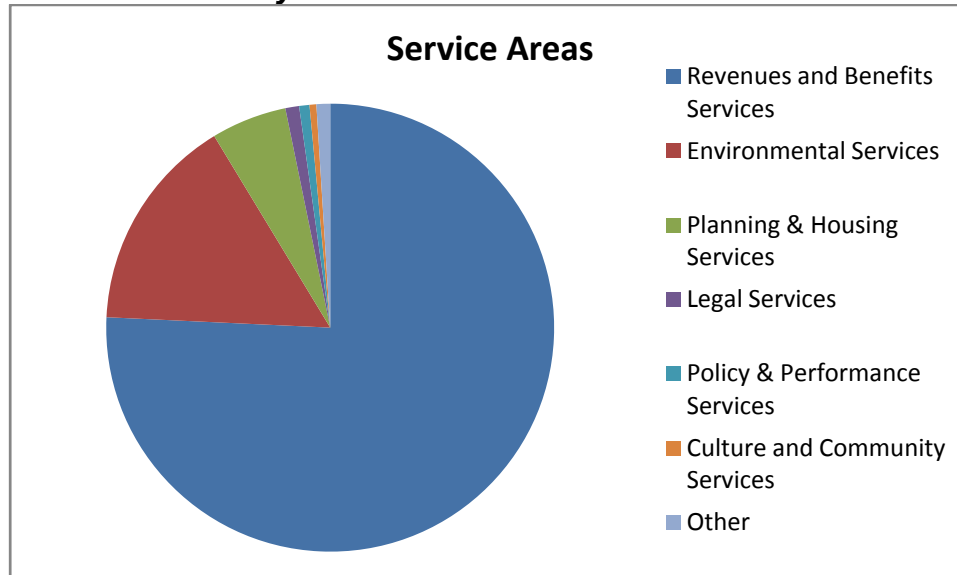
<sup>4</sup> SOURCE: [http://en.wikipedia.org/wiki/Enlargement\\_of\\_the\\_European\\_Union](http://en.wikipedia.org/wiki/Enlargement_of_the_European_Union)

## APPENDIX 2: Edited example of Service Monitoring

### Summary of Customer Contact Centre Feedback 2008/09

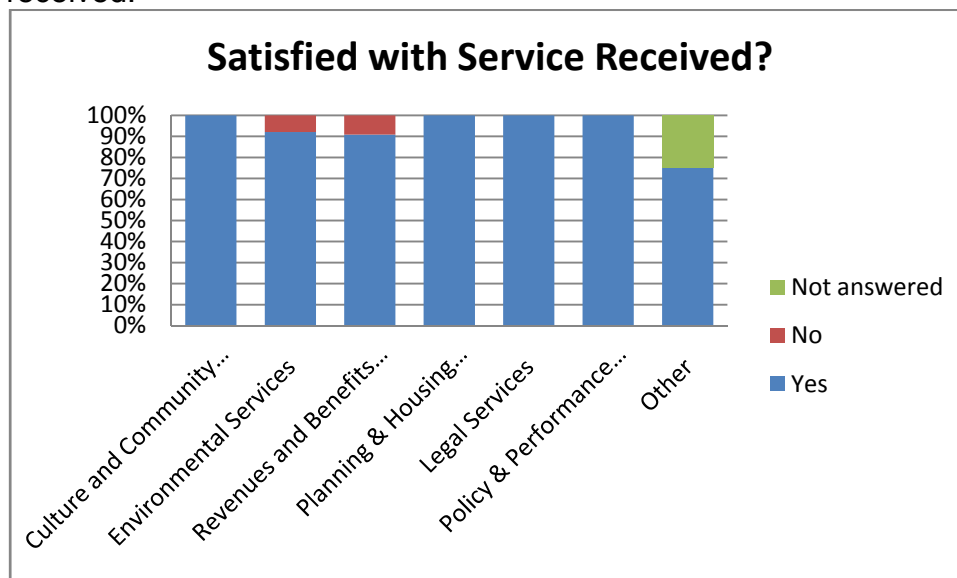
There were 404 feedback cards completed between 1 April 2008 and 31 March 2009.

#### *Reason for visit by Service Area*



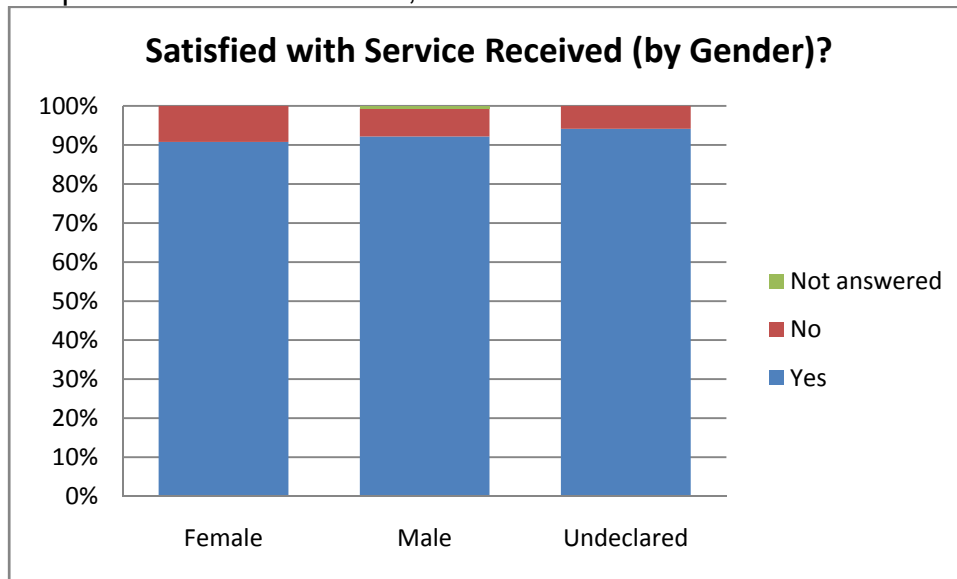
#### **2. Satisfaction of Service Received**

Overall, 91.6% answered that they were happy with the service that they had received.

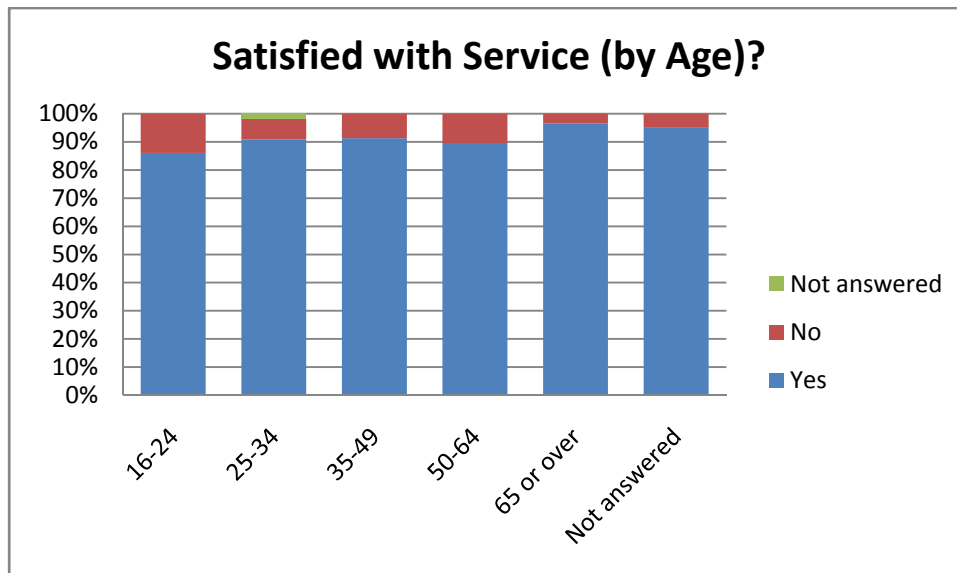


**Gender split:**

Respondents: female 53.7%, male 37.9% and undeclared 8.4%

**Age Split:**

Age Group?	Yes	No	Not answered
16-24	37	6	
25-34	50	4	1
35-49	84	8	
50-64	95	11	
65 or over	85	3	
Not answered	19	1	



### APPENDIX 3: Consortium timetable (As of July 2009)

<b>April</b> <ul style="list-style-type: none"> <li>Corporate Equality Group 24th April 2009</li> <li>First view of report on review of priorities</li> </ul> <p>3 EIAs: Emergency Planning Financial Services Business &amp; Environmental Regulatory Services</p>	<b>May</b> <ul style="list-style-type: none"> <li>Comments on Annual Performance Report</li> <li>Comments on NI35 self assessment</li> </ul> <p>1 EIA Sport &amp; Culture</p>	<b>June</b> <ul style="list-style-type: none"> <li>Comments on 'Festival of Nations' programme</li> </ul> <p>1 EIA Pay, conditions and conduct</p>	<b>July</b> <ul style="list-style-type: none"> <li>Annual Equality Report 2008/9</li> </ul>
<b>August</b> <ul style="list-style-type: none"> <li>10:00 7<sup>th</sup> August, Civic Centre Corporate Equality Group (1 Representative)</li> <li>11:00 27<sup>th</sup> August Community Overview &amp; Scrutiny Meeting(1 Representative)</li> </ul> <p>1 EIA</p>	<b>September</b> <ul style="list-style-type: none"> <li>Preparation for peer assessment for 'Achieving'</li> </ul> <p>2 EIAs.</p>	<b>October</b> <ul style="list-style-type: none"> <li>Corporate Equality Group</li> <li>Review Consortium Agreement</li> </ul> <p>2 EIAs.</p>	<b>November</b> <ul style="list-style-type: none"> <li>Support in peer assessment and inspection for 'Achieving'.</li> </ul> <p>2 EIAs.</p>
<b>December</b> <ul style="list-style-type: none"> <li>Corporate Equality Group</li> </ul> <p>3 EIAs.</p>	<b>January</b> <p>2 EIAs.</p>	<b>February</b> <ul style="list-style-type: none"> <li>Corporate Equality Group</li> </ul> <p>2 EIAs.</p>	<b>March</b> <ul style="list-style-type: none"> <li>End of year Consortium Report</li> </ul>

## APPENDIX 4: EIA Rolling Programme

EIA Reference Number	EIA Name	Last Review Date	Next review date	Consortium Date	Monitoring Group Date
1	Business and environmental regulatory services	28/04/2009	07/5/2009	30/4/2009	20/10/2009
2	Carlisle Renaissance	17/10/2008		Present at workshop	17/3/2009
					25/08/2009
3	Cleaner, Greener & Safer	25/02/2009			25/8/2009
4	Consultation, communication, engagement and support		August		
5	Economic Development, Tourism & Property		September		
6	Emergency Planning	25/03/2009	30/6/2009	30/4/2009	20/10/2009
7	Employee wellbeing and equality		September		
8	Financial Services (Revenues and Benefits)	23/04/2009	30/4/2009	30/4/2009	20/10/2009
9	Highways, public buildings & spaces	11/08/2009		30/08/2009	
10	ICT, data and information		September		

11	Learning City	08/01/2009			
12	Legal, Constitution and democratic process		September		
13	Partnerships, policy and performance	11/06/2009	October		
14	Pay, conditions and conduct	12/06/2009		20/07/2009	
15	Planning & Housing	30/07/2009	September		
16	Sport & Culture	30/04/2009		16/06/2009	20/10/2009
17	Workforce and Member development		August		



## APPENDIX 5: EIAs actions and outcomes

EIA	Positive or negative impact	Action	Likely outcome
Carlisle Renaissance	Positive	Add an Equal Opportunities Statement to the Economic Strategy	Raise the profile of equality within Carlisle's regeneration partnership.
	Positive	Carlisle Renaissance Board to make an Equal Opportunities Statement that sets the tone for all the Transformational Projects	
	Positive	Carlisle Renaissance Board to appoint an Equalities Champion.	
Business & Environmental Regulations	Impact of protocol	Quarterly monitoring of unofficial encampments	Better understanding of the needs of these communities across the district. In turn this would lead to a review of provision, such as the Ghyll Bank project.
	Annual national gypsy count	Annual count	
	Perception of Scores on the Doors	Translation of support documents to overcome language barriers	Improved engagement with Food Hygiene services and improved performance for the lowest scoring businesses.
	Best Bar None	Equality and diversity statement from applicants	Raise the profile of equality within Carlisle's night-time economy businesses.

## APPENDIX 6: Executive response to Migrant Workers Task & Finish Group

TEMPLATE		
ID	Recommendation from Overview & Scrutiny Task & Finish Group	Response from the Executive Committee
ID	Recommendation	Response
1	It is our conclusion, that whilst it is important to have a clear picture of the migrant worker population and its needs, this is less a statistical exercise and more one of ensuring that Carlisle City Council is aware of the broad picture of migrant workers, and through relationships with its own employees, Members and partners, is aware of changes as they are occurring.	<i>A number of Best Value indicators were retained as management information to develop a profile of the City Council's workforce. The bigger picture of migrant workers is part of the broader impact assessment and service monitoring undertaken by the Council. Projects have been supported through the Carlisle Partnership Healthy Communities Group, e.g. health network</i>
2	We recommend that a detailed survey be carried out, interviewing a cross-section of the district's migrant worker population. The interview could use the terms of reference of this review as a template for developing questions. We believe that this work will more than compensate for the deficiencies of official statistics on migrant workers by providing a meaningful picture of the skills, needs and concerns of this section of our society	<i>A more detailed qualitative survey of Eastern European migrant workers was undertaken early 2009 and the results reported to the Corporate Equality Group and Community Overview and Scrutiny Committee. There were few concerns raised, the main issues was the availability of ESOL which is currently being investigated.</i>
<b>Housing Issues</b>		
ID	Recommendation	Response
3	The City Council is a key funder to both the Community Law Centre and the Citizens Advice Bureau and we strongly support the Council's continued funding of these services.	<i>Levels of grant funding were considered as part of the review of Community Support with a view to making savings.</i>
4	We are concerned that there is no clear picture of the scale or degree of	<i>The Executive's response is repeated below<sup>5</sup>.</i>

<sup>5</sup> The Council already has a regime for inspecting licensed HMOs, in line with the requirements of the Housing Act 2004. They are inspected every year due to their higher risk. Properties that meet the definition of HMO but do not require to be licensed are inspected every 3 years as they are lower risk.

	poor rented accommodation. The issue here is broader than migrant workers – it is the condition of rented accommodation in the district for all private tenants, not just migrant workers. We recommend to the Executive that resources be found to enable the establishment of a risk-based inspection regime for licensed Houses in Multiple Occupation (HMOs). The HMO licensing scheme only covers a sub-section of rented accommodation and so we also support the rapid development of an accreditation scheme for all privately let accommodation.	
<b>Employment</b>		
<b>ID</b>	<b>Recommendation</b>	<b>Response</b>
5	Given the contrasting stories of good practice within some of the City's main employers and abuse by others, we believe that a Responsible Employers Scheme could prove very effective. Such a scheme would help promulgate good practice to other, smaller employers but also isolate those employers unwilling to address illegal or poor employment practices. Such a group could work most effectively at a county level and we recommend that Cumbria Vision consider developing a Scheme.	The Executive and Chair of the Overview and Scrutiny Committee write to the Chief Executive of Cumbria Vision. <i>No progress?</i>

The properties that we do not know about are the issue; they may need to be licensed or inspected every three years. There are also properties that are let to families, or to two individuals that do not fall into the HMO category. These properties do not need to be inspected under HMO legislation, but do under the Housing Health and Safety Rating System. However, this would be a mammoth task that would not be possible with current resources.

Ongoing House Condition Surveys indicate that the private rented sector is one of the poorest in terms of property condition, with almost 10% failing the minimum housing standard. 10% of the total housing stock in Carlisle is in the private rented sector, giving a total of nearly 5000 properties that would need to be inspected. Not all of these properties will fall into the 'poor' category, but until they are inspected, it is impossible to quantify the problem.

A new accreditation scheme is also a task, that given current priorities and resources, is not feasible at this time. A self-certification scheme would be less resource intensive but would rely heavily on the honesty of landlords.

Communication		
ID	Recommendation	Response
6	We urge the Cumbria Multicultural Service to consider providing the Welcome to Cumbria book to major employers of migrant workers around the county. It would also seem sensible to provide the book in a loose-leaf format which would allow for regular updates. More particularly, we urge the Cumbria Equality and Diversity Partnership to ensure that links exist to this information from each district council website.	The Chair of the Corporate Equality Group and Overview and Scrutiny Committee write to the Multicultural Service and to the Partnership. <i>Links from the website are established.</i>
7	We recommend that further work on developing the Customer Contact Centre should encompass how it can include a one-stop shop for people new to the area.	This can be considered as part of the review of Customer Services that is currently underway, although this may be encompassed in the wider programme of change being proposed.
8	We recommend that the City Council should encourage and enable its own employees and Members to develop new language skills by offering short courses in the foreign languages in use in the local community. In this way, Members and employees could be equipped with very basic skills in a number of the most widely used languages. This would provide a positive signal to any new migrants coming into the Civic Centre or coming into contact with council officers in the community.	The Strategic Staff Development Group will consider this proposal. There may not be funding in the current training budget. It would be particularly useful if it were possible for learners to receive accreditation for the short courses and this will be looked into. <i>Cumbria County Council can offer a short course in Polish and possibly one in Portuguese through the First Steps programme, costing around £50. Will be considered by the Corporate Staff Development Group</i>
9	We are concerned that the ESOL provision in the city may no longer be adequate for the migrant population. To establish whether or not this is the case, we recommend that a mapping exercise be carried out under the Learning City priority in 2008/9 to establish just what ESOL provision there is and the suitability of that provision for migrant workers and others in the city.	This should be informed by the detailed survey work recommended in 2. Some mapping may have been done already and this is currently being investigated. <i>Enquiries have been made with the Adult Education Service, Cumbria County Council to determine availability and how signposting may be improved. The Health Network that includes many community groups may be able to facilitate</i>

		<i>this.</i>
10	Depending on the outcomes of the mapping exercise, we recommend that the City Council works under the Learning City priority to establish how ESOL provision can be enhanced. Underlining this, we concur with the Voluntary Action Cumbria report which noted that it was a “pressing requirement ... that migrant workers should have access to free ESOL training.” This will involve significant work with employers, unions and education providers to ensure that barriers to ESOL provision are removed. Consideration should also be given to providing an ESOL centre – a central point, perhaps on the University of Cumbria campus – where the majority of the ESOL training in the city takes place.	<i>Not progressed, is dependant on 9 above. However, it was discussed in some detail at the Corporate Equality Group; non-European migrant workers are not eligible for the same benefits including access to free ESOL.</i>

<b>Community Cohesion</b>		
<b>ID</b>	<b>Recommendation</b>	<b>Response</b>
11	We commend the police for developing third party and online reporting facilities to help overcome this caution. Any mechanisms which can help improve the reporting rates for hate crimes must be welcomed and as the police themselves identified, there are still hate crimes taking place which are not being reported. As such, we look forward to the police opening further third party reporting centres in the city.	The Executive and the Chair of the Committee to write to the Chief Constable. <i>Update in body of report</i>
12	We recommend that consideration be given by the Crime and Disorder Reduction Partnership to carrying out tension monitoring in some parts of the district during 2008/09 – particularly where local intelligence shows that there may be developing problems.	This was considered by the Leadership Group of the CDRP at its meeting, September 2008. The Independent Advisory Group (IAG) agreed to consider this further. <i>Also raised by Corporate Equality group, August, 2009. Hate crime data to be received by the Leadership Group. This group will also be asked to consider research into experiences of those reporting such crimes.</i>
13	We believe that Carlisle should develop its own Cohesion Strategy to link with the County Council strategy – such a document would help encompass many of the recommendations made throughout this report and build on the revised Race Equality Scheme. The Strategy may be best developed within the Local Strategic Partnership.	<i>A Cohesion Strategy for Carlisle was adopted by the Carlisle Partnership, March 2009. The recommendations are contained in the body of the 2009 Annual Report.</i>
14	Community Overview and Scrutiny Committee recently scrutinised the	The Leader is the Member champion for equality and the

	Race Equality Scheme and one of the points made was that this needed both high-profile political support and senior officer support. Cohesion work within the authority needs a similar level of support and commitment if it is to succeed.	Deputy Chief Executive, the officer champion. Both could fulfil the same roles for cohesion.
15	We recommend that any further work on developing an Arts Centre in the city should explicitly consider the potential for a community cohesion role.	This can be considered as part of any future business planning and would be anyway as part of the equality impact assessment process. In the meantime, activity should be targeted to communities at risk via community centres and any other community events sponsored by the City Council and its partners.

Role of the City Council and Leadership Issues		
ID	Recommendation	Response
16	As an authority, we are now at Level 2 in the Equality Standard for Local Government. We recommend that the authority sets a goal and timetable for achieving the higher levels of the standard. We believe that a step-change in the authority's performance in this area will only come through giving a senior officer a clear equality and diversity brief and ensuring that officer has support from the Executive and other senior officers.	<i>Detailed action planning is in place to ensure we improve our performance, including a programme of equality impact assessment. We did not achieve our target of Level 3 of the Standard by March 2009. During 2009/10, we are working with Cumbria County Council and the Cumbria districts towards the "Achieving" standard of the new Equality Framework.</i>
17	We recommend that some simple 'myth busting' training be established and made available to officers and Members of the Council. This training is particularly important for Members and those front-line officers who deal with the public on a day-to-day basis. Such training could extend beyond migrant worker issues and encompass other equality and diversity areas where intolerance is often found. As one part of providing leadership within the authority, we recommend that such training is compulsory for elected Members and is incorporated into the induction process for newly elected Members	Training for members will be reviewed at the next meeting of the Member Learning and Development Group. A review of staff training will be undertaken by the training and development and policy teams. <i>The Corporate Equality group to write to the Member group to emphasise the importance of equality training and its link to Use of Resources assessment.</i>

18	We recommend the Local Strategic Partnership hold an initial event to discuss migrant worker issues and as part of the event, explore possible mechanisms for dealing with those issues as they arise. For example, informal groups (and formal groups if necessary) could be set up to discuss issues of discrimination in the community and take action where necessary.	Events/discussions about Migrant Workers and issues have been an occasional feature of LSP considerations since November 06 when the issue was first raised by the Chair of the Economic Group regarding employment, access to services and language issues. Several informal events were organised early 2007 in several community venues. The issue has been tabled several times since, particularly in the context of the community cohesion. <i>The Carlisle Partnership is aware of migrant workers' issues and active within its very limited resources in addressing them. The Partnership leads on the development and delivery of the Cohesion Strategy for Carlisle.</i>
19	We believe that more political leadership on race issues generally, and migrant worker issues in particular, would be welcome and appropriate. We are concerned that, without such leadership, there is room for divisive and intolerant views to thrive.	<i>The political leadership is apparent through the Council's Equality Champions; the Leader and the portfolio holder both of whom also sit on the Executive of the Carlisle Partnership. The Chair of the Community Overview and Scrutiny Panel that monitors progress on this agenda also offers political challenge and leadership and is keen to develop the Community Champion role of every member of the Panel. The portfolio holder and Chair of the Community Panel are also members of the Corporate Equality group.</i>
20	We recommend that the Executive response to this report should incorporate an action plan to implement the accepted recommendations. The Community O&S Committee will monitor progress with the outcomes of this review over the next 12 months.	Any actions that are accepted will be integrated into the existing Corporate Equality Action Plan in Covalent. <i>The action plan is under review to consider progress outlined above and the requirements of the new Equality Framework.</i>