



COMMUNITY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 7th October 2010

Title: Annual Equality & Diversity Report 2010

Report of: Policy & Performance Manager

Report reference: PPP 40/10

Summary:

The draft report provides the Panel with the opportunity to comment on progress and steer the report to areas on which the panel would like more information.

Questions for / input required from Overview and Scrutiny:

1. Comment on the progress made as outlined in the report.
2. Comment on the usefulness of an annual report in an area of policy and performance that is developing rapidly. Members are asked to consider whether a general progress report would be more appropriate?

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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



Carlisle City Council

DRAFT

Annual Equality and Diversity Report September 2010

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1. INTRODUCTION

The report outlines the key areas of progress that Carlisle City Council has made over the last year (2009/10) in the area of Equality and Diversity. The report will be published on our equality and diversity web page and provides evidence of the findings of our Equality Impact Assessments (EqIAs) completed during 2009/10.

Throughout 2009/10 we developed a new Corporate Plan around the priorities of Economy and Local Environment, the main focus of the first year of the plan was the programme of transformation.

Every member of staff attended a Future Focus event in the seven months up until and including March 2009 and were asked to participate in conversations around the following challenges:

- The different kinds of changes that are on the horizon for the council
- The kinds of things that are important in relation to how people work together through change
- How we can continue to provide quality services to people
- What improvements we can make in terms of what we deliver and how we all work together.

The discussions provided the information direct from all our staff to refresh our values:

*“At the core of all our services is a deep sense of **valuing our communities**. All our staff had an opportunity to reflect on our values in 2009 and how these values can be sustained during the period of change ahead. What is clear from this reflection is our continued **commitment to providing visible services that are recognised for their quality and help to build civic pride**. We will continue to review and change our services to meet the **needs of all**”*

our communities equally and fairly. Fair and equal treatment of our staff remains a key value and we will continue to try to be a good employer.”

The internet site has been refreshed and a link can be found on our homepage.

http://www.carlisle.gov.uk/council_and_democracy/equality_and_diversity.asp

[x](#)

The intranet provides a platform for Equality Impact Assessments, the Corporate Equality Group and the Monitoring Group.

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

2. POLICY CONTEXT

In parallel to the developments of the Equality Act 2010 The Council started to develop a new Comprehensive Equality Scheme. (This scheme has now been adopted (14th September) and includes a detailed action plan).

The scheme was developed by the Corporate Equality Group and the Community Overview & Scrutiny Panel in consultation with stakeholders across the district.

The development of the scheme helped The Council to focus on the key aspects of the Equality Framework for Local Government throughout 2009/10.

Equality Framework for Local Government

Collaboration with Cumbria County Council and the Cumbria Districts towards “Achieving” standard of the new Equality Framework has been fundamental to the progress made throughout the year.

In July 2009 the monies were secured from Cumbria Improvement and Efficiency Partnership, the project was up and running in September 2009. We have played an active part in the project to date, hosting the meetings at the Civic Centre and sharing our approach and experiences. We went through a mock assessment in December 2009 to provide a baseline for our progress against the framework. These baseline reports provided a list of key actions for the new Senior Management Team. (PP03/10, Panel meeting 14th January 2010).

By the close of the year the progress reported by the project showed significant improvements. (See Appendix 1).

3. PERFORMANCE 2009/10

Corporate Equality Group

The group is chaired by the Portfolio Holder for Community Engagement, Cllr Olwyn Luckley. The group has been instrumental in developing the new scheme and driving the progress on the EFLG.

The group has met throughout the year around an agenda that has enabled feedback from key partnerships and projects.

Monitoring Group

This group has provided a useful challenge to directors and managers implementing Equality Impact Assessments (EqIAs). The groups work on Carlisle Renaissance ensured that this partnership include EqIAs in their programme planning.

Monitoring performance

A key aspect of the Council's Equality and Diversity Performance is reported in the Annual Performance Report. Namely:

- Satisfaction with Council Services
- Workforce profile
- Training and development
- Crime and disorder, including Domestic Violence
- Worklessness and skills
- Disaggregated National Indicators relating to our priorities and Local Area Agreement priorities

The Council received the North West Employers Equality and Diversity Award 2010 for the quality of the work undertaken with the Travellers Project in developing the Low Harker Dene Scheme.

4. SERVICE MONITORING & EQUALITY MAPPING

Continuing to improve our corporate approach to service monitoring was a priority from 2008/09. Govmetric was introduced in September 2009 and information from this system was incorporated into the quarterly and annual performance reports. The system allows us to gauge satisfaction by Ethnicity, Age, Disability, Gender, Religion and Sexual Orientation.

A breakdown of the responses to date is presented in Appendix 2. The monitoring is optional for customers; the information is being fed into the EqIA process and provides a new insight into the experiences our customers have of our services.

Govmetric covers the services that generate regular face to face, telephone, email and website engagement. There are many services that do not generate this regular contact from our customers such as green spaces and polling. To collect feedback from these services, we conduct surveys targeted at specific areas. The focus in 2009/10 was on allotments, a detailed report on the findings of the survey is being used to develop an allotment strategy and support a funding bid.

5. EQUALITY IMPACT ASSESSMENTS (EqIA)

We have continued to review our impact assessments throughout the year. The changes in organisational structure and responsibilities have informed a new set of thematic impact assessments. The working list of EqIAs for 2009/10 (17) provided a base for workshops for internal staff throughout the year.

The process is driven by a significant change in policy, strategy or function in any of our services. This is often, but exclusively, triggered by the Forward Plan and an up and coming Key Decision.

Once triggered, the change is mapped to an existing EqIA and it is refreshed through a challenge conversation between a Policy & Performance Officer and the lead officer.

The EqIA is then sent to our Consortium members (AWAZ, OutReach Cumbria, Cumbria Disability Network) who act as critical friends. The feedback from the Consortium then informs the final updates to the EqIA.

6 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. 18 complainants out of 18 completed an equality monitoring sheet in 2009-10.

Profiling complaints

Table 1: Equality mapping of corporate complaints

- 55% (10) of complaints were from males
- 100% (18) were from self declared White British

- 35% (6) declared themselves as having a disability
- Majority (55%) of complaints were from people over 46 years old.
- Majority (61%) of complaints related to Environmental Services functions

7 HARASSMENT / HATE CRIME REPORTING

Third Party Reporting Centres

There are 34 third party reporting centres in North Cumbria (Carlisle and Eden), 28 of which provide comprehensive cover of the Carlisle district. The centres specialise in the needs of vulnerable groups.

Hate crimes and incidents

Hate crimes and incidents are monitored by the Corporate Equality Group on an annual basis. The information is held in Covalent and forms part of the ongoing monitoring of community tensions.

8 PARTNERSHIP WORKING

Financial Inclusion Forum

The City Council hosted a regional event for financial inclusion in December 2009. The beacon event focused on how to access advice; affordable credit; regeneration and partnership working. It brought together local authorities, voluntary groups and community organisations and included interactive workshops and information from experts.

We completed a mapping exercise in January 2010 linking our functions to the support we can offer to members of the Financial Inclusion Forum. This exercise informed the county-wide Anti Poverty Strategy and its action plan.

Migrant Workers update

The Migrant Workers Report led to a number of recommendations to the Local Strategic Partnership. These recommendations were drawn from the Migrant Workers Task Group and the findings from the CN Research Project conducted in March 2009.

The CN Research Project completed 25 in-depth interviews, mostly in the homes of the participants. The quotes provide some good insights into life as a migrant worker in Carlisle. The situation for workers is changing with the economic situation with some heading home but some staying because things are actually worse at home.

The findings from the survey were discussed at the Corporate Equality Group in April 2009.

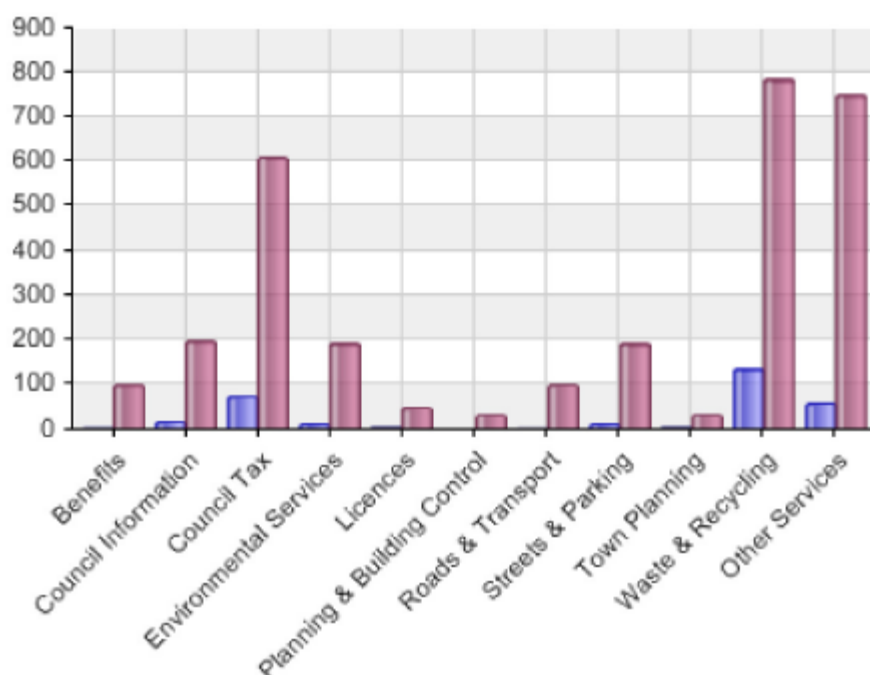
APPENDIX 1: 2009/10 End of year progress for the Achieving Equality in Cumbria project.

Results based on council self assessments 20/4/2010

Evidence for Equality Standard of 'Developing' of EFLG	Everything in place
System for monitoring EFLG eg Covalent	Everything in place
Indicator statements for the EFLG for Achieving	
Knowing your communities and equality mapping	Nearly there council knows what is missing and has plans to put in place
Place shaping, leadership, partnership an organisational commitment	Nearly there council knows what is missing and has plans to put in place
Community engagement and satisfaction	Everything in place
Responsive services and customer care	Nearly there council knows what is missing and has plans to put in place
A modern and diverse workforce	Needs further evidence

Appendix 2: Respondents to Equalities Module in Govmetric to date

Respondents to Equalities: by Service



Service	Equalities Volume	Feedback Volume
Benefits	8	98
Council Information	14	199
Council Tax	74	611
Environmental Services	12	193
Licences	4	45
Planning & Building Control	1	33
Roads & Transport	7	100
Streets & Parking	13	192
Town Planning	3	33
Waste & Recycling	133	783
Other Services	58	749
Total	327	3036