



People Scrutiny Panel

Meeting Date: 25/08/2022
Portfolio: Communities, Health and Wellbeing
Key Decision: No
Policy and Budget Framework: Yes
Public / Private: Public

Title: Annual Equality Report 2021/22 and Equality Action Plan 2022
Report of: Head of Policy and Communications
Report Number: PC.24/22

Purpose / Summary:

This report presents the Annual Equality Report for 2021/22 and the Equality Action Plan 2022.

Recommendations:

Members are asked to:

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

Tracking

Executive:	26/09/22
Scrutiny:	People 25/08/22
Council:	Not applicable

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 May 2020, including the equality objectives for 2020-24.

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 2021/22 (Appendix 1) provides an overview of equality work, including the workforce profile, employee support, customer satisfaction, partnership working, consultation and engagement.

2.2 The Council has a positive approach to equality both in supporting staff and engaging with the community. This is demonstrated by the commitment to be open and transparent, acknowledging gaps in data and looking at how the Council can improve. The Equality Action Plan 2022 sets out actions on how the Council will work towards achieving the equality objectives and address the issues identified.

2.3 Local Government Reorganisation in Cumbria will influence the approach that the City Council takes to many policy decisions in the current year (2022-23), but our commitment to promoting best practice and equalities will remain. The relevant actions from the LGR Programme, in the Policy & Performance Workstream Delivery Plan, are included in the Equality Action Plan 2022 to show continuity.

2.4 The Annual Equality Report presents equality information between April 2021 and March 2022.

3. Recommendations

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 Recommendation

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

6. Contribution to the Carlisle Plan Priorities

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

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Appendices attached to report: 1. Appendix 1 - Annual Equality Report 2021/22 and Equality Action Plan 2022

Note: in compliance with section 100d of the Local Government Act 1972 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

Carlisle City Council

Annual Equality Report 2021/22 and Equality Action Plan 2022

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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 2021 and 31 March 2022.

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 Panel 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 ¹	Date
460	31 March 2022
471	31 March 2021
477	31 March 2020
454	31 March 2019

Sex

Female employees	Date
53.7%	31 March 2022
50.5%	31 March 2021
50.3%	31 March 2020
51.5%	31 March 2019

Ethnicity

Employees from all other ethnic groups combined	White employees	Employees with undeclared ethnicity	Date
1.3%	90%	8.7%	31 March 2022
1.5%	88.3%	10.2%	31 March 2021
1.5%	90.1%	8.4%	31 March 2020
1.5%	89.9%	8.6%	31 March 2019

Age

Average age of employees	Date
47.1	31 March 2022
46.8	31 March 2021
46.1	31 March 2020
46.7	31 March 2019

¹ Staff who have multiple posts are counted twice.

Percentage of employees aged between 45-64	Date
57% (NB 4% of employees aged 65+)	31 March 2022
56.7%	31 March 2021
56.0%	31 March 2020
56.2%	31 March 2019

Disability

Employees with self-declared disabilities	Date
4.3%	31 March 2022
3.8%	31 March 2021
4.0%	31 March 2020
4.0%	31 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 use other mechanisms to supplement this information, such as surveys and occupational health figures.

The full workforce profile and the latest comparative data for Carlisle is shown in Appendix 1. Recent data is not available for some characteristics (eg ethnicity, religion, sexual orientation) making it difficult to compare our workforce with the local population in all areas.

Our Workforce Development Plan has been successful in supporting actions to further support and encourage female progression within the Council and promoting the Apprenticeship route into employment and skill development. Further actions included general progression opportunities and wellbeing. Apprenticeships are a key part of our approach to succession planning and will help to tackle skills shortages by growing our own. We held virtual awareness sessions during National Apprenticeship Week (February 2022) and as part of the Learning at Work Week (May 2021). We provide additional financial support to service areas to encourage the use of apprenticeships, this support allows us to pay the age-related pay to Apprentices and encourages people from diverse backgrounds to consider the Apprenticeship route into employment rather than entering other better paid entry level jobs (factories). Workforce Development actions continue to encourage the use of higher-level apprenticeship provision and the Council currently have 18 employees on an apprenticeship programme. Further to this the Council also offer an application process (non-apprenticeship) to support further qualification enhancement.

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 with more than 250 employees. Appendix 2 shows our gender pay data for 2019, 2020, 2021 and 2022, and the average Chartered Institute of Public Finance and Accountancy (CIPFA) near neighbour figures for 2021/22. Our mean and median gender pay data compares favourably to the near neighbours average. The pay quartile data shows that our lower quartile differs in gender balance to the average where we have a larger proportion of male employees. In response to these figures, we

are developing action to address the gender imbalance of male and female staff working in front-line roles.

Employee support

Supporting our staff has been a key focus throughout the past few years as we responded to the coronavirus pandemic and in the last year post pandemic, supporting staff back to the workplace. We recognise that the place of work has changed, and we have supported staff through this change to appropriate hybrid models of work. We continue to prioritise mental health and work proactively to promote an open culture, providing mental health tools and support.

We held a photographic competition which was well supported and included a view from your window theme (self-isolating) to include all staff, assessors' comments from the Better Health at Work award team:

“The photographic competition was an excellent element and very inclusive by having the 3 different categories to ensure there was something for everyone. The winning pictures are fantastic, too.”

This work is reflected in our achievement of the Better Health at Work Award Continuing Excellence in December 2021. The award recognises our range of support to employees to maintain their own wellbeing through raising awareness and providing access to wellbeing activities. We are proud of the work of our Organisational Development team and Health Advocates who continue to adapt and find new ways of delivering wellbeing initiatives post pandemic. The award assessors commented that:

“This is a sound CE submission from Carlisle City Council, with many elements of good and best practice. Both Lead Health Advocates are clearly very committed and passionate in their substantive and additional roles - and it looks as though this has translated further and they have managed to bring the organisation and staff with them, even under the most challenging of circumstances.”

The Organisational Development team continue to use virtual platforms to promote development and wellbeing, allowing equal access to home workers and office-based staff. In addition, wellbeing information continues to be posted out to front line employees and some activities are delivered face to face in a safe way. Examples of initiatives include virtual sessions on Mental Health related topics; domestic abuse, the harms of gambling and developed 'Doing Good does you Good' booklet was shared with staff. The Wellbeing Newsletters continue and are shared monthly providing various wellbeing information and links to other partners with support options. Topics have included information on menopause, mindfulness, anxiety, finances, and men's health.

Yoga sessions (face to face) have been reintroduced in the workplace and lunch time walking commences soon. We have also offered two dates for cholesterol checks and body stats checks within the workplace environment.

We continue to conduct Pulse Surveys to gather information about how staff coped with the pandemic restrictions reducing and return to the workplace. As we were one of the first workplaces to encourage staff back to the work place this feedback was crucial in helping us support staff returning safely to the workplace. 369 members of staff completed the eLearning module 'Safe use of the Civic' prior to returning to that workplace.

The appraisal process has been reviewed to simplify and enhance process and outcome, and link to wellbeing. This has improved delivery outcomes and engagement.

Training and development

Staff training

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. Over 4000 eLearning courses have been completed, these are often very short development programmes and confirms the Council as a learning Council. Coaching and mentoring are also available for staff and managers. New starters receive a safeguarding leaflet with information about our safeguarding policies and responsibilities. There are also a regulatory eLearning programme and toolbox talks sessions to be completed by all staff.

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 continue to encourage participation on the Everyday Leaders Programme and promote regularly and as part of the National Apprenticeship Week. This programme leads to the achievement of the Chartered Management Institute (CMI) Level 3 in Management and Leadership. We also offer a similar programme at level 5.

In preparation for the Local Government Reorganisation taking place, we have planned for more opportunities for people to enhance their qualifications and have sessions planned for delivery on Change Management and its impact on individuals.

Details of equality related training and staff participation in 2021/22 are provided in the tables below. In total, 248 equality subject related training course have been completed and 59 importance of equality and diversity e-learning modules were completed in the last 12 months. Some e-learning modules are mandatory and require completion every 3 years (e.g. Safeguarding). Over 350 completions of Safeguarding have been completed in the last 12 months, however some completions are not due this year and they will not show in these figures. We developed fresh approaches to training and encouraged staff to continue to develop their learning during the pandemic and these approaches to continue to be part of the Organisational Development offer which helps

promote improved and flexible access to learning. The continued success and uptake of training is a testament to our staff and Organisational Development team. Equality related training continues to include a variety of sessions on specific disabilities to support awareness. Later this year we will have another cohort of 9 learners completing the British Sign Language course.

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct. Members also have access to SkillGate modules.

Overall equality training

Employees that undertook an equality training course or completed an equality e-learning module ²	Date
64.8%	April 2021 to March 2022
61.3%	April 2020 to March 2021
80.3%	April 2019 to March 2020

Equality training courses

Employees that undertook an equality training course ³	Date
28.7%	April 2021 to March 2022
24.8%	April 2020 to March 2021
35.6%	April 2019 to March 2020

SkillGate (e-learning)

Employees that completed an equality e-learning module ⁴	Date
55.9%	April 2021 to March 2022
55.8%	April 2020 to March 2021
65.7%	April 2019 to March 2020

² If an employee attended more than one course and/or completed more than one module they are only counted once.

³ If an employee attended more than one course they are only counted once.

⁴ If an employee completed more than one module they are only counted once.

Member training

Members attended a range of equality related training courses:

- Breaking County Lines (15)
- Rebuilding confidence at work (1)
- Safeguarding for Members (3)
- Deaf awareness and sign language (1)
- Understanding domestic abuse (6)
- Equality and diversity training (1)

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct. Members also have access to Skillgate modules.

Recruitment and selection

As part of our recruitment process, applicants can complete a diversity monitoring form when applying for a job. The tables below summarise the equality monitoring information for applicants for vacancies advertised between 31 March 2021 and 1 April 2022. The diversity monitoring form was revised in May 2020 to update and standardise the age and ethnicity categories. Due to the amendments of the age and ethnicity categories we may be unable to make direct comparisons between some data.

Variations between the numbers of posts advertised and successful appointments are due to either more appointments being made than originally advertised (more successful appointments than posts advertised), or inability to recruit/withdrawal of post from the structure (less successful appointments than posts advertised).

Application summary

Date	Posts advertised	Applications	Shortlisted	Successful
April 2021 to March 2022	92	732	299	80
April 2020 to March 2021	53	682	185	47
April 2019 to March 2020	49	376	154	51

Equality monitoring information March 2020 to April 2021

Sex	Applications	Shortlisted	Successful
Female	47.7%	42.5%	45%
Male	38.1%	45.5%	42.5%
Undeclared	13.3%	4.3%	2.5%

Age	Applications	Shortlisted	Successful
16-24	12.6%	12%	12.5%
25-34	23.1%	19.7%	27.5%
35-44	19.8%	19.7%	22.5%
45-54	19.1%	22.7%	17.5%
55-64	11.5%	15.1%	11.3%
65+	0.1%	0.3%	1.3%
Undeclared	0.6%	2%	7.5%

Sexual orientation	Applications	Shortlisted	Successful
Bisexual, Gay, Lesbian or Other	3.6%	4%	5%
Heterosexual	75%	77.3%	78.6%
Undeclared	20.6%	18.7%	16.3%

Ethnicity	Applications	Shortlisted	Successful
All other ethnic groups combined	4.4%	2%	1.25%
White	80.6%	85%	85%
Undeclared	14.1%	13%	13.8%

Disability	Applications	Shortlisted	Successful
Yes	5.2%	6%	1.25%
No	76.4%	76.6%	82.5%
Undeclared	17.6%	17.4%	16.3%

Equality impact assessment, consultation, and engagement

We undertake a wide range of consultation and impact assessment to inform decision making and service delivery. The nature of these varies, depending on the proposed change and the potential impact on equality. During coronavirus restrictions, the ways in which we consult changed, and we continue to develop how we are engaging. Examples undertaken include:

New Carlisle Plan

A public consultation on Carlisle City Council's draft Carlisle Plan for 2021 - 2023 was completed. A programme of public consultation events took place alongside an online survey.

St Cuthbert's Garden Village and Carlisle Southern Link Road

A public exhibition was held at Carlisle Racecourse to provide another opportunity to help shape two major projects in the city.

The event showcased the St Cuthbert's Garden Village (SCGV) and Carlisle Southern Link Road (CSLR) schemes. Setting out their progress as well as providing the chance to comment on draft designs for a new Greenway and Park, the centrepiece of St Cuthbert's Garden Village communities in the south of Carlisle, and also influence the design of some key features along the CSLR route.

Gambling Policy

Carlisle City Council undertook a review of its statement of Gambling Policy under the Gambling Act 2005 and consulted with all interested parties.

Taxi Policy

Carlisle City Council is asking local residents and businesses their opinion on their updated taxi policy. This was a consultation exercise involving other authorities such as the Police and existing licence holders.

Improvement plans for Hammond's Pond

Carlisle City Council, with the support of the Friends of Hammond's Pond and Hammond's Pond Café, consulted with local residents to get their views on other aspects of work to be undertaken.

Improvement plans for Carlisle play areas

A series of consultations took place on the four sites (Briar Bank, Esk Road, Morton West and Yewdale Park) asking local residents what play equipment they would like installed within the play areas.

Budget Consultation (December 2021 - January 2022)

Consultation on the 2022/23 Budget was undertaken with the public, staff, business rate payers and trade unions. The budget process led up to the Executive's Budget Proposal to Council, the process was concluded in February with the resolutions agreed by Council.

Surveys

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2021/22 are listed below:

- Carlisle Partnership and Funding Feedback Form
- Walker Health Survey
- Staff Survey - Flexible Working Arrangements (office-based staff)
- Play Area Development Consultation 2022
- Morton West Play Area Development Consultation 2022
- Briar Bank Play Area Development Consultation 2022
- Carlisle City Council Car Park Survey 2022
- Yewdale Park Play Area Development Consultation 2022
- Esk Road Play Area Development Consultation 2022
- Community Governance Review 2022

Partnership working and service delivery

We provide many different services to our customers and strive to improve access for all. Partnership working enables us to engage with different organisations and groups to build closer links with all communities. It is an important way of working to break the cycle of inequality and improve health, wellbeing, and economic prosperity. During the past year, we have maintained our essential services, adjusting to meet the needs of the most vulnerable and challenges of the pandemic. We have had to work at pace to react quickly to different challenges and provide effective support to staff and partners.

Cumbria Local Resilience Forum

The Health and Wellbeing Scrutiny Panel received reports on the response to and recovery from the coronavirus pandemic throughout the year⁵. These detail our partnership work and community resilience activity, including support to the resilience forum subgroups for response and recovery.

The Carlisle Community Resilience Group (CaCRG) has now been stood down with the view to be activated again if required. The group has now been reformed as the Carlisle Community Recovery Group, comprising of co-chair's from Cumbria County Council and the Carlisle Partnership with representation from the four CaCRG subgroups: Carlisle Welfare Reform Board, Communities Group, Children and Families Partnership and World Health Organisation (WHO) Carlisle Health Forum. This development aligns with the moving from response to recovery phase and the recently launched Cumbria Recovery Strategy.

Cumbria CVS recruited a Carlisle Community Resilience Worker for seven months. This new role will work with the whole range of community groups, developing a local network to improve the areas readiness for any future shocks.

Homeless Prevention and Accommodation Services (HPAS)

The HPAS teams assisted 867 households with housing and homelessness advice. It also accommodated and supported 294 households in temporary accommodation.

Domestic abuse placements in emergency accommodation during coronavirus

Homeless Prevention and Accommodation Services assisted:

- 113 households with emergency accommodation as a direct result of domestic abuse
- 149 households with community support as a direct result of domestic abuse

The service worked closely with wider statutory and safeguarding partners to keep people safe; this increased in frequency during the lockdown period, with weekly snapshot and comparative trend data being closely monitored and reported in order to ensure that capacity to assist appropriately was maintained.

Next Steps Accommodation Funding

Carlisle was awarded £46,600 from the Ministry for Housing, Communities and Local Government Next Steps Accommodation Programme. This was to make resources available to support local authorities and their partners, to ensure that the current provision that was set up to safeguard people who were taken safely from the streets was able to continue for an appropriate length of time.

Organisations who were successful demonstrated in their proposal how the funding would be used to rapidly support those in coronavirus emergency accommodation. The funding is for use during 2020/21 only. Carlisle will work with Cumbria Gateway to create up to 22 self-contained tenancies for people who have been accommodated as a result of coronavirus due to a risk of rough sleeping.

Disabled Facilities Grants

During 2021/22 there were 773 referrals for housing grants and 654 completed works. The most common works being level access showers; stairlifts; heating and boiler improvements and house cleans needed to make properties fit for the returning occupiers. Contractor issues; covid and vacancies within the teams delivering the grants, meant that 2021/22 was the first year for a number of years when the Council did not spend its full central Government DFG allocation. At present the supply chain and contractor availability is the biggest blockage to delivery of our main adaption type which is level access shower adaptations. There are currently 105 individuals in the system awaiting a bathroom adaptation. A priority point system is being used to manage the adaptation waiting list to ensure those most in needs receiving there adaptation in a timely manner. There are no issues at present with stairlift adaptations, these are being turn around very quickly from application to installation averaging under a month in most cases. In

the last year the inhouse Trusted Assessor has undertaken 56 individual assessment of needs, these are referrals that would of otherwise been undertaken by Adult Social Care or are assessments of individuals that would of fallen outside the scope of a Care Act assessments.

Homelife: Discretionary Housing Grants

During 2021/22 484 discretionary grant applications were completed at a value of £640,513. These Discretionary Housing Grants, permitted through the City Council's Housing Renewal Assistance Policy, include Safe & Warm, Hospital Discharge, Energy efficiency and Dementia friendly grants. The grants assisted people to return to, and live safely at home. The most common works completed included: 53 new central heating systems; 47 house clearances; 47 boiler and gas safety works, and 28 electrical safety works.

Green Homes Grant Scheme

Due to an unprecedented number of applications for the Green Homes Grant (LAD2) Scheme in Cumbria, the scheme has now reached its target in April 2022. Those that met the criteria for the Green Homes Grant Scheme but have not been able to make an application to EON can now apply to the Sustainable Warmth Grant Scheme which is also available in Carlisle.

Sustainable Warmth Cumbria

The City Council, through its Homelife HIA, are leading on a Sustainable Warmth Grant Scheme. The £20million scheme is for low-income owner-occupied and privately tenanted homes.

Dementia Action Week

To coincide with Dementia Action Week the council's Dementia Friendly Grants were promoted. These grants, managed through Homelife Carlisle, offer a home visit to meet the individual with friends/family to complete a Basic Housing Assessment. This assessment is to assist the individual and their carer to promote independence within the home for as long as possible.

Carlisle Plant, Food and Wellbeing Fair

This free event, organised by Carlisle City Council and Food Carlisle, was held to support our local communities coming out of lockdown. There were a wide variety of stalls in place promoting healthy living.

Carlisle community sports clubs

Carlisle City Council and Cumbria County Council launched a joint Sport Hardship Fund in January 2021 to support community sports clubs. As part of the government's roadmap out of lockdown organised outdoor sports were able to restart from Monday 29 March. Subsequently the fund was extended to support local sports clubs to reopen in a COVID secure way.

Carlisle funding scheme

A funding scheme was launched to help communities come back together post lockdown and to stimulate economic activity in the district, resulting in 24 community projects/events receiving a total of £50,000 funding.

Carlisle City Council allocated the funding to support parish councils, community centres and constituted urban community groups to provide community activities and support the local economy. This fund was designed to allow parishes and local communities to put in place additional measures to create and promote a safe environment for local trade and business, particularly in high streets, support the visitor economy and to bring the community together in a safe way.

Armed Forces Covenant

Carlisle City Council reaffirmed its commitment to the armed forces by re-signing the Armed Forces Covenant on Monday 7 March 2022. Partner organisations and businesses from across Carlisle also signed it, to also demonstrate their support. The Armed Forces Covenant is a promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly. The government-led initiative focusses on helping members of the armed forces community have the same access to government and commercial services and products as any other citizen.

The award will help focus wellbeing initiatives on issues employees want to know more about, allowing support for colleagues to be well in and out of work.

Carlisle Community Awards

Local community champions have been recognised for their achievements at a Carlisle City Council Community Awards presentation, held at The Halston Hotel on Thursday 10 March 2022.

Customer Services and customer satisfaction

Customer satisfaction with how well we are running things was 86.5% 'very satisfied' or 'satisfied' in 2021/22, compared to 72.6% in 2020/21. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 90.6% and 82.3% based on 555 respondents.

A link to the online customer satisfaction survey was available on our website and promoted via social media.

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.

Customer Services returned to the new contact centre in September 2021, following a lengthy period of working from home during the Coronavirus pandemic. This included resuming face-to-face operations. Our phone and digital contact channels, with additional support (please see the 2020/21 Annual Equality Report), were available for the entirety of our pandemic response. However, this was a welcome return of personalised support for the residents of Carlisle. Our availability of all contact channels, in comparison to surrounding local authorities, was, and remains, the most complete offering.

Initially, face-to-face contact was approximately 60% of pre-pandemic footfall, although from January 2022 onwards, we have seen a steady increase in footfall to pre-pandemic levels. It is encouraging that over 70% of this contact is to assist customers with more complex queries surrounding Council Tax liability, Benefit entitlement and Council Tax Reduction, usually for the less digitally aware. This justifies the investment in our new contact centre and the key role it plays in supporting our customers. Evaluation of our statistics since returning to the Civic Centre has highlighted a shift in how and when customers contact us over the phone. Previously, our demand was very high in the morning, with a significant reduction in the afternoon. Demand is now spread more evenly throughout the day. We are embarking on a restructure of hours to meet this demand, which we expect to have in place by November 2022.

From 8 August 2022, Customer Services went live with our new telephony solution. This is a big leap forward from our previous system, giving us excellent resilience as our agents can access the system from home, with no change to the

customer journey. Additionally, this system is cloud based so is not reliant on the Civic Centre infrastructure to operate which means we are more prepared than ever for any future disaster recovery events. The new contact centre system has advanced queuing functionality which should significantly reduce customer waiting times. At the time of writing, we only have just under 48 hours of statistics to understand the impact, although initial signs are very positive.

Customer Services continue to be the first point of contact for government grants; most recently the £150 Energy Grant. We have seen unprecedented demand as a result with over 2,000 calls and nearly 300 customers served face-to-face in a single day.

We are now looking to the future and are extremely active in the Customer and Digital Workstream for the delivery of Local Government Reorganisation. We are focused on ensuring our customers have access to excellent services from vesting day and beyond. We are actively involved in the design and implementation of several technical solutions for each contact channel, ensuring the new Cumberland authority starts as it means to go on.

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.

We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2021/22, a full response to complaints was issued to 93% of customers within 15 days of receipt at each stage. The majority of late replies were due to resources reallocated to the coronavirus response, mostly concerning the administration of government grants.

2021/22 saw a further 26% increase in the volume of complaints received with a total of 75 complaints. Many complaints surrounding the significant level of development across the authority area. In response to this increase, the Corporate Complaints and Feedback policy was updated and published in November 2021. A notable addition included an 'informal response', which provides a full explanation on the points of a complaint but is used when the Council cannot approach the substantive issue. This typically occurs when there is a misunderstanding over the remit or statutory powers the council must operate within. In these instances, the

Corporate Complains process is not equipped to provide a resolution. Providing responses in this manner dramatically reduces the time officers and councillors spend responding to complaints that we cannot resolve. Since the introduction of this policy, we have provided an informal response to 13 complainants.

The number of complaint equality monitoring forms received for April 2020 to March 2021 is shown in the table below (the number of complaints received in 2021/22 was 75). We monitor the responses to screen for equality issues and any concerns are reported to relevant service managers.

Number of complaint equality monitoring forms	Date
3	April 2021 to March 2022
1	April 2020 to March 2021
17	April 2019 to March 2020
12	April 2018 to March 2019

Benchmarking

Comparisons of strategic approach to equalities across Councils that will form the new Cumberland Council.

	Detail	Date published	Find it online
Allerdale			
Equality Plan	Not a requirement under the Equality Act.		
Equality objectives	<p>Four objectives:</p> <ul style="list-style-type: none"> • Tackling poverty and helping those most in need. • Giving people skills, education and employment opportunities • Providing great services to people and communities • Working to create healthier communities including activity to: <ul style="list-style-type: none"> - provide access to quality leisure and cultural activities - Ensure access to suitable and safe housing 	2018	equality report and needs analysis 2017-18 web.pdf (allerdale.gov.uk)
Gender pay gap	<p>Mean: 9.5% lower for women</p> <p>Median: 17% lower for women</p> <p>Produce a comprehensive gender pay gap report.</p>	31/03/2022	<p>Council Report: gender pay gap report 2022 internet version.docx (live.com)</p> <p>Gov.uk data: Allerdale Borough Council gender pay gap data for 2022-23 reporting year - GOV.UK - GOV.UK (gender-pay-gap.service.gov.uk)</p>

Carlisle			
Equality Plan	Equality Policy sets out how the Council promotes equality and meets the Public Sector Equality Duty. Sets out equality objectives.	May 2020	equality-and-diversity (carlisle.gov.uk)
Equality objectives	<p>Four objectives:</p> <ul style="list-style-type: none"> • Break the cycle of inequality and improve health, wellbeing and economic prosperity • Support a diverse workforce by improving the equality data of the recruitment and retention processes • Ensure all people have access to the services they need • Celebrate the diversity of our communities and bring people together 	May 2020	equality-and-diversity (carlisle.gov.uk)
Gender Pay Gap	<p>Mean: 1.5% lower for women</p> <p>Median: 1.96% lower for women</p>	September 2022	equality-and-diversity (carlisle.gov.uk)
Copeland			
Equality Plan	<p>Equality and Diversity Scheme 2016 – 2020</p> <p>This scheme sets out the Council's equality objectives</p>	June 2018	equalities_scheme_june_2018.pdf (copeland.gov.uk)
Equality Objectives	<p>Two objectives:</p> <ul style="list-style-type: none"> • To embed and promote the three aims of the Equality Duty across the authority. • To ensure that the three aims of the Equality Duty are considered when carrying out work to achieve the 5 Strategic Outcomes of the Council's Corporate Strategy 2016-2020. 	June 2018	equalities_scheme_june_2018.pdf (copeland.gov.uk)

Gender Pay Gap	Mean: 18.8% lower pay for women Median: 20.7% lower for women	31 March 2021	Gov.uk data: Copeland Borough Council gender pay gap data for 2021-22 reporting year - GOV.UK - GOV.UK (gender-pay-gap.service.gov.uk)
Cumbria			
Equality Plan	Don't currently have an Equality Plan or Policy, as these are no longer required under the Equality Act. Key documents relating to equalities are made available online.		https://www.cumbria.gov.uk/equalities/default.asp
Equality Objectives	<p>Five objectives:</p> <ul style="list-style-type: none"> • Objective 1: Services and partnerships have clear information about Cumbria's diversity profile to inform public services; • Objective 2: People who share a protected characteristic or experience inequalities are involved in shaping public policy in Cumbria; • Objective 3: Commissioning and prevention work reflects the needs of people who share a protected characteristic or experience inequalities and can demonstrate outcomes in addressing structural inequalities; • Employment outcomes for people who share a protected characteristic or experience inequalities demonstrate the benefits of a proactive approach to Equalities; • Ensure that COVID-19 recovery actively addresses structural inequalities, including those caused by socio-economic inequality. 	October 2020	Equality Objectives 2020-24 cabinet report (cumbria.gov.uk)

Gender Pay Gap	Mean: 9.4% lower pay for women Median: 17.6% lower for women Produce a comprehensive gender pay gap report.	31/03/2022	Gender Pay Gap report 2022 Cumbria County Council
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Equality objectives 2020-24

Our equality objectives were agreed by the Executive in May 2020. They are:

- a) Break the cycle of inequality and improve health, wellbeing and economic prosperity
- b) Support a diverse workforce by improving the equality data of the recruitment and retention processes
- c) Ensure all people have access to the services they need
- d) Celebrate the diversity of our communities and bring people together

The actions below have been identified to help deliver the equality objectives 2020-24 and respond to issues identified in this report. They are reviewed and developed annually.

Equality Action Plan 2022/2023

The updated plan includes the relevant Policy & Performance Delivery Plan actions agreed within the LGR Programme.

Equality objective	Action	Progress	Lead team(s)
All Equality objectives	LGR Programme/Policy & Performance Delivery Plan action: Council Plan for each Council	A forward plan for Cumberland Shadow Authority sets out the key dates at: www.cumberland.gov.uk Draft plan will be published at:	LGR Programme/Policy & Performance Work Stream
All Equality objectives	LGR Programme/Policy & Performance Delivery Plan action:	Work will begin in September 2022	LGR Programme/Policy &

	Equality Duties (PSED) and Objectives. Including all aspects of governance, reporting and improvement planning.		Performance Work Stream
All Equality objectives	LGR Programme/Policy & Performance Delivery Plan action: Equality analysis/ Equality Impact Assessments (EqIA) of substantive service and employment decisions.	Equality Impact Assessment include in Shadow Executive report template.	LGR Programme/Policy & Performance Work Stream
Ensure people have appropriate access to the services they need	LGR Programme/Policy & Performance Delivery Plan action: Armed forces Covenant(s) and actions to meet new duty.	Work will begin in November 2022	LGR Programme/Policy & Performance Work Stream
Break the cycle of inequality and improve health, wellbeing and economic prosperity	1. Deliver the Carlisle Plan priorities and work in partnership to achieve these across the district.	2021/22 End of Year Performance Report reported to Executive in July 2022.	All Council services
Break the cycle of inequality and improve health, wellbeing and economic prosperity	2. Deliver the Healthy City Strategy actions.	We are working as part of the World Health Organisation Healthy City Forum. An update was reported to People Scrutiny in June 2022.	All Council Services, Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	3. Explore the impact the use of Council land, assets and planning has on communities and supporting equality and diversity, and how these can be developed.	See the progress comment for action 2.	Healthy City Team

Break the cycle of inequality and improve health, wellbeing and economic prosperity	4. Support third sector partners addressing priority needs of local communities.	Our support to Community Centres allows us to target and provide services for priority needs of local communities.	Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	5. Include equality within all Portfolio Holder reports to Council to help promote understanding and awareness to members.	Regular updates on the work are included in the Portfolio Holder Reports.	Policy and Communications, Partnerships
Break the cycle of inequality and improve health, wellbeing and economic prosperity	6. Include the equality objectives in Council reports to help improve consideration of equality implications in decision making.	To be developed through internal communications, linking the corporate implications to the equality objectives.	Policy and Communications
Support a diverse workforce by improving the equality data of the recruitment and retention processes	7. Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment.	iTrent recruitment module under development to include equality reporting requirements.	Human Resources, Policy and Communications
Support a diverse workforce by improving the equality data of the recruitment and retention processes	8. Screen gender pay information for issues and identify actions that may need to be taken in response to these.	Data included in Annual Equality Report. See the Workforce Profile section of the report for comment on the figures and action.	Human Resources, Policy and Communications
Ensure all people have access to the services they need	9. Assess responses to satisfaction survey and equality questions to identify issues for further	This measure will be reported in the Quarter 1 Performance Report 2022/23 to Scrutiny and the	Customer Services, Policy and Communications

	development. Review complaint equality monitoring form responses to screen for equality.	Executive. Optional equality responses are monitored to identify areas for investigation. Complaint equality monitoring form responses are referred to in the Complaints section of this report.	
Ensure people have appropriate access to the services they need	10. 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 had agreed to update the GTAA during 2020; however the tendering process to appoint a consultant to carry out the research was delayed due to the COVID-19 situation. ORS (Opinion Research Services Ltd.) were appointed to undertake the research and the final report was due in Summer 2021. Local Government Reorganisation means that the commissioning of the GTAA report will be more effective when it can focus on the area of the new Cumberland unitary, and can help to influence the suite of planning policy documents that will be developed or adopted by Cumberland Council in its first two years.	Planning Policy

Ensure people have appropriate access to the services they need	11. To continue developing support to the Armed Forces community and our commitment to the Armed Forces Covenant, including achieving the silver award of the Defence Recognition Scheme.	We have achieved the gold award of the Defence Employer Recognition Scheme. Armed Forces Covenant - Gold award (carlisle.gov.uk)	Policy and Communications, Human Resources
Ensure people have appropriate access to the services they need	12. Develop an accessible version of the Equality Policy.	Completed. We are undertaking work to comply with the Accessibility Regulations and develop the accessibility of our digital services.	Policy and Communications
Ensure people have appropriate access to the services they need	13. Review available data to identify who is accessing Council services and where.	Data included in Annual Equality Report. See the Customer Services section of the report for comment on the figures and action.	Policy and Communications, Customer Services
Celebrate the diversity of our communities and bring people together	Continue to review and develop events programme to help celebrate different communities in Carlisle.	A full programme of events is planned for 2022/23.	Healthy City Team
Celebrate the diversity of our communities and bring people together	14. Ensure children and young people are included in engagement and consultation. Learning from successful consultations to be shared and developed across the Council.	Our ongoing good practice of engaging children and young people in play park improvements has been adapted for online use, working with the Policy and Communications Team.	Policy and Communications, Healthy City Team

Appendix 1 – Workforce profile on 31 March 2022 and latest comparative data for Carlisle

Workforce profile 31 March 2022		Carlisle	
Number of employees	460	Population of Carlisle ⁵	110,000

Age range	%	Age range ⁸	%
0-15	n/a	0-15	15.9
16-24	3.5	15-24	10.4
25-34	14.1	25-34	12.5
35-44	21.5	35-44	11.7
45-54	28.9	45-54	13.3
55-64	28	55-64	14.5
65+	3.9	65+	21.7

Due to rounding, the age range percentages for Carlisle do not add up to 100%.

Marital status	%	Marital status ⁶	%
Civil Partner	1.3	Civil Partner	0.2
Divorced	3.9	Divorced	9.7
Married	47.4	Married	47.3
Separated	2	Separated	2.5
Single	32	Single	32.2
Undeclared	12.2	Undeclared	
Widowed	0.9	Widowed	8.2

Ethnicity	%	Ethnicity ⁹	%
All other ethnic groups combined	1.3	All other ethnic groups combined	1.9
White	90	White	98.1
Undeclared	8.7	Undeclared	n/a

⁵ Census 2021, Office for National Statistics, June 2022

⁶ Census 2011

Sex	%	Sex ⁸	%
Female	53.7	Female	50.9
Male	46.3	Male	49.1

Disability (self-declared)	%	Disability and health – day to day activities limited? ⁹	%
No	79	No	80.8
Yes	4.3	Yes a lot	9.2
Undeclared	17	Yes a little	10.0

Sexual orientation	%	Sexual orientation	%
Heterosexual	65.4	Heterosexual	Not available
Bisexual, Gay, Lesbian, or Other	2.4	Bisexual, Gay, Lesbian, or Other	Not available
Undeclared	33.5	Undeclared	Not available

Religion	%	Religion ⁹	%
Buddhist	0.4	Buddhist	0.3
Christian	36.5	Christian	69.1
Hindu	0	Hindu	0.2
Jewish	0	Jewish	0
Muslim	0	Muslim	0.4
No religion	28.5	No religion	22.9
Other	0.9	Other	0.3
Sikh	0	Sikh	0
Undeclared	33.7	Undeclared	6.8

Pregnancy and Maternity

The number of employees who took maternity leave in 2020/21 was 9.

Appendix 2 – Gender Pay Figures March 2019, 2020, 2021 2022

Pay details	Carlisle City Council March 2019	Carlisle City Council March 2020	Carlisle City Council March 2021	Carlisle City Council March 2022	Average of CIPFA near neighbours 2021/22⁷
Women's mean hourly rate*	3.5% lower than men's	1.5% lower than men's	2.2% lower than men's	1.62% lower than men's.	2% lower than men's
Women's median hourly rate**	9.5% higher than men's	9.2% higher than men's	11.7% higher than men's	1.96% lower than men's	0.6% higher than men's
Upper quartile Females Males	46.4% 53.6%	46.5% 53.5%	46.1% 53.9%	46.29% 53.7%	49.5% 50.5%
Upper middle quartile Females Males	60.0% 40.0%	61.4% 38.6%	60.5% 39.5%	66.97% 33.02%	55.1% 44.9%
Lower middle quartile Females Males	56.4% 43.6%	51.8%# 48.3%#	62.3% 37.7%	60.55% 39.44%	53.6% 46.4%
Lower quartile Females Males	40.4% 59.6%	37.7% 62.3%	33.3% 66.7%	40.36% 59.63%	46% 54%

*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.

⁷ [LG Inform Gender Pay Gap comparison](#)

**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).

Due to rounding, the Lower Middle Quartile percentages for March 2020 do not add up to 100%.

Please [visit the Gender Pay Gap Service](#) for further information.