

Report to Health and Wellbeing Scrutiny Panel

Meeting Date: 2 September 2021
Portfolio: Communities, Health and Wellbeing
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: ANNUAL EQUALITY REPORT 2020/21 AND EQUALITY ACTION PLAN 2021
Report of: Policy and Communications Manager
Report Number: PC 29/21

Purpose / Summary:

This report presents the Annual Equality Report for 2020/21 and the Equality Action Plan 2021.

Recommendations:

Scrutiny is asked to:

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

Tracking

Executive:	27 September 2021
Scrutiny:	2 September 2021 Health and Wellbeing
Council:	

1. BACKGROUND

- 1.1 The Equality Act (2010) replaced the previous anti-discrimination laws with a single Act. A key measure in the Act is the Public Sector Equality Duty which came into force in April 2011. This duty requires public bodies to tackle discrimination and provide equality of opportunity for all.
- 1.2 The Council's Equality Policy outlines how we meet the duties of the Equality Act. The Policy was approved by the Executive in 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 2020/21 (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 2021 sets out actions on how the Council will work towards achieving the equality objectives and address the issues identified.
- 2.3 The Annual Equality Report presents equality information between April 2020 and March 2021. As detailed in the report, the Health and Wellbeing Scrutiny Panel has received updates on the response to the coronavirus pandemic throughout the year. The Council has maintained business continuity for its essential services, adjusting to continue services and meet the needs of the most vulnerable. Work is ongoing to build community resilience with key partners and ensure that equality is incorporated into the planning, response and recovery stages of our emergency planning work.
- 2.4 The Council is developing its response and preparedness to the forthcoming Armed Forces Bill 2021. This Bill will incorporate the Armed Forces Covenant into legislation. The Council is in a good position to demonstrate that it has due regard

to the principles of the Covenant and how it will develop this work in future. This includes reviewing training for staff and promoting awareness of the Covenant across the authority. The Council also works with partners to develop support to the Armed Forces community. Examples are the support of the Carlisle and Eden Armed Forces Support Co-ordination Project and participation in the Cumbria Armed Forces Covenant Partnership.

3. RISKS

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

4. CONSULTATION

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

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

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

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

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Appendices
attached to report: Appendix 1 - Annual Equality Report 2020/21 and Equality Action Plan 2021

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

- **None**

CORPORATE IMPLICATIONS:

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

FINANCE – None

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

INFORMATION GOVERNANCE – None

Carlisle City Council

Annual Equality Report 2020/21 and Equality Action Plan 2021

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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 2020 and 31 March 2021.

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
471	31 March 2021
477	31 March 2020
454	31 March 2019

Sex

Female employees	Date
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
1.5%	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
46.8	31 March 2021
46.1	31 March 2020
46.7	31 March 2019

Percentage of employees aged between 45-64	Date
56.7%	31 March 2021
56.0%	31 March 2020
56.2%	31 March 2019

¹ Staff who have multiple posts are counted twice.

Disability

Employees with self-declared disabilities	Date
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, sexuality) making it difficult to compare our workforce with the local population in all areas. The initial findings from the Census 2021 will be published in March 2022 and incorporated into next year's Annual Equality Report.

Our Workforce Development Plan set out action to improve apprenticeship provision, 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 2021) with our apprenticeship providers to show what apprenticeships can offer to staff and give details of the Apprenticeship Levy. We provide additional financial support to service areas to encourage the use of apprenticeships. The Workforce Development Plan includes an action to improve the use of higher level apprenticeship provision and over the past 12 months (2020/21), 22 employees were on an apprenticeship programme.

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 and 2021, and the average Chartered Institute of Public Finance and Accountancy (CIPFA) near neighbour figures for 2020/21. 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 year as we responded to the coronavirus pandemic. We recognise that everyone has been affected differently, often working in complex, challenging conditions. We prioritised mental health and worked proactively to promote an open culture, providing mental health tools and support.

This work is reflected in our achievement of the Gold Better Health at Work Award in February 2021. The award recognises our support of 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 have come up with new ways of delivering wellbeing initiatives during the pandemic. The award assessors commented that we had a good range of campaigns containing multiple elements and had provided a good account of our social value approach, especially around supporting apprentices and work placements.

The Organisational Development team were quick to respond to the pandemic and held many events on virtual platforms including a virtual wellbeing day focusing on mental health. In addition wellbeing information was posted out to front line employees. Virtual wellbeing events were recorded for employees to access at any time. Examples of initiatives developed were mindfulness cards and wellbeing support boxes provided to all staff. Bi-weekly Wellbeing Newsletters offered links to various wellbeing support options, and information on men's health, mindfulness and finances were also circulated. Lunchtime chat sessions, staff competitions and virtual craft classes encouraged colleagues to connect socially across the organisation.

We conducted Pulse Surveys to gather information about how staff worked during the pandemic, what support they received and how this could be improved in future. We used this feedback to develop our support to staff and it will continue to help plan for recovery in future.

The current appraisal process is under review to simplify and enhance process and outcome, and link to wellbeing. The review is being conducted by a small cross service working group. The pandemic also increased the use of one to one meetings between managers and staff, which will be taken into consideration.

Examples of other support and training offered to staff included:

- Men's Health Week Lunchtime Chat (June 2021) and Men's Health Drop In Session (December 2020).

- Virtual Wellbeing Day providing sessions on the Science of Mental Wellbeing, Sleep Awareness, Waistline check, and meditation (July 2020).
- Launch of Sodexo Engage – a discounts and benefits service for staff (July 2020).
- Financial Wellbeing support through Talk Money Week (November 2020), Financial Wellbeing Virtual Workshop (December 2020), and Carlisle and District Credit Union virtual awareness session (January 2021).
- PhysioStop Examples of Exercises workshop (December 2020).
- Time to Talk sessions with SMT members, sharing their experiences of lockdown (January and March 2021).
- Health Assured webinars on Loneliness and Social Connection (January 2021) and the Importance of Nutrition and Physical Wellbeing (February 2021).
- Access to the Public Health England Psychological First Aid online course aimed at volunteers and staff working with the public during the coronavirus pandemic.

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. 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 is 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 launched our second Everyday Leaders Programme as part of National Apprenticeship Week. This programme leads to the achievement of the Chartered Management Institute (CMI) Level 3 in Management and Leadership. The first cohort of learners on this programme has completed and we will run a second programme later in 2021. We also promoted apprenticeships to earn qualifications in Customer Service Level 3 and Business Administration Level 3 through study at Carlisle College.

Learning at Work Week in October 2020 provided SkillGate tutorials, virtual training sessions and workshops on understanding how apprenticeships work. To gain a better understanding of training undertaken, a Staff Skills Assessment survey was conducted. This identified future training requirements and enabled us to plan training in response to these needs. Coaching has been available for a number of years and a half day introduction is provided for all managers with options to develop skills further. In addition, clarity has been provided to distinguish between mentoring and coaching with more staff trained in mentoring skills to help support new employees and apprentices.

Details of equality related training and staff participation in 2020/21 are provided in the tables below. In total, 188 staff attended an equality training course and 597 equality e-learning modules were completed, with a number of staff completing more than one course. Some e-learning modules are mandatory and require completion every 3 years

(eg Safeguarding), meaning they will not show in this year's figures. We developed fresh approaches to training and encouraged staff to continue to develop their learning during the pandemic. The continued success and uptake of training is a testament to our staff and Organisational Development team. Equality related training also included some virtual sessions on specific disabilities to support awareness.

Overall equality training

Employees that undertook an equality training course or completed an equality e-learning module ²	Date
61.3%	April 2020 to March 2021
80.3%	April 2019 to March 2020
40.6%	April 2018 to March 2019

Equality training courses

Employees that undertook an equality training course ³	Date
24.8%	April 2020 to March 2021
35.6%	April 2019 to March 2020
28.6%	April 2018 to March 2019

SkillGate (e-learning)

Employees that completed an equality e-learning module ⁴	Date
55.8%	April 2020 to March 2021
65.7%	April 2019 to March 2020
17.4%	April 2018 to March 2019

Member training

Members attended a range of equality related training courses:

- Bio-Resilience Workshop (3)
- Coping Skills for Anxiety in Workplace (1)
- Managing Psychology and Safety (1)
- Mental Health Member Champion (8)
- Personal Wellbeing and Resilience (1)
- Visual Awareness (1)

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.

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 2020 and 1 April 2021. No vacancies were advertised until June due to the pandemic. The diversity monitoring form was revised in May 2020 to update and standardise the age and ethnicity categories.

This is the second year we have published recruitment and selection data. We intend to build on this information and undertake analysis as it develops each year. 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 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	30.2%	37.8%	48.9%
Male	58.9%	58.9%	51.1%
Undeclared	10.9%	3.2%	0.0%

Age	Applications	Shortlisted	Successful
16-24	10.6%	11.4%	10.6%
25-34	24.8%	27.0%	25.5%
35-44	19.1%	20.5%	23.4%
45-54	22.9%	23.2%	21.3%
55-64	11.7%	13.5%	17.0%
65+	0.4%	1.6%	2.1%
Undeclared	10.6%	2.7%	0.0%

Sexuality	Applications	Shortlisted	Successful
Bisexual, Homosexual, Lesbian or Other	4.8%	3.8%	2.1%
Heterosexual	78.4%	85.9%	89.4%
Undeclared	16.7%	10.3%	8.5%

Ethnicity	Applications	Shortlisted	Successful
All other ethnic groups combined	1.2%	1.6%	4.3%
White	87.8%	95.7%	95.7%
Undeclared	11.0%	2.7%	0.0%

Disability	Applications	Shortlisted	Successful
Yes	4.4%	8.1%	2.1%
No	80.8%	84.9%	93.6%
Undeclared	14.8%	7.0%	4.3%

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. Due to coronavirus restrictions, the ways in which we consult have changed, and we continue to develop how we are engaging in response to this. Examples undertaken include:

Carlisle Investment Plan consultation (July to August 2020)

In 2019, Carlisle was selected to create a Town Deal, accessing the UK government's Towns Fund. This aims to support urban regeneration, skills development and improve connectivity in small cities and towns.

The first stage of agreeing a Town Deal was the creation of a Town Investment Plan, which sets a clear vision for Carlisle's future. Drawing on feedback provided from stakeholders and previous public consultations on key development projects for Carlisle, a proposed vision and objectives for Carlisle's Town Investment Plan were drawn together.

An online consultation gave local public and businesses the opportunity to input their own ideas to ensure that the vision for the future of Carlisle is shaped and supported by the people who live and work here.

Cumbria Choice: Revised Housing Allocations Scheme Equality Impact Assessment (approved by Council September 2020)

Cumbria Choice is the adopted social housing allocation policy of the 6 district councils in Cumbria and Registered Social Landlords operating in the county. Cumbria Choice has been in operation since March 2011, and the policy is periodically reviewed by the partnership to ensure it remains fit for purpose and is fully compliant with the latest legislation and good practice. The draft policy followed our committee consultation and approval process. The Health and Wellbeing Scrutiny Panel made recommendations on amendments to the document which were approved by the Cumbria Choice Project Board.

Borderlands development consultation - Carlisle Citadels (November to December 2020)

Plans are under development to transform the Citadels Buildings and the adjacent site to become a new home for the University of Cumbria. This site could potentially transform the character and status of Carlisle and the wider

Borderlands area. The second public consultation requested stakeholders' views on what they think about the Citadels and area around them and the potential for their future use. The project is being developed jointly by Cumbria County Council, Carlisle City Council and the University of Cumbria working with Cumbria Local Enterprise Partnership as key partners.

St Cuthbert's Garden Village – draft St Cuthbert's Local Plan and the draft Strategic Design Supplementary Planning Document (November to December 2020)

Further digital consultation on the draft documents was undertaken, building on the previous consultation periods. An Equality Impact Assessment of the plan identified that overall, the potential impacts were positive or neutral. A Health Impact Assessment is currently under development and a final draft of the Local Plan will be published for a further public consultation later this year, before it is submitted to the secretary of state for independent examination.

Budget Consultation (December 2020 - January 2021)

Consultation on the 2021/22 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 2020/21 is shown in the table below.

Title	Start date	End date	Internal / external use
Equality Monitoring (Complaints)	April 2020	March 2021	External
Customer Satisfaction Survey	April 2020	March 2021	External
Pulse Survey 1	May 2020	June 2020	Internal
Tribune Drive Play Area, Houghton	June 2020	June 2020	External
Business Questionnaire: Carlisle Re-opening	June 2020	June 2020	External
Hospitality Questionnaire: Carlisle Re-opening	July 2020	July 2020	External
Carlisle Town Investment Plan	July 2020	Ongoing	External

Title	Start date	End date	Internal / external use
Local Environment (Climate Change) Strategy Consultation Survey	August 2020	September 2020	External
Review of Carlisle Welfare Reform Board	September 2020	September 2020	External
Hammonds Pond Play Area Upgrades	September 2020	October 2020	External
Pulse Survey 2	September 2020	October 2020	Internal
Landlord/Home-Owner Survey	October 2020	Ongoing	External
Carlisle Homeless Prevention and Rough Sleeping Strategy 2021-26	October 2020	November 2020	External
St Cuthbert's Garden Village- Consultation on the Local Plan and the Strategic Design Supplementary Planning Document	November 2020	December 2020	External
IT User Survey	November 2020	December 2020	Internal
Alley Gate Survey	December 2020	January 2021	External
Public Spaces Protection Order Survey	December 2020	January 2021	External

Partnership working and service provision

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. During the past year, we have maintained our essential services, adjusting to meet the needs of the most vulnerable. It has required us 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 the coronavirus pandemic throughout the year⁵. These detail our partnership work and community resilience activity, including support to the resilience forum sub groups for response and recovery. The Carlisle Community Resilience Group was established to develop a sustainable local level community response and capitalise on the effective relationships developed during the pandemic. It is jointly chaired by Cumbria County Council and Carlisle City Council and brings together a range of community partners, organisations and groups. Subgroups have been set up to focus on the following areas: Children and Families, Community Emergency Response Groups, Health and Wellbeing, and Welfare and Hardship.

Cumbria Local Resilience Forum (CLRF) agreed the inclusion of Equality Impact Analysis (EIA) in the emergency management process in August 2020. This incorporates planning, response and recovery to assist CLRF in advancing equality and demonstrating due regard to the Public Sector Equality Duty. During the planning process, an EIA will provide evidence that when the members of CLRF are carrying out duties under the Civil Contingencies Act 2004 and other emergency planning legislation and guidance, they are considering the needs of people with protected characteristics. The EIA will also be used during the response and recovery phase for dynamic decision making.

Homeless Prevention and Accommodation Services (HPAS)

The HPAS teams assisted 408 households with housing and homelessness advice. It also accommodated and supported 84 households in temporary accommodation. We provided temporary emergency accommodation to those in need throughout lockdown, by both statutory and non-statutory placements. In order to prioritise beds and also minimise risks, additional checks were undertaken in advance of placements in line with Public Health England guidance such as health vulnerabilities, travel, self-isolation alternatives (if it was needed), and

⁵ 16 July 2020, 8 October 2020 and 25 February 2021

health issues/symptoms. We worked very closely in partnership with local housing providers (supported, social and private landlords) to access direct let/vacant properties for those who had a priority for rehousing in order to create constant throughput. We assisted in terms of furniture packages, payments and transport to maximise bed spaces as quickly as possible. We established 'safe zones' within the schemes/properties if this was required for people who had symptoms to self-isolate and increased the cleaning regimes.

Domestic abuse placements in emergency accommodation during coronavirus

Homeless Prevention and Accommodation Services assisted:

- 34 households with emergency accommodation as a direct result of domestic abuse
- 65 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 Carlisle Key and Cumbria Gateway to create 8 self-contained tenancies for people who have been accommodated as a result of coronavirus due to a risk of rough sleeping; 4 of which will be for those aged 16-24 years.

Disabled Facilities Grants

Since the Disabled Adaptation Trusted Assessor started fully in their role in July 2020, they have dealt with 36 cases, carried out 23 in home assessments and made 18 referrals back to other organisations for additional assistance. We turned around some referrals within days, by using the new post and the new independent living grants. We also linked with the third sector and health more proactively to provide information about the services on offer to assist the more vulnerable in our communities.

Our Disabled Adaptation Trusted Assessor and Service Manager for Disabled Facilities Grants (DFG) presented to over 350 online participants as part of an event organised by Foundations, the governing body for DFG. This showcased Carlisle City Council as an organisation with a leading DFG service and officers have been assisting other local authorities with details of how the service has developed.

Warm Homes Fund Project

This project offered funded gas connections and first time central heating and was successfully delivered despite delays due to the pandemic. Through this project, Homelife Home Improvement Agency delivered 120 first time central heating systems, and 195 other measures, including 146 gas grid connections.

Wraparound Support for Children and Young People

Our Healthy City Team supported Wraparound Support for Children and Young People in conjunction with Cumbria County Council and various partners. The local volunteer group, Brampton Area Action Group (BAAG), were given support by the Team which enabled them to deliver activities for children requiring childcare during the summer months. Support was also provided to the Rock Youth Project to allow them to carry out interactive sessions with young people, within the various city centre parks.

Space to Talk

This initiative aimed to provide a listening space for the people of Carlisle to share their experiences throughout coronavirus. These events were delivered in partnership with the Lead Social Prescriber for the Carlisle Network, the Social Prescribing Team for Carlisle Care and the Vineyard Church, and our Healthy City Team. These events were followed up by the provision of information, signposting and engagement, plus an explanation of the role of social prescribing.

A training package is under development to allow Space to Talk to reach more communities throughout Cumbria and further afield. We have been approached by Newcastle City Council, who are interested in adopting the Space to Talk model. We were also asked to present at the next UK Healthy Cities meeting in mid-March on the Space to Talk initiative.

Thriving Communities Fund

The Healthy City Team forms part of a North Cumbria Arts, Health and Wellbeing Partnership which was successful in being awarded £50,000 from the Thriving Communities Fund. The partnership is made up of the City Council, Tullie House Museum and Art Gallery, North Cumbria Integrated Care Foundation Trust,

Carlisle Healthcare, Prism Arts, Susie Tate Projects and Cumbria Wildlife Trust. They will work with other partners to increase the uptake of social prescribing, to help improve the health and resilience of communities most impacted by the coronavirus pandemic.

Civic Centre ground floor redevelopment

As this project develops, consideration of the design and decoration of the building has been undertaken to ensure it is accessible. This includes developing an appropriate colour pallet to allow good contrast and visibility, non-slip safety flooring and a quiet meeting space for those with particular requirements such as dementia and autism. Further work will be undertaken on the signage plan to ensure that this takes account of recommendations from accessibility advisors such as having signage at eye level and including clear visual images.

Strategic Framework for Culture in Carlisle

A cultural framework for Carlisle, that aims to give new life and vision to the city's rich culture and heritage was launched in November 2020. The document provides details on ten priority areas to support partnership working to ensure the city remains an attractive place to live, study, work, invest and stay. The development of the Strategic Framework for Culture in Carlisle was initiated in 2019 by a small steering group of Carlisle City Council, Prism Arts, Tullie House Museum and Art Gallery Trust, and the University of Cumbria.

Supported with funding from the Arts Council England, a series of themed consultation events took place with a wide range of stakeholders to identify how, through culture, we could drive and sustain the future growth of the city region. This was followed up by a focussed play-back event to disseminate initial thoughts and areas of priority and made a significant contribution to the document. The consultation was designed to not only engage existing cultural specialists, but to encourage a diverse range of voices representing diversity, business, education, health, individual and freelance artists, and creative practitioners to contribute to shaping the future arts and cultural agenda.

Customer satisfaction

Customer satisfaction with how well we are running things was 70.6% 'very satisfied' or 'satisfied' in 2019/20⁶, compared to 72.6% in 2018/19. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 66.8% and 74.4%.

A link to the online customer satisfaction survey was available on our website and promoted via social media. The sample size was boosted by emailing the survey link to service users who had accessed our services online in the previous twelve months. The 2020/21 satisfaction measure will be reported later in 2021.

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 transferred all advisors from an office base to home working on 1 April 2020. This was made possible by continuity planning following the floods of 2005 and 2015. Appropriate IT platforms were already in place to facilitate a smooth transition. As such, our full resource has been fully operational (with the exception of face-to-face) with no disruption to contacting the Council.

Customer Services successfully adapted over the past year to continue to provide support to our customers, with telephone, email, web access and social media channels available throughout. When possible, the Contact Centre was opened for appointments only using an automated booking system, and other processes were put in place to enable our vulnerable customers to access key services.

Customers who found it difficult to access our services, either online or over the phone, were called by our supervisors for a one-to-one appointment. Typically, supervisors completed online forms on their behalf for services including new Benefit Claims, Council Tax Reduction Claims, and applications for homelessness services. We also worked with the Foodbank to ensure customers had access to their services by automating referrals over email.

Customer Services was the first point of contact for numerous Government initiatives responding to coronavirus including Small Business Grants, Discretionary Business Grants, Business Rates Relief, Council Tax Relief and

⁶ [PC 22-20 Quarter 1 Performance Report 2020/21, Executive, 14 September 2020](#)

Council Tax support. This is reflected in the huge increase in demand for service from 2019/20 to 2020/21. Reporting on key performance indicators has been impacted by service changes during the coronavirus response. The performance continues to be very positive – 94% of customer emails were responded to within 48 hours, despite an 81% increase in emails received in 2020/21 from 2019/20.⁷

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 2020/21, a full response to complaints was issued to 88% of customers within 15 days of receipt at each stage.⁸ The majority of late replies were due to resources reallocated to the coronavirus response. 2020/21 also saw a 65% increase in the volume of complaints received.

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 2020/21 was 56). 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
1	April 2020 to March 2021
17	April 2019 to March 2020
12	April 2018 to March 2019

⁷ [PC 23/21, End of Year Performance Report 2020/21, Executive, 5 July 2021](#)

⁸ [PC 23/21, End of Year Performance Report 2020/21, Executive, 5 July 2021](#)

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 2021

Equality objective	Action	Progress	Lead team(s)
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.	2020/21 End of Year Performance Report reported to Executive 5 July 2021. ⁹ This report includes detailed progress on the Carlisle Plan on a Page actions and projects. The draft Carlisle Plan 2021-23 is under development with a proposed key priority of Health and Wellbeing. The 31 August 2021 Executive meeting will be asked to recommend the plan to Council for adoption.	All Council services

⁹ [PC 23/21, End of Year Performance Report 2020/21, Executive, 5 July 2021](#)

Equality objective	Action	Progress	Lead team(s)
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 to develop an action plan, rather than producing our own healthy city strategy at this stage.	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 of the Health City Forum 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 and SharePoint, linking the corporate implications to the equality objectives. The SharePoint site is under development and will be used as part of the Equality Impact Assessment training.	Policy and Communications

Equality objective	Action	Progress	Lead team(s)
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, the target date for implementation is 31 December 2021. The job application form was revised in May 2020 to include a question on details of Armed Forces service. The diversity monitoring form was also revised to standardise equality categories.	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 for 2019, 2020 and 2021 included in this report. See the Workforce Profile section of this 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 development. Review complaint equality monitoring form responses to screen for equality.	This measure will be reported in the Quarter 1 Performance Report 2021/22 to Scrutiny and the 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.	Customer Services, Policy and Communications

Equality objective	Action	Progress	Lead team(s)
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 is due in Summer 2021.	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 achieved the silver award of the Defence Employer Recognition Scheme in August 2020 and are working towards the next level. We continue to support the Carlisle and Eden Armed Forces Support Co-ordination Project. Armed Forces Covenant Training has been developed through our e-learning provider, SkillGate. This is aimed at front-line staff who engage with individuals and families on a regular basis. We are preparing our readiness and response to the forthcoming Armed Forces Bill 2021.	Policy and Communications, Human Resources

Equality objective	Action	Progress	Lead team(s)
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 review being undertaken to analyse how customers are accessing our service and how this has changed during the pandemic. Initial work has identified that online contact through emails and the website has doubled since the start of the pandemic.	Policy and Communications, Customer Services
Celebrate the diversity of our communities and bring people together	14) Continue to review and develop events programme to help celebrate different communities in Carlisle.	The majority of physical events were postponed during the past year with a focus on virtual engagement. Some outdoor events were held with social distancing regulations, appropriate spacing and limited tickets available. We are active members of Cumbria Arts and Culture Network which looks at the many issues surrounding the arts, including support for artists, venues and how the county's artistic community could recover from coronavirus restrictions.	Healthy City Team

Equality objective	Action	Progress	Lead team(s)
Celebrate the diversity of our communities and bring people together	15) 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. We have still been able to reach target audiences during pandemic restrictions.	Policy and Communications, Healthy City Team

Appendix 1 – Workforce profile on 31 March 2021 and latest comparative data for Carlisle

Workforce profile 31 March 2021		Carlisle
Number of employees	471	Population of Carlisle ¹⁰ 108,524

Age range	%	Age range ¹⁰	%
0-15	n/a	0-15	16.7
16-24	3.8	15-24	10.1
25-34	13.8	25-34	11.1
35-44	22.7	35-44	11.5
45-54	27.6	45-54	13.8
55-64	29.1	55-64	14.4
65+	3.0	65+	22.2

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

Marital status	%	Marital status ¹¹	%
Civil Partner	1.3	Civil Partner	0.2
Divorced	3.8	Divorced	9.7
Married	48.4	Married	47.3
Separated	1.7	Separated	2.5
Single	31.2	Single	32.2
Undeclared	12.5	Undeclared	
Widowed	1.1	Widowed	8.2

Ethnicity	%	Ethnicity ¹¹	%
All other ethnic groups combined	1.5	All other ethnic groups combined	1.9
White	88.3	White	98.1
Undeclared	10.2	Undeclared	n/a

Sex	%	Sex ¹⁰	%
Female	50.5	Female	51.1
Male	49.5	Male	48.9

¹⁰ 2020 Office for National Statistics

¹¹ Census 2011

Disability (self-declared)	%	Disability and health – day to day activities limited? ¹¹	%
No	77.5	No	80.8
Yes	3.8	Yes a lot	9.2
Undeclared	18.7	Yes a little	10.0

Sexuality	%	Sexuality	%
Heterosexual	64.1	Heterosexual	Not available
Bisexual, Gay, Homosexual or Lesbian	1.9	Bisexual, Gay, Homosexual or Lesbian	Not available
Undeclared	34.2	Undeclared	Not available

Religion	%	Religion ¹¹	%
Buddhist	0.6	Buddhist	0.3
Christian	36.3	Christian	69.1
Hindu	0	Hindu	0.2
Jewish	0	Jewish	0
Muslim	0	Muslim	0.4
No religion	26.1	No religion	22.9
Other	0.8	Other	0.3
Sikh	0	Sikh	0
Undeclared	36.1	Undeclared	6.8

Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2020/21 was 2.

Appendix 2 – Gender pay figures March 2019, 2020 and 2021

Pay details	Carlisle City Council March 2019	Carlisle City Council March 2020	Carlisle City Council March 2021	Average of CIPFA near neighbours 2020/21¹²
Women's mean hourly rate*	3.5% lower than men's	1.5% lower than men's	2.2% lower than men's	2.9% 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	1.9% higher than men's
Upper quartile				
Females	46.4%	46.5%	46.1%	47.8%
Males	53.6%	53.5%	53.9%	52.2%
Upper middle quartile				
Females	60.0%	61.4%	60.5%	54.0%
Males	40.0%	38.6%	39.5%	46.0%
Lower middle quartile				
Females	56.4%	51.8% [#]	62.3%	54.1%
Males	43.6%	48.3% [#]	37.7%	45.9%
Lower quartile				
Females	40.4%	37.7%	33.3%	47.3%
Males	59.6%	62.3%	66.7%	52.7%

*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.

**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.

¹² [LG Inform Gender Pay Gap comparison](#)