

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 18 February 2016
Portfolio: Communities, Health and Wellbeing
Key Decision: No
Within Policy and
Budget Framework YES
Public / Private Public

Title: EQUALITY POLICY AND EQUALITY OBJECTIVES
Report of: Policy and Communications Manager
Report Number: PC 02/16

Purpose / Summary:

This report presents the draft Equality Policy and equality objectives.

Recommendations:

Scrutiny is asked to:

1. Consider and comment on the presentation and content of the draft Equality Policy and objectives.

Tracking

Executive:	7 March 2016
Overview and Scrutiny:	18 February 2016
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 ensures that public bodies tackle discrimination and provide equality of opportunity for all.
- 1.2 The Council's Comprehensive Equality Scheme outlines how we meet the duties of the Equality Act. The scheme was adopted by the Council in September 2010 and updated in April 2011.
- 1.3 In 2012, the Council set its equality objectives for the 3 year period 2012-2015 as:
 - Improve the quality and volume of our customer information.
 - Improve access and inclusion for all our services and across our partnerships.
 - Diffuse community tensions and promote understanding.
- 1.4 It is an appropriate time for the Council to review its approach to equality and ensure that it reflects current legislation and best practice. Information about the progress of equality work from 2012-2014 was provided to the Community Overview and Scrutiny Panel meeting on 11 September 2014¹.
- 1.5 The Annual Equality Report 2014/15 (Appendix 1) provides an overview of equality work, including details of equality impact assessments, workforce profile, customer satisfaction, complaints, and consultation and engagement.

2. PROPOSALS

- 2.1 The Equality and Human Rights Commission (EHRC) provides guidance on how local authorities can best meet the requirements of the equality duty. In developing the new equality approach, the Council has integrated the EHRC best practice criteria into the proposals, reviewed existing information and looked at examples in other local authorities.
- 2.2 The Equality Policy (Appendix 2) sets out the revised approach to equality including new equality objectives for 2016-2019. The policy ensures that the Council continues to meet the Public Sector Equality Duty and identifies how it can build on its achievements and streamline its policies and practices.

¹ PC 09/14 Public Sector Equality Duty, Community Overview and Scrutiny Panel, 11 September 2014

- 2.3 The Equality Statement within the policy provides an overarching commitment by the Council to promote equality of opportunity in all of its functions. The equality objectives have been updated to develop the work of the previous objectives. Experience has shown that the most effective way to deliver these is to ensure that they are embedded in the day to day work of the authority.
- 2.4 The Equality Action Plan 2016/17 (Appendix 3) sets out actions on how the Council will continue to work towards achieving the equality objectives. The action plan aims to address the key issues identified in the annual equality report and will be reviewed and developed annually.
- 2.5 The Council must provide information about how equality is considered in decision making, policy development and engagement. This information will be published within the annual equality report and reported to the Senior Management Team, the Executive and Overview and Scrutiny.

3. CONSULTATION

- 3.1 Consultation on the policy and objectives is being undertaken with partners, public, staff and members.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1 This report presents the draft Equality Policy and refreshed equality objectives, to enable the Council to continue to fulfil the Public Sector Equality Duty.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1 The Equality Policy 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 2014/15
Appendix 2 - Equality Policy
Appendix 3 – Equality Action Plan 2016/17**

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:

- PC 09/14 Community Overview and Scrutiny Panel, 11 September 2014

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -

Carlisle City Council Annual Equality Report 2014/15

Introduction

Under the Equality Act (2010), the Council must provide information about how equality is considered in decision making, policy development and engagement. This report presents our key equality issues by analysing the following information from April 2014 to March 2015:

- equality objectives
- equality impact assessments
- customer satisfaction
- complaints
- consultation and engagement
- workforce profile

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 as to 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, the Executive, Overview and Scrutiny, and published on our website.

Equality objectives 2012-15

The Council's equality objectives for 2012-2015 are:

- Improve the quality and volume of our customer information.
- Improve access and inclusion for all our services and across our partnerships.
- Diffuse community tensions and promote understanding.

Progress of the equality objectives was provided to the Community Overview and Scrutiny Panel meeting on 11 September 2014¹. Work has continued on these objectives throughout 2014/15 has resulted in the development of revised equality objectives for 2016-2019. These will form part of the new Equality Policy and will build on the work of the previous objectives.

Equality impact assessments

We undertake impact assessments of our policies and services to help inform our decision making. An impact assessment is always proportionate to the proposed change and the potential impact on equality. For example, we provided an impact assessment regarding changes to the policy on a local knowledge test for taxi drivers on request from a local organisation.

The impact assessment of the new Local Plan (2015-30) was published as part of the consultation on the Council's website. Please see Core Document SD012 in the Examination Document Library:

<http://www.carlisle.gov.uk/planning-policy/Local-Plan-Examination/Examination-Document-Library>

¹ PC 09/14 Public Sector Equality Duty review

Customer satisfaction

We have developed a baseline measure of customer satisfaction with Council services through a combination of survey work undertaken through the website, Focus magazine and face to face interviews. We will continue to measure this to identify how satisfied our customers are in future.

Overall satisfaction with Council services in 2014/15 was 61.25% very or fairly satisfied².

Our online satisfaction surveys include optional equality monitoring questions. These provide information about the equality characteristics of people using our services in relation to their level of satisfaction. The number of respondents to the equality monitoring sections for 2014/15 was too small to provide a statistical sample. We will look at ways to boost the sample size for 2015/16 to provide a baseline figure if possible.

We are working on improved means of measuring customer satisfaction, recording activity through the Customer Relationship Management (CRM) system and the website. There is an opportunity to apply a consistent approach to recording equality information across Council services by streamlining data processes and improving data quality. This will ensure that the Council is regularly reporting accurate data.

Complaints

The Council's 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 figures for September 2014 to March 2015 are provided in the table below. Figures for 2013 up to August 2014 are available on the Council's website.

At present, the equality monitoring does not identify if the complaint is linked to an equality issue or characteristic. The complaints form will be revised to include questions about if the complainant felt that the issue was related to equality.

² PC10/15 End of year Performance report 2014/15

Corporate Complaints		
September 2014 to March 2015 - 15 in period		
Gender	Count	%
Female	6	47
Male	7	40
Transgender	0	0
Undeclared	2	13
Age	Count	%
0-15	0	0
16-24	0	0
25-34	2	13.3
35-44	4	26.6
45-59	3	20
60-74	5	33.3
75+	0	0
Undeclared	1	6.6
Sexuality	Count	%
Heterosexual	12	80
Homosexual	1	6.6
Lesbian	0	0
Bi-Sexual	0	0
Undeclared	2	13.3
Religion	Count	%
Buddhist	0	0
Christian	6	40
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Non Religious	5	33.3
Other: (Please State)	1	6.6
Undeclared	3	20
Disability	Count	%

None		10	67
Registered Disabled under DDA Definition		1	7
Disabled under DDA definition but not registered		0	0
Long term limiting condition that affects health		2	13
Long term limiting condition that does not affect health		0	0
Undeclared		2	13
Ethnicity		Count	%
White	British	12	80
	Irish	0	
	Gypsy Traveller / Roma	0	
	Irish Traveller	0	
	Polish	0	
	Lithunian	0	
	Other White background	2	13.3
Asian or Asian British	Indian	0	
	Pakistani	0	
	Bangladeshi	0	
	Other Asian background:	0	
Mixed	Caribbean	0	
	African	0	
	Asian	0	
	Other mixed background: (Please State)	0	
Black or Black British	Caribbean	0	
	African	0	
	Other Black background	0	
Chinese or other Ethnic Groups	Chinese	0	
	Philippine	0	
	Other	0	
Undeclared		1	6.67

Consultation and engagement

Discussions with service managers across the Council were held in Summer 2014 to gauge awareness of the Public Sector Equality Duty (PSED), identify areas of good practice and give managers the chance to raise issues. A follow up workshop on the PSED was held for managers in October 2014. This workshop gave an overview of the Equality Act, PSED obligations and an understanding of the role of the manager in embedding this into services, policies and procurement activities.

Managers commented that general implications of policy changes would be considered as part of policy development. If there were specific proposals or changes to service provision that were likely to affect groups, an impact assessment would be undertaken on the proposals. Assessments should act as a critical challenge and help improve the service. Although awareness of the equality duty was good, managers commented on the impact of reduced resources on the ability to provide alternative service provision or make adjustments. The Council has to respond proportionately given the constraints placed upon its services.

Information about customers' needs was also mentioned by managers as a barrier to improving services. This could be due to lack of awareness of problems, difficulty in accessing different groups of people or the small numbers of people with specific needs. There is also a need to improve access to information the Council holds across the authority and services that are available to support staff. These concerns are being reviewed as part of the Council's project to improve customer data through the Management Information System (MIS). The Council also plans to review its communication, consultation and engagement policies.

The Council undertakes a wide range of consultation on various issues to inform decision making. A sample of consultations undertaken in 2014/15 are shown in the table below.

Title	Start date	End date	Internal/External Use
Recycling Survey 2015	17/02/2014	17/07/2015	External
Entertainment City Centre	26/02/2014	25/05/2015	Internal; External
Carlisle Arts Centre	07/04/2014	Ongoing	External
Talkin Tarn Visitors	21/05/2014	Ongoing	External
Carlisle Focus Communications Summer Autumn	01/06/2014	31/08/2014	External
Carlisle Visitors Survey	01/07/2014	30/09/2014	External
Food Charter	08/07/2014	Ongoing	External
Carers Survey	01/08/2014	18/03/2015	Internal
Neighbourhood Services	07/08/2014	Ongoing	External
Member Involvement Survey 2014	15/10/2014	18/11/2014	Internal
Carlisle Focus Recycling Winter Spring	01/11/2014	31/01/2015	External
Disability Survey	01/11/2014	31/01/2015	Internal
Christmas Lights Switch on Survey	01/11/2014	30/11/2014	External
Discover Carlisle Events Guide	01/11/2014	31/01/2015	External
Carlisle Food City	06/02/2015	Ongoing	External

Workforce profile

Bringing the information together for the equality report and workforce profile highlighted issues with data quality. These issues are being addressed through the development of the Council's Human Resources system, iTrent, to capture workforce data.

Our workforce has reduced by 15% from January 2012 to March 2015 due to local government budget cuts and the impact of transformation plans. Recruitment has also been limited over recent years as the Council implements efficiency savings, and makes it more difficult for the authority to target recruitment at specific groups. Workforce data showed some inaccuracies due to missing information or being undeclared, and systems duplicating data and not integrating effectively. Any inaccurate information, including recruitment and selection figures, has not been included in the equality profile. The Council is working to improve the data and will encourage employees to self-declare their information.

Staff health and wellbeing is promoted in the workplace and we undertake a range of actions and initiatives to support this, including an attractive and flexible benefits package to suit the life stages and lifestyles of employees. The findings of the employee opinion survey reflect this as 90.8% rated the Council as a good employer in 2014, compared with 89.4% in 2013. In 2014, 61.7% of staff said they felt valued at work, compared to 53% in 2013 and 46% in 2012. The survey will be undertaken again in summer 2016.

Workforce Profile as of 31 March 2015	
No of staff	531
<i>Age Range</i>	<i>Proportion of Workforce %</i>
16-24	2.8
25-35	18.1
36-45	24.3
46-59	46.3
60-65	7.5
65+	0.9
<i>Marital Status</i>	<i>Proportion of Workforce %</i>
Civil Partner	0.4
Divorced	5.6

Married	50.8
Separated	1.5
Single	32.6
Undeclared	8.7
Widowed	0.4
<i>Ethnicity</i>	<i>Proportion of Workforce %</i>
Asian or Asian British	0.2
Black or Black British	0.2
Chinese	0.2
Prefer not to say	0.2
Undeclared	11.7
White British	86.4
White Irish	0.4
White Other	0.6
White - Other European	0.2
<i>Gender</i>	<i>Proportion of Workforce %</i>
Female	55.9
Male	44.1
<i>Disability (self declared)</i>	<i>Proportion of Workforce %</i>
No	77.4
Yes	2.6
Not Known	20
<i>Sexuality</i>	<i>Proportion of Workforce %</i>
Heterosexual	11.9
Lesbian or Homosexual	0.2
Prefer not to say	0.4
Undeclared	87.6
<i>Religion</i>	<i>Proportion of Workforce %</i>
Christian	6.6
No Religion	5.6
Prefer not to say	0.8
Undeclared	87.0

Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2014/15 was 21.

3 employees were granted a reduction in working hours and 1 was pending a decision as of June 2015.

Grievances

3 formal grievances were received from April 2014 to March 2015.

Gender	Count	%
Male	2	66.7
Female	1	33.3
Marital status		
Married	2	66.7
Single	1	33.3
Disability		
No	2	66.7
Yes	1	33.3
Ethnicity		
White British	3	100.0
Age		
25-35	1	33.3
36-45	1	33.3
46-64	1	33.3

1 grievance was upheld and 2 were not upheld. A number of informal grievances have been received and dealt with on a regular basis. Managers have undergone significant management development activities in the previous three years and this may have had an impact on the number of formal grievances received by the Council.

Carlisle and Cumbria profiles

Carlisle and Cumbria profiles are included for reference. This information is taken from the Census 2011 and the profile will have changed since then, however, it acts as a general guide to the population in the local area.

See the Cumbria Intelligence Observatory for further details on local profiles: <http://www.cumbria.gov.uk/eLibrary/Content/Internet/536/642/1750/4130310250.pdf>

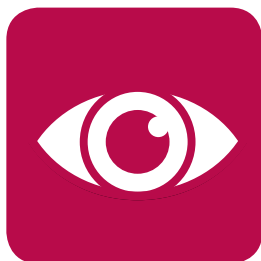
Carlisle		Cumbria	
<i>Age Range (years)</i>	<i>% Persons</i>	<i>Age Range (years)</i>	<i>% Persons</i>
0-15	17.2	0-15	16.7
16-64	64.3	16-64	62.7
65+	18.5	65+	20.6
<i>Marital Status</i>	<i>% Persons</i>	<i>Marital Status</i>	<i>% Persons</i>
Married	47.3	Married	50.8
Single	32.2	Single	29.1
Divorced	9.7	Divorced	9.5
Unknown		Unknown	
Separated	2.5	Separated	2.0
Widowed	8.2	Widowed	8.4
Civil Partner	0.2	Civil Partner	0.2
<i>Ethnicity</i>	<i>% Persons</i>	<i>Ethnicity</i>	<i>% Persons</i>
White British	95.0	White British	96.5
White Other	3.1	White Other	2.0
Asian or Asian British	1.2	Asian or Asian British	0.8
Black or Black British	0.1	Black or Black British	0.1
Chinese		Chinese	
Mixed	0.5	Mixed	0.5
White - Other European		White - Other European	
White Irish		White Irish	
Prefer not to say		Prefer not to say	
Not Declared		Not Declared	

Other Ethnic Group	0.1	Other Ethnic Group	0.1
<i>Gender</i>	<i>% Persons</i>	<i>Gender</i>	<i>% Persons</i>
Female	51.2	Female	50.8
Male	48.8	Male	49.2
<i>Disability and health – day to day activities limited?</i>		<i>Disability and health - day to day activities limited?</i>	
	<i>% Persons</i>		<i>% Persons</i>
No	80.8	No	79.7
Yes a lot	9.2	Yes a lot	9.7
Yes a little	10.0	Yes a little	10.6
<i>Religion</i>	<i>% Persons</i>	<i>Religion</i>	<i>% Persons</i>
Christian	69.1	Christian	71.9
Buddhist	0.26	Buddhist	0.27
No religion	22.9	No religion	20.3
Other	0.95	Other	0.7
Undeclared	6.8	Undeclared	6.9



Equality Policy

Carlisle City Council



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Why we need an Equality Policy

Under the Equalities Act (2010), Carlisle City Council must adhere to the Public Sector Equality Duty (PSED) and have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The PSED covers the relevant protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The duty to have due regard to the need to eliminate discrimination also covers marriage and civil partnerships.

We must also:

- Publish information to demonstrate our compliance with the equality duty, at least annually.
- Set equality objectives, at least every four years.

We must publish information about the protected characteristics of our employees and people affected by our policies and practices. We should also provide information about how equality is considered in decision making, policy development, consultation and procurement.

This policy sets out how we will adhere to our duties and requirements of the Equality Act. Our aim is to improve the information we collect to help us identify areas for development. We will continue to embed equality in our services and show we are committed to promoting diversity. We welcome our responsibilities as an employer, as a provider of services and as a community leader, and value the legislation that supports our commitment to equality and fairness.

Our responsibilities

Our Equality Policy applies to:

- Service users
- Councillors
- Employees
- Volunteers
- Contractors, sub-contractors and partners

The Executive makes decisions in line with Carlisle City Council's policy and budgetary framework. These decisions must always be informed with an assessment of equality impacts.

The Chief Executive is responsible for making sure our Equality Policy is applied consistently throughout the organisation.

Senior management are responsible for making sure that departmental procedures and service plans reflect the Equality Policy and deliver the required outcomes.

We expect all staff and councillors to show commitment to ensuring that this policy is implemented, and to abide by the Code of Conduct and our Dignity and Respect Policy in the performance of their duties.

Similarly, our employees, councillors and any other people providing services to the public are entitled to be treated fairly and with respect. Where they face discrimination or harassment from service users, we will take action to stop this happening again. In some circumstances this may include the withdrawal or refusal of the service.

Equality Statement

The Equality Statement sets out our commitment to promote equality of opportunity in all our services:

Carlisle is home to a wide range of people who make different and valuable contributions to life in the area. We believe that everyone should be treated fairly and with respect, and are committed to challenging inequality, discrimination and disadvantage. Our commitment applies whether the Council is acting as an employer, providing services, or commissioning services from other organisations.

Working closely with all our statutory partners, including social enterprise, business and voluntary sectors, we aim to achieve the highest possible standard of service delivery and employment practice. We also seek to build closer links with all communities across the district to promote equality.

All employees and councillors have responsibility for equality and ensuring that we meet our duties.

How we will deliver equality in our services

Consultation and engagement

We are committed to listening to people's views and to working with communities to help us make informed decisions. This means talking and listening to everyone in the community, not only those who regularly use our services or actively offer their views.

We recognise that a targeted approach may be required to engage successfully with some members of local communities, to ensure that their views are properly taken into account. We will engage with representative groups to meet our duties, and we will encourage these groups to work with us to improve our services.

We will gather customer information in a number of ways that will include Carlisle Focus surveys, online surveys, face to face interviews, road shows, and consultation events. The development of our social media tools help improve communication with customers and encourage feedback on our services.

Equality impact assessment

Equality impact assessments are about making sure that our services and policies are fair and to identify the impacts of these on groups of people within our community.

There are two stages to impact assessment:

- initial screening - an overview to assess if there are any equality issues and to see if any action can be taken to change the likely impact of a decision on a particular group.
- full impact assessment - a longer piece of work which relies on the findings of the initial screening to research and take action where impacts are judged to be unknown or are considered to be major.

An impact assessment should be proportionate to the proposed change and the potential impact on equality. We will undertake impact assessments of our policies and services to help inform our decision making. We will ensure that any potential negative consequences are removed or balanced out by either changing the policy or service, or introducing other measures alongside it.

Procurement and commissioning

We recognise our responsibility as a major procurer of goods and services in the Cumbrian area. We need to ensure that the suppliers and contractors that we work with do not operate in a way that contradicts legislation or our Equality Policy.

Our Procurement and Commissioning Strategy (2014-2016) sets out a clear framework for procurement activity and enables us to promote a positive approach to equality.

We request equality compliance in our tender documents and expect all potential providers to be committed to equality and diversity in their employment practices and service provision. Our aim is to ensure that suppliers, contractors and their agents provide goods, supplies and services that do not discriminate against people in any way. We will, if appropriate, monitor the successful provider's compliance throughout the term of the contract.

Service delivery

We are committed to providing services that are responsive and accessible to all. People who use our services are entitled to do so free from discrimination and harassment.

Managing service delivery is about providing appropriate services, according to need, for everyone in the district. We continually look for ways to increase the flexibility of the services we provide so that they are more responsive and inclusive. We are encouraging residents to register for online services where possible and we also continue to work with partners to improve services in the community (for example using community centres as hubs).

We will continue to ensure our customers' experiences are of the highest possible standard and they can confidently and easily access the Council services they need. Key to this is developing customer information to shape service delivery around our customers' needs.

We regularly measure customer satisfaction with our services and monitor other information such as complaints and customer contact data. We will apply a consistent approach to recording equality information across our services and improve data quality.

Communications and accessibility

Our website has been redesigned so that information is easily accessible in a friendly, intuitive structure. Our content will be clear and present our service in a confident way so that our customers know what they can expect from us and our commitment to their service.

We will continue to develop our services and ensure that they are accessible to all customers. This means that we will make information about our services accessible by:

- Using “Plain English” (language that an English speaking audience can understand and act upon from a single reading).
- Providing appropriate translation and interpretation for non-English speakers on request.
- Providing appropriate options for people with disabilities.
- Reviewing the way we publicise our services, to reach people not already using them.

We will review our communications guidance to ensure that the images and language we use help to promote equality.

Complaints and feedback

We value feedback and recognise the right of all our customers to complain, compliment or make a suggestion about any of our activities or services. We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. The Complaints and Feedback Policy contains further details on how any type of feedback concerning our functions and services is considered.

We encourage those submitting written complaints to provide equality information in order to establish if there are specific issues relating to one of the equality strands. All equality data collected remains confidential and anonymous.

How we will deliver equality as an employer

Employment

We will continue to develop our most important asset, our employees, to deliver our priorities and respond to the needs of our customers. Staff health and wellbeing is promoted in the workplace and we undertake a range of actions and initiatives to support this. We will continue to monitor and develop our workforce profile to ensure that we fulfil our equality reporting requirements. This will also help us to identify areas where we can support our employees.

We have achieved the Two Ticks symbol to show that we encourage applications from disabled people and are looking for ways to continue to improve support for staff.

Recruitment and selection

Our workforce should reflect the diversity of the population of the district. We will achieve this by positively encouraging applications from those sections of the community that are currently under-represented in our workforce. As a major employer, we will aim to be a positive example of good practice to other employers in the district and Cumbria. Where a particular group is under-represented in an area of work and there is evidence of discrimination positive action may be taken. Our Recruitment and Selection procedures contain further information about this.

Learning and development

We will provide appropriate learning and information resources to ensure that all employees and councillors understand and fulfil the organisation's commitment to equality. We will continue to work in partnership with other local authorities and organisations in Cumbria to develop best practice across the county by sharing information, developing training and procuring services to support equality work.

Reporting equality information

We must provide information about how equality is considered in decision making, policy development and engagement. This information will be published within an annual equality report that includes progress of the following:

- equality objectives
- equality impact assessments
- workforce profile
- customer satisfaction
- complaints
- consultation and engagement

We will use this information to identify equality issues and develop areas for action or improvement. We will 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 will give details as to what we publish and why, explaining how the information is used. We will also acknowledge gaps in our data and explain how we can improve this.

Progress will be reported to Senior Management Team, the Executive and Overview and Scrutiny through the annual report and published on our website.

Our equality objectives 2016-2019

Our equality objectives have been updated to develop the work of the previous objectives. Progress will be reported as part of the annual equality report.

Equality objective	Rationale behind objective and link to the Public Sector Equality Duty	Outcome or improvement sought by 2019	Baseline	Lead team(s)
a) Improve health, wellbeing and economic prosperity in Carlisle	Our vision is to improve the health, wellbeing and economic prosperity of the people of Carlisle. We have a key role in addressing health and wellbeing inequalities on a daily basis and have a positive impact on the lives of some of the most vulnerable residents in Carlisle. This links to the work being undertaken by the Carlisle Partnership to deliver the Healthy City programme. Health inequalities are the unjust differences in health between persons of different social groups and can be linked to forms of disadvantage such as poverty, discrimination and lack of access to services and goods. This links to the duty to advance equality of opportunity.	Health inequality can be measured through observing differences in subgroups of a population Prevent the health inequalities gap between the most and least affluent areas in Carlisle from growing Improved economic prosperity through increased economic activity and reduced unemployment	Approximately 13 years difference in life expectancy in females when comparing the most and least affluent areas in Carlisle and 12 years in males. ¹ Carlisle Economic activity rate 78% (i.e. % 16-64 year olds who are economically active) July 2013-June 2014 ² Carlisle Youth unemployment rate 1.6% (16-24 year olds) September 2014 ³ 13.9 % of Carlisle households with an annual median income of less than £10k 2015 ⁴ 12.3 Carlisle Benefit Claimants rate (working age client group (16-64years) Department for Work & Pensions, November 2014 ⁵ 15.3% Carlisle children in poverty – All Children (0-19 years) 2012 ⁶	All Council Services

1. Cumbria Joint Strategic Needs Assessment Health Inequalities, July 2015
2. Carlisle Economic Partnership, Economic Review of Carlisle, July 2015
3. Carlisle Economic Partnership, Economic Review of Carlisle, July 2015
4. Responding to Welfare Reform - Carlisle Summary, July 2015, Cumbria Intelligence Observatory

5. Responding to Welfare Reform - Carlisle Summary, July 2015, Cumbria Intelligence Observatory
6. Responding to Welfare Reform - Carlisle Summary, July 2015, Cumbria Intelligence Observatory

Equality objective	Rationale behind objective and link to the Public Sector Equality Duty	Outcome or improvement sought by 2019	Baseline	Lead team(s)
b) Improve quality of workforce profile and report recruitment and selection data	The workforce profile and recruitment and selection information show inaccuracies due to missing or undeclared information, and systems duplicating data and not integrating effectively. These issues are being addressed through the development of the Council's Human Resources system, iTrent, to capture employee data. This links to the duties to eliminate unlawful discrimination and to advance equality of opportunity.	Increased data for all equality characteristics within the workforce profile Report recruitment and selection data	Workforce profile in annual equality report 2014/15 Not currently reported due to inaccurate data	Policy and Communications, Human Resources, Personnel and Payroll
c) Ensure people have appropriate access to the services they need	The Customer Access Strategy aims to use customer information to shape service delivery around our customers' needs so that they are delivered responsibly, accurately and cost effectively. All residents of Carlisle should be able to confidently and easily access all the Council services they need. This should be in a timely and appropriate manner, irrespective of where they live, their skills, knowledge and ability. This links to the duty to advance equality of opportunity.	Improved satisfaction with our services Improved internal processes, leading to clearer information for our customers. Further progress of Smarter Service Delivery Programme Increased number of corporate complaints completed at stage one	Overall satisfaction with Council Services in 2014/15 was 61.25% very or fairly satisfied ⁷ 7 Smarter Service Delivery Reviews completed between early 2014 and October 2015, new website launched September 2015 88% of corporate complaints completed at stage one 2014/15 ⁸	All Council Services, Policy and Communications

7. End of year Performance report 2014/15 - Baseline report, Executive July 2015

8. End of year Performance report 2014/15 - Baseline report, Executive July 2015

Equality objective	Rationale behind objective and link to the Public Sector Equality Duty	Outcome or improvement sought by 2019	Baseline	Lead team(s)
d) Foster good relations between different people by celebrating communities	This builds on the previous equality objective to diffuse community tensions and promote understanding. It supports our Carlisle Plan priority to develop sports, arts and cultural facilities to support the health and wellbeing of our residents and our events programme. This links to the duty to foster good relations.	Improved satisfaction with events programmes Increased reporting of hate crime	83.7% very or fairly satisfied with the programme of events in Carlisle ⁹ 113 hate crimes in Carlisle June 2014 - May 2015 ¹⁰	All Council Services, Policy and Communications

9. Carlisle Focus Events Survey Winter / Spring 2013/2014

10. Crime and Policing dashboard - May 2015

Further information and feedback

We welcome feedback on our Equality Policy. If you have any comments or questions about how this policy affects you, please contact the Policy Team at:

Email: policy@carlisle.gov.uk

Telephone: 01228 817258

Post: Policy Team

Carlisle City Council
Civic Centre
Rickergate
Carlisle
CA3 8QG

If you require this guide in an alternative format or language please contact us to discuss your needs.

For further information about our equality and diversity work please visit our website www.carlisle.gov.uk/Council/More-about-the-Council/Equality-and-Diversity

Carlisle City Council Annual Equality Report 2014/15

Introduction

Under the Equality Act (2010), the Council must provide information about how equality is considered in decision making, policy development and engagement. This report presents our key equality issues by analysing the following information from April 2014 to March 2015:

- equality objectives
- equality impact assessments
- customer satisfaction
- complaints
- consultation and engagement
- workforce profile

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 as to 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, the Executive, Overview and Scrutiny, and published on our website.

Equality objectives 2012-15

The Council's equality objectives for 2012-2015 are:

- Improve the quality and volume of our customer information.
- Improve access and inclusion for all our services and across our partnerships.
- Diffuse community tensions and promote understanding.

Progress of the equality objectives was provided to the Community Overview and Scrutiny Panel meeting on 11 September 2014¹. Work has continued on these objectives throughout 2014/15 has resulted in the development of revised equality objectives for 2016-2019. These will form part of the new Equality Policy and will build on the work of the previous objectives.

Equality impact assessments

We undertake impact assessments of our policies and services to help inform our decision making. An impact assessment is always proportionate to the proposed change and the potential impact on equality. For example, we provided an impact assessment regarding changes to the policy on a local knowledge test for taxi drivers on request from a local organisation.

The impact assessment of the new Local Plan (2015-30) was published as part of the consultation on the Council's website. Please see Core Document SD012 in the Examination Document Library:

<http://www.carlisle.gov.uk/planning-policy/Local-Plan-Examination/Examination-Document-Library>

¹ PC 09/14 Public Sector Equality Duty review

Customer satisfaction

We have developed a baseline measure of customer satisfaction with Council services through a combination of survey work undertaken through the website, Focus magazine and face to face interviews. We will continue to measure this to identify how satisfied our customers are in future.

Overall satisfaction with Council services in 2014/15 was 61.25% very or fairly satisfied².

Our online satisfaction surveys include optional equality monitoring questions. These provide information about the equality characteristics of people using our services in relation to their level of satisfaction. The number of respondents to the equality monitoring sections for 2014/15 was too small to provide a statistical sample. We will look at ways to boost the sample size for 2015/16 to provide a baseline figure if possible.

We are working on improved means of measuring customer satisfaction, recording activity through the Customer Relationship Management (CRM) system and the website. There is an opportunity to apply a consistent approach to recording equality information across Council services by streamlining data processes and improving data quality. This will ensure that the Council is regularly reporting accurate data.

Complaints

The Council's 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 figures for September 2014 to March 2015 are provided in the table below. Figures for 2013 up to August 2014 are available on the Council's website.

At present, the equality monitoring does not identify if the complaint is linked to an equality issue or characteristic. The complaints form will be revised to include questions about if the complainant felt that the issue was related to equality.

² PC10/15 End of year Performance report 2014/15

Corporate Complaints		
September 2014 to March 2015 - 15 in period		
Gender	Count	%
Female	6	47
Male	7	40
Transgender	0	0
Undeclared	2	13
Age	Count	%
0-15	0	0
16-24	0	0
25-34	2	13.3
35-44	4	26.6
45-59	3	20
60-74	5	33.3
75+	0	0
Undeclared	1	6.6
Sexuality	Count	%
Heterosexual	12	80
Homosexual	1	6.6
Lesbian	0	0
Bi-Sexual	0	0
Undeclared	2	13.3
Religion	Count	%
Buddhist	0	0
Christian	6	40
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Non Religious	5	33.3
Other: (Please State)	1	6.6
Undeclared	3	20
Disability	Count	%

None		10	67
Registered Disabled under DDA Definition		1	7
Disabled under DDA definition but not registered		0	0
Long term limiting condition that affects health		2	13
Long term limiting condition that does not affect health		0	0
Undeclared		2	13
Ethnicity		Count	%
White	British	12	80
	Irish	0	
	Gypsy Traveller / Roma	0	
	Irish Traveller	0	
	Polish	0	
	Lithunian	0	
	Other White background	2	13.3
Asian or Asian British	Indian	0	
	Pakistani	0	
	Bangladeshi	0	
	Other Asian background:	0	
Mixed	Caribbean	0	
	African	0	
	Asian	0	
	Other mixed background: (Please State)	0	
Black or Black British	Caribbean	0	
	African	0	
	Other Black background	0	
Chinese or other Ethnic Groups	Chinese	0	
	Philippine	0	
	Other	0	
Undeclared		1	6.67

Consultation and engagement

Discussions with service managers across the Council were held in Summer 2014 to gauge awareness of the Public Sector Equality Duty (PSED), identify areas of good practice and give managers the chance to raise issues. A follow up workshop on the PSED was held for managers in October 2014. This workshop gave an overview of the Equality Act, PSED obligations and an understanding of the role of the manager in embedding this into services, policies and procurement activities.

Managers commented that general implications of policy changes would be considered as part of policy development. If there were specific proposals or changes to service provision that were likely to affect groups, an impact assessment would be undertaken on the proposals. Assessments should act as a critical challenge and help improve the service. Although awareness of the equality duty was good, managers commented on the impact of reduced resources on the ability to provide alternative service provision or make adjustments. The Council has to respond proportionately given the constraints placed upon its services.

Information about customers' needs was also mentioned by managers as a barrier to improving services. This could be due to lack of awareness of problems, difficulty in accessing different groups of people or the small numbers of people with specific needs. There is also a need to improve access to information the Council holds across the authority and services that are available to support staff. These concerns are being reviewed as part of the Council's project to improve customer data through the Management Information System (MIS). The Council also plans to review its communication, consultation and engagement policies.

The Council undertakes a wide range of consultation on various issues to inform decision making. A sample of consultations undertaken in 2014/15 are shown in the table below.

Title	Start date	End date	Internal/External Use
Recycling Survey 2015	17/02/2014	17/07/2015	External
Entertainment City Centre	26/02/2014	25/05/2015	Internal; External
Carlisle Arts Centre	07/04/2014	Ongoing	External
Talkin Tarn Visitors	21/05/2014	Ongoing	External
Carlisle Focus Communications Summer Autumn	01/06/2014	31/08/2014	External
Carlisle Visitors Survey	01/07/2014	30/09/2014	External
Food Charter	08/07/2014	Ongoing	External
Carers Survey	01/08/2014	18/03/2015	Internal
Neighbourhood Services	07/08/2014	Ongoing	External
Member Involvement Survey 2014	15/10/2014	18/11/2014	Internal
Carlisle Focus Recycling Winter Spring	01/11/2014	31/01/2015	External
Disability Survey	01/11/2014	31/01/2015	Internal
Christmas Lights Switch on Survey	01/11/2014	30/11/2014	External
Discover Carlisle Events Guide	01/11/2014	31/01/2015	External
Carlisle Food City	06/02/2015	Ongoing	External

Workforce profile

Bringing the information together for the equality report and workforce profile highlighted issues with data quality. These issues are being addressed through the development of the Council's Human Resources system, iTrent, to capture workforce data.

Our workforce has reduced by 15% from January 2012 to March 2015 due to local government budget cuts and the impact of transformation plans. Recruitment has also been limited over recent years as the Council implements efficiency savings, and makes it more difficult for the authority to target recruitment at specific groups. Workforce data showed some inaccuracies due to missing information or being undeclared, and systems duplicating data and not integrating effectively. Any inaccurate information, including recruitment and selection figures, has not been included in the equality profile. The Council is working to improve the data and will encourage employees to self-declare their information.

Staff health and wellbeing is promoted in the workplace and we undertake a range of actions and initiatives to support this, including an attractive and flexible benefits package to suit the life stages and lifestyles of employees. The findings of the employee opinion survey reflect this as 90.8% rated the Council as a good employer in 2014, compared with 89.4% in 2013. In 2014, 61.7% of staff said they felt valued at work, compared to 53% in 2013 and 46% in 2012. The survey will be undertaken again in summer 2016.

Workforce Profile as of 31 March 2015	
No of staff	531
<i>Age Range</i>	<i>Proportion of Workforce %</i>
16-24	2.8
25-35	18.1
36-45	24.3
46-59	46.3
60-65	7.5
65+	0.9
<i>Marital Status</i>	<i>Proportion of Workforce %</i>
Civil Partner	0.4
Divorced	5.6

Married	50.8
Separated	1.5
Single	32.6
Undeclared	8.7
Widowed	0.4
<i>Ethnicity</i>	<i>Proportion of Workforce %</i>
Asian or Asian British	0.2
Black or Black British	0.2
Chinese	0.2
Prefer not to say	0.2
Undeclared	11.7
White British	86.4
White Irish	0.4
White Other	0.6
White - Other European	0.2
<i>Gender</i>	<i>Proportion of Workforce %</i>
Female	55.9
Male	44.1
<i>Disability (self declared)</i>	<i>Proportion of Workforce %</i>
No	77.4
Yes	2.6
Not Known	20
<i>Sexuality</i>	<i>Proportion of Workforce %</i>
Heterosexual	11.9
Lesbian or Homosexual	0.2
Prefer not to say	0.4
Undeclared	87.6
<i>Religion</i>	<i>Proportion of Workforce %</i>
Christian	6.6
No Religion	5.6
Prefer not to say	0.8
Undeclared	87.0

Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2014/15 was 21.

3 employees were granted a reduction in working hours and 1 was pending a decision as of June 2015.

Grievances

3 formal grievances were received from April 2014 to March 2015.

Gender	Count	%
Male	2	66.7
Female	1	33.3
Marital status		
Married	2	66.7
Single	1	33.3
Disability		
No	2	66.7
Yes	1	33.3
Ethnicity		
White British	3	100.0
Age		
25-35	1	33.3
36-45	1	33.3
46-64	1	33.3

1 grievance was upheld and 2 were not upheld. A number of informal grievances have been received and dealt with on a regular basis. Managers have undergone significant management development activities in the previous three years and this may have had an impact on the number of formal grievances received by the Council.

Carlisle and Cumbria profiles

Carlisle and Cumbria profiles are included for reference. This information is taken from the Census 2011 and the profile will have changed since then, however, it acts as a general guide to the population in the local area.

See the Cumbria Intelligence Observatory for further details on local profiles: <http://www.cumbria.gov.uk/eLibrary/Content/Internet/536/642/1750/4130310250.pdf>

Carlisle		Cumbria	
<i>Age Range (years)</i>	<i>% Persons</i>	<i>Age Range (years)</i>	<i>% Persons</i>
0-15	17.2	0-15	16.7
16-64	64.3	16-64	62.7
65+	18.5	65+	20.6
<i>Marital Status</i>	<i>% Persons</i>	<i>Marital Status</i>	<i>% Persons</i>
Married	47.3	Married	50.8
Single	32.2	Single	29.1
Divorced	9.7	Divorced	9.5
Unknown		Unknown	
Separated	2.5	Separated	2.0
Widowed	8.2	Widowed	8.4
Civil Partner	0.2	Civil Partner	0.2
<i>Ethnicity</i>	<i>% Persons</i>	<i>Ethnicity</i>	<i>% Persons</i>
White British	95.0	White British	96.5
White Other	3.1	White Other	2.0
Asian or Asian British	1.2	Asian or Asian British	0.8
Black or Black British	0.1	Black or Black British	0.1
Chinese		Chinese	
Mixed	0.5	Mixed	0.5
White - Other European		White - Other European	
White Irish		White Irish	
Prefer not to say		Prefer not to say	
Not Declared		Not Declared	

Other Ethnic Group	0.1	Other Ethnic Group	0.1
<i>Gender</i>	<i>% Persons</i>	<i>Gender</i>	<i>% Persons</i>
Female	51.2	Female	50.8
Male	48.8	Male	49.2
<i>Disability and health – day to day activities limited?</i>		<i>Disability and health - day to day activities limited?</i>	
	<i>% Persons</i>		<i>% Persons</i>
No	80.8	No	79.7
Yes a lot	9.2	Yes a lot	9.7
Yes a little	10.0	Yes a little	10.6
<i>Religion</i>	<i>% Persons</i>	<i>Religion</i>	<i>% Persons</i>
Christian	69.1	Christian	71.9
Buddhist	0.26	Buddhist	0.27
No religion	22.9	No religion	20.3
Other	0.95	Other	0.7
Undeclared	6.8	Undeclared	6.9