

Report to Cabinet
15 January 2014
Report of Executive head of strategy, people and democracy
Subject Equality information report

Item

5

KEY DECISION

Purpose

To consider the annual equality information report.

Recommendation

To approve the publication of the annual equality information report

Corporate and service priorities

The report helps to meet all of the corporate priorities and the service plan priority to reach the achieving level of the equalities framework.

Financial implications

None

Ward/s: All wards

Cabinet member: Councillor Sands (M) – Customer services

Contact officers

Russell O'Keefe, Executive head of strategy, people and democracy 01603 212908

Nadia Jones, Policy Officer 01603 212368

Background documents

None

Report

1. The annual equality information report is submitted for review and approval.
2. There are no real significant shifts since last year, though slightly more detail in the analysis of pay and its impact on poverty, as well as new staff survey data.
3. There is a statutory requirement for the document to be published before 31 January 2014.

Equality information report

January 2014

1. Introduction

This report provides information about the people who live in Norwich, who work at the council and who use its services. It allows all those who design services for the city's population to do so with the latest information to hand. Publishing information in this way is a specific public sector duty as laid out in the Equality act (2010) which requires that public bodies publish annual data by 31 January each year.

This report demonstrates how we show due regard to the three general equality duties across our functions:

- Advancing equality of opportunity between people who share a protected characteristic and those who do not,
- Eliminating discrimination, harassment and victimisation and other conduct prohibited by the act
- Promoting good relations between people who share a protected characteristic and those who do not.

The council has four equality objectives, which are aligned with the corporate priorities

Equality objective	corporate priority
Tackling hate incidents and crimes	Safe and clean city
Access to quality information, advice and advocacy including financial capability	Prosperous city
Treating people with dignity and respect	Core values
Accessible and safe housing	Decent housing for all

Each service area has equality actions as part of its annual service plans. Reporting is undertaken through our performance management system, on a quarterly basis. In addition, Integrated Impact Assessments are undertaken for each report submitted to cabinet, and Equality Impact Assessments accompany major decisions made at the council. These are all published with committee reports or in the equality section of the website.

A councillor from cabinet is the portfolio holder for equalities, and receives regular updates from officers. This is currently Councillor Mike Sands.

Detailed progress on equalities is monitored by the Business Management Group, made up of all the council's senior managers, on a quarterly basis, meaning all senior employees are responsible for the agenda.

We are working towards the 'achieving level' of the equality framework for local government.

Glossary of terms

Protected characteristic	This is a phrase used in equalities legislation to identify groups at risk of discrimination. These are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
BAME	Black and minority ethnic
Scrutiny Committee	This is a group of non-executive councillors who help to develop policy and improve performance, and holds the council's cabinet to account for their decisions.

The data in this report is taken largely from the 2011 Census, the council's own statistics and labour market statistics from the Office for National Statistics. The age of data from these sources vary but this report uses the most up-to-date statistics available at the time of publication.

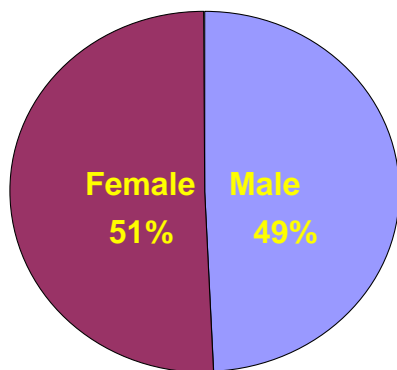
2. What do we know?

2.1 Demographics

Population

The national census of 2011 indicates that **132,500** people live in Norwich. All demographic figures are from the Office of National Statistics unless otherwise stated.

Gender - 2011 National census statistics



Ethnicity

Percentage of population – Ethnicity 2011 National census statistics		
	Norwich	England
Total White	90.8	86
White Non-British	6.1	5.5
Total Black, Asian or minority ethnic group	9.2	14
Asian/Asian British	4.4	7.5
Black/African/Caribbean/Black British	1.6	3.3
Mixed Heritage	2.3	2.2
Other ethnic group	0.8	1.0

The National Census of 2011 gives us the most accurate figures to date regarding residents of Norwich. Estimates for population and ethnicity figures were significantly greater than the final census figures, so although Norwich is growing and becoming more diverse, it is not necessarily at the pace previously concluded.

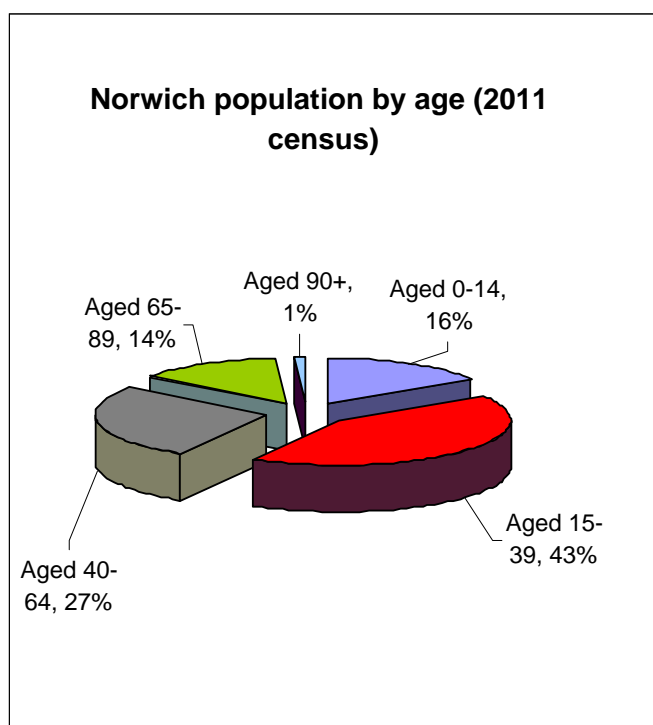
Disability

The table below provides responses 'limited a lot' and 'limited a little' to the question: 'Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?'

Disability 2011 National census statistics			
by percentage			
	A little	A lot	Total
Norwich	9.8	8.6	18.4
England	9.3	8.3	17.6

The number of disabled people in Norwich has remained relatively consistent with the figures from a decade ago. These are the only reliable statistics giving a comprehensive picture of disability in Norwich.

Age



Population by broad age group in 2011 in England and Wales

Age group	0-14	15-39	40-64	65-89	90+
percentage	18	33	33	16	1

Census 2011 (rounded figures provided)

Norwich has a youthful demographic in comparison to Norfolk and the rest of the country, with 43% of residents in the 15 to 39 age group, as opposed to 33% nationally. This has an impact on a range of issues such as working age population on benefits, young people not in employment, education and training.

2.2 Employment in Norwich

Percentage of Norwich population in employment compared with that of the region and UK as a whole			
Year to June 2013	Norwich	East of England	England
Economically inactive - aged 16-64	22.2	22.5	22.7
Economically inactive - aged 16-24	44.2	37.0	36.9
Economically inactive - aged 50+	57.6	58.8	59.1
Economically inactive - aged 65+	93.8	90.4	90.5
Economically inactive - aged 16-64 - Male	15.5	16.5	16.9
Economically inactive - aged 16-64 - Female	29.1	28.4	28.6
Economically inactive - aged 16-64 - White	20.6	21.1	21.5
Economically inactive - aged 16-64 - Disabled	Not available	Not available	Not available

ONS Crown Copyright Reserved [from Nomis on 11.11.2013]

Figures overall are very consistent with last year, with a minor drop for the second year running from 23 per cent to 22.2 per cent. Bearing in mind the confidence intervals (margin of error) the statistics are less reliable for young people and not provided for disabled or BAME groups. This being said the upward trend of economically inactive young people (16-24) is a concern, rising from 38.8 per cent to 44.2.

Percentage of working age population claiming benefits (all) February 2013			
	Norwich	East of England	England
People of working age on benefits (working age client group)	16.7%	11.7%	13.9%
All disabled/illness related benefits	8.5%	5.9%	7.0%
All disabled/illness related benefits as percentage of working age client group	51.1%	50.1%	50.6%

Claimant count rate (unemployed and seeking work)	4.9%	3.1%	3.8%
ESA/Incapacity benefits (employee support allowance paid to people with disabilities)	7.4%	4.9%	5.9%

ONS Crown Copyright Reserved [from Nomis on 11.11.2013]

Figures this year reflect those from last year, with a slight increase from 15.3 per cent to 16.7 per cent working age population claiming benefits. Again, around half of all recipients claim disability or illness related benefits.

£ Median hourly pay – residents 2012			
	Norwich	East of England	Great Britain
Full-time workers	11.23	13.43	12.88
Male full-time workers	11.69	14.28	13.48
Female full-time workers	10.69	12.31	12.04

Median hourly pay for residents has remained relatively static since the last equality information report. The key issues demonstrated by this are:

The pay gap between men and women remains, with resident male full time workers earning **9.4** per cent more than women; so female median hourly pay is 91.4% of male median hourly pay. This is an increase from 7.04 last year. Although the decline in earnings has halted for male and female residents, the reversal that male full time workers have experienced (£11.39 last year, an increase of 30p) is markedly greater than the few pence increase that female full time workers have experienced in median earnings.

It should also be noted that Norwich residents earn less than counterparts regionally and nationally, this being by far the largest pay gap – residents earn almost **15** per cent less than the national median figure. Workplace and resident earnings also follow the same pattern, with residents earning approximately **9** per cent less, a consequence of well-paid jobs in Norwich being taken by workers living outside the local authority area.

This also has a negative impact on equal pay. Figures from November 2013 show that median hourly earnings for people working full time in Norwich (£12.17 per hour) are higher than those for Norwich residents (£11.15 per hour). However, whilst there is a marked difference in median earnings for male full time workers: men working in Norwich (£13.71); men resident in Norwich (£11.39) - for women there is no difference between average hourly earnings based on the workplace and resident based hourly earnings. This shows that higher paid men working in Norwich are more likely than average to live outside of the City Council area and commute in.

3. Norwich city council as an employer

3.1 Who works here?

Statistics below are for the period from April 2012-April 2013 unless otherwise stated and are taken from internal records which staff themselves update.

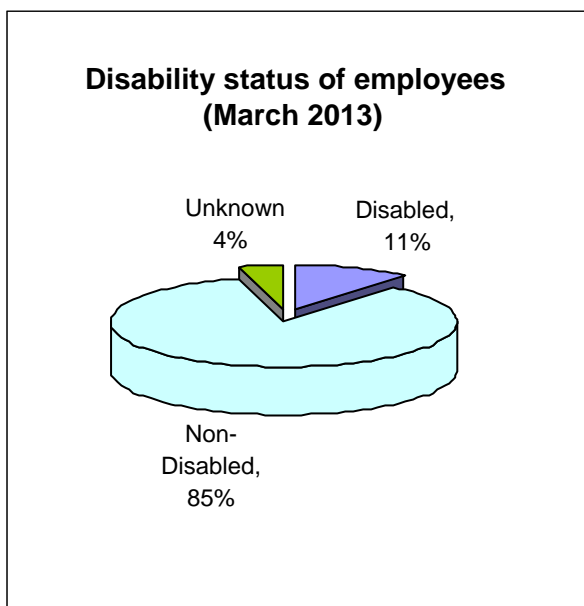
On 31 March 2013 there were **631** employees at the council, a drop of 191 from last year. This was predominantly due to the launch of a new partnership with local government shared services (LGSS) for finance, revenues and benefits and ICT services. This means that employees who were previously employed directly by Norwich City Council are now employed by Cambridgeshire County Council as part of the shared service, but continue to be based in Norwich and work on the council's behalf.

Gender



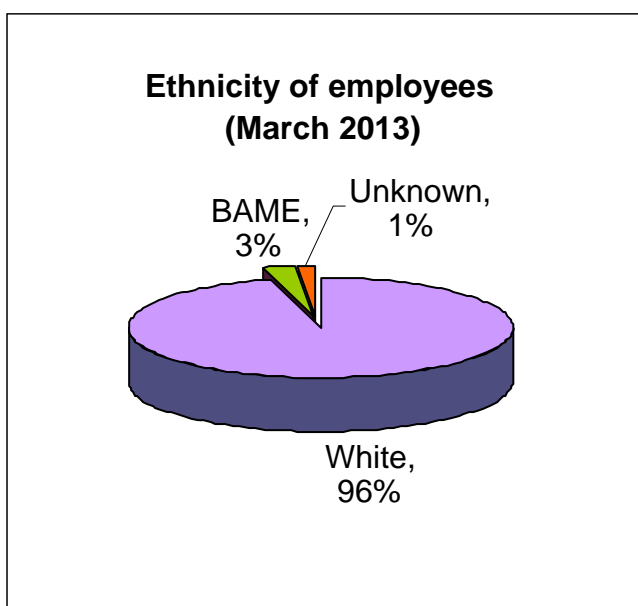
Women make up 73 per cent of part time employees and 43 per cent of full time employees. Of those on maternity leave 75 per cent returned in the time stated and the other 25 per cent were either still on maternity leave or had not yet notified us of their intentions. No-one has resigned. Similarly to that of last year, the number of women on maternity leave was low (about half the number of last year.)

Disability



Despite a reduction in number of employees, the proportion of disabled employees has remained static at 11 per cent, the same as last year.

Ethnicity



There is still an under-representation of black and minority ethnic (BAME) employees, as the population stands at approximately nine per cent but only three per cent of employees are from a BAME background. This figure has only slightly increased by one per cent since last year.

Percentage of staff by age					
Age	16-29	30-44	45-59	60-64	65+
percentage	10	39	45	5	1

Numbers may not add to 100 due to rounding

The majority of employees are between 30 and 59 years old, which largely reflects the demographics of the city. The number of employees at or over retirement has remained static after a minor increase last year. There remains an under-representation of younger employees, with a decrease of 1 per cent, a figure we would want to see rising rather than decreasing in the years to come.

Other protected characteristics

Of the 424 respondents to the 2013 staff survey, we know that 44 per cent have no religion, whilst 38 per cent identify as Christian. Numbers for other religions are too small to report. This is somewhat consistent with National Census data of 2011 which states that 42.5 per cent of residents have no religion, and 44.9 per cent identify as Christian.

There is no national evidence of numbers regarding sexual orientation; we understand that about seven per cent of the population may be gay, lesbian or bisexual. Six percent of respondents to the staff survey identified as gay, lesbian or bisexual. This is an encouraging figure as it means that employees are confident in responding to a survey with such personal details.

Although we have collected data regarding the gender assignment of employees, numbers are too small to report. However we have successfully supported the transition of employees in the workplace, with positive feedback from transgender awareness advocates.

3.2 Training

Number of Training courses attended			percentages
Gender	Male	282	48.5
	Female	298	51.4
Disability	Yes	60	10.3
	No	506	87.2
	Unknown	14	2.4
Ethnicity	Non-white	19	3.3
	White	558	96.2
	Unknown	3	0.5

Age	16-29	71	12.2
	30-44	241	41.6
	45-59	244	42.1
	60-64	22	3.8
	65+	2	0.3
Totals		580	100

Numbers may not add to 100 due to rounding

This chart captures corporate training only. It largely reflects the general make up of employees and as such does not identify any significant issues regarding the proportion of employees who receive training.

3.3 Equal Pay

Average salary by full time/part time & gender March 2013			percentage difference
Full time / Part time	Male	Female	
FT hourly rate (average)	£14.21	£14.64	3.3
Part Time	£12,298	£13,338	8.5

The pay gap between men and women has shifted from last year where men were paid nominally more than women in full time roles, now it is the other way round. However the gap in part time wages with women paid 8.46 per cent more than men has increased by three per cent from last year (5.5 per cent).

3.4 Recruitment

The only evident trend in recruitment practice this year has been the marked rise in offers of employment for men (60 per cent) compared to last year (36 per cent).

Percentage of recruitment by age, disability, gender and ethnicity for 1 April 2012 to 31 March 2013

Applicants	Ethnicity			Disabled			Gender		
	White	Non-white	Unspecified	Yes	No	Unspecified	Female	Male	Unspecified
Applicants	88	6	6	8	86	6	49	51	0
Shortlisted	88	10	2	12	87	2	42	58	0
Offered	87	13	0	13	87	0	40	60	0

Numbers may not add to 100 due to rounding

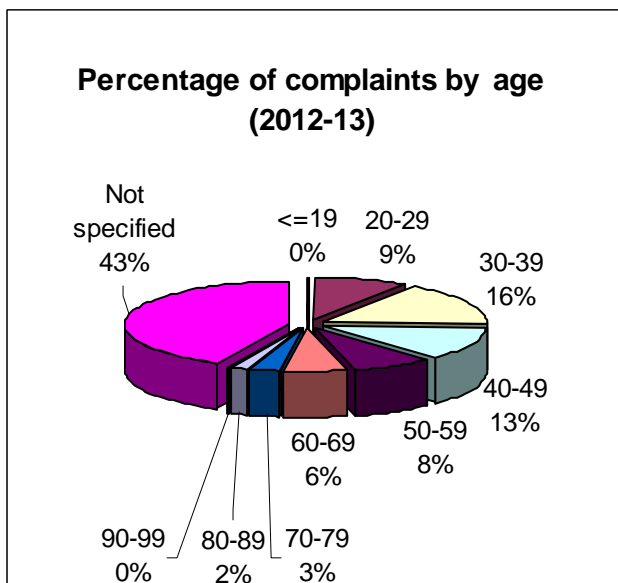
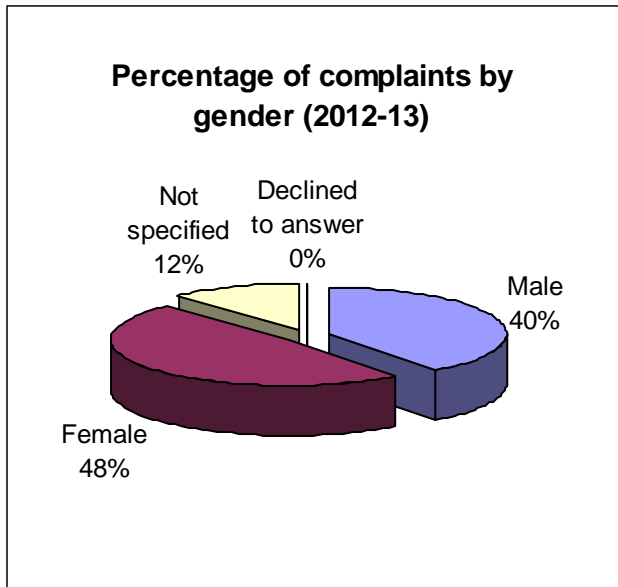
3.5 Disciplinary/Grievances

The data available regarding disciplinary, grievance, leavers and promotions for April 2012-13 is not appropriate to publish as some data sets are less than ten employees at a time which may suggest trends that do not exist. Low numbers also pose a threat to the confidentiality of staff.

4. Customer complaints and satisfaction rates

4.1 Complaints

There were **1487** complaints from April 2012 to March 2013. Unfortunately, we still lack enough data on ethnicity and disability, so we are unable to build a full picture regarding these two protected characteristics. Further work needs to be done on this.



4.2 Customer satisfaction

Once a quarter the customer contact team asked questions relating to customer satisfaction. This survey is an aggregate of three out of the four quarterly surveys carried out in 2012-13; the survey for Quarter 1 was conducted in a different format, with insufficient common ground between the questions for them to be included in this analysis. The one exception was that of overall satisfaction; this question includes the responses from all four quarterly surveys.

Please note that in some cases, numbers of responses are dependent on a combination of questions being answered. Total responses to a given question will therefore not always add up to the total number of customers surveyed.

A total of 2170 surveys were completed, of which **1791** form the basis of the majority of this report.

The table below indicates respondent's satisfaction levels by ethnicity:

Ethnic Group	Ethnic Composition - population of Norwich (%)	Ethnic composition of survey	Good %	Satisfactory %	Poor %
Black Asian Minority Ethnic group	9.2	7	66	20	14
White (including non British groups)	90.8	93	75	17	8

Numbers may not add to 100 due to rounding

A higher proportion of BAME respondents are less satisfied with services, though these figures may not be reliable as numbers will be quite low.

The table below indicates satisfaction levels by gender, with virtually no difference between the two:

Gender	Number of survey responses	Good %	Satisfactory %	Poor %	Overall Satisfaction %
Female	997	74	18	8	93
Male	716	74	17	9	91

Numbers may not add to 100 due to rounding

.The table below indicates satisfaction levels by age, with two age groups (under 19s and 60-69s) less satisfied than other age groups.

Age Group	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %
<=19	39	68	18	13	87
20-29	349	75	20	6	94
30-39	324	74	16	10	90
40-49	314	78	16	6	94
50-59	223	74	17	9	91
60-69	262	72	14	14	86
70-79	134	77	14	9	91
80-89	79	72	21	7	93

Numbers may not add to 100 due to rounding

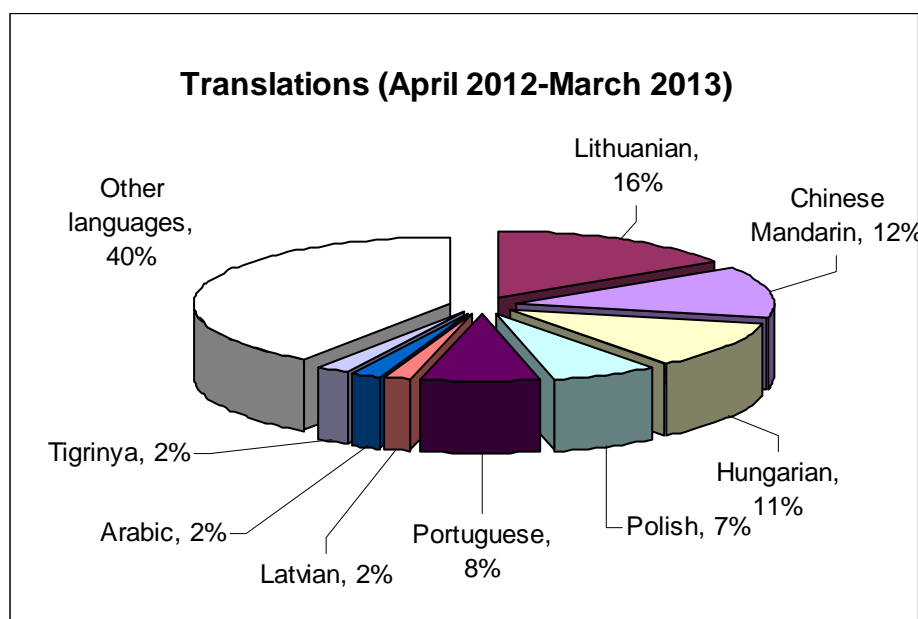
The table below indicates satisfaction levels by disability:

Disability	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %
Non-disabled	1298	77	16	7	93
Disabled	373	66	19	14	86

As with last year's figures, a greater proportion of customers with a disability are dissatisfied with services. However, figures are so low that it would be difficult to come to any meaningful conclusion as slight changes would have greater impact.

4.3 Interpretation and translations

Intran interpretation and translation requests, Norwich city council 2012-2013



We do not have precise numbers for requests for interpretation and translation, so these figures give a general idea of trends, and other than one or two new entries, it reflects last year very closely. The numbers of requests are always quite low, and we ensure that we promote the use of professional translation services and issue reminders for employees to use them as needed.

5 ■ How we demonstrate we carry out our equality duties

5.1 Tackling hate incidents and crimes

We are members of the multi agency protocol, a Norfolk wide response to hate crimes and incidents, where partner agencies work together to improve reporting and responses to incidents and crimes. There are plans for it to take a different form in the future, with the creation of the Norfolk Community Relations and Equality Board. Norfolk had the fourth highest number of reported incidents related to disability last year, suggesting improved confidence in reporting amongst disabled people; however this figure has not been maintained in Norwich. As part of this partnership, we have participated in and promoted the 'Hate Free Norfolk' campaign, attempting to ensure that people understand what a hate crime or incident is and how they can report it.

Hate incidents and hate crimes in Norwich

(Q2) July 2012- (Q1) June 2013		
Hate incidents	Norwich	Norfolk
Race	145	345
Homophobic/Transphobic	50	122
Faith	11	47
Disabled	28	86
Hate Other	4	19
Total	238	619
Hate incident totals without indicators	230	573
Hate crimes	Norwich	Norfolk
Race	86	413
Homophobic/Transphobic	16	59
Faith	7	12
Disabled	25	80
Hate Other	1	3
Total	135	567
Hate crime totals without indicators	173	432

A crime can be marked with a multiple number of relevant indicator flags (this means that it could be a race and faith crime and marked as both) which is why there are two figures for totals in the period reviewed.

As noted in previous equality information reports, the majority of hate crimes or incidents are not reported, so what we seek are higher, not lower figures. Disappointingly, figures have either remained similar or decreased since last year, despite efforts locally and nationally to encourage greater reporting, particularly by disabled people.

5.2 Domestic abuse

We currently have an officer acting as vice chair of Domestic Abuse Sexual Violence Board (DASVB); which has a remit to progress actions within the 'Violence against women and girls' policy, as well as lessons learned from domestic homicide reviews locally.

Employees have as a result of this partnership the opportunity to undertake free training on domestic abuse awareness; domestic abuse, stalking and harassment risk model, 'honour' based abuse, female genital mutilation (FGM); domestic abuse briefing sessions; basic, entry level, online abuse, 'sexting' and grooming) available to statutory and voluntary agencies across Norfolk.

This sub group also delivers an annual domestic abuse conference for practitioners and strategic managers. The DASVB also co-ordinate the annual week long 'Norfolk Says No' campaign; to raise awareness of domestic abuse and sexual violence, promoting healthy relationships and the support services available. This is a high profile campaign involving local dignitaries and ambassadors and involves activities and events delivered by, for and through voluntary, statutory and corporate sector partners. This year the campaign is specifically targeting children and young people to help break the cycle of abuse.

The group has also developed a 'model' domestic abuse workplace policy, as guidance for organisations to use to support employees and volunteers that are subject to domestic abuse.

DASVB has also recently established a web page on the county council website with links to resources for individuals and partner organisations.

DASVB will be applying for white ribbon status this year, following the 'Norfolk Says No' campaign, on behalf of the County Community Safety Partnership (CSP), which it reports to.

5.3 Training undergone by Norwich City Council staff

- mental health awareness face to face training for managers
- customer Service Excellence face to face training (including a human rights element)
- hate crime e-learning package
- face to face Equality training for new employees and those who did not attend previously
- Equalities e-learning package (mandatory for all employees).

5.4 Working with communities

We support a range of voluntary and community sector activities either through funding, support, advice or signposting, as well as undertaking some activities ourselves:

- Refugee week (launch attended by Lord Mayor or Sheriff).
- We have funded several community groups from minority communities for activities in the city through small grants.
- We have provided a grant for Norwich Mind Festival of Cultures to be held in the city centre.
- Norwich Asylum Seekers and Refugees Forum (Nasref) hold regular meetings in our meeting rooms.
- We are members of the Norfolk Community Relations and Equality Board (CREB), a new county wide network which replaces the former county cohesion network.
- We send out a regular community bulletin which enables those that might not otherwise get a chance for a wider audience e.g. media/councillors/other groups.
- We run regular community City hall tours where people gain an understanding of how the Council and how the democratic process works.
- LGBT History Month - the launch has been here at City Hall for two years running
- Norwich Access Group regularly receives a grant. They are a local pressure group of disabled people who are actively involved in trying to improve access for disabled people to all aspects of life in the city of Norwich and surrounding area
- Norwich Access Group liaises with Food safety team on the Business Merit scheme
- When updating our website we used the feedback from disabled volunteers with visual impairments and learning disabilities.
- We support the Women's Institute who run regular International women's day events.
- We provide financial and in-kind support to the Norwich Older People's Forum.
- We have held the launch of Black History Month here at City Hall for the last four years.
- Norwich Door-to-door receive a grant to fund core costs delivering subsidised on demand ('dial a ride' type) accessible bus transport, for disabled and mobility impaired residents.
- Age UK Norwich received a grant to provide an income maximisation service aimed at a vulnerable section of the Norwich community.
- Quarterly networking sessions.
- Workshops focusing on capacity building of community groups from communities of interest.

- Workshops on funding applications, in partnership with Voluntary Norfolk as well as workshops on specific funders Lottery, Tudor Trust, NCC and Norfolk Community Foundation as examples.
- Workshops on 'promoting your group' (using local media, social media, networking etc) and on 'Planning an Event' again, delivered with Voluntary Norfolk.
- On-going community engagement at a neighbourhood level.

If you would like further information about the contents of this report please contact the Council by calling 01603 212368 or via email at performance@norwich.gov.uk

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	15 Jan 2014
Head of service:	Russell O'Keefe
Report subject:	Equality information report
Date assessed:	20 December 2013
Description:	To consider the equality information report which is a statutory requirement under the Equality act 2010, outlining how we carry out our public sector equality duties

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Analysis of the organisation as an employer and service provider has a positive impact in identifying good practice and areas for improvement.
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Council activities outlined in report which have a positive impact on financial inclusion for marginalised communities
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Positive impact in recognising responsibilities
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This document is responsible for identifying how we carry out our duties in these key areas.
Eliminating discrimination & harassment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	as above
Advancing equality of opportunity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	as above
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment

Positive

Continue to review and monitor how the organisation is embedding equalities in its every day work.

Negative

Neutral

Issues