NORWICH
City Council

Committee name: Cabinet

Committee date: 08/02/2023

Report title: **Equality Information Report 2023**

Portfolio: Councillor Waters, Leader of the council

Report from: Executive director of community services

Wards: All wards

OPEN PUBLIC ITEM

Purpose

To consider the council's statutory annual Equality Information Report 2023 which is appended to this report.

Recommendation:

To approve the publication of the annual Equality Information Report for 2023.

Policy framework

The council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the **People live independently and well in a diverse and safe city** corporate aim.

This report addresses the following priorities or actions in the Corporate Plan:

- Celebrate culture, heritage and diversity, inspiring and connecting communities.
- Listen to communities and use their views in decision-making.

This report meets **The city has an inclusive economy in which residents have equal opportunity to flourish** corporate aim.

This report addresses the following priorities or actions in the Corporate Plan:

- Work with partners to support good jobs, skills and opportunities for Norwich, including making the city a Living Wage Place.
- Join up with the voluntary, community and social enterprise sector, so our services are aligned to help people succeed

This report helps to meet Equality, diversity and inclusion adopted policy of the Council.

This report helps to meet Supporting the most vulnerable objective of the COVID-19 Recovery Plan.

Report details

1. As a local authority, the Council has a statutory requirement to publish an annual Equality Information Report. The proposed Equality Information Report for 2023 is appended to this report. It provides key data about Norwich residents and city council customers and employees, especially those with protected characteristics under The Equality Act 2010.

2. Previous reports can be found on the Equality and Diversity section of the council's website: http://www.norwich.gov.uk/equalityanddiversity.

3. This report takes on a revised format, comprising of five sections:
    a. Our duty
    b. Working with our communities
    c. Celebrations and commemorations
    d. Changing how we do things
    e. Information about our people, customers, and employees.

4. The revised format provides evidence to enable us to better allocate resources to help those communities identified as needing additional support. It will also form part of the evidence base for the forthcoming Equality, Diversity and Inclusion Strategy and Action Plan that is in development.

Consultation

5. This report has been compiled in consultation with officers from across the council, the portfolio holder and key stakeholders.

Implications

Financial and resources

6. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council's stated priorities, as set out in its Corporate Plan 2022-26 and budget.

7. There are no proposals in this report that require increased resources

Legal

8. The publication of the Equality Information Report 2023 forms part of our Public Sector Equality Duty requirements under the Equality Act 2010.

Statutory considerations

Consideration	**Details of any implications and proposed measures to address:**
Equality and diversity	Equality impact assessments are carried out on a project specific basis where appropriate.
Health, social and economic impact	There are positive impacts associated with a number of projects as detailed throughout the report.
Crime and disorder	There are positive impacts associated with a number of projects as detailed throughout the report.
Children and adults safeguarding	There are positive impacts associated with a number of projects as detailed throughout the report.
Environmental impact	There are positive impacts associated with a number of projects as detailed throughout the report.

Risk management

Risk	Consequence	Controls required
As specified in the Equality Act 2010 the Council must publish equality data annually. This includes reporting on how we are integrating equality, diversity and inclusion into our work practices and publishing our workforce employment information.	Failure to have 'due regard' in relation to the Equality Act 2010 could mean: • a judicial review of decision making • incurring unnecessary costs to the council • reputational damage • unconscious discrimination against a part of the city's community • developing services that do not meet the needs of our communities.	The publication of an annual Equality Information Report every January. The publication of specific SMART equality objectives at least every four years which are aligned to our Equality, Diversity and Inclusion Policy. The Equality, Diversity and Inclusion Policy allows identification of risks around liabilities under the Public Sector Equality Duty as set out in the Equality Act 2010. Working with HR, democratic services, community enabling, strategy and transformation teams, to amalgamate existing Equalities action plans into a single view of Equalities actions across the organisation which is used to monitor progress of delivery and achievement of success. Progress will be reported to CLT and Cabinet.

Other options considered

9. Not applicable as the publication of an annual Equality Information Report is a statutory requirement under the Equality Act 2010.

Reasons for the decision/recommendation

10. This report and the appendix should enable Cabinet to approve publication of the Equality Information Report for 2023.

Background papers: None

Appendices: Equality information Report 2023

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Norwich City Council
Equality Information Report 2023

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Further Information and Accessibility

If you would like further information about the contents of this report, please call us on 0344 980 3333 or email us at strategy@norwich.gov.uk

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The council attempts to make all the ways that we communicate accessible for everyone, including those with impairments to vision, hearing, mobility, and thinking and understanding. As the proportion of our communications that are digital continues to increase, changes we have made to make communications more accessible have been informed by government's Web Content Accessibility Guidelines (WCAG). WCAG is based on four design principles: perceivable, operable, understandable, and robust.

Examples of changes we have made to increase accessibility include:

- Making key documents and publications available as web pages rather than PDFs, for example Citizen and TLC magazines. Content is also structured logically and can be navigated and read by a screen reader or other assistive technologies.
- Ensuring online content works well on mobile devices
- Using descriptive links so users know where a link will take them, or what the downloadable linked content is
- Providing text alternatives ('alt text') for any non-text content and addition of subtitles to videos
- Implementing simplified and uncluttered format and design in all communications
- Ensuring sufficient colour contrast for online and printed design
- Ongoing review of information to ensure it can be easily understood with calls to action that provide a clear onward journey.

Foreword from the Leader of the Council

Norwich is a sharing city with a diverse cultural and ethnic make-up, celebrated by Norwich City Council. We seek to promote equality and equity for all types of people and communities living, working and visiting our fine city.

Sadly, inequality touches almost every element of our society, and as a result, the council's responsibility to address these inequalities represents one of our greatest challenges and one that we take very seriously.

With the cost-of-living rising month on month, we are working in partnership with other local organisations, to support our residents to ensure that those who need our help are receiving the best advice and support available, at the right time.

We continue to allocate discretionary support payments to those who need them most, allowing them to purchase essential items such as food, clothing, and energy to heat their homes.

With the crisis ongoing, it is not yet clear how much of an effect on pre-existing inequalities the cost-of-living crisis will have. However, it is certain that the effects will be long lasting. The council continues to work with partners to consider how best to tackle these longer-term challenges by:

- working towards a resilient and thriving Norwich outlined in our 2040 City Vision
- working to make the local economy work for everyone led by the Norwich Good Economy Commission
- leading an action group of local employers from a range of industries to deliver on the Living Wage City plans
- working towards the future prosperity of the city, its residents and business community through the Norwich Town Deal programme.

Promoting equality isn't something we only do through our provision of services and work with external partners, we also understand that we are on a journey to improve ourselves as an organisation and continue to be an employer that our employees are proud to work for.

Despite the many hardships facing the city over the past year, we continue to support our communities to navigate the challenges posed by Covid-19 and now the rising cost of living. This annual Equality Information Report demonstrates how we have been working to reduce inequality and support the people of Norwich when they need it most.

Alan Waters
Leader

SECTION ONE : Our duty

Introduction

1. We want Norwich to be a fair, kind, accessible, and inclusive city. We work with our partners, to make Norwich the best it can be for everyone, recognising that different people and communities have different needs, where everyone:
    a. feels they belong
    b. is respected
    c. has a voice
    d. has the chance to succeed and thrive.

2. We also want to be an organisation that makes a real difference for the people of Norwich by:
    a. showing respect and kindness to everyone
    b. giving the most help to the people who need it the most
    c. continuing to learn and improve
    d. focusing on prevention and early intervention.

3. We have been working towards this for many years. This report covers what we have been doing over the last 12 months to tackle the inequalities that exist within our city, improve life within our communities and develop effective working partnerships with residents and organisations across the city, as we work to improve equality together.

Equality This means everyone having the same chances to do what they can. Some people may need extra help to get the same chances.

Equality is right for many reasons:
- People enjoy life more if they are treated fairly.
- The country is richer because each and every person can do what they are best at.
- It is easier for people to live side by side and get on with each other if everyone is treated fairly.

Public Sector Equality Duty

4. As a public sector body, Norwich City Council has a responsibility to ensure that the needs of all of those we work with and ultimately for are considered when developing policy, delivering services and managing our workforce.

Equality Act or the Act This is the Government's law to make sure all people are treated fairly. The Act became law in 2010 when Parliament agreed it was right.

5. The Equality Act 2010 works to provide people with legal protection from discrimination in the workplace and wider society. The Act outlines what public bodies must do to prevent discrimination and promote equality, diversity and inclusion. The council must demonstrate due regard to three general equality duties across its functions. These are:

    a. Advancing equality of opportunity between people who share a protected characteristic and those who do not

b. Eliminating discrimination, harassment, and victimisation and other conduct prohibited by the act
c. Promoting good relations between people who share a protected characteristic and those who do not.

Equality Duty This is a law for public bodies telling them they must think about how they can make sure their work supports equality. For example, in their services, through their jobs, and through the money they spend.

6. The Act tells some public bodies, like the council to do certain things to help make equality happen, for example:
    a. think about equality when we are buying things
    b. make men and women's wages easier to compare
    c. use positive action if we want to make sure our workers are diverse
    d. think about how we can help to stop people doing less well than other people because of their family background or where they were born
    e. think about treating people from different groups fairly and equally
    f. think about what we can do to make our services more helpful to poorer people.

Positive action This lets employers and service providers think about equality when looking at who they might supply their services to or employ. It might mean providing services in a different way or giving people information or training. For employers it might mean choosing between two people who can do the job as well as each other.

Diverse or diversity This is a mix of different kinds of people. For example, men and women, young and old people, people of different races, disabled and non-disabled people.

7. We also have a duty to review and publish Equality objectives. Our current objectives, as published in June 2021 are:
    a. Develop a new Equality, Diversity, and Inclusion Strategy – in development.
    b. Redesign council services and reshape teams around the needs of users, creating more joined up and accessible services which are in tune with the changing needs and behaviours of those we serve – see **Section four** of the report for progress.
    c. Understand our communities and celebrate and respect diversity – see **Sections two and three** of the report for progress.
    d. Recruit, develop and retain a diverse and representative workforce – see **Section four** of the report for progress.

8. Our annual Equality Information Report highlights the progress we are making against these objectives.

Protected Characteristics

Protected Characteristics This is different groups of people in England, Scotland and Wales who sometimes get treated unfairly.

9. The protected characteristics covered by the Public Sector Equality Duty are:

a. **People of different races** - these are groups of people who come from different places, have different skin colours or have passports from different countries
b. **Religion or Belief** - people with a religion or belief, or people without a religion or belief
c. **People of different ages**
d. **People of different sex** – women and men
e. **People with a disability** – physical or mental
f. **Gender Reassignment** - transgender people who have changed their sex or are in the process of doing so
g. **Pregnancy and Maternity** - women having a baby, and women just after they have had a baby
h. **Marriage and Civil Partnership -** lesbian, gay and bisexual people to become partners, like married people
i. **Sexual Orientation –** lesbian, gay and bisexual and straight people. Lesbians are women who are attracted to other women. Gay men are attracted to other men. Bisexual people are attracted to women and to men.

10. We must have due regard for the **Socio-economic Duty** – family background or where a person is born still affects their life. For example, a child from a rich family often does better at school than a child from a poor family, even if the poorer child is cleverer. This is sometimes called socio-economic inequality.

11. Our policies and actions seek to ensure that we do not negatively impact those who may be from low-income households, carers, rough sleepers or any other marginalised or vulnerable group.

12. Local data relating to the characteristics can be found at **Section five** of this report.

Meeting the Equality Duty

13. We use various tools to meet our duties and to promote equality, diversity and inclusion across our communities:

a. **Equality, diversity, and inclusion officer group** – an internal cross council working group to drive equality improvements through a progressive action plan and provision of training and development

b. **Joint equality, diversity and inclusion group** – an external group made up of representative organisations from across the city coordinated by the council, to drive equality improvements through progressive action

c. **Workforce Diversity Strategy** – this works towards us having a more representative workforce that better reflects our local demographic

d. **Training and development provision** - ongoing training is provided to officers including equality and diversity duties and responsibilities, equality impact analysis, trauma informed approach, and safeguarding children, young people and adults at risk

e. **Community mapping** – members and officers are updated about the makeup of the Norwich community through briefings, the State of Norwich reports and through links to other data sources including Norfolk Insight.

f. We have an **Equality and Diversity Policy** which is being reviewed and updated, and we are developing an Equality, Diversity and Inclusion Strategy, due to be published in 2023.

g. We carry out **Equality Impact Assessments** wherever appropriate to promote access to services for all members of our communities and to eliminate discrimination and advance equality in our actions, policies, and strategies. Our work predominantly, although not exclusively, focuses on our reducing inequality target areas (defined in section five) and our approach enables residents and groups to produce sustained change.

SECTION TWO: Working with our communities

14. Our community enabling team work with residents, grassroots organisations and Voluntary, Community and Social Enterprise partners across Norwich so that neighbourhoods can be more responsive to what is of value to the communities who live in them. This involves a number of activities including:

    a. making it easier for residents to get permission for developing community gardens where neighbours can come together to grow food and plants - a new permissions process has been implemented with a single-entry point via a webform for residents wanting to take on space in the community

    b. supporting residents with practical advice and guidance to establish new groups and events such as a repair café which ran its first event in Mile Cross this year and who we're supporting to grow and establish more events across the city

    c. the provision of small-scale grants for communities to come together including street parties for the Queen's Jubilee celebrations - we have given 10 "Get Together" grants of up to £50 each for communities who want to come together around occasions like this, seven "Get Started" grants of up to £300 for groups who are starting to establish, and three "Get Growing" grants of up to £500 for those who are taking that next step in their development

    d. supporting existing organisations working with vulnerable and minority groups through targeted funding and practical advice - this includes those working with refugees and asylum seekers as well as food provision - we've funded and supported a number of these groups, including those who provide advice, guidance and therapy to those fleeing conflict, as well as a number of grassroots foodbanks across the city – the support for which has included the funding of £20,000 to 11 organisations providing food assistance to some of the city's most vulnerable residents.

15. A real success story is that of The Mile Cross Projects and Events Group (MXPEG) - a group we facilitated into existence - who support and encourage people to plan and stage events or participatory projects for the benefit of the whole community. The group have brought together passionate volunteers who share a vision for a better-connected Mile Cross and have collaborated to bring about new opportunities for

local people to learn new skills, develop meaningful connections and most importantly have fun.

Community conversations

16. To help guide our ongoing work, we have heard from communities with a range of backgrounds, identities and cultural affiliations through some specific conversations held in July and August. Equality, diversity and inclusion were understood to be key elements for any positively functioning environment and city like Norwich.

17. The feedback is being used to shape our forthcoming Equality, diversity and inclusion strategy and action plan. Some key points raised include:

    a. The term equality was strongly associated with that of inclusion. Participants suggested that the two are not mutually exclusive and that equality means “feeling included no matter your age, gender, race religion or creed” and that “everyone is equal regardless”.

    b. It was suggested that the council supports and encourages greater levels of information sharing about the various communities within Norwich to help reduce the levels of racial and religious prejudice, and tackle what was seen as the biggest opponent of equality, discrimination.

    c. Issues around language barriers and poor provision of information in other languages left some communities feeling excluded or experiencing negative consequences through no fault of their own.

    d. Having a diverse community was seen as a wholly positive thing by those engaged in the discussions. It was felt that it is important to connect with other cultures and groups in the community and that there was value in doing so from a community cohesion and educational perspective.

    e. Feelings of exclusion were reported to result from a lack of knowledge of the local area and support available. Participants who do not speak English as their first language or were not originally from the area, expressed a need for greater signposting for all different types of help, including health, financial, English courses, children services etc.

    f. Local social events have a positive impact on the perceptions of Norwich (especially for those new to the city) and work to bring people together who would not have connected naturally. Participants in the engagement sessions mentioned a desire to see more investment in such social events or classes such as those providing skills around employment and language. All of which play a huge part in helping those new to Norwich to settle in and feel at home.

    g. The concept of digital inclusion came up in conversation with many participants mentioning that they are not online and struggle with the ‘overwhelming’ nature of new technology. Suggestions were made that the council use funding to improve access to face-to-face support and promote digital inclusion.

h. Two-way dialogue with the council could be improved by better connecting the council's speaking, listening and decision-making functions to create genuine open dialogue with members of the Norwich community.

i. It was also suggested that the council fosters better working relationships with local community group leaders by providing a direct line, through which ideas for improving the local area can be passed onto the council.

18. This approach of having themed based community conversations was well received. As a result, we have taken this approach to reach more people with our annual budget consultation – to ensure the voices of community members in Norwich are better reflected. At the time of writing, the budget consultation is still open – it closes on 20 January 2023.

19. Our work with the Shoebox Community Hub has seen community connectors and conversation officers working in some of our reducing inequality target areas (see section five for definition) to have conversations without agendas and better understand what is of value to people living and working in those communities. Through this work we have been able to build a much better understanding of what residents see as the important parts of their neighbourhood.

20. Conversations have been analysed and we have established a community conversations insights hub. The trends indicate there is a consistency across the city in that residents value community, the natural and built environment, and health and wellbeing. We've been able to track what assets and deficits residents see in the areas and through our work in the community have started to support community assets to increase their capacity and build links to address what are seen as the deficits.

City Vision Youth Hub

21. We are currently working with the Norfolk Young Arts collective, Norwich Youth Advisory Board members and schools to develop a City Vision Youth Hub. The aim is to provide an ongoing opportunity for young people within the city of Norwich to play an active role in the development and improvement of initiatives with local decision makers.

22. We will be hosting some design workshops across January and February for young people to help develop the hub on our Get Talking Norwich site. These workshops will be an opportunity for young people to help design the site - have their say on what they want the hub to look like and how they think young people want to engage with local decision making.

23. We hope to build a City Vision Youth Collective which reflects the diversity of the city's wider youth community, to feed into the existing City Vision Partnership.

Gypsy, Romany and Traveller site development

24. Our housing development team has been working with Broadland Housing Association to help improve the Gypsy, Romany and Traveller site in the city. To allow more pitches on the site, we have leased additional land which sits next to the current site at Swanton Road to Broadland Housing Association.

25. The development of 13 new pitches is now complete alongside planning applications for the existing pitches to be remodelled and refurbished to meet modern standards.

We have recently received confirmation from the Department for Levelling Up Housing and Communities that our bid for funding to help pay for the refurbishment has been successful. Once complete, there will be a total of 31 pitches, all meeting current standards for space and amenity.

26. The new pitches and the re-modelling have been carried out in consultation with the existing community who have welcomed the proposals.

27. A recent Gypsy and Traveller accommodation assessment undertaken as evidence for the Greater Norwich Local Plan, has identified further pitch requirement across the Greater Norwich area and officers are assessing potential sites for suitability that will be consulted upon early in 2023.

Anti-racism charter

28. In July 2022, we were proud to sign up to Unison's Anti-Racism Charter. At an event organised by Norwich City Unison branch, the leader of the council, the Lord Mayor and our Chief executive all signed this important document.

29. It is not enough to be non-racist. Signing the Charter commits us to actively challenge racism wherever it occurs. The pledges we have made will also ensure our policies, processes, and organisational culture celebrate and champion the diversity of our whole workforce.

Supporting the Armed Forces community

30. The Armed Forces Covenant is a voluntary statement of mutual support between a civilian community and the local armed forces community. It is a promise by the nation to ensure that those who serve or who have served in the armed forces, and their families, are treated fairly.

31. As an equal opportunity employer, we acknowledge the Armed Forces Covenant to show our continued support and appreciation to those who have served, and it is our commitment to ensure they will not face a disadvantage when accessing our services. Our work does not stop at those still serving in the armed forces, but we also assist reserve units, veterans, military families, and their dependants.

32. This year, Norwich City Council was presented with a Silver Award from the Ministry of Defence for recognition for the work that we do to support the Armed Forces, and how we implement the covenant into our employment practices.

33. We are in the process of updating our website to ensure that those protected by the covenant can easily access the support and information about our services that they require. It will include:
    a. Housing functions: information on how we support the housing of service personnel through our allocations policy for social housing; our tenancy strategy; homelessness; and disabled facilities grants.

    b. Employment: when a veteran or ex-member of the armed forces applies for a role, if they can provide evidence in their supporting information, and they meet the minimum and essential criteria for the role, they will be invited for interview regardless of their employment history.

c. Special leave: in addition to our range of special leave options, we support service personnel by granting 2 weeks paid leave to attend summer for volunteer members of the Non-Regular Forces; if members of the Territorial Army are required to attend additional training, which they are unable to attend outside normal working hours, they will be granted additional paid leave.

34. We have also begun rolling out the following e-learning training modules:
    a. The Armed Forces Covenant for Front Line Workers
    b. Housing, Homelessness and the Armed Forces Covenant

Accessible Norwich

35. Our community enabling team has started working with the Voluntary, Community and Social Enterprise sector to create a network of groups and organisations who are working on making the city more accessible and inclusive. This will involve collating and developing good practice guidelines to steer future works in the city. An initial meeting took place in summer 2022 with further work planned for 2023.

36. The Forum will be installing new modern accessible toilet facilities, following a successful bid for government funding by the council. We secured £65,000 from the government's Changing Places funding for this vital provision to those living with disabilities. The state-of-the-art Changing Places toilet will be installed in the new year, alongside an upgrade to existing facilities. Unlike standard accessible toilets, Changing Places Toilets have an adult changing bench and hoist facilities as well as extra space for carers.

37. An even greater number of people will be able to use our Riverside Leisure Centre swimming pool, after the addition of a new piece of equipment to increase accessibility. In recent years, many visitors to Riverside Leisure Centre who have decreased mobility have been using a pool hoist to gain access to the pool. However, this has now been replaced with a new, state-of-the-art Pool Pod which will offer an improved solution going forward.

38. The new pool pod, which is a user-controlled lift, can be operated independently allowing users a more dignified entrance and exit from the pool. The pod is designed to allow access for anyone who would struggle or find it inappropriate to access the pool via the steps. The submersible wheelchair can be accessed from the comfort and privacy of the changing facilities or alternatively swimmers can stand directly on the platform to aid their entry into the water.

City of Sanctuary

39. Norwich is a part of a national movement building a culture of welcome for refugees and asylum-seekers, many of whom have lost their homes, fled persecution, and sought safety here: Norwich City of Sanctuary. Norwich City Council is proud of its history of welcoming people seeking safety in Norwich.

40. Since March 2022, our community support team has been working in collaboration with Norfolk County Council and the other districts to support people fleeing the conflict in Ukraine. In Norwich we have carried out a total of 136 inspections to ensure the accommodation being offered by hosts in suitable. We have welcomed 199 Ukrainian guests (138 adults and 61 children). Many of our guests have now successfully moved on from their host arrangements (private rental, moved away, returned to Ukraine).

41. Norwich currently has **66 active hosts** who are supporting **124 Ukrainian guests** (84 adults and 40 children).

42. Our main focus has been to ensure the wellbeing of any people we're welcoming into the city. We have recruited two Ukrainian welfare officers, both originally from Ukraine, who have lived in the UK for a number of years. They carry out ongoing welfare checks along with any other visits required to ensure that people are settling in and are receiving the help and support they need.

43. The team also help resource and support two 'welcome' support sessions at the library in The Forum on Mondays and Tuesdays along with a weekly session held at Norfolk Polonia.

Supporting the Transgender Community

44. This year we have seen a concerning rise in transphobia in the UK, as well as the increasing severity of the threats faced by the trans community. We believe that trans rights are human rights and affirm the legal rights of all protected groups under the 2010 Equality Act.

45. The council states that: Trans women are women. Trans men are men. Non-binary people are non-binary. We believe in the dignity of all people, and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution diversity brings to our community. Our aspiration is for Norwich to be a safe, welcoming and inclusive city for everyone.

46. We continue to work with Norwich Pride, and this year publicly acknowledged the Trans Day of Remembrance on 20 November - the Transgender Flag will continue to be flown to mark this day and the International Trans Day of Visibility (March 31st). We have also updated our flag to fly at Pride in July to the Intersex Progress Pride Flag.

47. We have encouraged council employees and councillors to make small gestures that make it clear transgender and non-binary people are welcome. This includes adding pronouns to email signatures.

48. We have a large number of online forms, and as these are renewed, we are including a gender-neutral option such as Mx.

Helping people to live independently

49. The Home improvement team offer financial and practical assistance to help residents to stay living independently within their own homes. Through our team of highly trained occupational therapists, case workers, technical officers and qualified contractors, we provide:
    a. adaptations, such as converting bathrooms to wet rooms, building ramps to help with getting in and out of the property, and installing stairlifts to help with getting up and down stairs
    b. works or adaptations to help with a timely discharge from or prevent admission to hospital such as the fitting of key safes and other adaptations as above
    c. small scale emergency repairs such as heating repairs, resolving small leaks and minor electrical issues
    d. significant repairs to rectify hazards such as excess cold, leaking roofs and damp and mould growth

e. income maximisation to ensure all eligible benefits are being claimed
f. signposting to other council services and external organisations as appropriate

50. The team work hard to make their budget (approximately £3m for 2022-23) go as far as possible in helping as many people as they can. We are the only local authority in Norfolk to offer financial help of at least £5,000 to all eligible applicants to help them adapt their home and continue to live in it.

51. In 2021-2022 the home improvement team awarded 474 grants totalling over £2.4m with a grant average of £5,084. This helped:
    a. 270 council tenants
    b. 140 owner occupiers
    c. 12 private renters
    d. 52 housing association tenants

52. The people helped were mainly white British (91.4%). The age profile of people helped was:
    a. 314 over 65-year-olds
    b. 159 Working Age Adults
    c. 1 child

Helping people to keep warm

53. The council's environmental strategy team has been supporting households across the city through a range of schemes to reduce fuel poverty within Norwich, helping more people to keep warm in their home.

> **Fuel poverty** is when someone cannot afford to heat or cool their home to a comfortable temperature – if they do, this will more than likely mean getting into debt.

54. In Norwich 12.3% of households are experiencing fuel poverty. To help our residents, we offer a range of support including:
    a. advice on how to save energy/reduce energy usage within their home
    b. benefits advice and trust funds for fuel debt
    c. dispute resolution between a resident and their supplier
    d. advice on how to improve the energy efficiency of their home

55. We were the first council in the country to run a collective energy switching scheme to help residents access cheaper energy. Since the scheme began in 2016, we have helped over 6,000 residents switch energy provider, resulting in average savings of over £200 per household. The switching scheme has now paused due to stagnancy in the energy market but will restart as soon as we are able.

56. Through our five Solar Together schemes we have installed over 2 megawatts (1,000,000 watts) of solar power in Norwich.

57. Over the past two years, more than 400 energy efficiency measures, from home insulation to small scale interventions, were distributed to over 200 private sector homes through our Cosy City scheme. We have also leveraged over £170,000 in Eco Flex grants for Norwich householders.

58. We continue to make our council housing stock energy efficient to reduce energy consumption and reduce tenants' bills. 98% of council homes meet the Norwich standard[1] and the average SAP rating of council housing is above 70/EPC C.

59. With the cost-of-living crisis it is vital that we continue to provide support for residents; over the next year we will be:
    a. supporting residents to utilise ECO funding to install loft and cavity wall insulation in low-income households
    b. providing small scale measures through the council's Warm and Well Initiative, such as insulation and 'Winter Well' packs which include thermal clothing, blankets and soup – these are distributed via organisations such as doctors' surgeries, Gasway, and Age UK
    c. referring residents through the council's home improvement team to receive support and funding to stay in their homes, particularly residents at risk of hospitalisation and in cold homes
    d. providing vulnerable residents with emergency fuel payments using charitable donations kindly donated by the Benevolent Association for the Relief of Decayed Tradesman
    e. providing emergency heating support in the form of radiator loans to residents without central heating or where central heating has failed
    f. offering the collective switching scheme Norfolk Energy Switch
    g. offering energy advice and support to residents to enable access to appropriate funding for heating repairs and to reduce fuel debts.

60. More information about the council's plans to address fuel poverty can be found in the recently adopted Sustainable warmth strategy.

Helping people in debt

61. The council has been committed for many years to reducing financial exclusion, recognising the inequality that exists in our city. The current cost of living crisis only adds to the importance of the work we do in this area. Support will continue to be crucial to many, as people's needs and the type of provision available have both been affected by the pandemic and the cost-of-living crisis.

62. There are key areas that have been underway for some years; they form the central planks within our response to helping and supporting those most affected by the cost-of-living crisis:

    a. Our renewed approach to dealing with personal debt as a result of an adopted policy that builds holistic, wraparound support for vulnerable customers in debt, whilst at the same time continuing to maintain an income for much needed services.

    b. The Debt Respite Scheme (otherwise known as breathing space) came into force in May 2021. The main policy aim is to incentivise more people to access professional debt advice and to access it sooner", and "to provide debtors who engage with this advice with the headspace to find a debt solution by pausing creditor enforcement action, interest, and charges.

[1] The Norwich Standard was introduced in 2012 and was implemented to deliver a higher standard of works than the Decent Homes Standard, which the government requires.

c. In April 2022 the council recommissioned the provision of information, advice, and advocacy services for residents for the next two years via the Financial Inclusion Consortium, £171,704 was awarded for 2022/23. This service is invaluable - it cannot prevent people from getting into debt, but it can help people to find a longer term, more sustainable solution to their financial challenges.

d. The council continues to provide funding of £3,750 per year to use the NCAN referral system, to enable our officers to receive referrals from and refer people to charities and other organisations for information, advice and advocacy support which includes wider issues that can contribute to debt, such as housing, legal and immigration support. NCAN is a Norfolk-wide partnership of agencies that provides free independent advice.

e. Many residents across Norwich may, at some point, require help from the council in terms of debt, housing, welfare benefits, financial, or other types of support. Multiple teams are involved in delivering this much needed help:
   i. homeless prevention and housing advice
   ii. tenancy support from housing officers
   iii. budgeting and money advice service for tenants
   iv. access to support funds via the community enabling team
   v. benefits support via the revenues and benefits team
   vi. financial inclusion advice via the strategy team
   vii. tenancy sustainment via the specialist support team
   viii. joined up, multi-agency support through the Norwich Early Help Hub.

63. Further details on the debt advice and support services we offer can be found in the recent Scrutiny report.

64. Through our Council Tax Reduction Scheme, we continue to offer 100 percent discount on Council Tax for eligible residents, allowing us to help a high proportion of people each year.

Norwich Living Wage Place

65. We recognise that the most effective pathway out of poverty is a fair and sustainable wage, which is why the council is playing a leading role to promote the Living Wage in Norwich. In 2022, a coalition of local businesses, charities and public sector organisations launched a plan to substantially increase the number of Living Wage Employers in the city. The ‘Making Norwich a Living Wage City’ Action Group has been recognised by the Living Wage Foundation.

66. At the time of writing this report, there were 50 Real Living Wage accredited employers in Norwich, meaning 1,114 workers have already received a pay rise that meets the Real Living Wage. The group’s action plan aims to triple the number of employers paying the Real Living Wage to 150 by 2025.

67. In September 2022, the Living Wage Foundation announced the new living wage rates and encouraged accredited employers to implement them by May 2023. To provide additional support to Norwich City Council employees during the ongoing cost of living crisis, the council decided to implement them earlier than May 2023, applying the rates from 1 October 2022.

Good Jobs project

68. Norwich City Council worked with the University of East Anglia to form the Norwich Good Economy Commission in 2020. The commission brought together leaders from a range of local institutions and organisations to explore, how through working in collaboration, we could achieve an inclusive and sustainable economy for our city.

69. Through the commission's Good Jobs project, research was carried out during 2020 to 2022 to the identify key issues being faced by the people of Norwich. The commission provided a unique space for the people of Norwich to come together to tackle the inequalities that exist in our community. The conversations started by the commission and the reports on the issues facing Norwich, along with recommendations for improving them can be found here.

Support for people sleeping rough over winter

70. Additional shelter for anyone sleeping rough in Norwich is being provided every night throughout winter, building on the success of the city's approach in previous years. The shelter is again kindly provided by the Roman Catholic Cathedral and Norwich Central Baptist Church, who have already proved to be welcoming, flexible venues.

71. The winter night shelter is available every evening from November to March, providing additional beds for anyone in need of accommodation. This set up means severe weather arrangements do not need to be formally triggered in response to a drop in temperature, as emergency beds are available throughout the winter months.

72. This provision goes beyond the year-round daily outreach service delivered by the Pathways team, commissioned by Norwich City Council, and the specialist organisations behind it, so will be targeted at those not accessing accommodation through these routes.

73. In addition to existing support and offers of accommodation to anyone currently rough sleeping, outreach teams will be focusing on offering advice to anyone on the streets, providing additional support and handing out warm clothing when the temperature does drop. Our proactive, collaborative strategy means we can be confident that emergency beds will be available for people throughout the winter, no matter what the temperature is.

74. Anyone needing a bed at the winter shelter will need to be referred by the Pathways team or city council, who can make sure everyone in need can get the support that they need and moved into longer-term accommodation as quickly as possible. Concerns about someone sleeping rough should be reported through to www.streetlink.org.uk.

Social supermarkets

75. Norwich residents are experiencing a new, more affordable, way of grocery shopping at a new social supermarket based in Russell Street community centre. Shoppers can access discounted food and household essentials at a range of times throughout the week, as well as enjoy a free cup of tea or coffee when they visit. The supermarket's arrival has been welcomed by neighbours who have created a community flowerbed next to the centre.

76. Run by local charity, ENYP (Equipping, Nurturing Young People), this is one of three social supermarkets now available in the city. ENYP has been managing the community centre since 2019 following a community asset transfer from Norwich City

Council, a process that allows the centre to be leased on a peppercorn rent to enable it to be used for community activities.

77. Social supermarkets are run by voluntary organisations, working with local food producers and suppliers to provide products at a lower cost than traditional supermarkets. These shops are aimed at anyone who is struggling to afford food, but there are no specific criteria for who can become a member.

78. The need for social supermarkets was first identified through an action plan developed by the Food Alliance and members of The Norwich Food Network, community groups working together to alleviate food insecurity. This network was originally set up by the city council who continue to facilitate its vital work.

79. An empty shop unit owned by the city council was identified as the first suitable site, with local organisations invited to apply to be the lead partner. The Feed were successful and recently opened their social supermarket on Hall Road, with ENYP launching shortly after.

80. Our local voluntary sector is going above and beyond to rise to challenges brought about by the national context and we will continue to find practical ways to support them. Through its food network, the city council hopes to find opportunities for more social supermarkets around Norwich.

New eco-friendly homes

81. Our commitment to social housing continues. Earlier this year we bought the site of the former Kings Arms public house in Mile Cross to build social housing, using a compulsory purchase order – after it was left to stand derelict for years by its previous owner.

82. The homes are designed to save tenants money on heating and hot water. They have extra insulation and low carbon features, including air source heat pumps, triple glazing and solar panels. Each property also has an electric vehicle charging point. They have been thoughtfully designed to complement the established residential area.

83. Mark, a resident who has moved into the development's bungalow said: "It's a lovely home, it couldn't be better. We have downsized from a three-bedroom house in Norwich and no longer need to worry about the stairs."

84. Purchasing the King Arms site to benefit the community is one example of how we are being creative to address the demand for affordable housing while staying true to our environmental ambitions. As the shortage of affordable housing continues, with many families in our city struggling to find good, well-maintained properties, these new homes are needed now more than ever.

85. We are also working with Norwich Regeneration Limited to build nearly 300 new council homes all to very high sustainable standards. We have updated the Housing Revenue Account (HRA) business plan which identifies £290mn funding to support achieving EPC rating C (70) and net zero for all our council homes.

Support to reduce health inequalities

86. Essential funding of almost £350,00 has been awarded by the council led Norwich Health and Wellbeing Partnership to city-based projects and organisations who work

to improve wellbeing and tackle health inequalities in Norwich which were impacted or made worse by Covid 19.

87. Submitted bids were assessed by the recently established Norwich Health and Wellbeing Partnership – a group of colleagues from county and district councils, health services, wider voluntary, community and social enterprise sector organisations and other partners, with the city council playing a key role.

88. Using locally available data and intelligence, the partnership's role involved identifying projects which work towards solving health priorities and problems within the city council's boundary and awarding money accordingly.

89. The work of this partnership shows the value of bringing together local experts to agree how funding can be used to collectively tackle some of the key health issues affecting people across our city in the wake of the pandemic. By targeting our resources, we have played a part in helping dedicated groups and organisations to support some of the most vulnerable in our communities. Grants were awarded to:
    a. The Shoebox
    b. Norfolk Community Advice Network (NCAN)
    c. Leeway
    d. Active Norfolk
    e. Interact

Supporting our creative sector

90. This year our annual Culture Grants were assessed according to the strands of the City Vision's 'Creative City' theme. Grants were awarded to a number of organisations including:
    a. **The Garage** - has a strong emphasis on engaging those from challenging circumstances with the least access to the arts, particularly young people. Rather than inclusion being silo'd it is embedded throughout the activity, from supporting people to engage in the weekly classes, or holiday provision with bursaries, or one to one mentoring.

    b. **The Puppet Theatre** - host a range of inspiring opportunities at the Theatre and on tour, that include - puppet making, manipulation and storytelling workshops for young people; family creative learning workshops; specialist creative sessions for young people with complex needs; adult creative learning sessions; master classes for emerging artists and industry professionals.

    c. **Frozen Light** - aim to create high quality, contemporary, devised multi-sensory theatre specifically for adult and young adult audiences with profound and multiple learning disabilities that they can experience in their community, and exercise their right to participate fully in cultural life.

    d. **The Common Lot** – aim to make theatre that matters to people - that is free, accessible, and original by developing opportunities for cultural collaboration and participation in group based creative activity including research, imaginative response and rehearsal. Producing live theatrical events that are for, with and about the people of Norwich

    e. **The Oak Circus** - is a training and education, rehearsal and creation space, community resource and events venue that brings together youth, participants,

enthusiasts, professionals, emerging artists and audiences to share a passion for the circus arts.

f. **NORCA and Sistema** - is an arts participation and engagement charity based in Norwich that aims to improve lives and communities through arts and culture, with a vision to create a world where arts and culture are part of everyone's lives, and the people and communities they work with can live creative, healthy lives, and fulfil their potential, regardless of background.

g. **The Forum – Heritage Open Days** - is England's largest free festival of history and culture and offers everyone the opportunity to explore heritage sites, discover some hidden gems not normally open to the public and learn more about the cultural heritage in our communities.

SECTION THREE: Celebrations and commemorations

Celebrating Black History Month

91. A host of events and activities celebrating the achievements and contributions of black people throughout history took place throughout October as part of Norfolk Black History Month. Events in the city included 'Norwich: A Black History' walking tours and a range of performances at Norwich Theatre Royal and Playhouse. There were also county wide events and online workshops.

92. The council supported the delivery of this year's initiative with funding from its annual culture grant scheme; its ninth year of involvement with the cause. The funding was used to support a launch event, publicity, venue hire, volunteer expenses and some workshops.

93. Norfolk Black History Month is a charitable organisation made up of a small number of volunteers and associate members who work tirelessly throughout the year to engage the community in celebration of black history. Its aims are to promote knowledge and experience of black people throughout history and share the positive contributions that they have made to society.

94. It is important to champion black history all year round but Black History Month gives an opportunity for us all to celebrate and acknowledge the wide-reaching contributions of black people throughout history. Our cultural grants scheme is intended to help achieve greater innovation and strengthen the cultural sector overall. They also support the delivery of the Norwich 2040 City Vision - Creative City objectives in the current financial year.

Honorary Freedom of the City of Norwich

95. The council has given Honorary Freedom of the City of Norwich to one of its long-standing partners, St Martins, following more than 50 years' service and support to people facing homelessness. After starting out in a garage shed in the Cathedral Close half a century ago, St Martins has grown into an established charity which provides not only hundreds of beds and homes to those in need, but delivers education, training, psychological intervention, and partnership work with other city organisations.

96. St Martins is now a key partner in delivering the council's rough sleeping strategy, which seeks to break the cycle of homelessness through prevention, intervention, recovery and systemic support. Recent examples of innovative partnership work between the organisations include the Pathways service and Somewhere Safe to Stay Hub, providing holistic specialist support and accommodation for people sleeping rough.

Armed Forces Week

97. A celebration to mark the beginning of Armed Forces Week was held outside City Hall on Monday 20 June. Members of the public were invited to watch the civic procession, including standards and the special flag – which was hoisted in a flag-raising ceremony. Guests were invited by the Lord Mayor of Norwich Councillor Dr Kevin Maguire and Sheriff, Caroline Jarrold, as well as standard-bearers and representatives of the armed forces, past and present.

98. Armed Forces Day is an annual opportunity to thank the Armed Forces community for their work and to learn more about life in the Armed Forces.

New Routes- Refugee Week

99. Through its cultural development funding, the council supported New Routes with Norwich Refugee Week that highlights and celebrates the contributions of refugees/ asylum seekers to British and local culture, and promotes a better understanding of why people seek sanctuary.

100. It is an opportunity to showcase and celebrate diverse cultures and talents, and to foreground different life experiences within the context of 'mainstream' civic participation. Events are an opportunity for asylum seekers/ refugees in Norwich to feel comfortable accessing new public spaces, and to facilitate new cultural experiences, exchanging stories between newly settled and established Norwich residents. Cross-cultural interactions have a positive effect on public attitudes and community cohesion, and combat the isolation of newly arrived migrants.

Trees for peace

101. Seeds from a Ginkgo tree, which survived the 1945 atomic bombing of Japan, have been given to Norwich City Council to create a lasting symbol of peace. As part of the international Mayors for Peace programme, which the city council is a member of, seeds from hibaku-jumoku or 'survivor' trees have been gifted to cities across the world, including Norwich. The idea is for the seeds to be germinated and the trees planted in a location where people can gather to nurture them and reflect on peace.

102. In Norwich, one of the Ginkgo trees will be planted in Chapelfield Gardens – with another at Easton College where the seeds have been germinated. Norwich prides itself on being a diverse city and a welcoming city, where people have lived together in harmony – from the 'strangers' who arrived here in the sixteenth century, to those fleeing conflict in more recent years.

103. Working with its lead arboricultural officer, the city council asked horticulture students at Easton College to germinate the seeds. We wanted to involve the students in the project, both to give them the experience of working with these unique seeds and so they could learn the history of the trees and the Mayors for Peace programme. Depending on how they grow, it is expected the trees will be planted in Norwich and at Easton College next year.

Ukrainian cities of Lviv and Odesa granted Freedom of the City

104. In March the council awarded the Freedom of the City to the cities of Lviv and Odesa. Communities throughout Norwich, and beyond, have been shocked by the recent events in Ukraine with many people in the city coming forward to express their support for the Ukrainian people.

105. One of the ways the council can stand in solidarity with the Ukrainian cities of Lviv and Odesa – which, along with Norwich, are both recognised as UNESCO Cities of Literature – is to grant them Freedom of the City.

Opening doors to a better economy

106. In February, the 'OPEN DOORS: The Story So Far' exhibition organised by the council, was held at The Forum. It was a gathering of stories, ideas and artwork from Norwich residents describing life, aspirations, hopes and barriers in Norwich. It formed part of a programme designed to improve the city's economy through engaging seldom-heard voices to find out what matters to them.

107. Contributing to the work of the Norwich Good Economy Commission, OPEN DOORS specifically welcomed and encouraged contributions and involvement from sometimes underrepresented members of the community: including unpaid carers, LGBTQ+, younger people, older people, ethnic communities, faith and women in faith communities, and people with disabilities, learning disabilities and mental health difficulties.

108. Work has taken place over the past year to find out what people think matters to their local economy, including through the use of the 'New Horizon experiment' – a collaborative game designed to stimulate analysis of what is most important to building resilient local communities. The exhibition included audio/visual art and installations, poetry, artwork, nature recordings and more, aimed at stimulating further conversations about the local economy and the challenges it brings. The content has informed further reporting and is being used to make tangible improvements to the local economy.

Commemorating the Holocaust

109. On Thursday 27 January 2022, the city's key civic institutions commemorated Holocaust Memorial Day in a virtual ceremony. This is an annual event to remember the six million Jews murdered during the Holocaust, as well as the millions of people killed under Nazi persecution and in subsequent genocides in Cambodia, Rwanda, Bosnia and Darfur. It is also a time to honour the survivors of these atrocities and use the lessons of their experience to challenge hatred and discrimination today.

110. Due to the ongoing impact of Covid, the event did not take place in person, but was available to watch online here. The service featured a number of presentations and case studies, including powerful testimonies from survivors of genocide.

111. To further commemorate the day, representatives of the Association of Jewish Refugees planted a commemorative tree in Chapelfield Gardens. This was to honour the organisation's 80th anniversary, as well as Her Majesty The Queen's Platinum Jubilee.

SECTION FOUR: Changing how we do things

112. As the city council, we want to lead and shape the future evolution of Norwich. As an organisation, we want to continue our journey to be a progressive, forward-looking authority. Progress has been made over the past three years. The way in which the council responded to the pandemic has shown us at our best – the way services were remodelled and new ones set up from scratch gives us confidence that we can change at pace. Throughout, focus has and always will be to support those who need it most.

113. Like all councils, we are not without our challenges but - set against a backdrop of reducing funding – we are improving standards and coming up with new ways to deliver services. This will take time – and a change in culture – but we are building the internal infrastructure to support delivery and have refocused our transformation programme to build on the momentum and changed mindset demonstrated during the pandemic.

Change programme

114. It is crucial that the work to reimagine and redesign local services is led by the teams which provide them. Our transformational change programme is not about leading that change corporately, it is about putting the right structure and support in place to enable services to lead change.

115. We have started to redesign council services and reshape teams around the needs of users. We want to:

a. provide people focused, quality services - delivering a programme of service reform - better, more joined up and more sustainable services, which more effectively meet the needs of the people of Norwich

b. have a motivated, engaged and high performing workforce - we will empower our people to succeed, nurturing a motivated, high performing and flexible workforce with a shared culture that puts the people of Norwich at the heart of everything we do

c. the council's role as an enabler, influencer and leader – using our unique position of influence and leadership, we will work with our partners to develop the City of Norwich for the benefit of the residents and the local economy.

Adapting our culture

116. The importance of having the right workplace culture cannot be overstated. An organisation can have the best strategies and policies, but they are meaningless if the right culture and behaviours do not exist. There is strong evidence that having the right culture has a positive impact on performance and outcomes. To ensure we are able to become an agile, collaborative, learning organisation where employees feel empowered to succeed and take responsibility – as set out in our Corporate Plan 2022-2026, we began a corporate culture change programme in 2022.

117. The corporate culture change programme was launched in April 2022 with a cultural survey. This was led by the senior management team who held an all-colleague webinar in May 2022. The first stage of the programme was to understand the culture that exists now, the ideal culture we want to strive for, and the steps we need to take to get there.

118. It was important to involve the whole organisation and all employees had the opportunity to complete the survey on current culture and attend a series of webinars and workshops to understand our current culture and develop our cultural aspirations. A selection of respondents to the current culture survey completed a further survey on ideal culture.

119. The outputs from an intensive period of engagement across the Council, including the cultural survey, all-employee workshops, and other workshops including the Council's Senior Leadership Team and managers is a roadmap for cultural change. As well as feeding back and exploring the survey results, workshops also explored the Council's readiness for change and what people believed the key levers are for moving the culture from where it is now towards the ideal.

120. Our corporate values have been in existence since 2012 and as part of the culture change programme we are developing a new values and behaviours model. The council's new values – which will drive future behaviours – are being developed with the organisation and will be launched in early 2023.

121. We are acutely aware that culture change takes time and requires sustained effort. Our corporate culture change programme has certainly helped the organisation understand the importance of having the right culture and the feedback and engagement has been good. Going forward, discussions will continue within the leadership team about how best to continue to lead culture and behaviour change and this has been the focus of the leadership development programme that every member of the senior team are part of.

Improving the diversity of our workforce

122. In March 2021, Cabinet considered a report from the chief executive officer setting out a strategy and action plan to improve the diversity of the council's workforce, specifically the ethnic diversity of the workforce.

123. The report identified that the workforce profile of the council was currently not representative of the communities we serve and there was a significant difference in relation to employees from an ethnic minority heritage.

124. While it is not uncommon for local authorities to have workforce diversity numbers which are out of step with the communities they serve, it is something that the city council is determined to address.

125. Three key themes identified in the strategy were to:

a. ensure our recruitment practices and processes are designed to attract a diverse candidate pool
b. build an inclusive workplace and create a culture where people from all backgrounds feel included and valued
c. embed effective and objective workforce and succession planning to support the retention and progression of talented employees.

126. Progress against these themes is set out in a further report presented to Cabinet in February 2022. Highlights include:

a. **Increase workforce reporting of protected characteristics:** improved slightly since the report to Cabinet in March 2021. The data gap in respect of ethnicity at the end of September 2021 was 5%, with 3% of employees who

preferred not to state their ethnicity. Reporting declined at the end of December 2021 and the data gap increased slightly to 8.47%. This primarily relates to employees who have not updated their data rather than those who have updated data and selected prefer not to say/unspecified.

b. **Improve the diversity of the workforce and specifically those from an ethnic minority group:** overall, there had been a positive direction of travel over the past year. Data shows that the ethnic diversity of the workforce has increased to 4.16% in December 2021, compared to 3.1% in December 2020. The ethnic diversity of the top 5% of earners also increased slightly in the same period.

   As of 31 March 2022, the ethnic diversity of the workforce had increased to 9%.

c. **Equality, diversity and inclusion training**:
   i. Unconscious bias e-learning has been rolled out to all employees and has also been made available to councillors, to help adjust discriminatory patterns of thinking and behaviours.
   ii. The rollout of a new programme of mandatory equality, diversity and inclusion training began in December 2021:
      a) a module for all employees - Being Inclusive
      b) a module specifically aimed at managers – Inclusive leadership
      c) bespoke training to address specific issues has also been developed on an ad hoc basis

d. **Recruitment and selection:** data shows that diversity has generally improved at shortlisting stage with some improvement at offer stage.

Climate and biodiversity emergencies

127. The council recognises the climate and biodiversity emergencies and the disproportionality of potential impacts according to protected characteristics and socio-economic demographics. The risks associated with this are now captured through the corporate risk register.

128. With regards climate action, it is the council's aim to develop mitigation and adaption strategies and plans which address inequality, for communities within the city and more widely. With regards biodiversity action, it is the council's aim to create equitable access to nature for the benefit of all communities and groups.

SECTION FIVE: Information about our people, customers, and employees

129. Our annual Equality Information Reports include a range of charts and data to highlight the demographical breakdown of our people, customers, and employees. The reports are informed by data provided by the Office for National Statistics through the Census (national survey of the population) and other quantitative research.

130. Most of the data collected through the Census 2021 has not been made available ahead of this report's publication. Therefore, we have not included old Census data, just that which has been published for the most recent Census.

State of Norwich

131. Each year the council produces a data set which provides an overview of key statistics relating to our residents, the city (place), our economy and the overall wellbeing of Norwich. This can be found on the council's website: State of Norwich.

Reducing inequality target areas (RITAs)

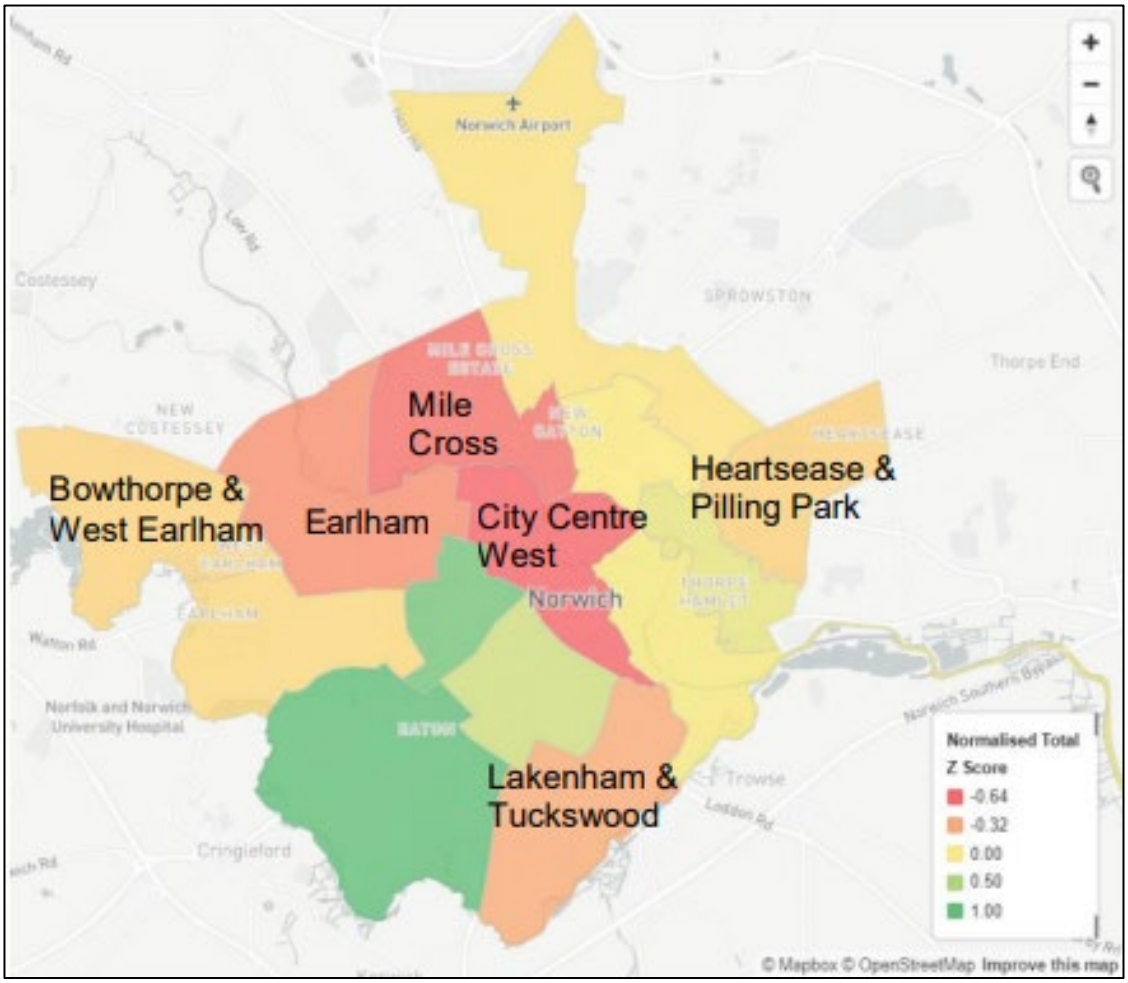
132. Norwich faces significant and entrenched inequality. The city's affluent areas sit alongside areas with deep-rooted social and economic issues. Some 40% of small Lower Super Output Areas (LSOAs) in Norwich are among the most deprived 20% of LSOAs in England.

133. A few years ago, the council reviewed existing data to evaluate the level of inequality across the 13 wards making up our local authority area. We initially identified seven areas across the city where levels of inequality were highest.

134. Since then, the council, in collaboration with local community groups and organisations specialising in support for marginalised people, came together to help volunteers already working in the reducing inequality target areas to tackle inequalities and issues facing the areas they are passionate about.

135. Recently, the Norfolk office of data and analytics (NODA) reviewed the existing data to provide us with a more up to date picture of inequality across the city. The report can be found here.

136. The first visual below shows a heat map of the latest RITAs analysis, by all middle layer super outputs areas (MSOAs) conducted by NODA compared with the second visual which highlights the seven local areas identified by the analysis carried out in 2015.


Norwich Airport
Costessey
SPROWSTON
Thorpe End
NEW COSTESSEY
Mile Cross
Bowthorpe & West Earlham
Earlham
City Centre West
Heartsease & Pilling Park
Norwich
Norfolk and Norwich University Hospital
Lakenham & Tuckswood
Cringleford
Trowse
Normalised Total Z Score
-0.64
-0.32
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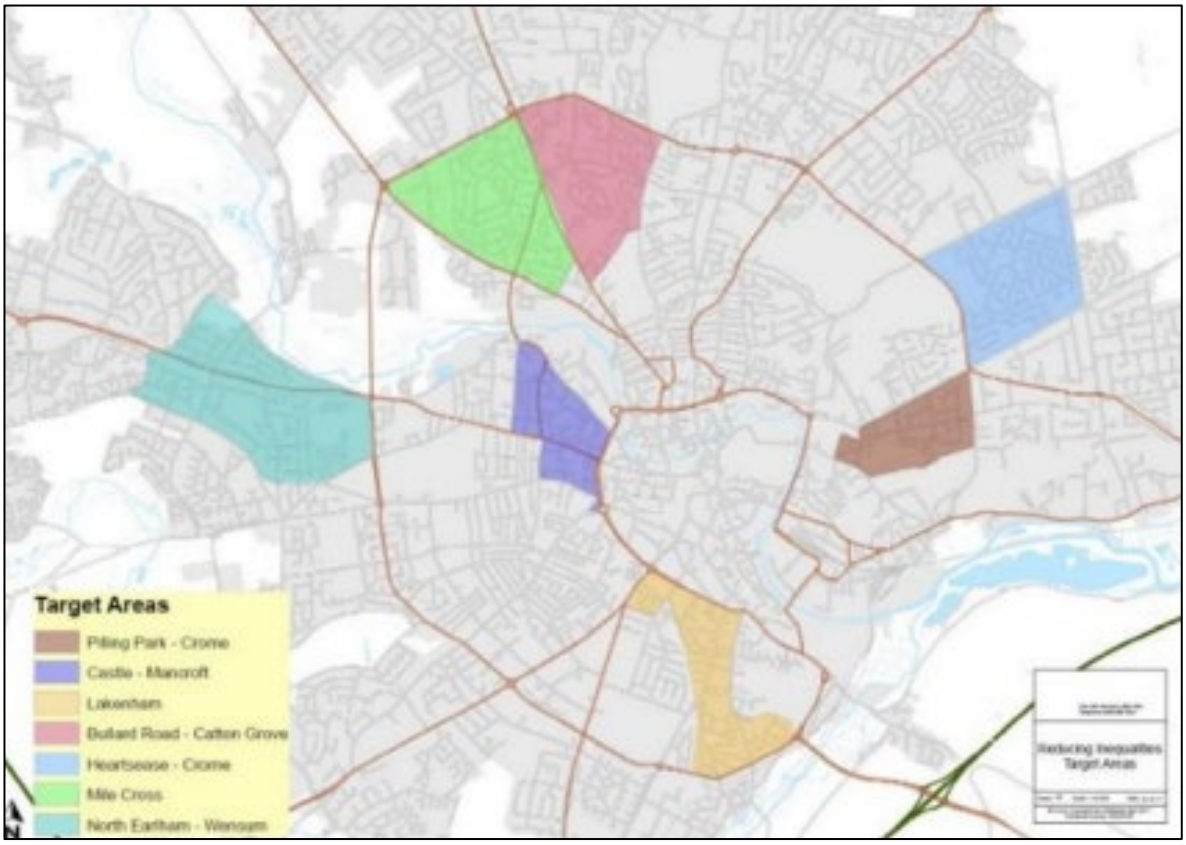
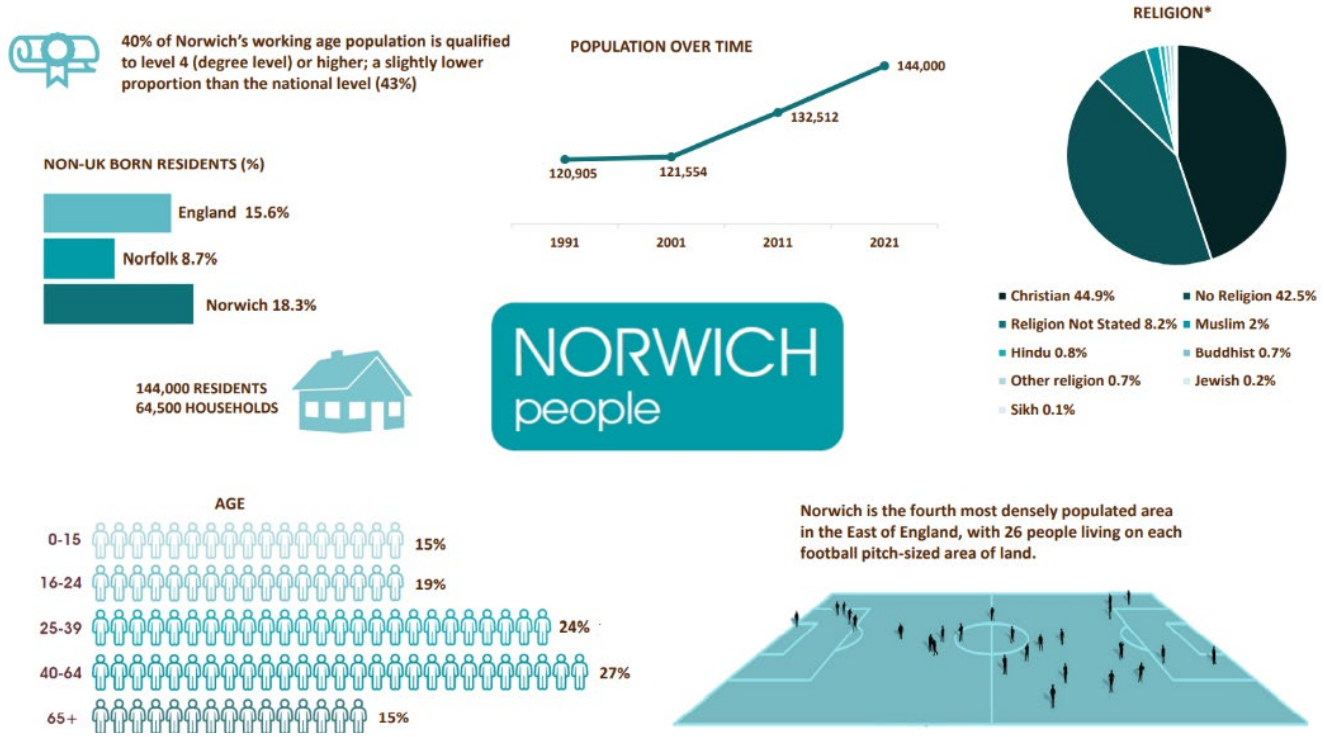
© Mapbox © OpenStreetMap Improve this map


Target Areas
Pilling Park - Crome
Castle - Mancroft
Lakenham
Bullard Road - Catton Grove
Heartsease - Crome
Mile Cross
North Earlham - Wensum

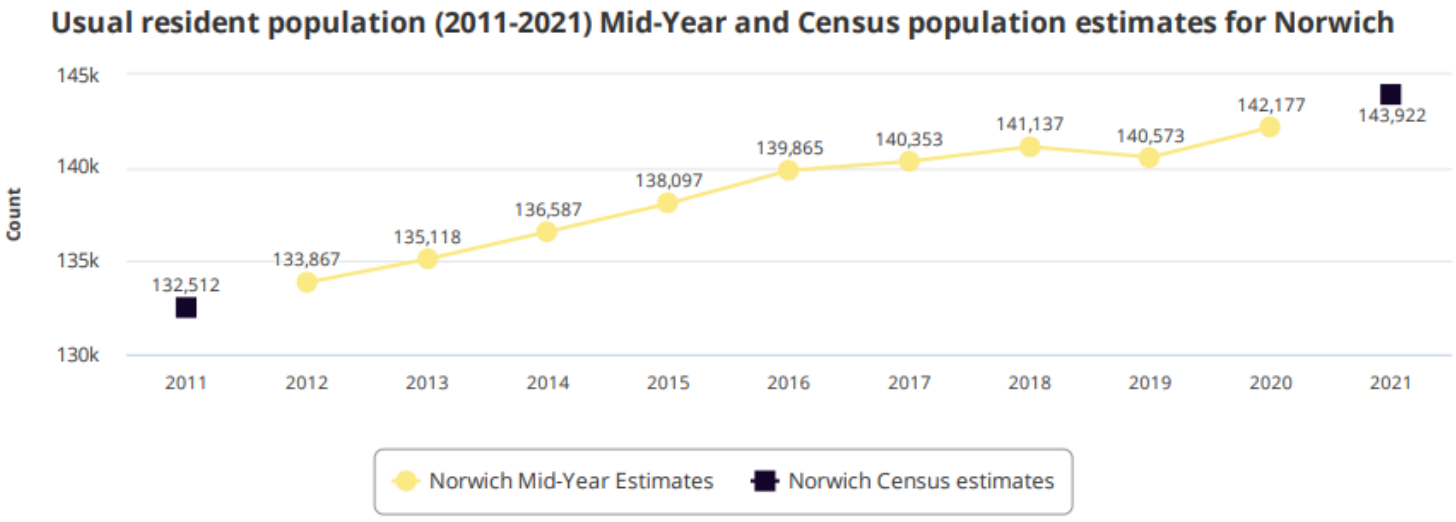
People

137. Norwich is one of the fastest growing cities in the UK and is growing younger, with an average age of just 33.7 years. 42.4% of residents in Norwich are aged 15-39 (11% above the national average). Since last year's report, Norwich has also seen a slight increase (1.8%) in the number of people aged between 40-64 years. The city is becoming more diverse with significant population growth over the last 10 years.



Population

138. On Census Day, 21 March 2021, the size of the usual resident population in Norwich was 143,922 people: this is an increase of 9% (11,410) since 2011, when it was 132,512 people. Norwich is now ranked 15 (out of 39 Districts in the East of England region) in terms of total population.

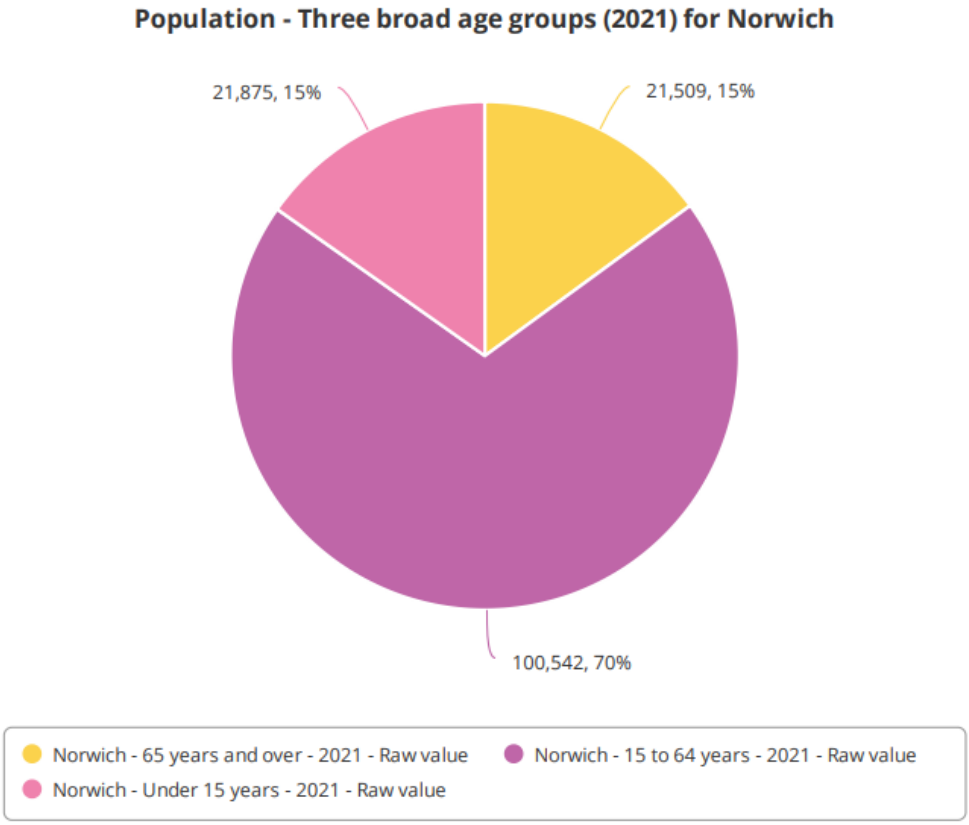


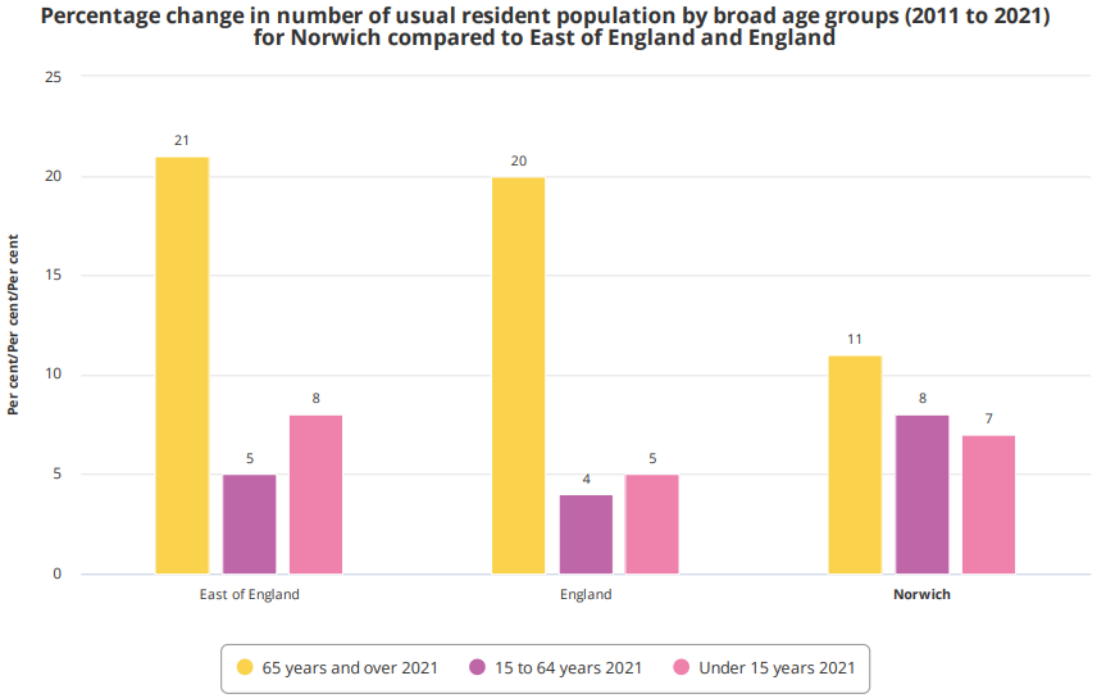
139. Norwich's population increase, at 9%, compares to a 8% increase for the East of England and a 7% increase for England.

140. As of 2021, Norwich is ranked 4 out of the 50 local authority areas in the East of England for population density, with around 36.88 persons per hectare of land. The population density for the East of England is 3.31 persons per hectare and for England it is 4.34 persons per hectare.

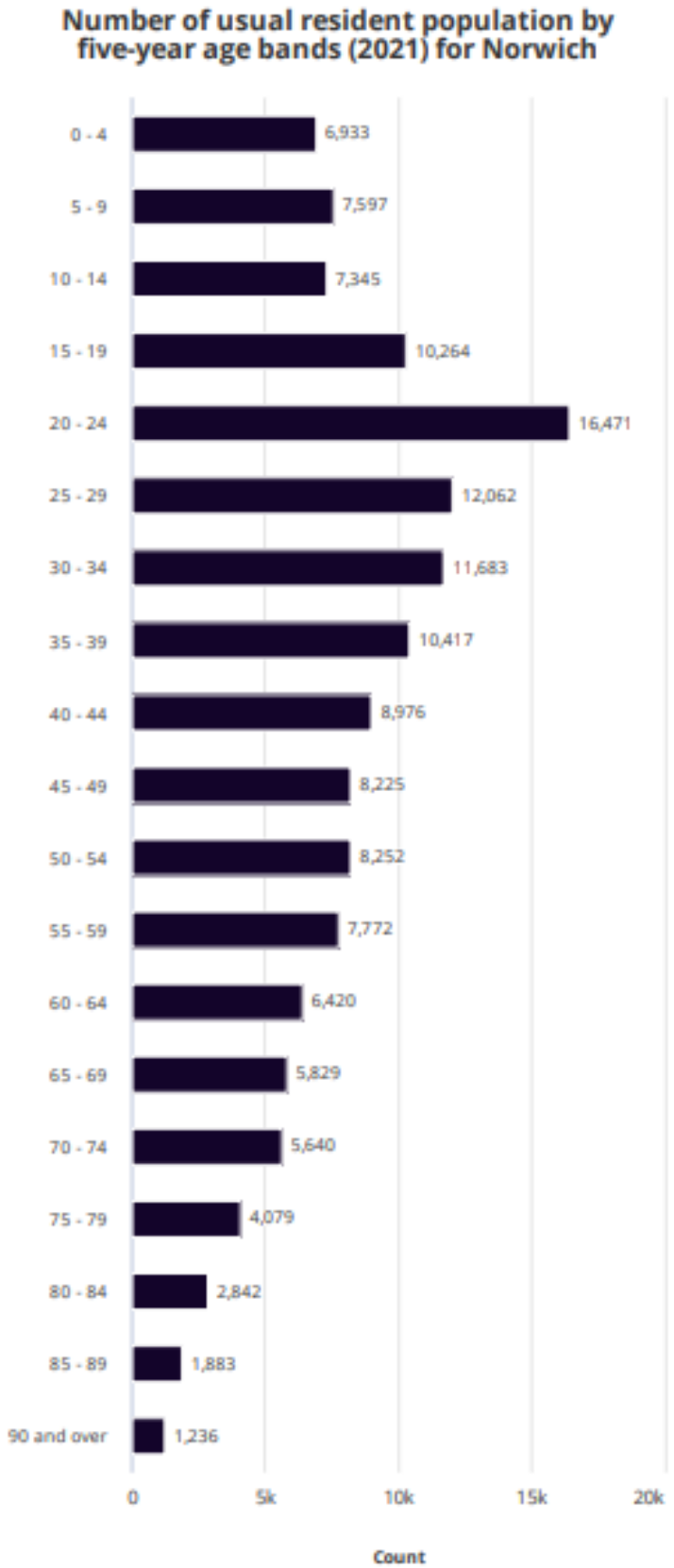
Population by age

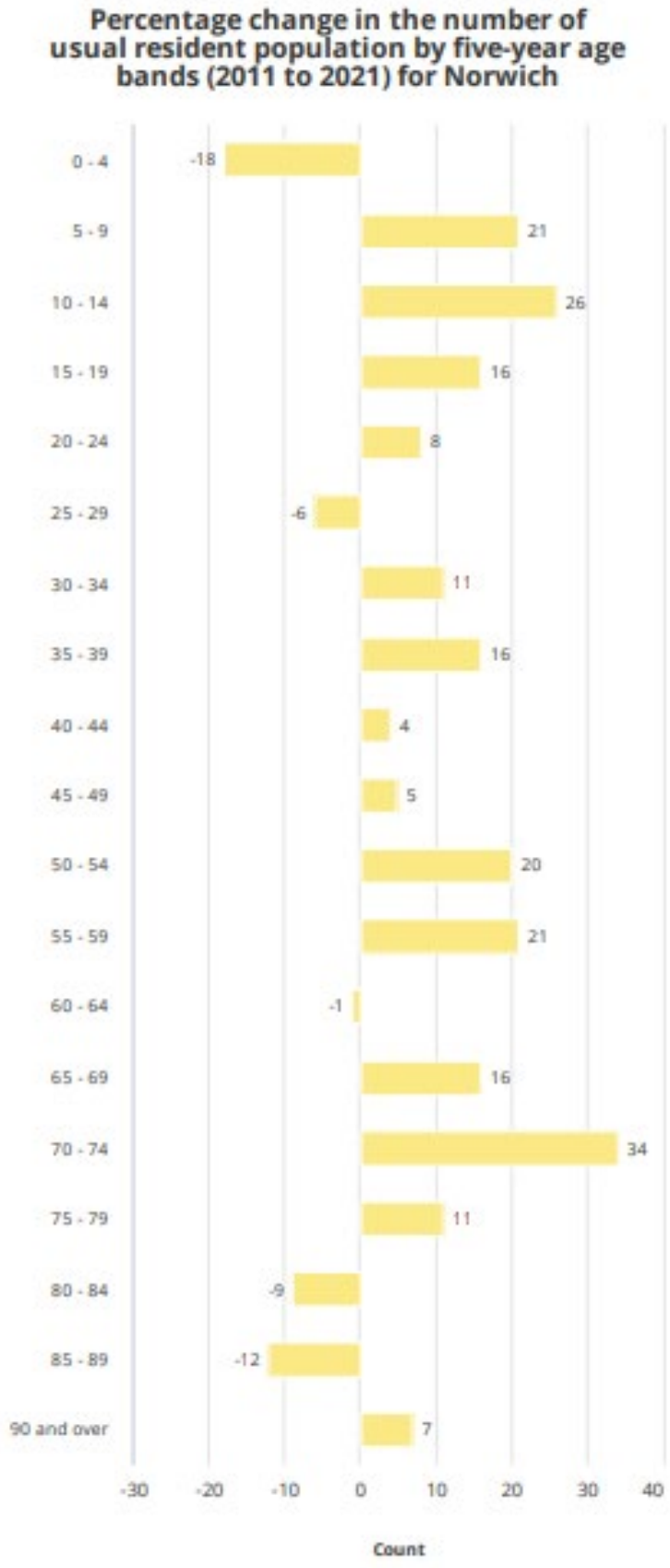
141. On Census Day, 21 March 2021, the size of the usual resident population in Norwich was 143,922 people: of which 15.2 percent (21,875) were children aged under 15, 69.9 percent (100,542) were adults aged 15 to 64 and 14.9 percent (21,509) were aged 65 and over; 2.2 percent (3,119) of the resident population were 85 and over.





142. The largest age group in Norwich was those aged 20 - 24 (16,471 people or 11.44%). In the East of England, the largest age group was those aged 50 - 54 (6.99%) and in the England the largest age group was those aged 30 - 34 (7%).


Number of usual resident population by five-year age bands (2021) for Norwich
0 - 4
6,933
5 - 9
7,597
10 - 14
7,345
15 - 19
10,264
20 - 24
16,471
25 - 29
12,062
30 - 34
11,683
35 - 39
10,417
40 - 44
8,976
45 - 49
8,225
50 - 54
8,252
55 - 59
7,772
60 - 64
6,420
65 - 69
5,829
70 - 74
5,640
75 - 79
4,079
80 - 84
2,842
85 - 89
1,883
90 and over
1,236
0
5k
10k
15k
20k
Count


Percentage change in the number of usual resident population by five-year age bands (2011 to 2021) for Norwich
0 - 4
-18
5 - 9
21
10 - 14
26
15 - 19
16
20 - 24
8
25 - 29
-6
30 - 34
11
35 - 39
16
40 - 44
4
45 - 49
5
50 - 54
20
55 - 59
21
60 - 64
-1
65 - 69
16
70 - 74
34
75 - 79
11
80 - 84
-9
85 - 89
-12
90 and over
7
-30
-20
-10
0
10
20
30
40
Count

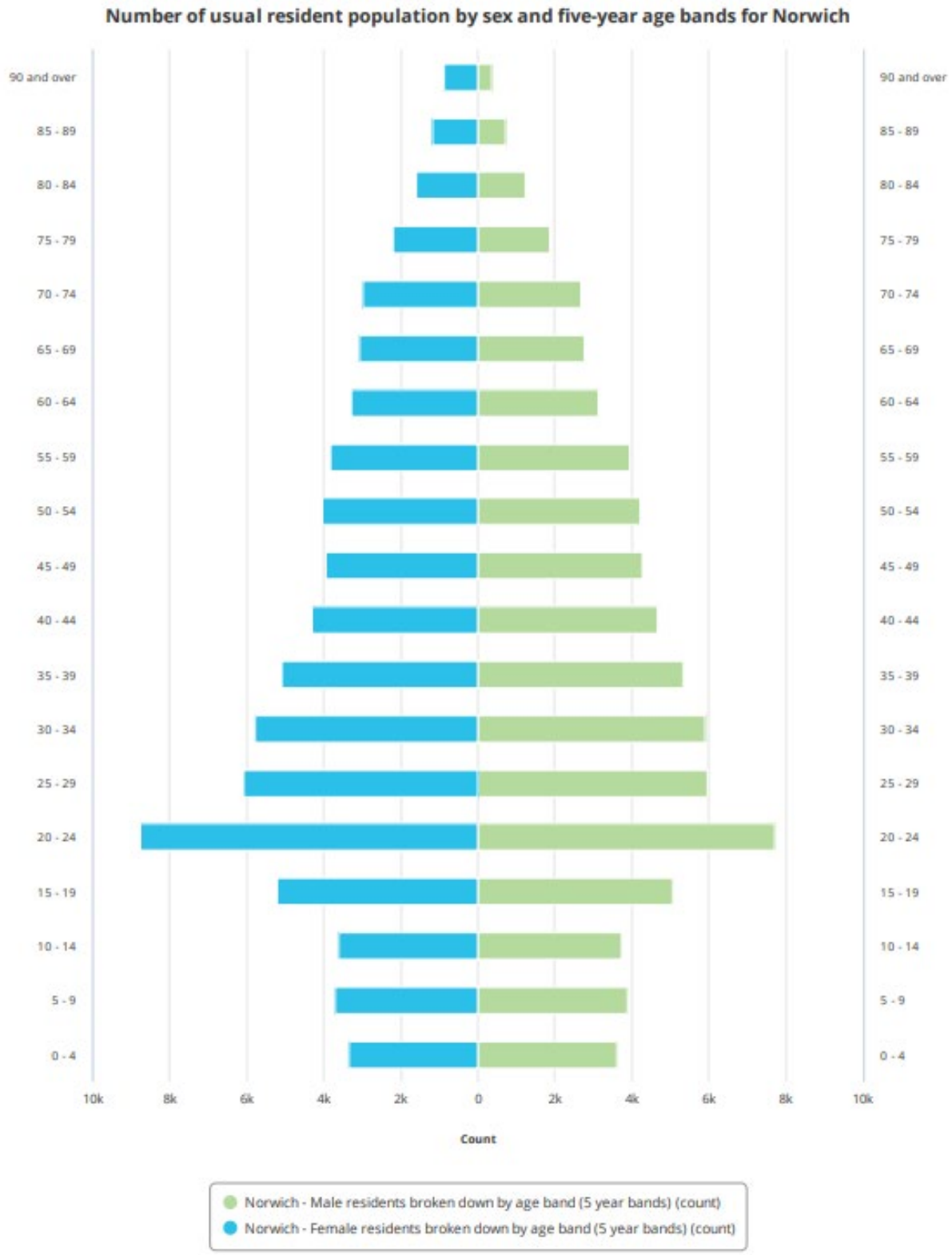
Population by sex and age

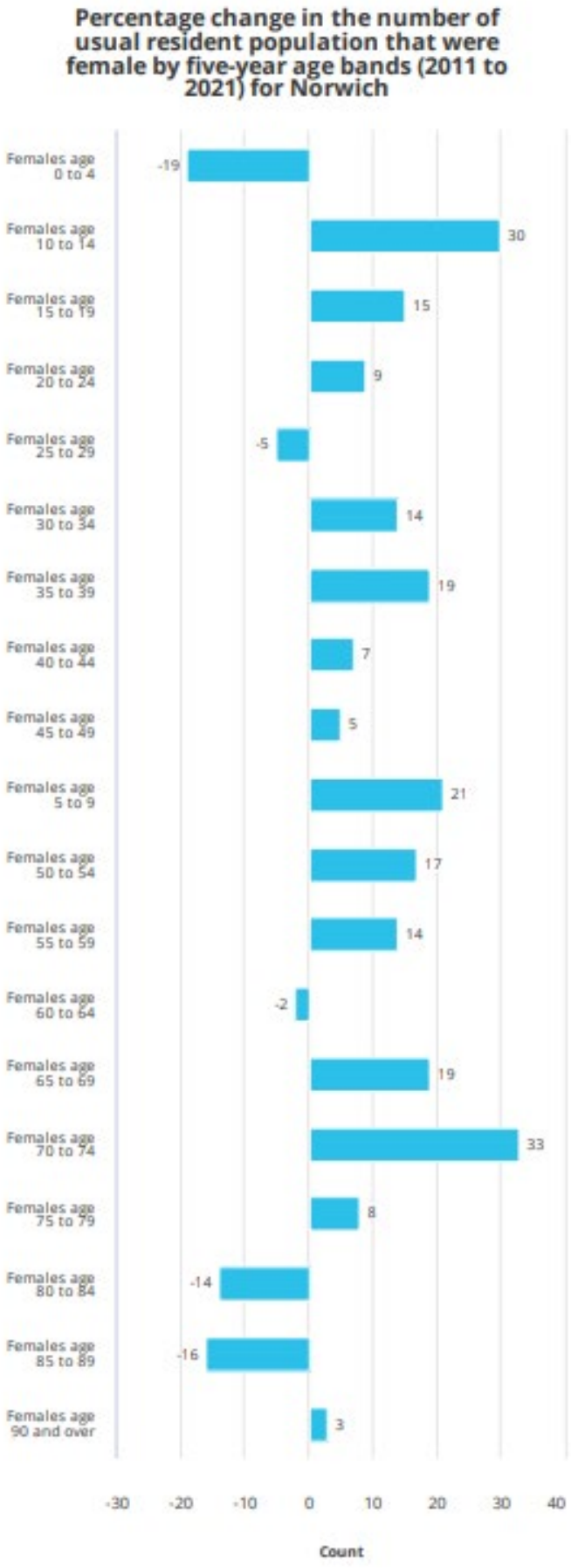
143. On Census day in March 2021, of the 143,922 people in Norwich, 72,851 were women (50.6% of the population) and 71,071 men (49.4%). In 2011, 67,245 were women (50.7% of the population) and 65,267 men (49.3%). In East of England, 51.0% of the population were women and 49.0% were men. In England, 51.0% of the population were women and 49.0% were men.

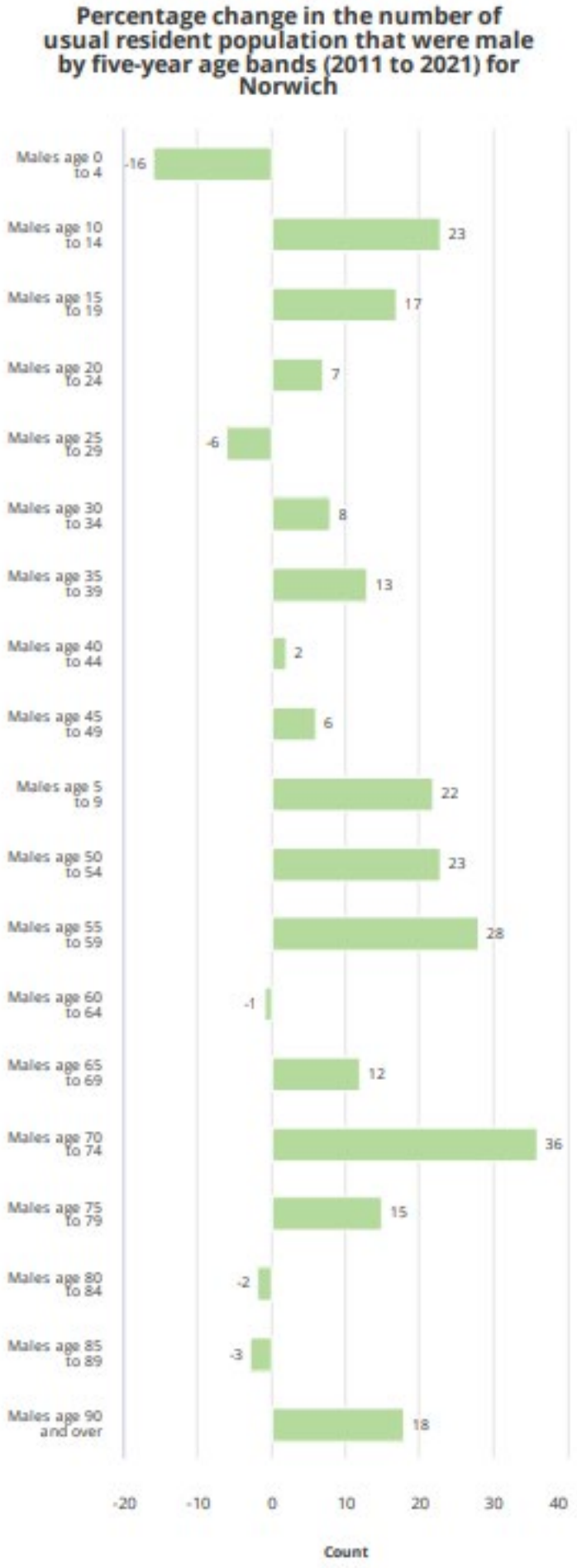
144. The female population of Norwich has increased by 8% and the male population has increased by 9% from 2011. In the East of England the female population has increased by 9% and the male population has increased by 8% from 2011.

145. The average life expectancy for females born in Norwich 81.7 years. This is 1.7 years lower than the Norfolk average and 0.9 years lower than the national average. The average life expectancy for males born in Norwich 77.2 years. This is 2.5 years lower than the Norfolk average and 1.5 years lower than the national average.

146. The chart below shows the population by sex in five-year age bands for Norwich, with the female population living longer than the male population.


Number of usual resident population by sex and five-year age bands for Norwich
90 and over
85 - 89
80 - 84
75 - 79
70 - 74
65 - 69
60 - 64
55 - 59
50 - 54
45 - 49
40 - 44
35 - 39
30 - 34
25 - 29
20 - 24
15 - 19
10 - 14
5 - 9
0 - 4
10k
8k
6k
4k
2k
0
2k
4k
6k
8k
10k
Count
Norwich - Male residents broken down by age band (5 year bands) (count)
Norwich - Female residents broken down by age band (5 year bands) (count)

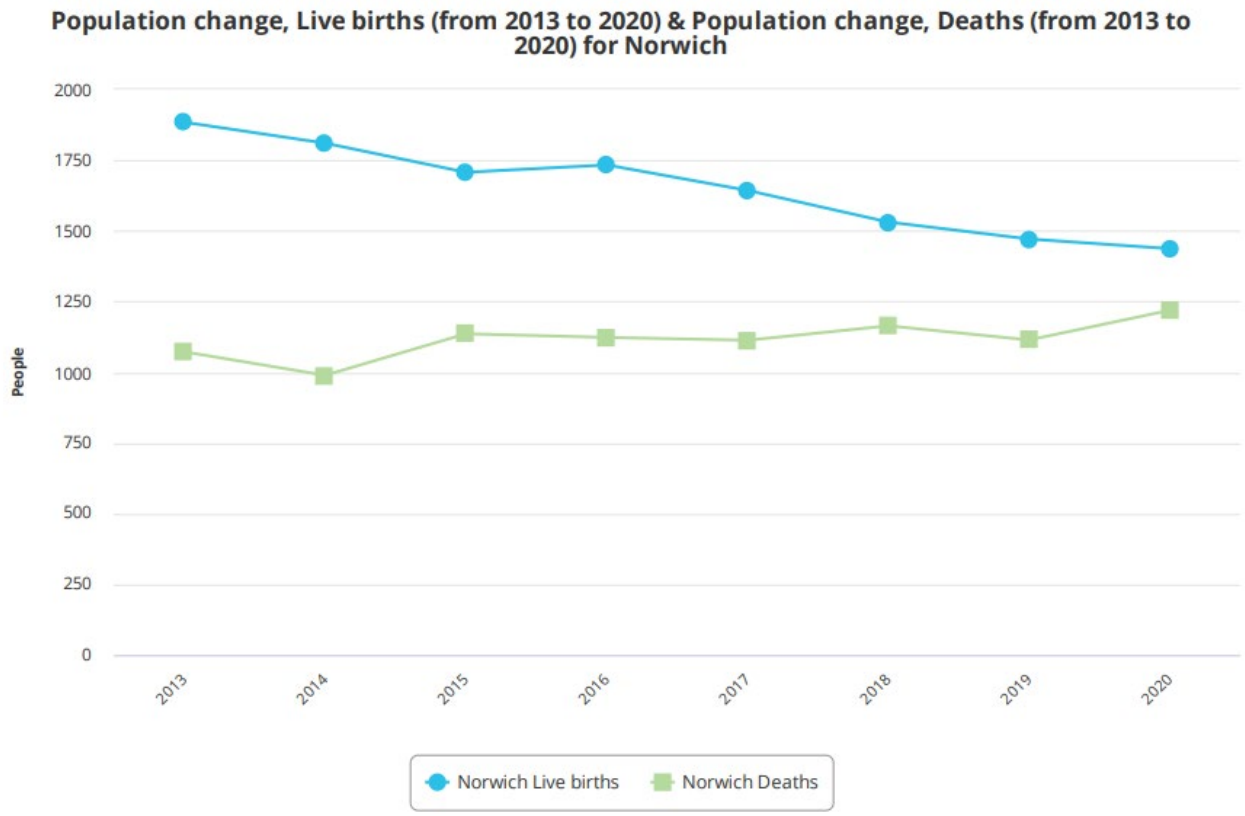

Percentage change in the number of usual resident population that were female by five-year age bands (2011 to 2021) for Norwich
Females age 0 to 4
-19
Females age 10 to 14
30
Females age 15 to 19
15
Females age 20 to 24
9
Females age 25 to 29
-5
Females age 30 to 34
14
Females age 35 to 39
19
Females age 40 to 44
7
Females age 45 to 49
5
Females age 5 to 9
21
Females age 50 to 54
17
Females age 55 to 59
14
Females age 60 to 64
-2
Females age 65 to 69
19
Females age 70 to 74
33
Females age 75 to 79
8
Females age 80 to 84
-14
Females age 85 to 89
-16
Females age 90 and over
3
-30
-20
-10
0
10
20
30
40
Count


Percentage change in the number of usual resident population that were male by five-year age bands (2011 to 2021) for Norwich
Males age 0 to 4
-16
Males age 10 to 14
23
Males age 15 to 19
17
Males age 20 to 24
7
Males age 25 to 29
-6
Males age 30 to 34
8
Males age 35 to 39
13
Males age 40 to 44
2
Males age 45 to 49
6
Males age 5 to 9
22
Males age 50 to 54
23
Males age 55 to 59
28
Males age 60 to 64
-1
Males age 65 to 69
12
Males age 70 to 74
36
Males age 75 to 79
15
Males age 80 to 84
-2
Males age 85 to 89
-3
Males age 90 and over
18
-20
-10
0
10
20
30
40
Count

Population changes

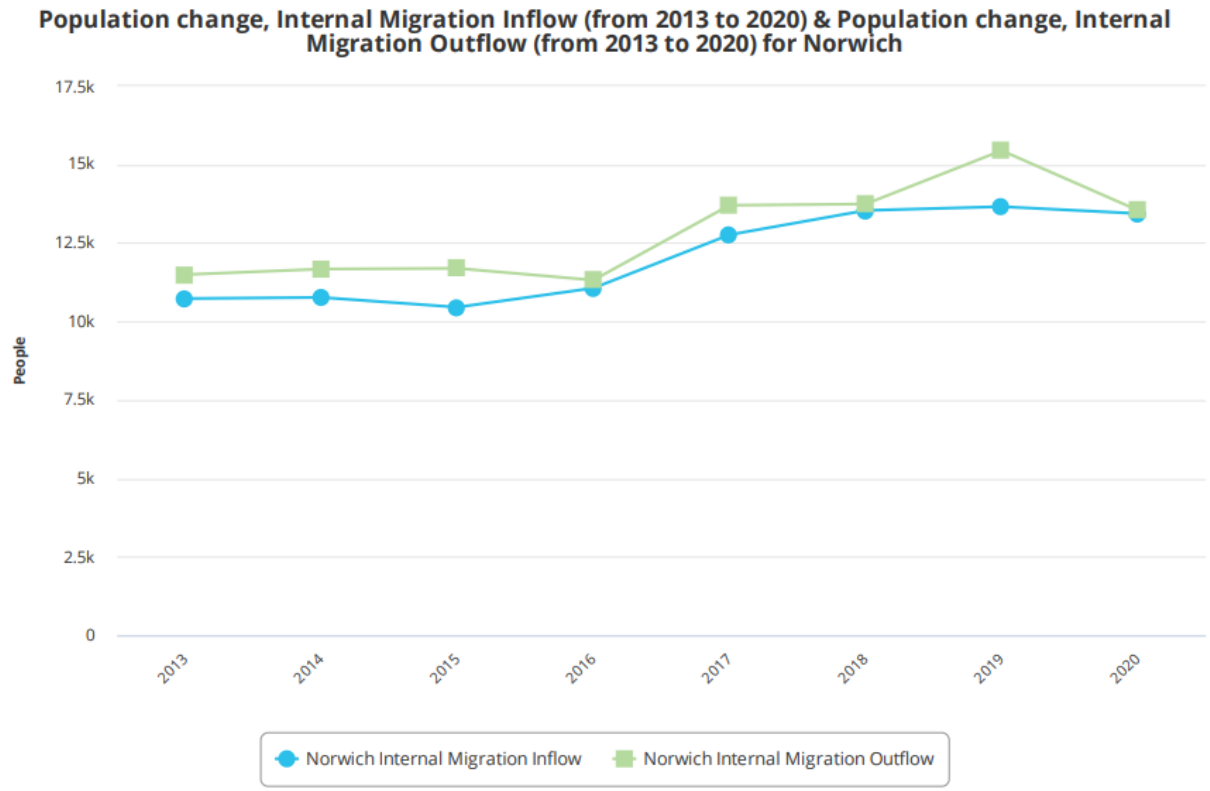
147. The total population change in Norwich for the year to 2020 was 1,604 people. This included natural change (births - deaths) of 218 people, net internal migration (people into/away from the area within the UK) of -106 , net international migration (people immigrating/emigration into/out of the UK) of 1,510 and other migration factors of -18.

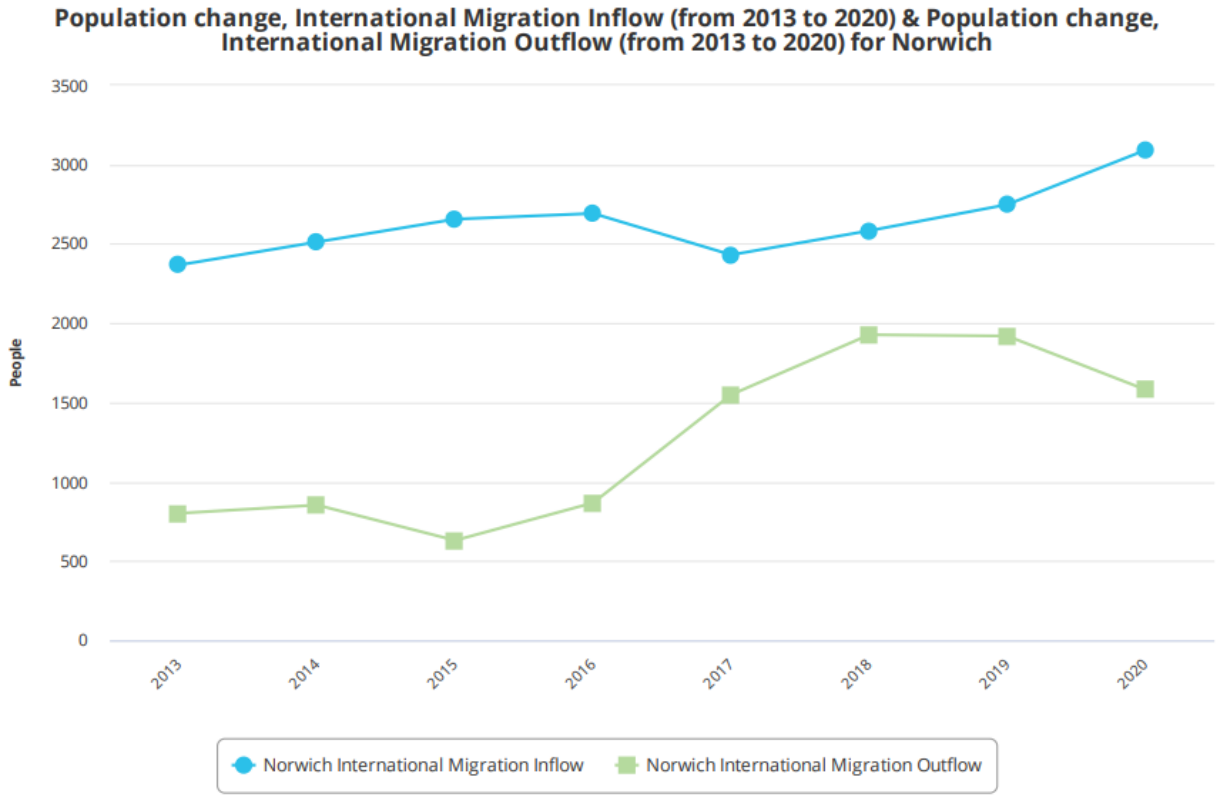
148. Natural change was less than in previous years (down to 218 people from 357 people in 2019) caused largely by an increase in the number of deaths (1,219), combined with the continuing decrease in the number of births (down 1,437).



149. An increase in immigration (up 3,091) and a decrease in emigration (down 1,581) have both contributed to the increase in net international migration compared to that seen in the year to mid-2019.

150. Population change include changes in population due to internal and international civilian migration and changes in the number of armed forces (both non-UK and UK) and their dependants resident in the UK. In calculating the international migration component of the population estimates, the Office for National Statistics (ONS) uses the United Nations recommended definition of an international long-term migrant (someone who changes their country of residence for at least 12 months). This graph below does not include short-term migrants and visitors.





Residents born in Ukraine, Russia and Other Eastern European Countries

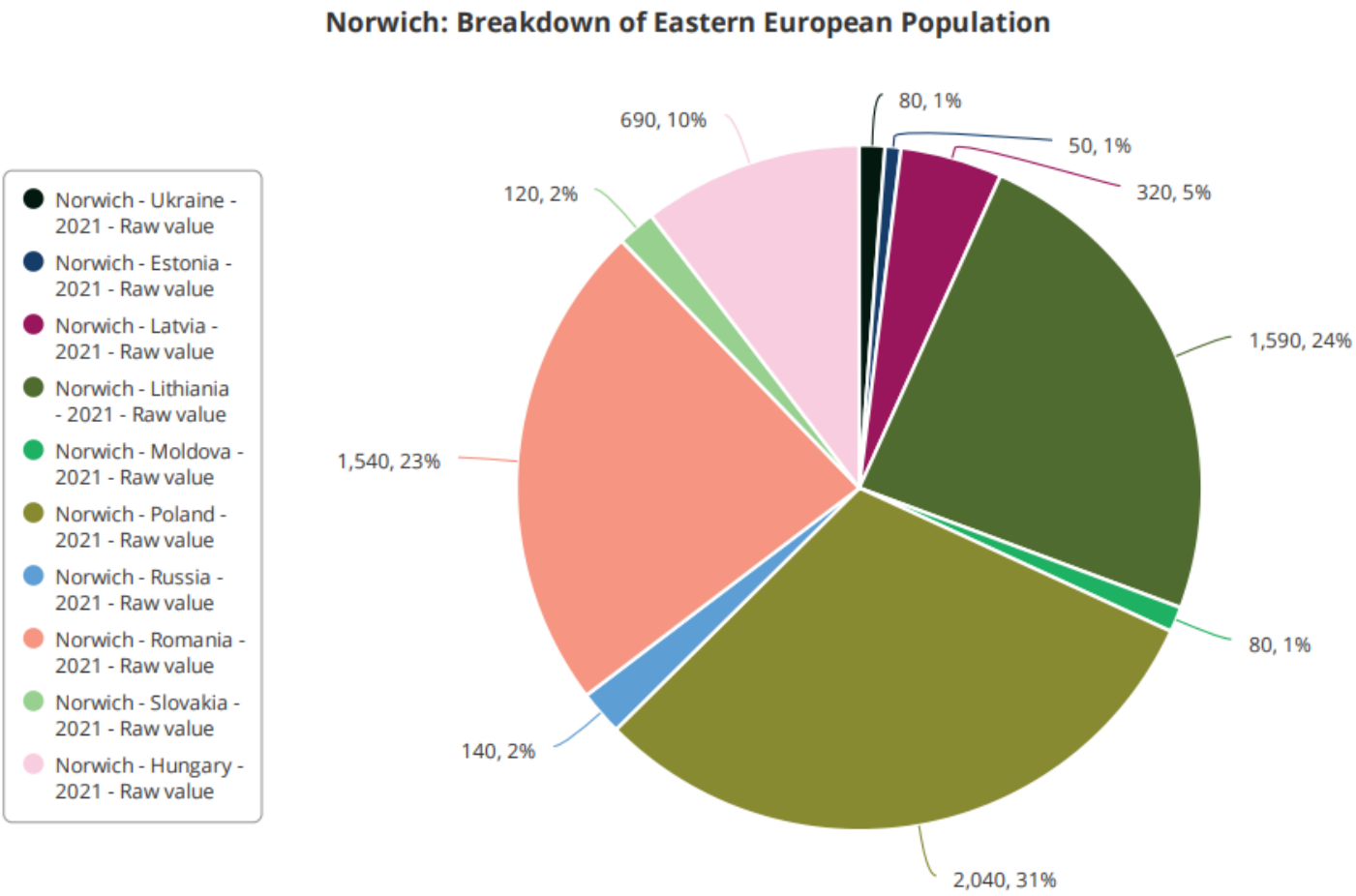
151. The preliminary Census 2021 counts of country of birth by local authority for Ukraine and neighbouring or relevant countries have been published to help local

and national emergency response planning to the Russian invasion of Ukraine. There is no data currently available for county councils.

152. It is important to note that the data contained are the rounded counts of Census 2021 responses. They are not final census estimates and have not yet been through all the usual census processing.

153. To help contextualise the numbers, the Local Government Association has rated the figures and calculated percentages using the most recently available authority population data. The population data is from ONS's most recent mid-year estimates rather than data from Census 2021.

154. The chart below shows the count and percentage of residents born in Ukraine, Russia and other Eastern European Countries who were resident in Norwich at the time of the Census 2021.



155. The Ukraine Sponsorship Scheme allows Ukrainian nationals and their family members to come to the UK if they have a named sponsor who can provide accommodation.

156. The number of visas issued to come to or stay and the number of arrivals in Norwich under the Homes for Ukraine Sponsorship Scheme are, as at 14 December 2022:

a. the total number of Visas issued to Ukrainians with sponsors in Norwich is 202 (142 per 100,000)

b. the total number of arrivals of Ukrainians with sponsors in Norwich is 160 (113 per 100,000)

c. in Norwich 79 per cent of those with sponsored visas have arrived.

Sexual orientation

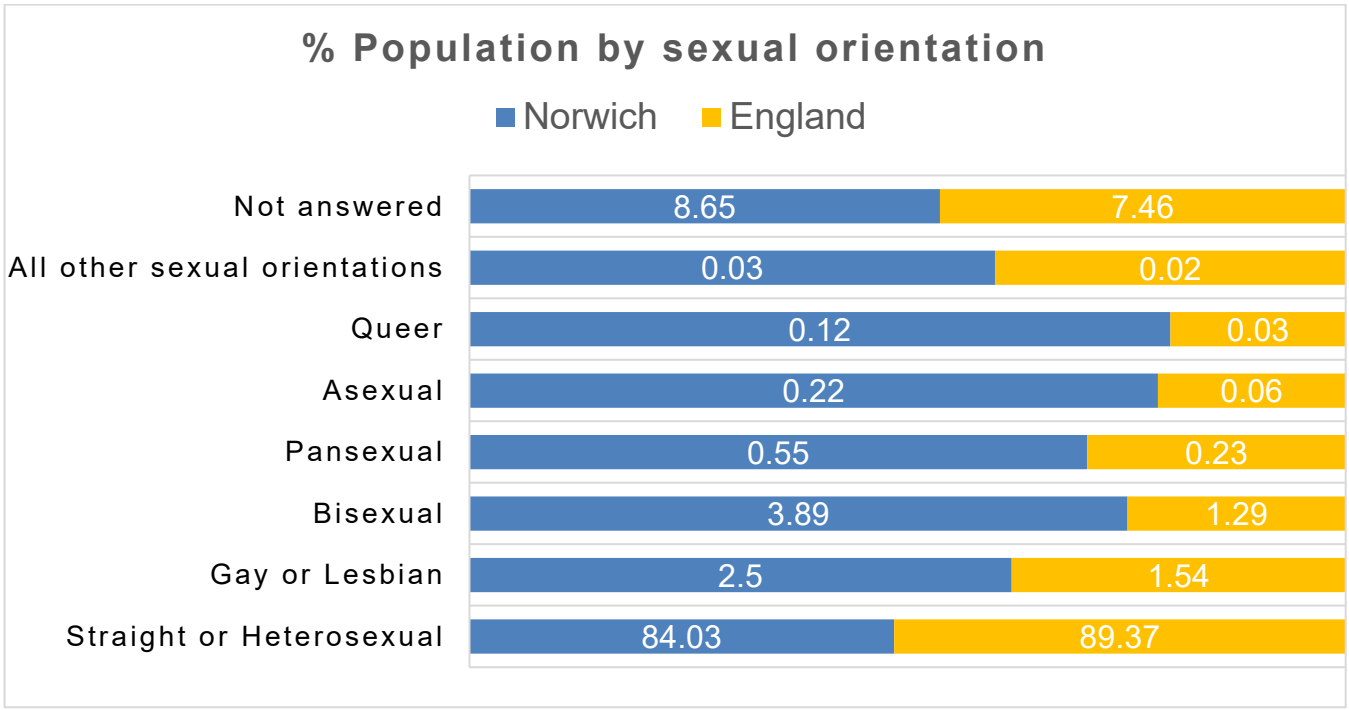
157. The question on sexual orientation was new for Census 2021, providing better quality information on the LGB+ population ("gay or lesbian", "bisexual" or "other sexual orientation") for monitoring and supporting anti-discrimination duties under the Equality Act 2010.

158. The question was voluntary and was only asked of people aged 16 years and over. People were asked "Which of the following best describes your sexual orientation?". The different sexual orientations that people could choose from included:

a. straight or heterosexual
b. gay or lesbian
c. bisexual
d. other sexual orientation

159. If they selected "Other sexual orientation", they were asked to write in the sexual orientation with which they identified.

160. The table below shows how people in Norwich answered, compared with the rest of England.



161. More detailed data and analysis on sexual orientation from the Census 2021 will be published in the coming months alongside the release of multivariate data. The first analysis article, which will explore sexual orientation by age and sex, is due to be published on 25 January.

Financial hardship and economic vulnerability

162. These indicators are designed to provide an indication of how households and their finances have been impacted or are likely to change in the near future. Moreover, these indicators are presented alongside data on pre-existing levels of financial vulnerability, to identify how and where the scale of financial hardship is increasing and thus where relevant support services such as hardship grants and money / debt advice are required or may need scaling up.

Measures of local deprivation

163. The Indices of Deprivation combine a range of economic, social and housing indicators to provide a measure of relative deprivation, i.e. they measure the position of areas against each other within different domains. This data therefore provides some useful baseline contextual information for localities in terms of existing deprivation levels, which will influence and inform the scale of impacts due to the rising cost of living. The higher the ranking, the higher the level of deprivation, i.e. 1 is measured as the most deprived area in the Indices of Deprivation.

a. Norwich is ranked **61** out of 333 authorities for deprivation – based on the Index of Multiple Deprivation (IMD) average rank. This measure is based on population weighted ranks of all neighbourhoods within an area, so an area that is more uniformly deprived will tend to rank higher on this measure. It is a weighted average of the seven IMD domains: Income Deprivation, Employment Deprivation, Health Deprivation and Disability, Education Skills and Training Deprivation, Barriers to Housing and Services, Living Environment Deprivation, and Crime.

b. Norwich is ranked **52** out of 333 authorities for deprivation – based on the IMD average score. This measure is based on population weighted scores of all neighbourhoods within an area.

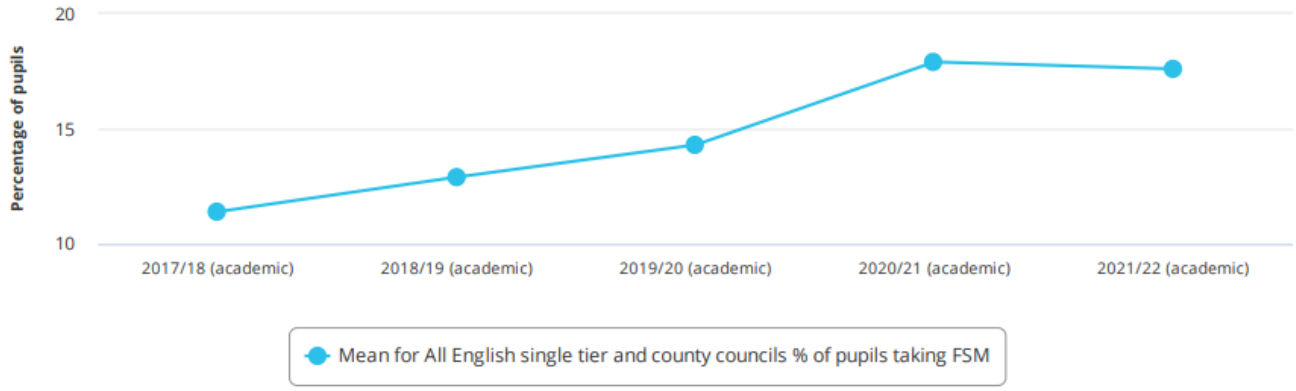
c. 15.66% of Norwich neighbourhoods (Lower Super Output Areas) are in the 10% most deprived nationally. The domain measures the proportion of the population experiencing deprivation relating to low income.

d. Specifically, with regards to income deprivation, Norwich is ranked **58** out of 333 authorities – based on the IMD average rank. (County level data isn't available for this metric).

Free school meals

164. Free school meal eligibility continues to increase. In January 2022, 1.9 million pupils were eligible for free school meals, 22.5% of all pupils. This is an increase of nearly 160,000 pupils since January 2021, when 1.74 million (20.8%) of pupils were eligible for free school meals.

165. The chart below highlights the proportion of pupils at state schools who are eligible for free school meals. Totals include state-funded nursery, primary, secondary and special schools, non-maintained special schools and pupil referral units – it does not include independent schools. It is collected as part of the School Census.



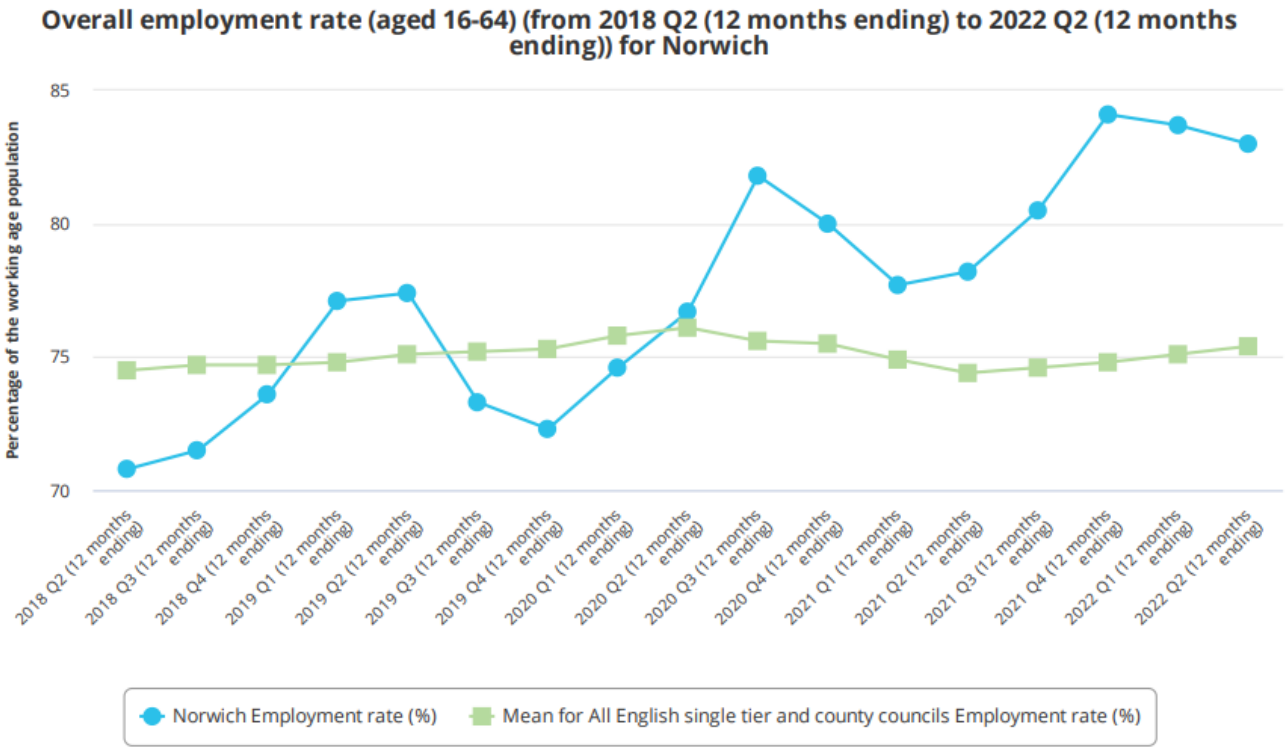
Source:
Department for Education, Schools, Pupils and their Characteristics, Percentage of all pupils eligible and taking free school meals

166. The percentage of pupils with free school meals had been increasing prior to the COVID-19 pandemic, with increases from 13.6% in January 2018, to 15.4% in January 2019, and to 17.3% in January 2020. The increase during the first period of the pandemic, from January 2020 to 20.8% in January 2021, was higher than each of these previous year on year increases. The increase to January 2022 is in line with those increases seen prior to the pandemic.

Overall employment rate

167. Employment measures the number of people aged 16 years and over in paid work and those who had a job that they were temporarily away from. The employment rate is the proportion of people aged between 16 and 64 years who are in employment.

168. The chart below shows that Norwich has an employment rate of 83% this has decreased from 83.7% in the previous period. This is above the All English single tier and county councils figure of 75.4% and above the England figure of 75.7%.

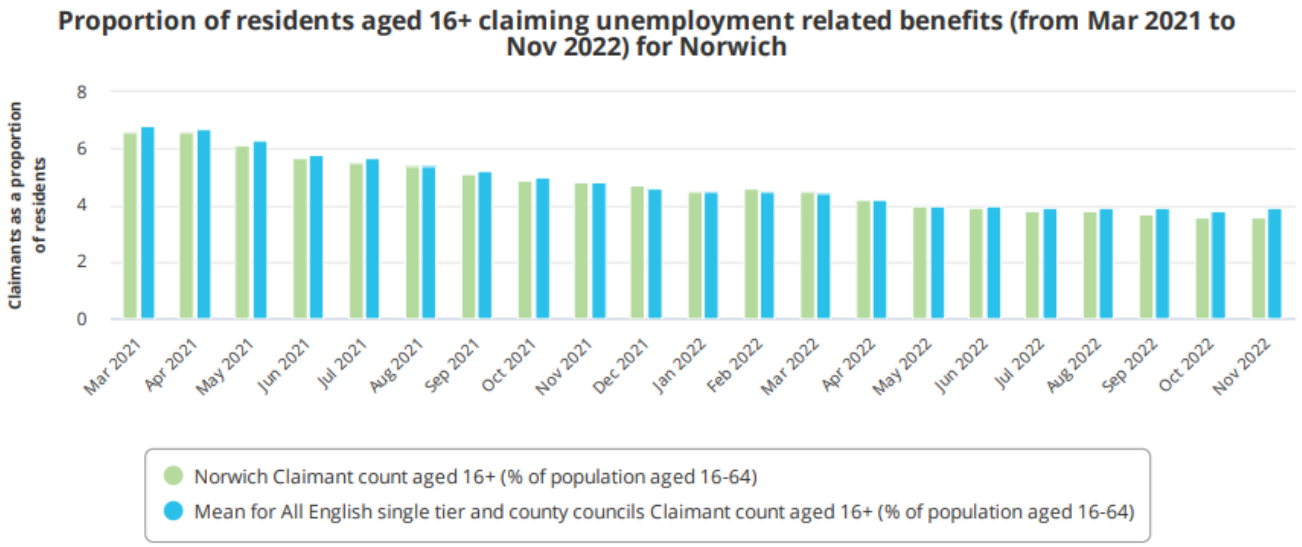


Source:
Nomis, Annual Population Survey, Overall employment rate (aged 16-64)

Claimant Count

169. Claimant Count is an administrative measure of the number of people claiming benefit principally for the reason of being unemployed, using individual records from the benefit system. It therefore provides a useful indication of how unemployment is changing at a local level.

170. The chart below shows the claimant count rate in Norwich in November 2022 was 3.6%, a decrease from 4.8% in November 2021. The All-English single tier and county councils' rate was 3.9% for the same month and 4.8% last year.

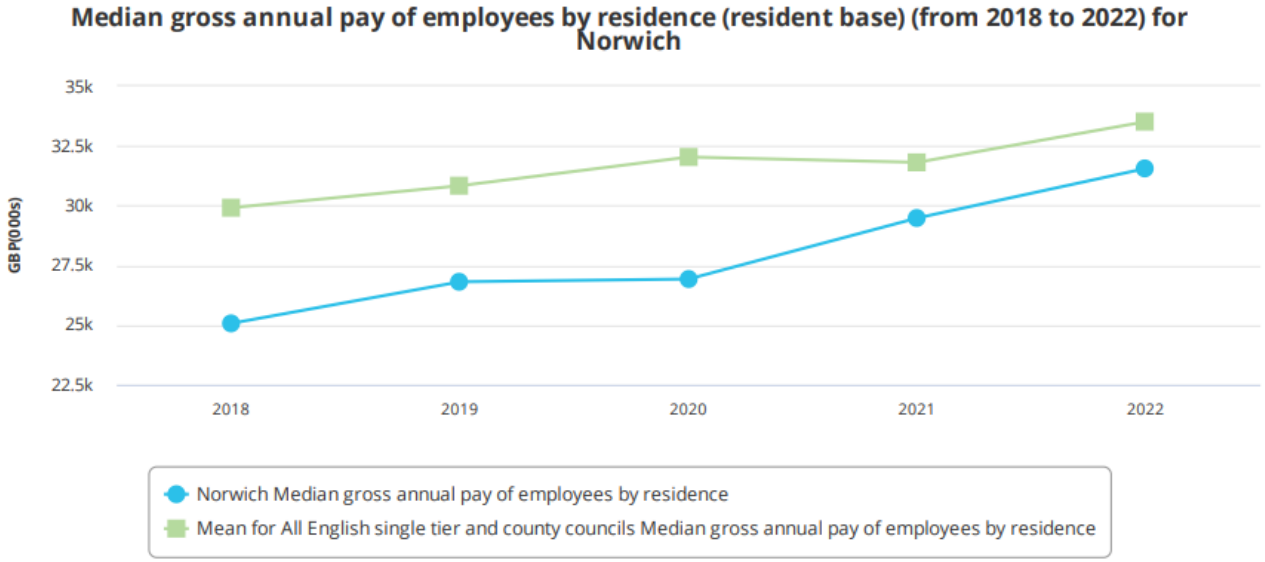


Source:
Nomis, Claimant count by sex and age, Proportion of residents aged 16+ claiming unemployment related benefits

Median Gross Annual Pay of Employees (by Residence)

171. The Annual Survey of Hours and Earnings (ASHE) is conducted in April each year to obtain information about the levels, distribution and make-up of earnings and hours worked for employees. This data set provides information about earnings of employees who are living in an area, who are on adult rates and whose pay for the survey pay-period was not affected by absence. This data therefore provides some useful context in terms of potential economic and financial resilience.

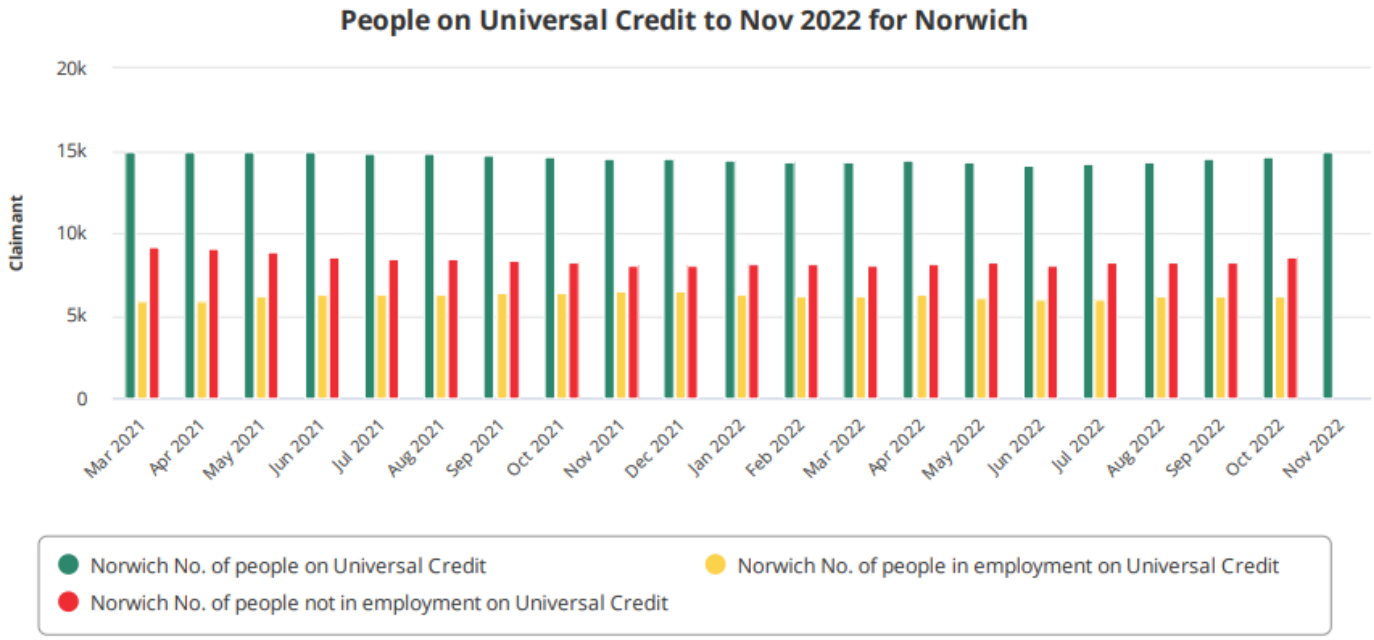
172. The chart below shows in Norwich, median gross annual earnings are £31,559.0, this is below the All English single tier and county councils figure of £33,517.0 and below the England figure of £34,347.0



Source:
Nomis, annual survey of hours and earnings, Median gross annual pay of employees by residence (resident base)

Universal Credit

173. This data set highlights the total number of people claiming Universal Credit, including the numbers of those in and out of employment. The number of claimants in/out of employment are released one month later than the overall total. The latest month's total for overall number of people claiming is provisional.



Source:
Department for Work and Pensions, Stat-Xplore: People on Universal Credit, Total number of people on Universal Credit
Department for Work and Pensions, Stat-Xplore: People on Universal Credit, Number of people in employment on Universal Credit
Department for Work and Pensions, Stat-Xplore: People on Universal Credit, Number of people not in employment on Universal Credit

174. **14,902** people were claiming Universal Credit in Norwich in November 2022. For the latest month available (October 2022) **8,531** of these claimants were not in employment, whilst **6,145** were in employment. The total number of claims has changed by 2% compared to November 2021.

Cost of Living Vulnerability Index

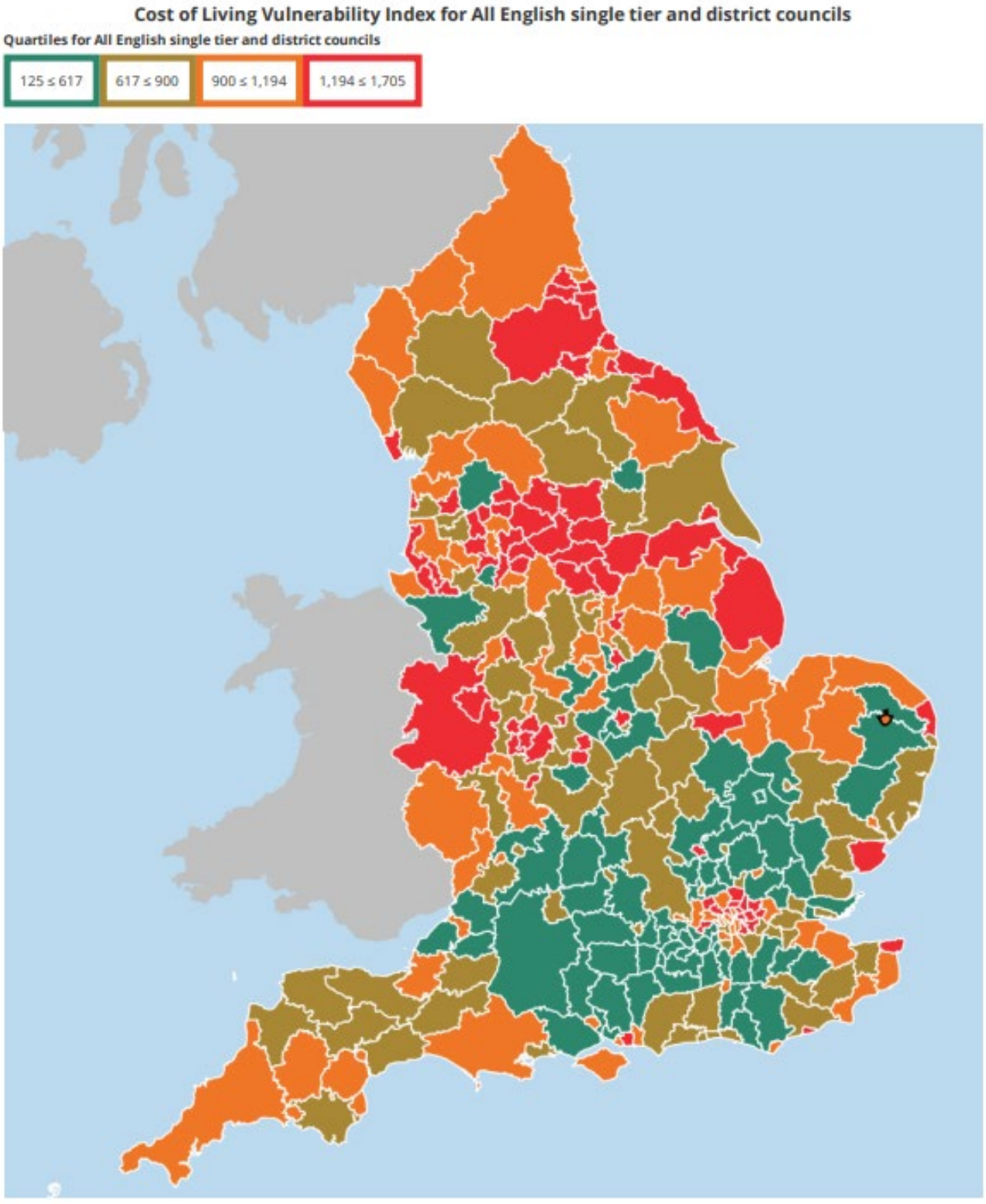
175. The Cost-of-Living Vulnerability Index is the total of multiple poverty-based vulnerability and work-based vulnerability indicator rankings for each local authority. This index has been created by the Centre for Progressive Policy to measure the cost of living crisis. (Not available for County Councils).

176. The higher the score will indicate an area's relative risk of more people being pulled into poverty, and the relative risk of those who were already hard up being pushed into destitution.

177. For Norwich, the Cost-of-Living Vulnerability Index is **978**. Of the areas within All English single tier and county councils, the three authorities with the highest index totals are:

a. Middlesbrough (1,705)
b. Kingston upon Hull (1,680)
c. Blackburn with Darwen (1,657)
d. The three authorities with the lowest index totals are:

e. Wokingham (184)
f. West Berkshire (239)
g. Bracknell Forest (352)



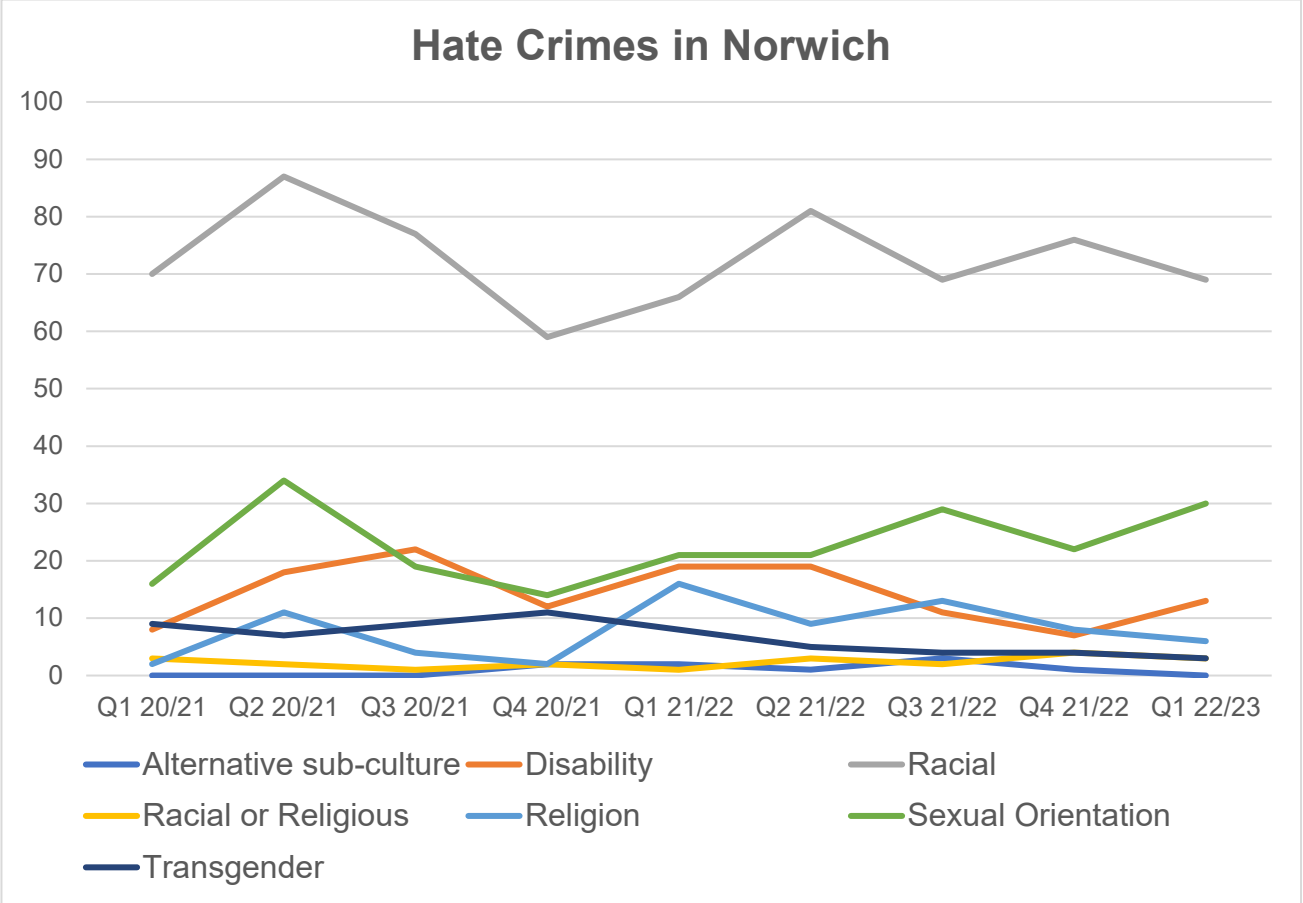
Source:
Centre for Progressive Policy, Cost of Living Vulnerability Index, Cost of Living Vulnerability Index

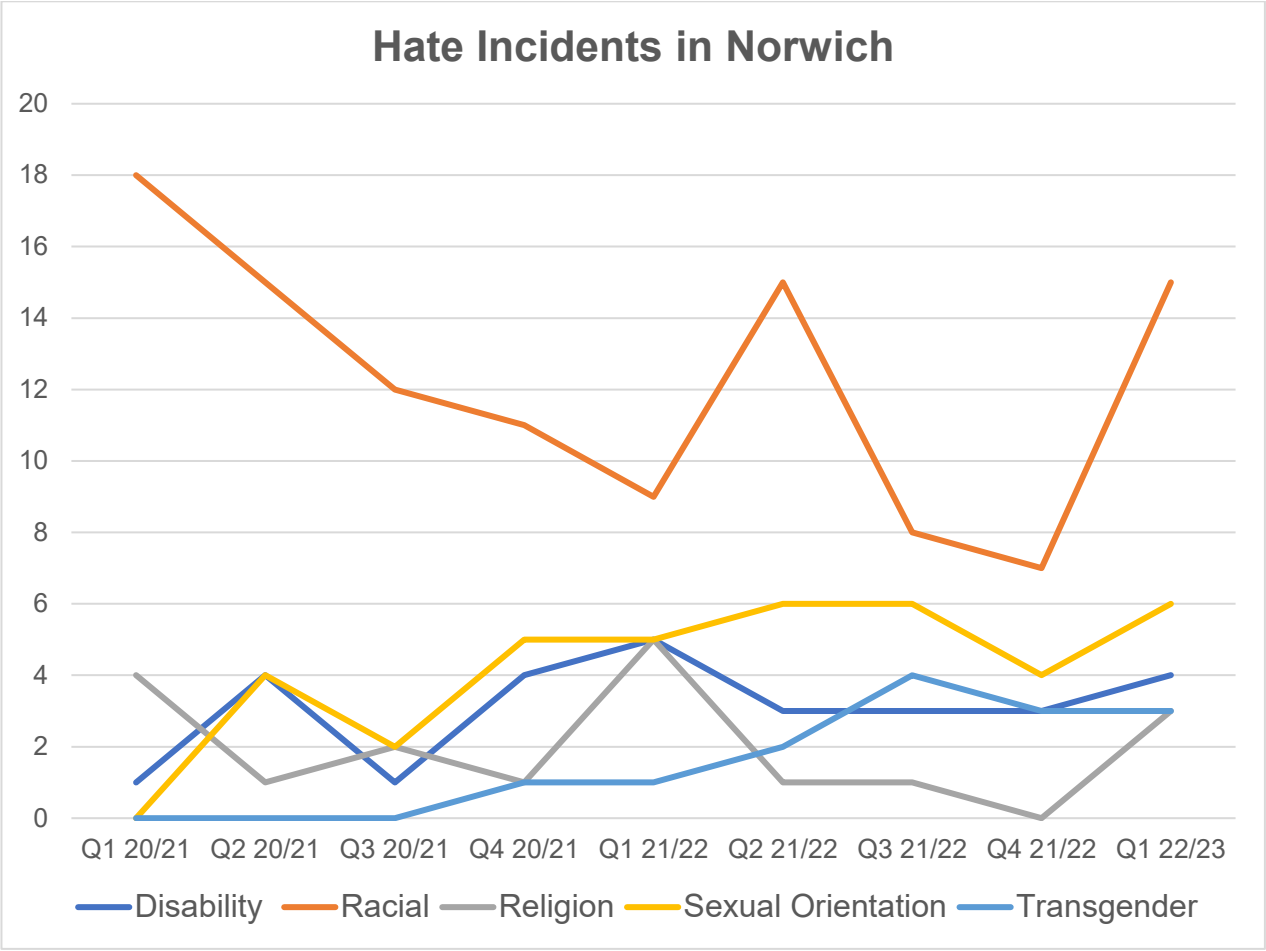
Hate crimes and incidents

178. A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. It may or may not be a crime. A hate crime is a crime committed against someone because of their protected characteristic. It is likely that the majority of hate crimes or incidents are not reported; therefore, higher figures do not always represent more crime, but possibly more reported crime due to more awareness or confidence in reporting.

179. There is a slight decrease in the total number of hate crimes and incidents being recorded since the last Equality information report. The charts below shows that the racial crimes account for largest type of those reported.

Type	2020-2021 Q2	2020-2021 Q3	2020-2021 Q4	2021-2022 Q1	2021-2022 Q2	2021-2022 Q3	2021-2022 Q4	2022-2023 Q1
Crimes	**161**	**139**	**103**	**135**	**140**	**131**	**122**	**124**
Alternative Sub-culture	1	3	2	2	1	3	1	0
Disability	18	22	12	19	19	11	7	13
Racial	87	79	60	67	82	69	76	69
Racial or Religious	2	1	2	1	3	2	4	3
Religion	11	5	2	16	9	13	8	6
Sexual Orientation	34	20	14	22	21	29	22	30
Transgender	8	9	11	8	5	4	4	3
Incidents	**37**	**36**	**22**	**25**	**27**	**22**	**17**	**31**
Alternative Sub-culture	1	1	0	0	0	0	0	0
Disability	5	5	4	5	3	3	3	4
Racial	23	21	11	9	15	8	7	15
Religion	2	5	1	5	1	1	0	3
Sexual Orientation	4	3	5	5	6	6	4	6
Transgender	2	1	1	1	2	4	3	3
Force Total	**198**	**175**	**125**	**160**	**167**	**153**	**139**	**155**


Hate Crimes in Norwich
100
90
80
70
60
50
40
30
20
10
0
Q1 20/21
Q2 20/21
Q3 20/21
Q4 20/21
Q1 21/22
Q2 21/22
Q3 21/22
Q4 21/22
Q1 22/23
Alternative sub-culture
Disability
Racial
Racial or Religious
Religion
Sexual Orientation
Transgender


Hate Incidents in Norwich
20
18
16
14
12
10
8
6
4
2
0
Q1 20/21
Q2 20/21
Q3 20/21
Q4 20/21
Q1 21/22
Q2 21/22
Q3 21/22
Q4 21/22
Q1 22/23
Disability
Racial
Religion
Sexual Orientation
Transgender

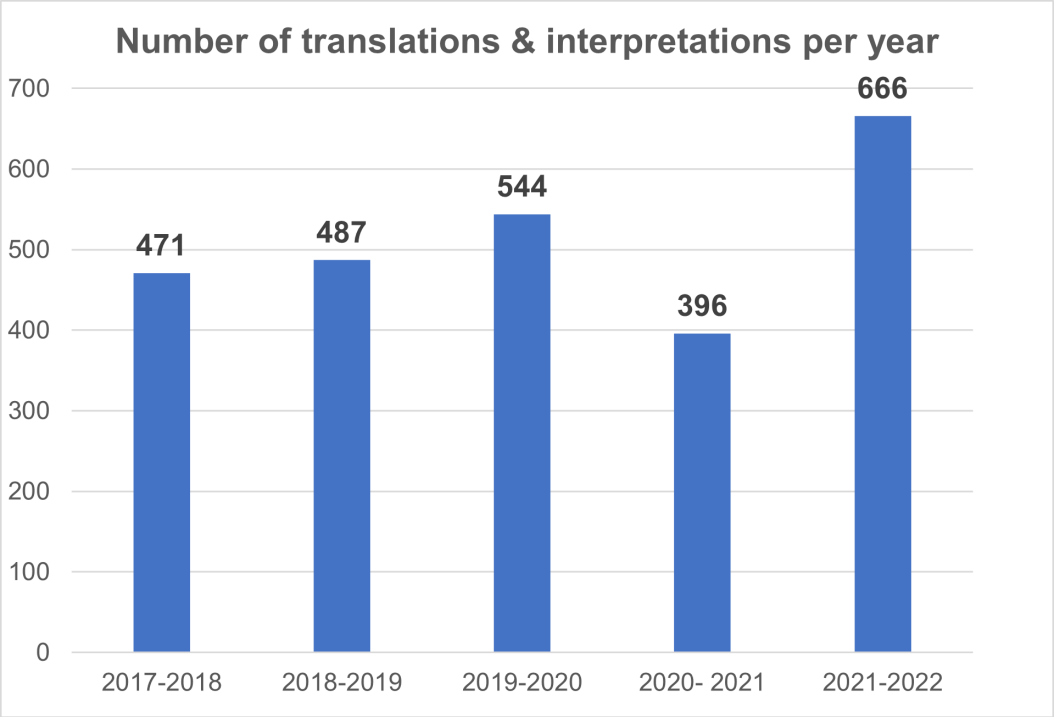
180. This data will form part of the evidence base that informs the forthcoming Community Safety Strategy, which will be accompanied by a developed action plan, identifying specific activities to help improve the safety across our communities and neighbourhoods.

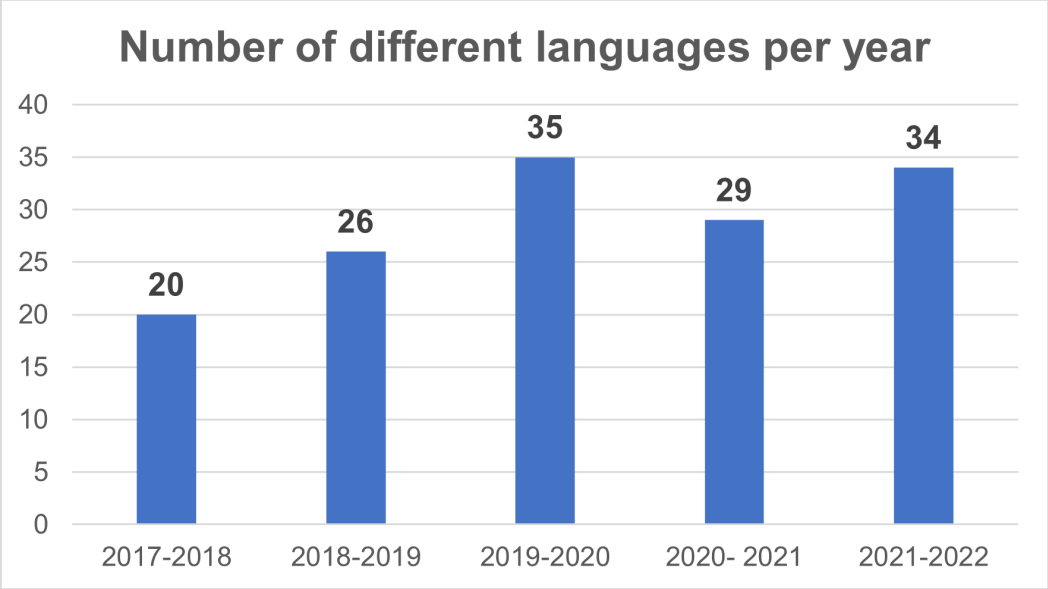
Customers

Translations and interpretations

181. The council has seen a 68% increase in the number of translations and interpretations conducted for our customers this year with the number of languages requested increasing from 29 to 34.

TOP 10 LANGUAGES				
2017-2018	**2018-2019**	**2019-2020**	**2020- 2021**	**2021-2022**
ARABIC	LITHUANIAN	ARABIC	LITHUANIAN	ARABIC
HUNGARIAN	HUNGARIAN	LITHUANIAN	PORTUGUESE	LITHUANIAN
LITHUANIAN	ARABIC	POLISH	ARABIC	POLISH
FARSI	PORTUGUESE	PORTUGUESE	HUNGARIAN	BENGALI
POLISH	VIETNAMESE	KURDISH - SORANI	ROMANIAN	KURDISH - SORANI
PORTUGUESE	KURDISH - SORANI	HUNGARIAN	POLISH	ITALIAN
KURDISH - SORANI	MANDARIN	ROMANIAN	SPANISH	PORTUGUESE
LATVIAN	POLISH	BENGALI	BULGARIAN	MANDARIN
BULGARIAN	BENGALI	AMHARIC	TURKISH	SUDANESE ARABIC
BENGALI	RUSSIAN	RUSSIAN	MANDARIN	BULGARIAN





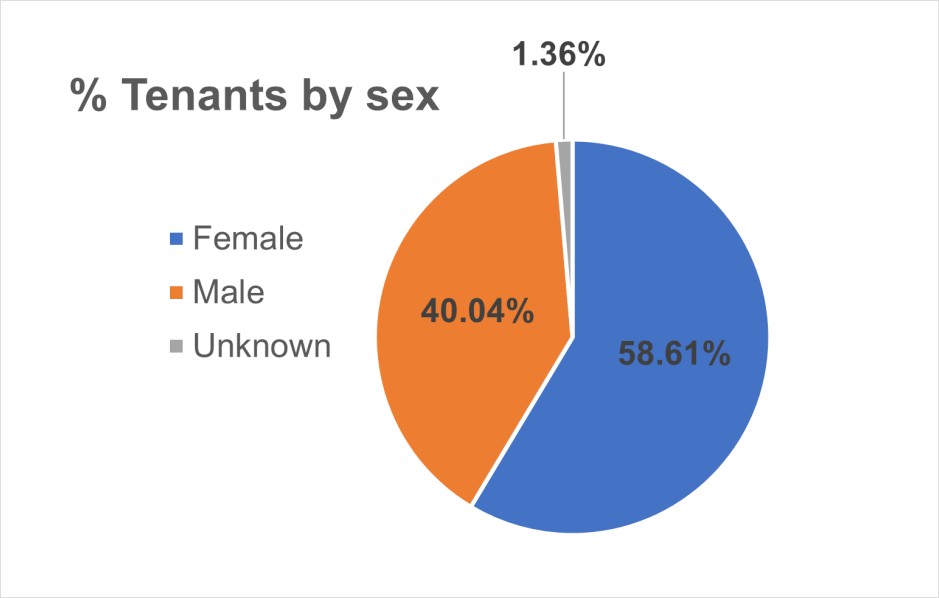
Complaints

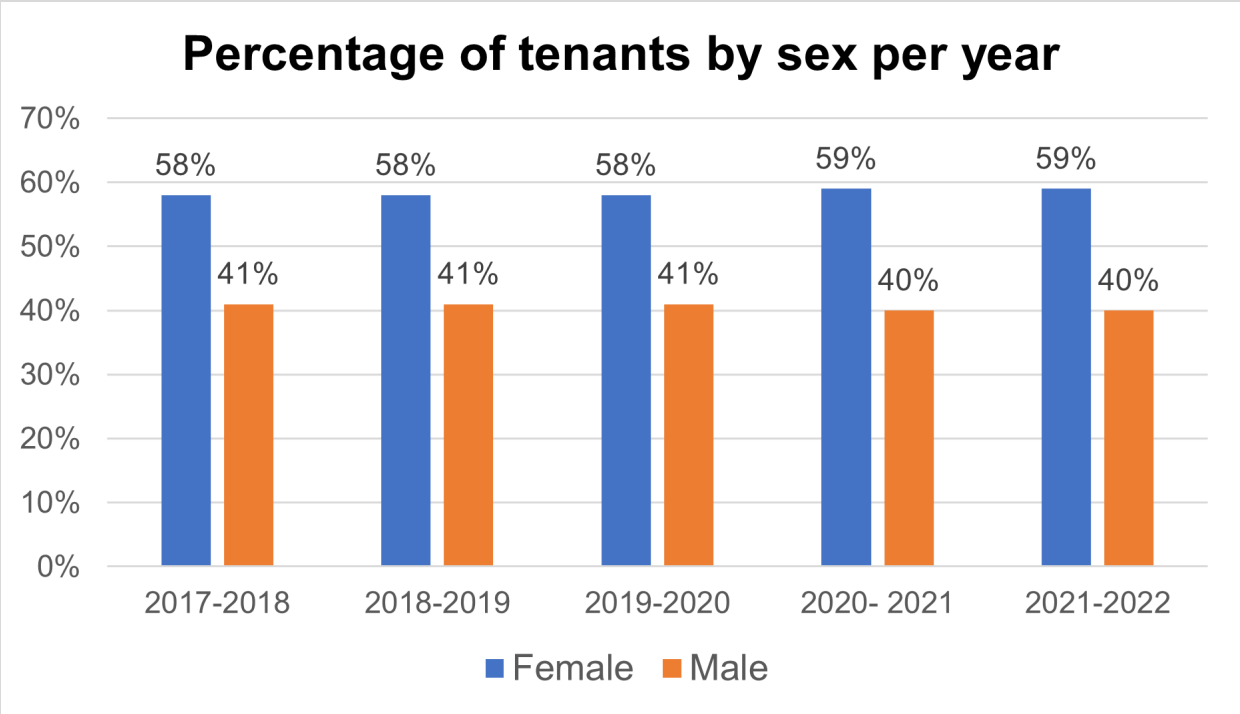
182. Previously we have provided equality information about our customers who make a complaint with the council. Our complaints process has been reviewed and we will be introducing more informative monitoring where we analyse the nature of the complaint from an equality perspective as opposed to just the equality profile of the complainant. This will go live from April 2023, as part of the upgrade to our contact management system.

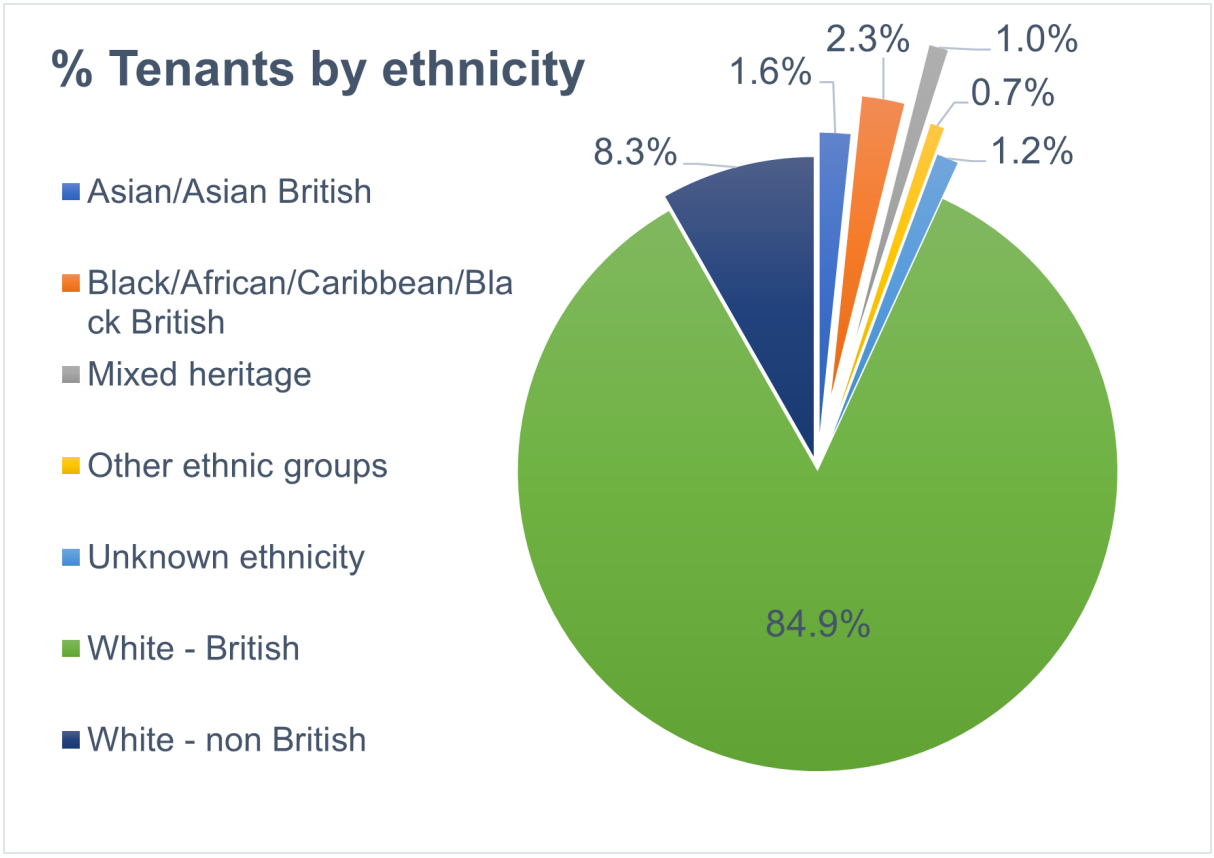
Tenant profiles

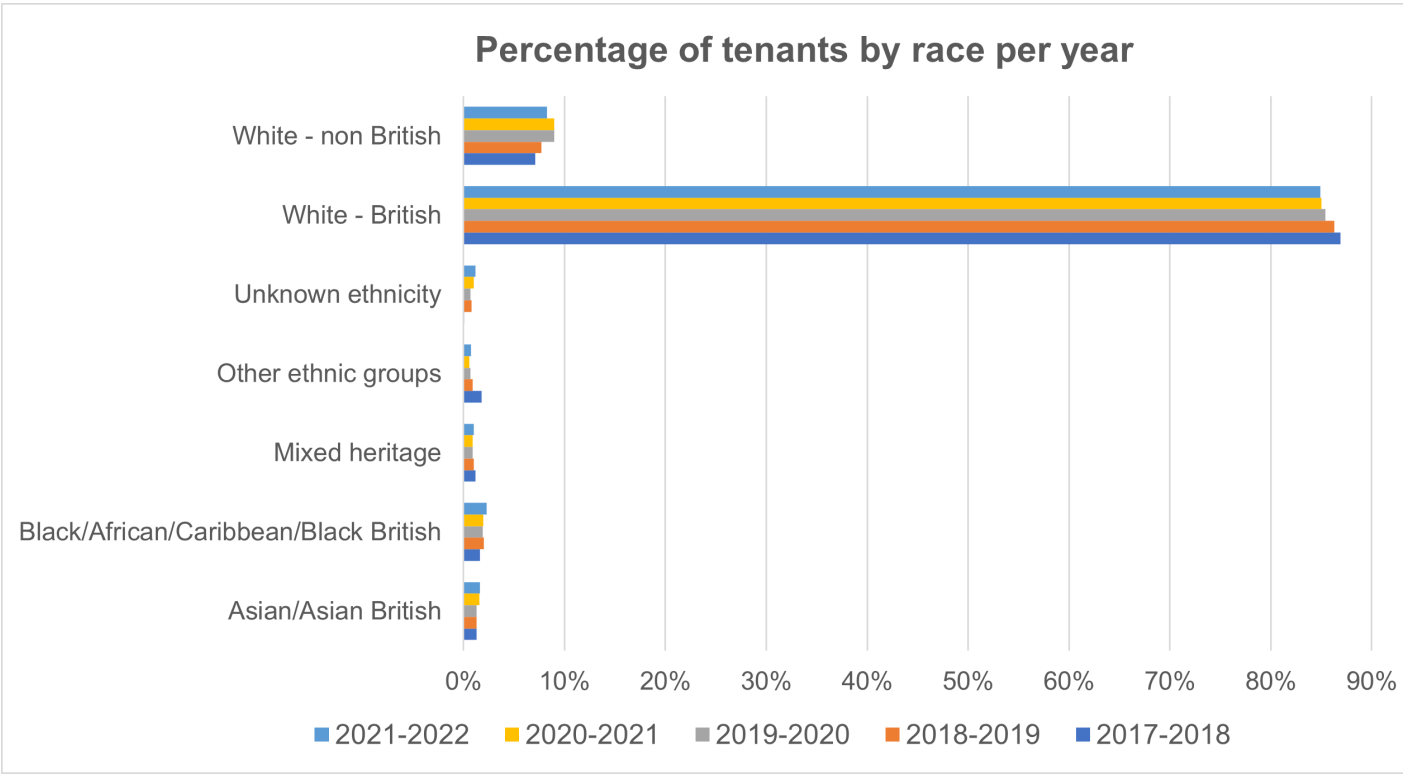
183. The tenant data in this section relates to the named Norwich City Council Tenant, and not all occupants of the household, as of 1 October 2022. The charts below show the disability levels, race, age and sex breakdowns along with the five-year trends for each characteristic.

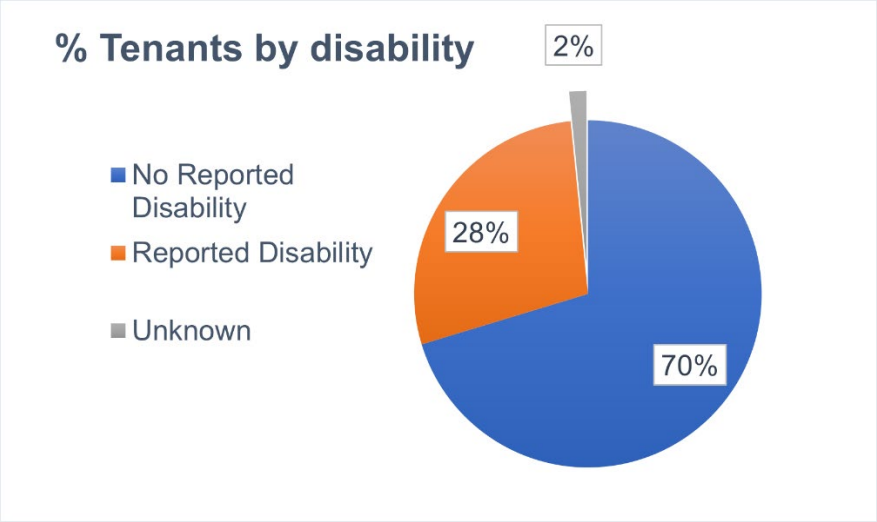
184. There has been very little change in the sex and disability profiles of our tenants over the last five years. The areas we have seen the most change in are race, with a greater diversity of tenants over time, and an increase in those aged between 35 and 64.

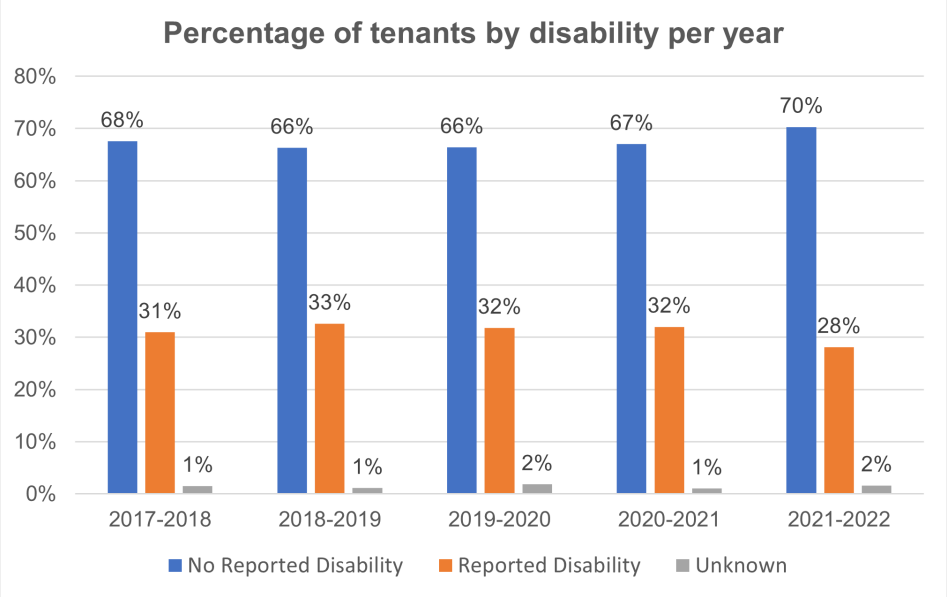

% Tenants by sex
1.36%
Female
Male
Unknown
40.04%
58.61%

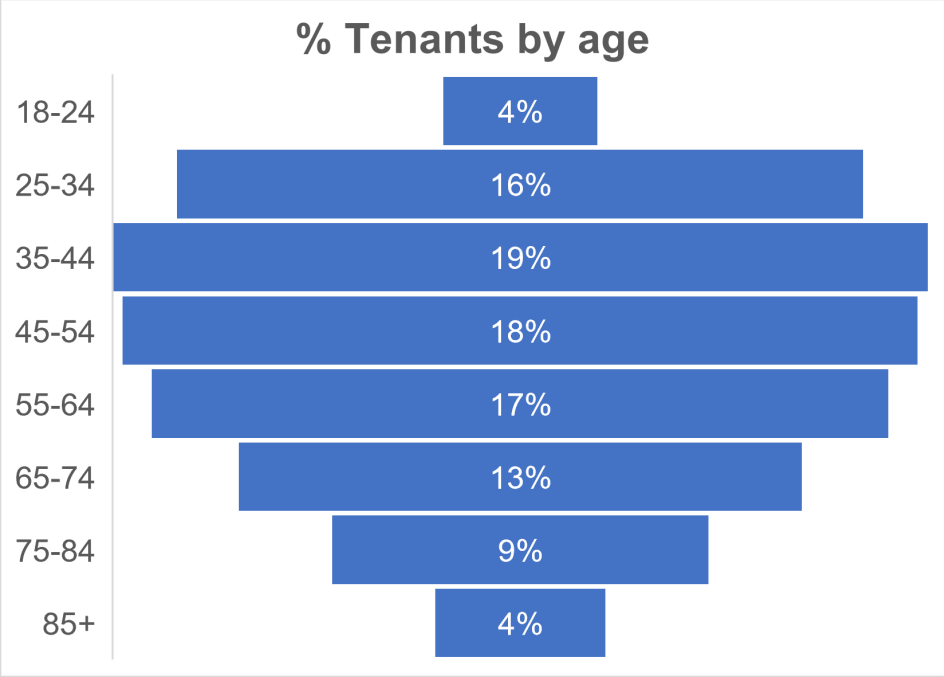

Percentage of tenants by sex per year
70%
60%
50%
40%
30%
20%
10%
0%
58%
41%
58%
41%
58%
41%
59%
40%
59%
40%
2017-2018
2018-2019
2019-2020
2020- 2021
2021-2022
Female
Male

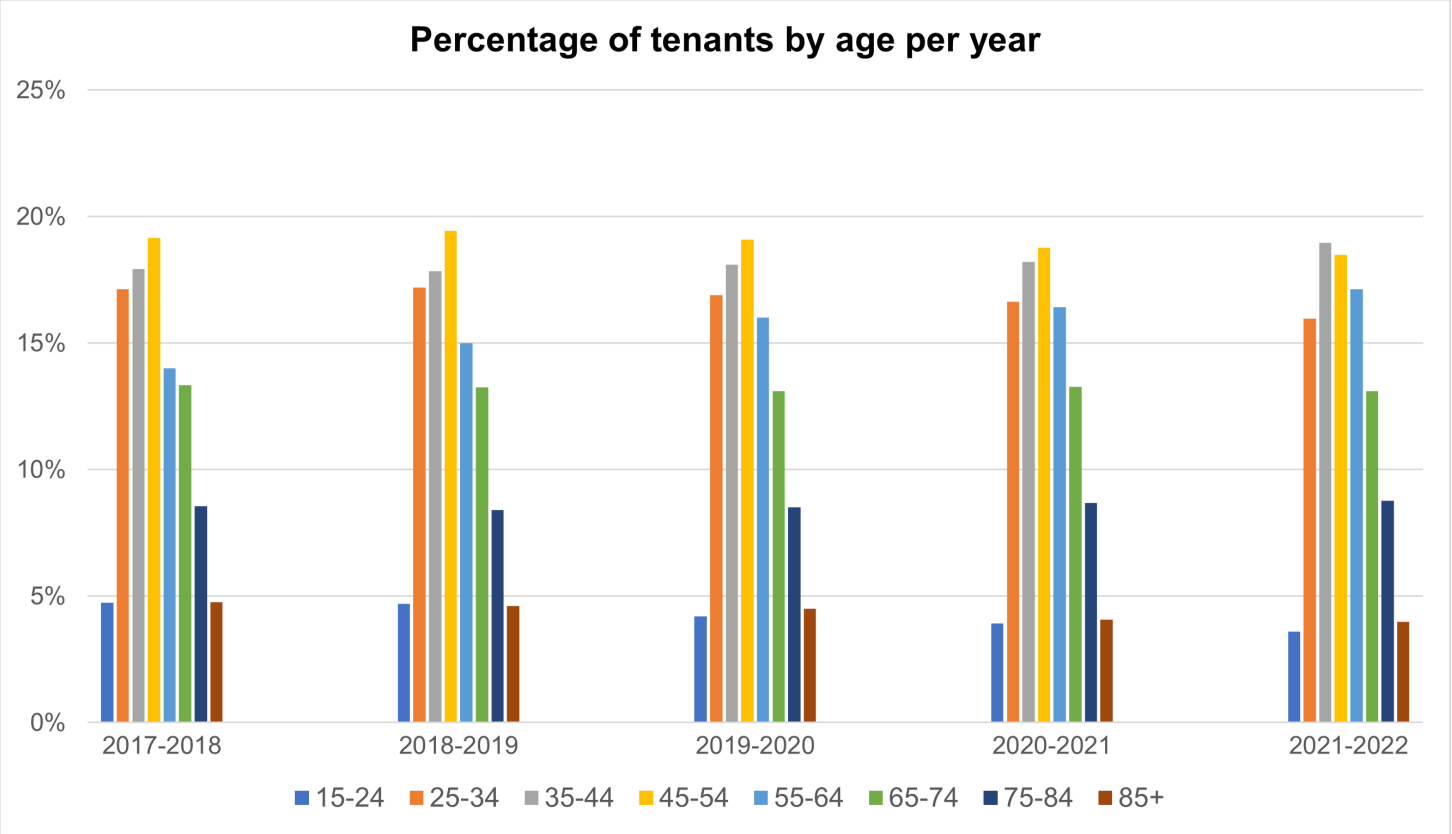

% Tenants by ethnicity
Asian/Asian British
Black/African/Caribbean/Black British
Mixed heritage
Other ethnic groups
Unknown ethnicity
White - British
White - non British
1.6%
2.3%
1.0%
0.7%
1.2%
8.3%
84.9%


Percentage of tenants by race per year
White - non British
White - British
Unknown ethnicity
Other ethnic groups
Mixed heritage
Black/African/Caribbean/Black British
Asian/Asian British
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
2021-2022
2020-2021
2019-2020
2018-2019
2017-2018


% Tenants by disability
2%
No Reported Disability
Reported Disability
Unknown
28%
70%


Percentage of tenants by disability per year
80%
70%
60%
50%
40%
30%
20%
10%
0%
68%
31%
1%
66%
33%
1%
66%
32%
2%
67%
32%
1%
70%
28%
2%
2017-2018
2018-2019
2019-2020
2020-2021
2021-2022
No Reported Disability
Reported Disability
Unknown


% Tenants by age
18-24
4%
25-34
16%
35-44
19%
45-54
18%
55-64
17%
65-74
13%
75-84
9%
85+
4%



Employees

Profiles

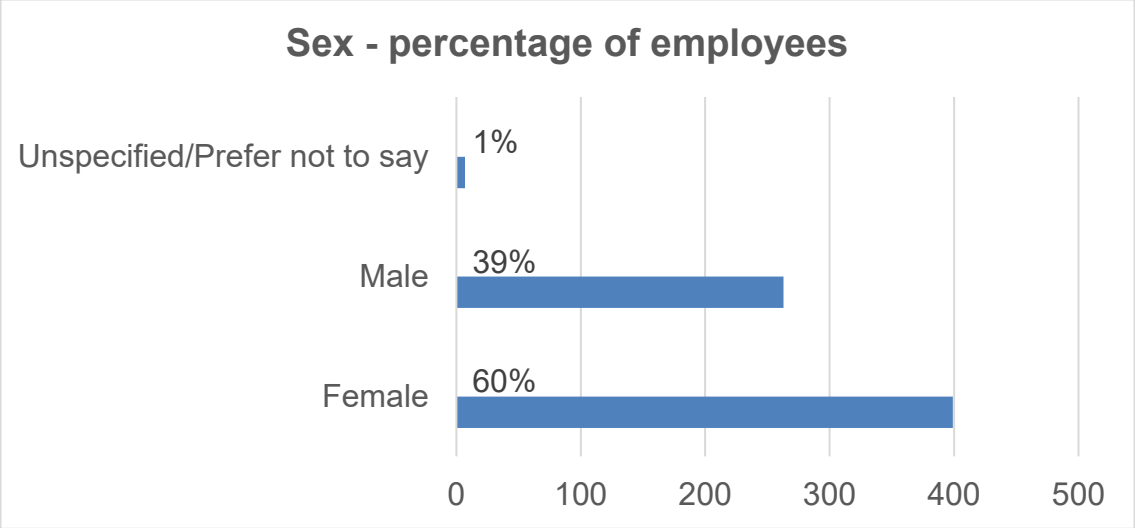
185. The diversity figures in this report are based on a headcount of a total of 669 employees as at 31 March 2022 and are taken from Norwich City Council's Human Resources system. Employees who are not paid directly by Norwich City Council are not included in the analysis, nor are agency workers/contractors.

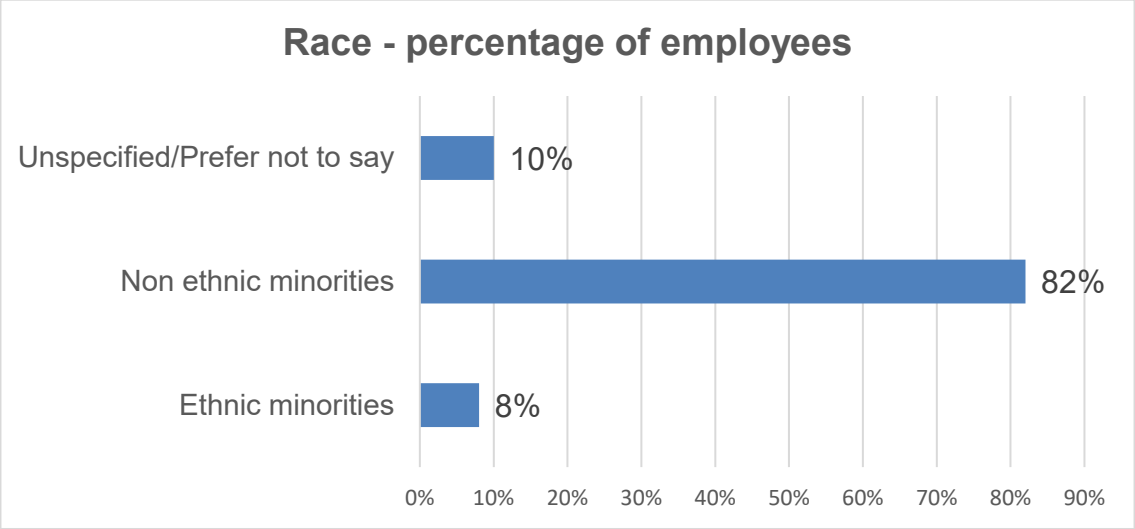
186. Norwich City Council's aim is for the workforce to reflect the percentage of the local community who are economically active, from an ethnic minority, who have a disability and match the gender imbalance.

187. The table below shows the overall declaration rates for each reported characteristic as of 31 March 2022.

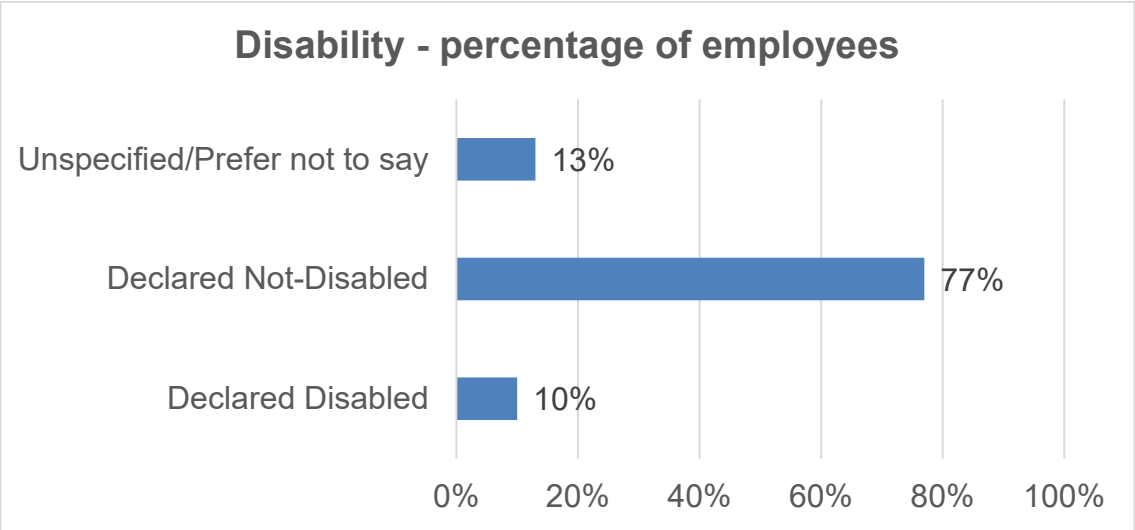
Protected Characteristic	Proportion %	Number of employees
Gender	99%	662
Ethnicity	91%	607
Disability	86%	578
Working Pattern	100%	669
Sexual Orientation	41%	274
Age	100%	669

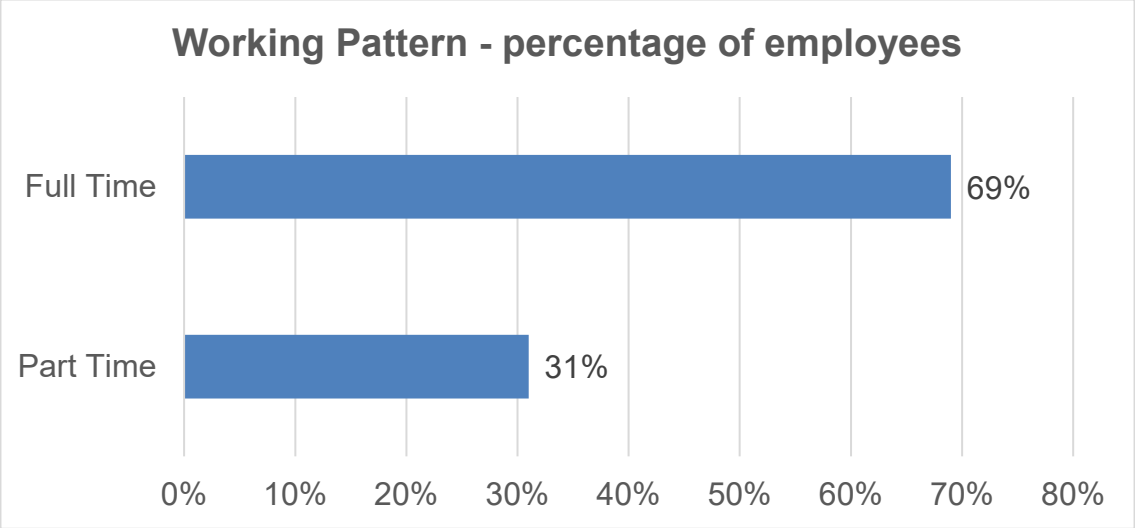
188. The data presented below shows Norwich City Council's workforce by protected characteristic as at 31 March 2022. Workforce composition by sex, race, disability, working pattern, sexual orientation, and age.

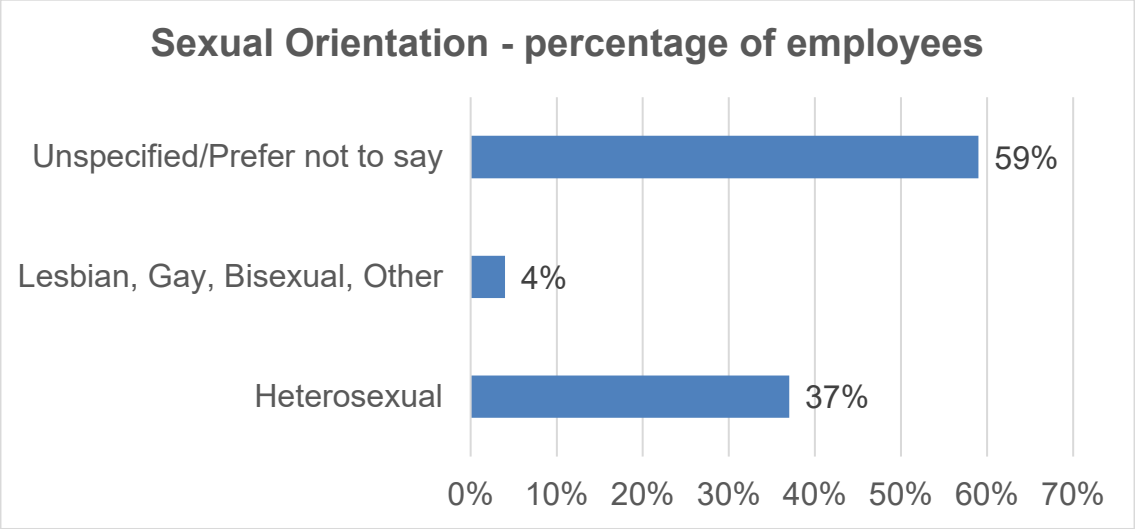


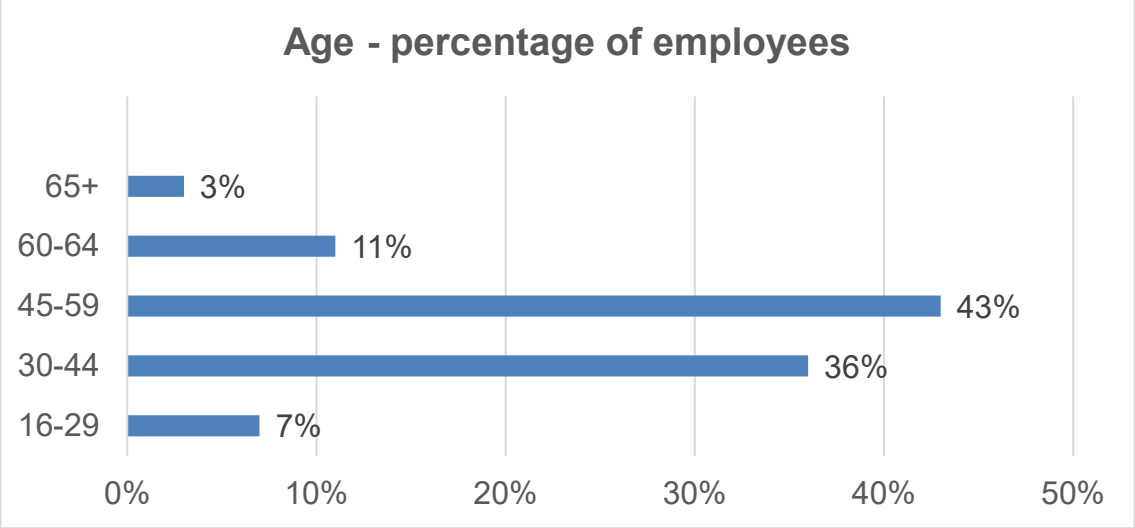


Please note that the data for race has not been broken down into ethnic groups as it is not appropriate to publish the datasets which are based on fewer than ten employees and the lower number poses a threat to employee confidentiality.

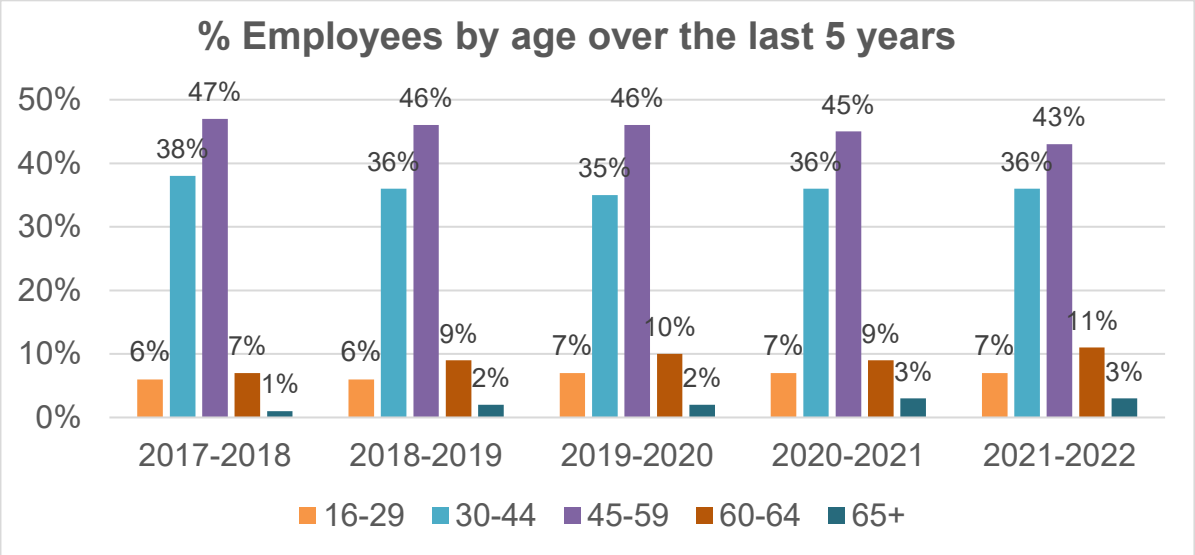


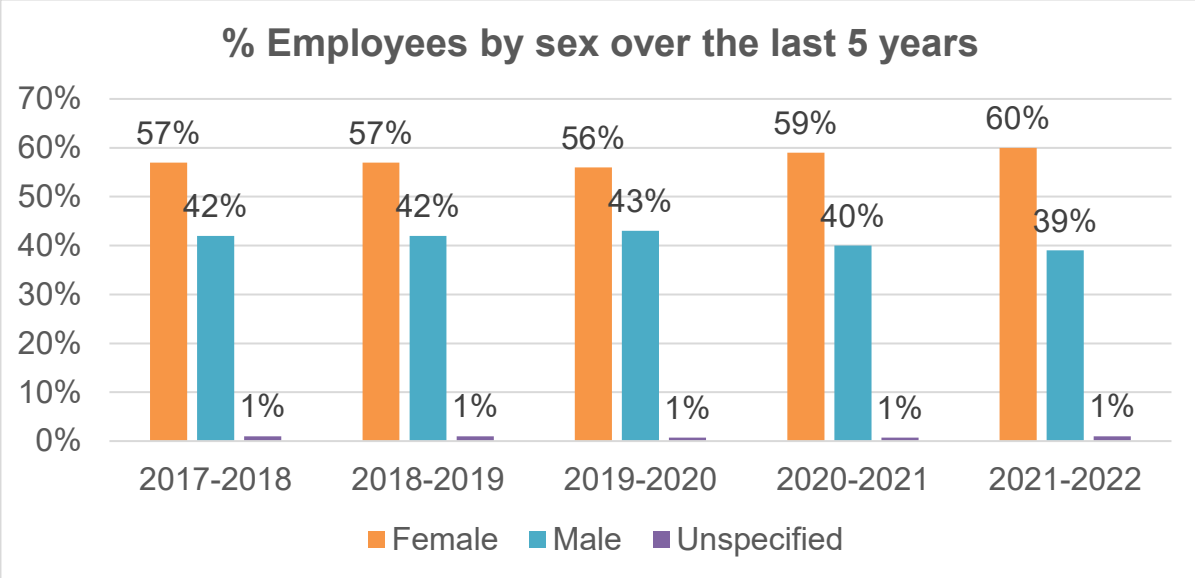


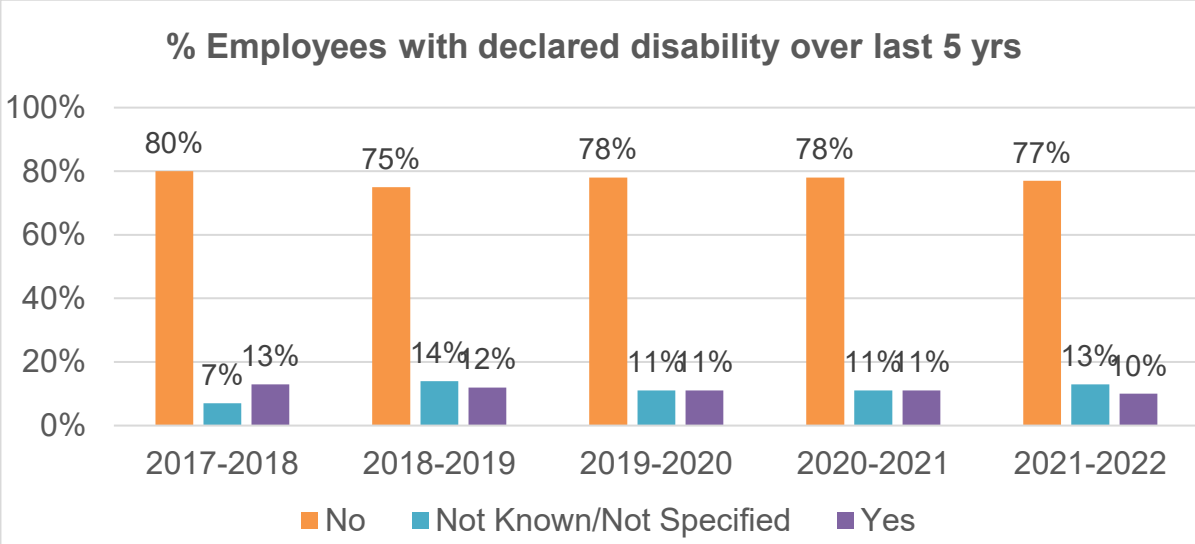




189. The tables below show there has been very little change in the age, sex and disability profiles of our employees over the last five years.


% Employees by age over the last 5 years
50%
40%
30%
20%
10%
0%
6%
38%
47%
7%
1%
6%
36%
46%
9%
2%
7%
35%
46%
10%
2%
7%
36%
45%
9%
3%
7%
36%
43%
11%
3%
2017-2018
2018-2019
2019-2020
2020-2021
2021-2022
16-29
30-44
45-59
60-64
65+


% Employees by sex over the last 5 years
70%
60%
50%
40%
30%
20%
10%
0%
57%
42%
1%
57%
42%
1%
56%
43%
1%
59%
40%
1%
60%
39%
1%
2017-2018
2018-2019
2019-2020
2020-2021
2021-2022
Female
Male
Unspecified


% Employees with declared disability over last 5 yrs
100%
80%
60%
40%
20%
0%
80%
7%
13%
75%
14%
12%
78%
11%
11%
78%
11%
11%
77%
13%
10%
2017-2018
2018-2019
2019-2020
2020-2021
2021-2022
No
Not Known/Not Specified
Yes

190. Whilst the data for race is too few to publish the dataset, overall there has been a positive direction of travel over the past year. Data shows that the ethnic diversity of the workforce rose to 8.3% for Norwich City Council compared to 3.1% in December 2020.

191. The data for disciplinary, grievance, leavers and promotions for the year 2021/22 is not appropriate to publish as the datasets are based on fewer than ten employees and the lower number poses a threat to employee confidentiality.

Recruitment

192. We have sought to continue to attract, retain and develop diverse talent through recruitment strategies, using social media and employee. Our recruitment practice is inclusive, ensuring adverts are checked for language and include positive statements. All are open to reasonable adjustments to support the recruitment process.

193. The data in the table below shows the numbers of applicants at different stages of the recruitment process between 1 April 2021 and 31 March 2022. All aspects of the recruitment process are reported in relation to each of the following characteristics: race, disability and sex. During the period 1 April 2021 and 31 March 2022 there were a total of 1,104 applicants for Norwich City Council vacancies. 701 were shortlisted for interview and 275 were successful at interview.

Characteristic	Applicants	Shortlisted	Offered
Ethnicity			
White	806	508	210
Non-white	259	173	58
Unknown/declined to answer	39	20	7
Gender			
Female	567	390	117
Male	526	311	98
Unknown/declined to answer	11	0	0
Disability			
Disabled	86	58	23
Non-disabled	946	603	230
Unknown/declined to answer	72	40	22
Totals	1104	701	275

194. We have created a menopause sub-group which offers a safe place of support, information and a place to talk and share experience. UNISON is supportive of this and is also arranging events to co-inside.

195. The Covid-19 pandemic forced our culture to change rapidly with an unexpected and first-time move to mass home working. A hybrid working policy was developed during this year and went live in April 2022. A hybrid working approach allows colleagues flexibility of some home working whilst attending the office

according to business and personal requirements. We ensure that colleagues who require workplace adjustments are fully supported as hybrid workers and equipment is provided if appropriate.

196. In the majority of our service areas we operate flexible working to carryout duties during a range of hours. We offer a variety of flexible working arrangements, enabling eligible employees to apply to change the way they work. This includes the ability to apply for any position on a full or part time basis. We are also open to requests for term time or annualized hours or compressed working hours.

Gender pay gap

197. Our latest gender pay gap was published 31 March 2022 for the year 1 April 2020 to 31 March 2021. In line with the statutory requirements, the report for Norwich City Council's Gender Pay Gap for 31 March 2022 is due to be reported by 31 March 2023. This will be made available on Norwich City Council website and Gov.uk at https://gender-pay-gap.service.gov.uk/Employer/Htd24kAF

Data sources

Local statistics - Office for National Statistics (ons.gov.uk)

Census - Office for National Statistics (ons.gov.uk)

Sexual orientation, England and Wales - Office for National Statistics (ons.gov.uk)

Norfolk Insight - Demographics and Statistics - Data Observatory

Citizens Advice cost of living data dashboard

Useful links

Community safety in Norwich

Community support | Norwich City Council

Cost of living support in Norwich

Equality Act 2010

Get Talking Norwich

Greater Norwich Homelessness Strategy 2020-2025

LUMi - community portal

Norwich 2040 City Vision

Norwich City Council Corporate Plan 2022-2026

Norwich Economic Strategy 2019-2024

Norwich Good Economy Commission

Norwich Food Network

Norwich Food Poverty Action Plan

Norwich Monthly Economic Barometer

Norwich Town Deal

Public Sector Equality Duty