Norwich City Council

SCRUTINY COMMITTEE

Item No 8

REPORT for meeting to be held on 15 December 2016

Draft Equality Information Report

Summary: The report sets out the council's current draft statutory Equality Information Report

Conclusions: The Report is a statutory requirement and needs to be published by 31 January each year. It will be signed off by cabinet in January. This report should enable the scrutiny committee to determine any recommendations or comments they would wish to make.

Recommendation: To determine any recommendations scrutiny would wish to make to cabinet.

Contact Officer: Adam Clark
Strategy Manager
Phone: 01603 212273
Email: adamclark@norwich.gov.uk

Report

The draft Equality Information Report

1. The annual equality information report is submitted for review and comment ahead of Cabinet. This report follows last year's format and content.

2. There are no significant changes in most of the data since last year, although a new system for reporting hate crimes and hate incidents by the police makes it difficult to compare directly. There have also been increases in local wage rates but with a widening gender gap. Norwich resident wages are still behind those for people working in Norwich as well as regional and national levels.

3. Whilst most of the data and content are complete we are still awaiting some information relating to our recruitment and training of staff.

4. There is a statutory requirement for the document to be published before 31 January 2017.

Equality information report

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January 2017

1. Introduction

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

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

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

The council has four equality objectives, which are aligned with the revised 2015-2020 corporate priorities:

Equality objective	corporate priority
Tackling hate incidents and crimes	**Safe, clean and low carbon city**
Access to quality information, advice, and advocacy including financial capability	**Prosperous and vibrant city**
Treating people with dignity and respect	**Core values**
Accessible and safe housing	**A healthy city with good housing**

The council's corporate priorities were updated in 2015 and the current equality objectives remain aligned to these. Any future changes to the corporate priorities will necessitate a review of the equality objectives.

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

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

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Glossary of terms

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

The data in this report is taken largely from the 2011 Census, the council's own statistics, and labour market statistics from the Office for National Statistics. The age of data from these sources vary but this report uses the most up-to-date statistics available at the time of publication. The report also looks back over the previous completed financial year so will again be dated in parts.

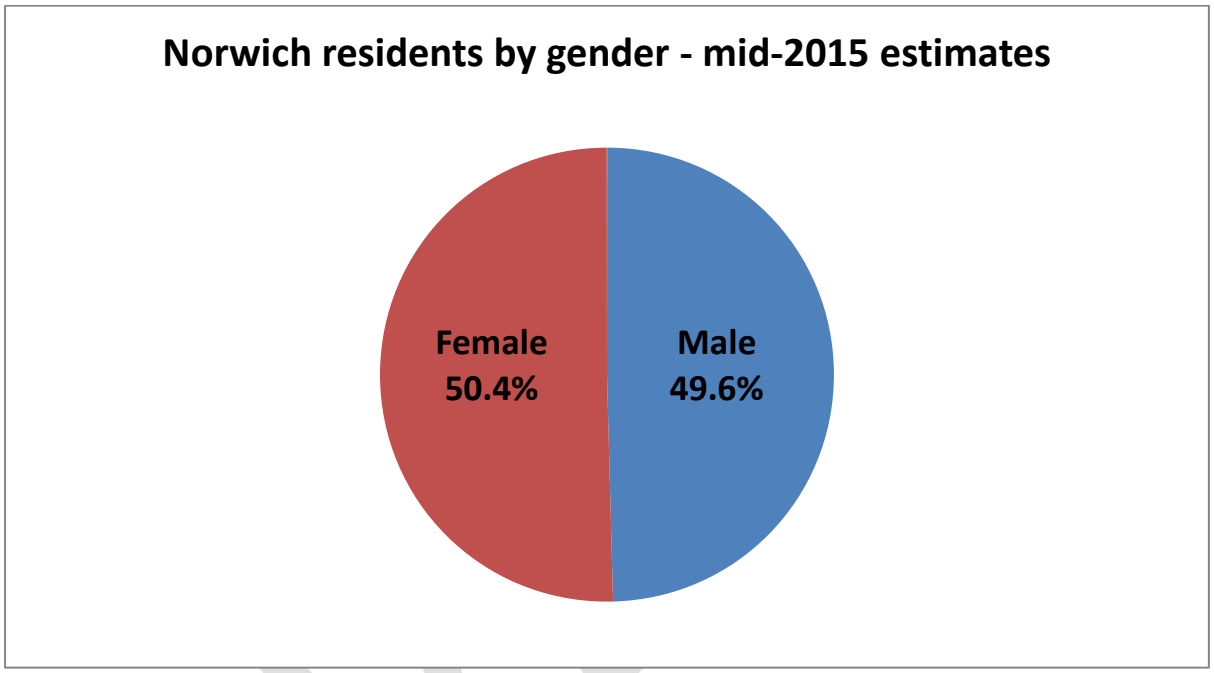
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2. What do we know?

2.1 Demographics

Population

The mid-2015 population estimates indicate that **138,900** people live in Norwich, showing that Norwich continues to grow (1.02% annually). All demographic figures are from the Office of National Statistics unless otherwise stated.



Ethnicity

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

The National Census of 2011 gives us the most accurate figures to date regarding the ethnicity of residents of Norwich. It shows that the city is less diverse than the rest of the country on average, although it has a slightly higher proportion of white non-British residents than is the case nationally. It must be noted that census data is now over 5 years old, so recent changes may well have occurred since publication.

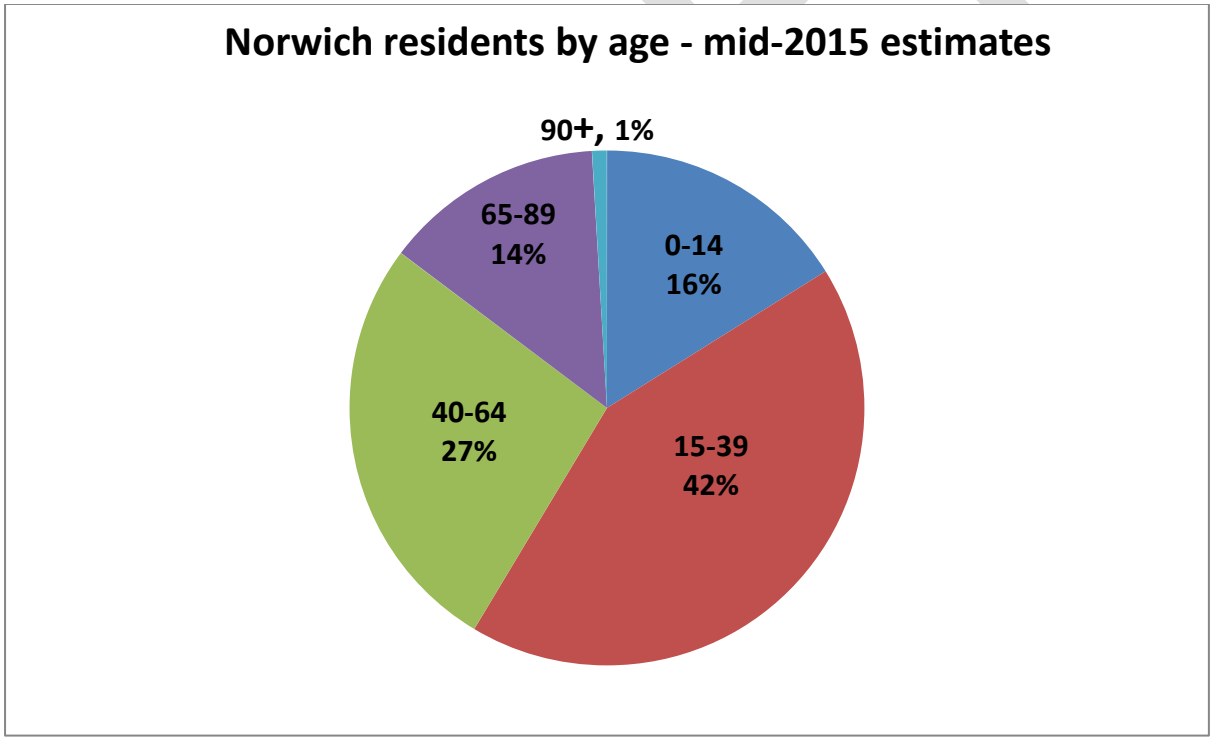
Disability

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

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

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

Age



Population by broad age group in 2015 in England and Wales

Age group	0-14	15-39	40-64	65-89	90+
Percentage	18	32	32	17	1

Mid-2015 estimates (rounded figures provided)

Norwich has a youthful demographic in comparison to Norfolk and the rest of the country, with 42 per cent of residents in the 15 to 39 age group, as opposed to 32

per cent nationally. This has an impact on a range of issues such as: working age population on benefits, young people not in employment, education, and training.

2.2 Employment in Norwich

Percentage of Norwich population economically inactive compared with that of the region and England as a whole June 2016			
Year to June 2016	Norwich	East of England	England
Economically inactive - aged 16-64	17.0	19.9	21.9
Economically inactive - aged 16-24	26.2	34.8	37.3
Economically inactive - aged 50+	52.5	57.0	57.4
Economically inactive - aged 65+	92.0	88.7	89.3
Economically inactive - aged 16-64 - Male	14.3	14.2	16.5
Economically inactive - aged 16-64 - Female	19.6	25.4	27.3
Economically inactive - aged 16-64 - White	15.2	19.1	20.5

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Levels of the population economically inactive across the city are lower than for both England as a whole and the East of England. This is particularly true in the younger 16-24 population. In the past 12 months there has generally been a reduction in the proportion of residents economically inactive, although it has risen slightly amongst those aged 65+. It should be noted that the figures above at a district level come with larger margins of error; this is particularly true of those aged 16-24 with a margin of error +-11.6%.

The table below suggests that a greater than average number of residents need to claim some form of benefit to support their income. This is reflected across a whole range of different benefit types and personal circumstances.

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Percentage of working age population claiming benefits (all) May 2016			
	Norwich	**East of England**	**England**
People of working age on benefits (working age client group)	12.9	9.3	11.1
All disabled/illness related benefits	8.5	5.6	6.8
All disabled/illness related benefits as percentage of working age client group	65.9	60.2	61.3
Claimant count rate (unemployed and seeking work)	1.9	1.3	1.8
ESA/Incapacity benefits (employee support allowance paid to people with disabilities)	7.4	4.8	5.9

£ Median hourly pay – resident in Norwich 2016			
	Norwich	East of England	Great Britain
Full-time workers	11.77	14.30	13.73
Male full-time workers	12.13	15.00	14.35
Female full-time workers	10.83	13.12	12.89

Median full-time hourly pay for residents (excluding overtime) has increased since the last equality information report. The rate of increase has been greater for men than women, meaning that the pay gap between men and women has risen from £1.24 to £1.30. Pay for a full time male resident has increased at a lower rate (2.8%) than regionally (3.4%) but a higher rate than nationally (2.4%). This effect is more severe for full time females, with a pay increase of 0.6% compared to 2.8% regionally and 2.5% nationally.

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£ Median hourly pay – working in Norwich 2016	
	Norwich
Full-time workers	12.45
Male full-time workers	13.95
Female full-time workers	11.49

Another key gap is between the pay of Norwich residents and those working in Norwich, which includes those residing outside the city council's boundary. Figures from October 2016 show that median hourly earnings for people working full-time in Norwich (£12.45 per hour) are higher than those for Norwich residents (£11.77 per hour). There is a marked difference in median earnings for male full-time workers: men working in Norwich (£13.95); men resident in Norwich (£12.13).The same is evident for women full time workers: Female working in Norwich (£11.49); female resident in Norwich (£10.83). This shows that higher paid men and women working in Norwich are more likely than average to live outside of the city council area and commute in. People who work in Norwich full time, both male and female, have seen large annual increases in pay, a 7.6% increase for males, and a 5.3% increase for females, well above the 2.4% national average. A caveat to the above district level data is that due to a smaller sample size, some of the results contain a reasonably large margin of error, in particular, full time male workers in Norwich, with a margin of error of +-11%.

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3. Norwich City Council as an employer

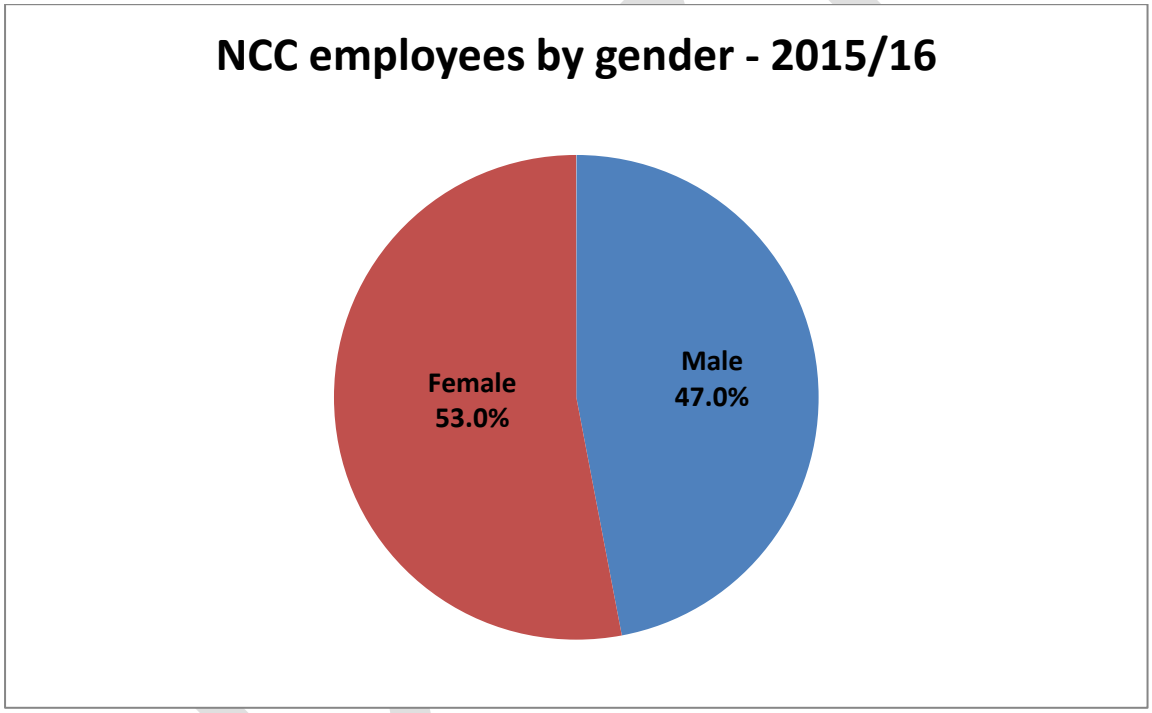
3.1 Who works here?

Statistics below are for the period from April 2015-April 2016 unless otherwise stated and are taken from internal records which employees update.

On 31 March 2016 there were **633** employees at the council, a decrease from the previous year (-1.8%).

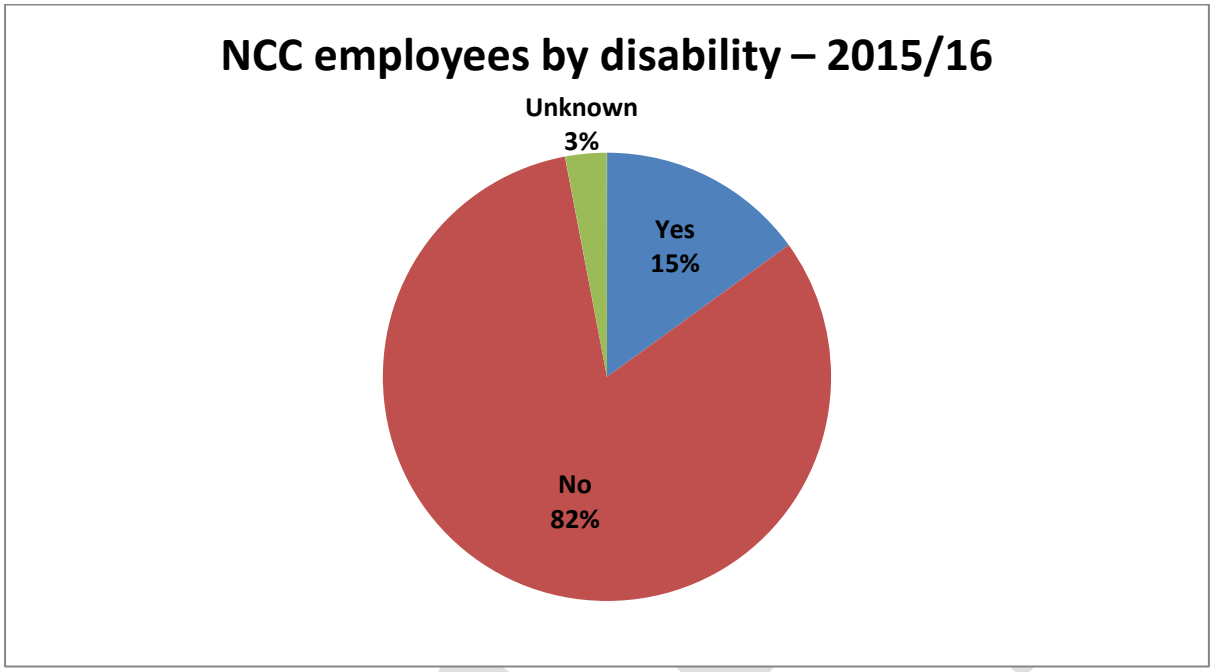
Norwich City Council's aim is for the workforce to reflect the percentage of the local community who are economically active, from an ethnic minority, have a disability and match the gender balance.

Gender of employees



Women make up 68 per cent of part-time employees and 42 per cent of full-time employees. Therefore, very broadly, women are more likely than men to work in part-time posts and overall the gender split of total people employed by the council is broadly representative of the city as a whole. Of those on maternity leave, 41.67 per cent returned in the time stated and the other 58.33 per cent were either still on maternity leave or had not yet notified us of their intentions. No-one has resigned. The number of women taking maternity leave during the period was low.

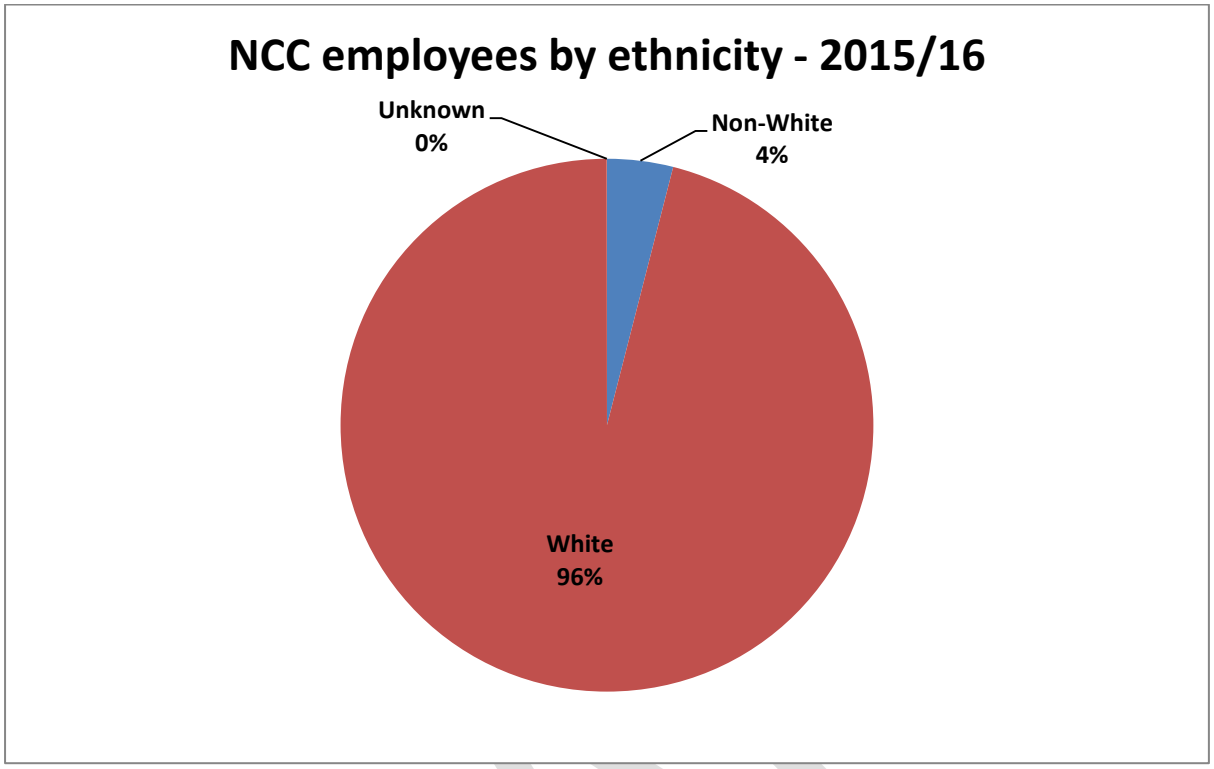
Disability



The proportion of employees with a disability has risen from 10% to 15%, partly due to a change in the process for recording this information. The current local profile indicates that 18.4 per cent of the population classifies themselves as having some limitation in day-to-day activity. However, the proportion of those who are economically active with a disability is closer to this employment pattern. The employee survey results in 2016 were broadly similar with 11 per cent of respondents declaring a disability and 6 per cent who didn't state whether or not they had a disability. The council operates a guaranteed interview scheme in recruitment and makes reasonable adjustments for new and existing employees to support them at work.

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Ethnicity



There is still an under-representation of black and minority ethnic (BAME) employees, as the working age population stands at approximately ten per cent but only four per cent of employees are from a BAME background. This figure has remained static since the previous year. Only 2.9 per cent of the top five per cent of earners are from an ethnic minority.

Percentage of employees by age

16-29	30-44	45-59	60-64	65+
8.5	37	46.9	6.6	0.9

The majority of employees are between 30 and 59 years old, which largely reflects the demographics of the working age population in the city. There remains an under-representation of younger employees, only 8.5% of the workforce are aged 16-29 compared to 26.8% of Norwich residents, though a large student population in the city should be taken into account.

Other protected characteristics

Of the 422 respondents to the 2016 employee survey, we know that 49 per cent have no religion, whilst 36 per cent identify as Christian. Numbers for other religions are too small to report. This is somewhat consistent with National Census data of 2011 which states that 42.5 per cent of residents have no religion, and 44.9 per cent identify as Christian.

There is no national evidence of numbers regarding sexual orientation; we understand that about seven per cent of the population may identify as gay, lesbian,

or bisexual. Seven percent of respondents to the employee survey identified as gay, lesbian, or bisexual. This is an encouraging figure as it means that employees are confident in responding to a survey with such personal details.

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

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3.2 Training

Number of Training courses attended			Percentages
Gender	**Male**	1022	43.0
	Female	1357	57.0
Disability	**Yes**	293	12.3
	No	2015	84.7
	Unknown	71	3
Ethnicity	**Non-white**	103	4.5
	White	2267	95.3
	Unknown	6	0.3
Age	**16-29**	251	10.6
	30-44	959	40.3
	45-59	1050	44.1
	60-64	112	4.7
	65+	7	0.3
Totals		2,379	100

Numbers may not add to 100 due to rounding

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

3.3 Equal pay

Median basic salary (£) by full-time/part-time & gender March 2016			percentage difference
Full-time / art-time	**Male**	**Female**	
FT hourly rate	13.63	13.63	0%
PT hourly rate	12.28	13.63	10%

Average basic salary (£) by full-time/part-time & gender March 2016			percentage difference
Full time / Part time	**Male**	**Female**	
FT hourly rate	15.06	14.18	2%
PT hourly rate	13.00	13.76	9%

The figures provided reflect basic pay and do not include enhancements paid for shift and weekend working. As we can see, for full-time workers, there is no gender difference in the median pay received by employees. As the median denotes the midpoint in the distribution, this is due to the fact that for both genders there are a significant number of full-time workers on the same pay band. However, when we look at average hourly rate for full-time workers, we can see that female employees earn around two per cent less on average than male.

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The divide is more pronounced for part-time workers, with the median pay for female part-time employees ten per cent greater than for male, and on average nine per cent more. There are a far greater number of part-time female employees than male.

Top five per cent earners:
Only 32.35 per cent of top earners are women, which is not representative of the gender split within the workforce.

3.4 Recruitment

Awaiting Data from 3rd Party Provider

3.5 Disciplinary/Grievances

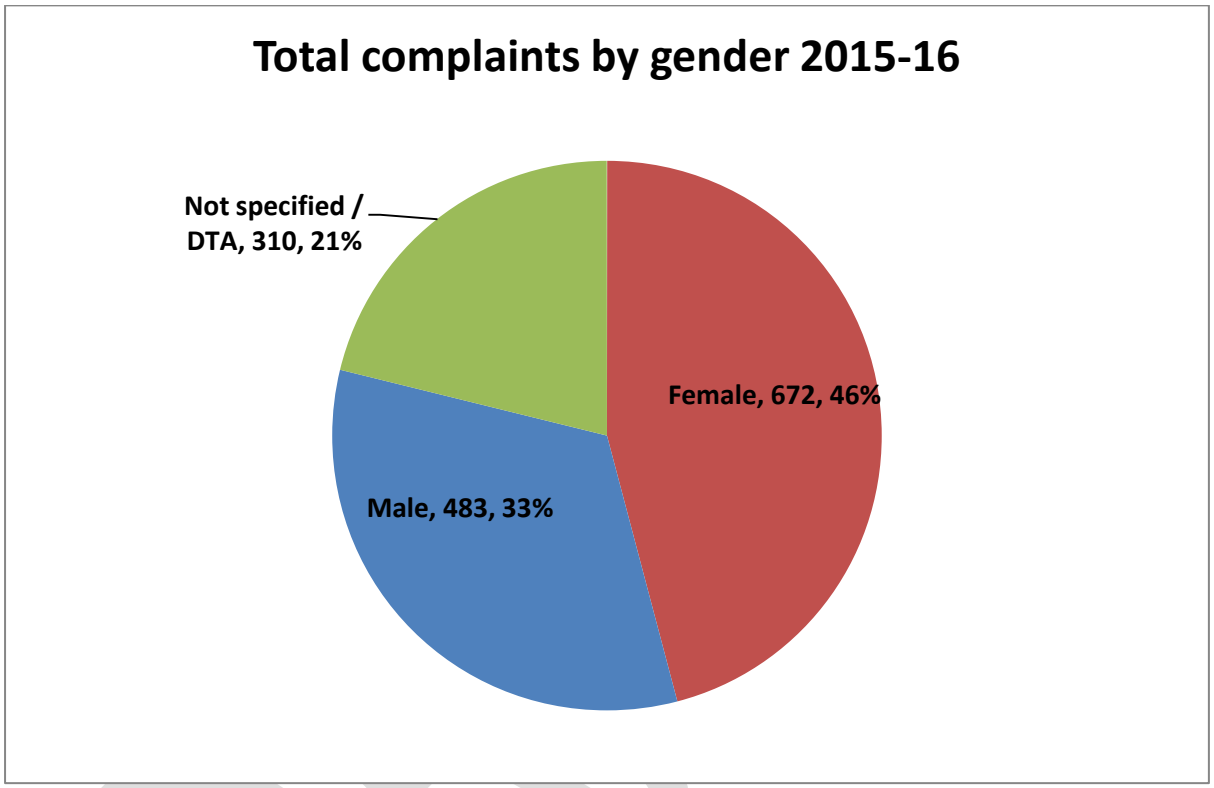
The data available regarding disciplinary, grievance, leavers, and promotions for April 2015-16 is not appropriate to publish as some data sets are fewer than ten employees at a time which may suggest trends that do not exist. Low numbers also pose a threat to the confidentiality of employees.

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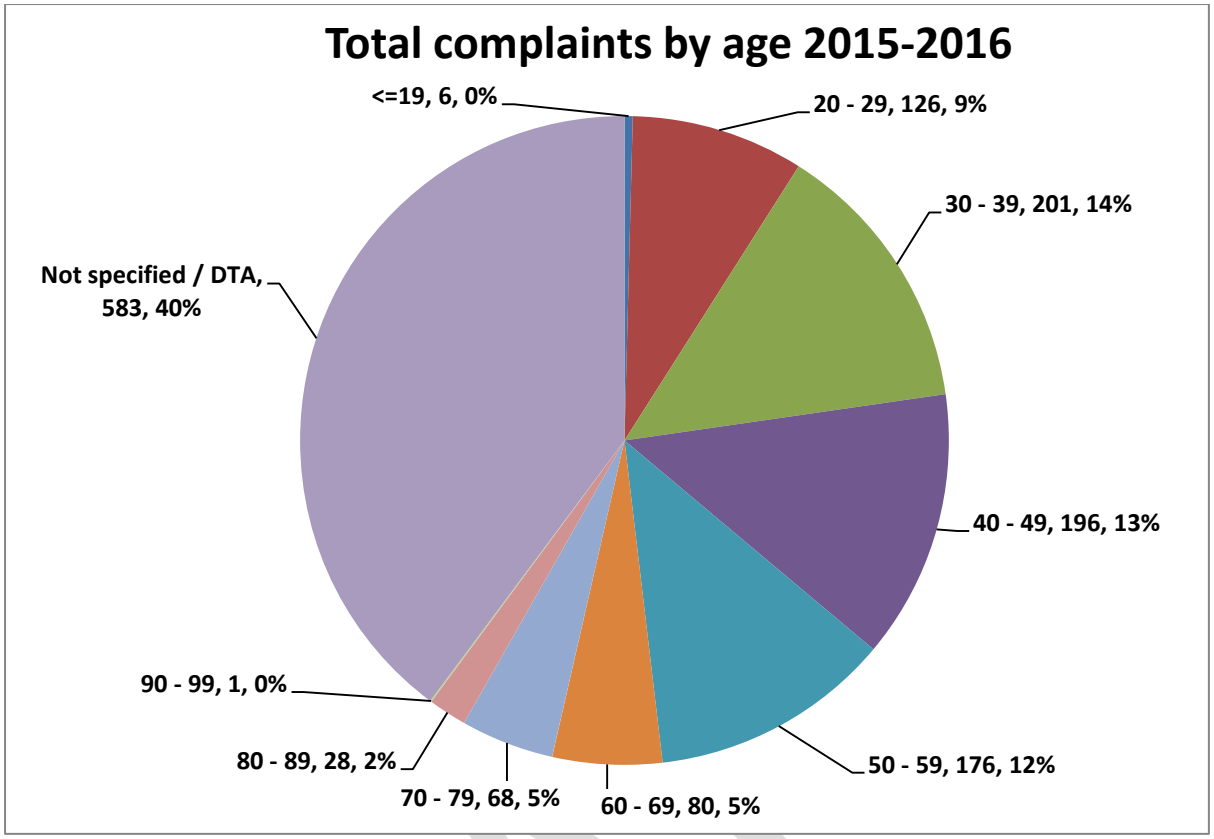
4. Customer complaints and satisfaction rates

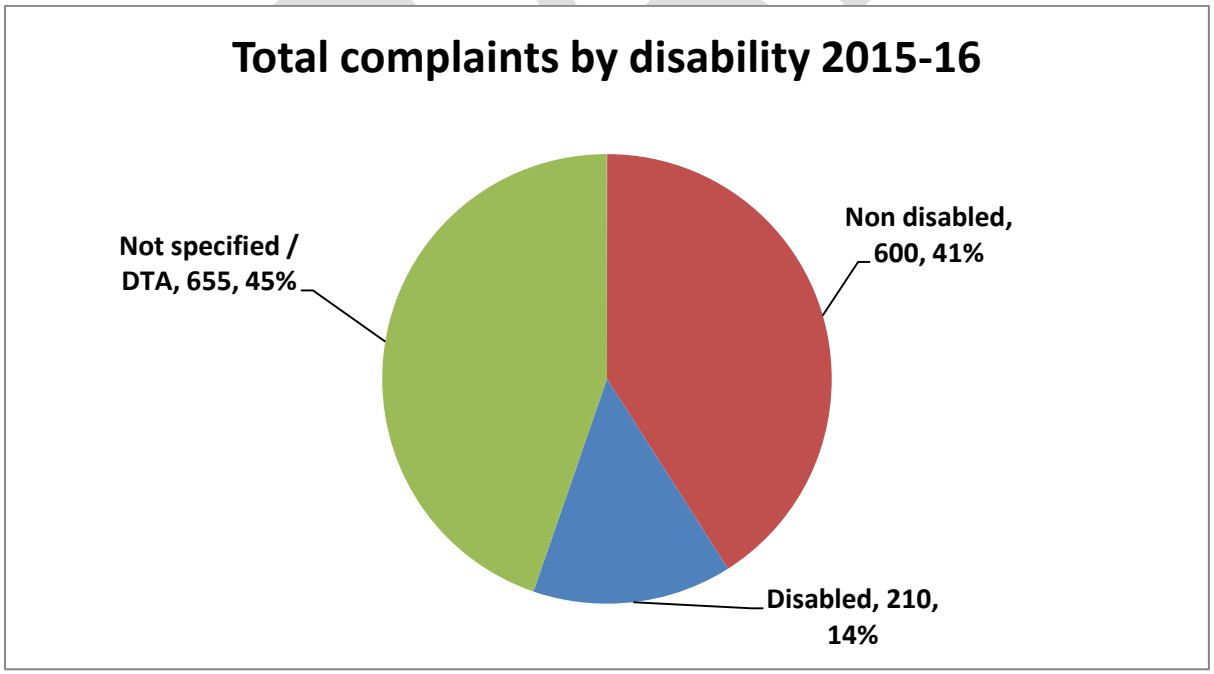
4.1 Complaints

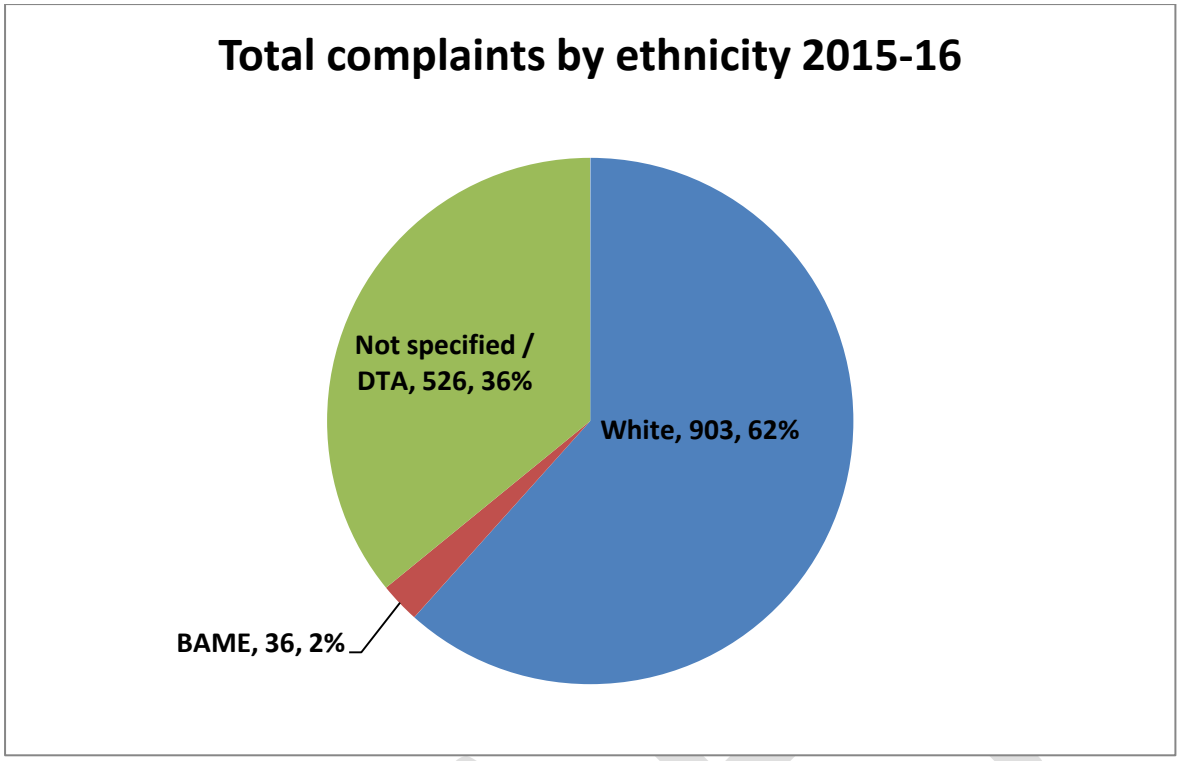
There were **1,465** complaints from April 2015 to March 2016.



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Total complaints by age 2015-2016
<=19, 6, 0%
20 - 29, 126, 9%
30 - 39, 201, 14%
40 - 49, 196, 13%
50 - 59, 176, 12%
60 - 69, 80, 5%
70 - 79, 68, 5%
80 - 89, 28, 2%
90 - 99, 1, 0%
Not specified / DTA, 583, 40%


Total complaints by disability 2015-16
Non disabled, 600, 41%
Disabled, 210, 14%
Not specified / DTA, 655, 45%



Since the last Equalities Information Report there has been a decrease in the number of complaints received from people with a disability, bringing it more in line with levels of disability in the local population, however there are still a large proportion of 'not specified' responses.

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4.2 Customer satisfaction

Once a quarter the customer contact team asked questions relating to customer satisfaction. This survey is an aggregate of the four quarterly surveys carried out in 2015-16.

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

A total of 3,677 surveys were completed.

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

Ethnic Group	Ethnic composition - population of Norwich (%)	Ethnic composition of survey	Good %	Satisfactory %	Poor %	Overall satisfaction %
Black Asian Minority Ethnic group	9.2	6.3	82	16	2	98.47
White (including non British groups)	90.8	93.7	84	13	3	96.98

Numbers may not add to 100 due to rounding. Not all respondents stated their ethnic group – this is based only on those who did.

Gender: The table below indicates satisfaction levels by gender.

Gender	Number of survey responses	Good %	Satisfactory %	Poor %	Overall Satisfaction %	Overall satisfaction % (14/15)
Female	2181	84	13	3	97.29	96.18
Male	1457	84	13	3	96.70	94.70

Numbers may not add to 100 due to rounding. Not all respondents stated their gender – this is based only on those who did.

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Age: The table below indicates satisfaction levels by age.

Age Group	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %	Overall satisfaction % (14/15)
<=19	47	89	11	0	100	96.55
20-29	783	85	14	1	98.98	96.62
30-39	765	85	13	2	98.04	95.83
40-49	642	83	13	4	96.26	96.20
50-59	495	84	13	3	96.97	93.47
60-69	477	86	10	4	96.02	95.74
70-79	288	80	13	7	93.06	90.40
80-89	110	75	20	5	95.45	94.43

Numbers may not add to 100 due to rounding. Not all respondents stated their age – this is based only on those who did.

The table below indicates satisfaction levels by disability:

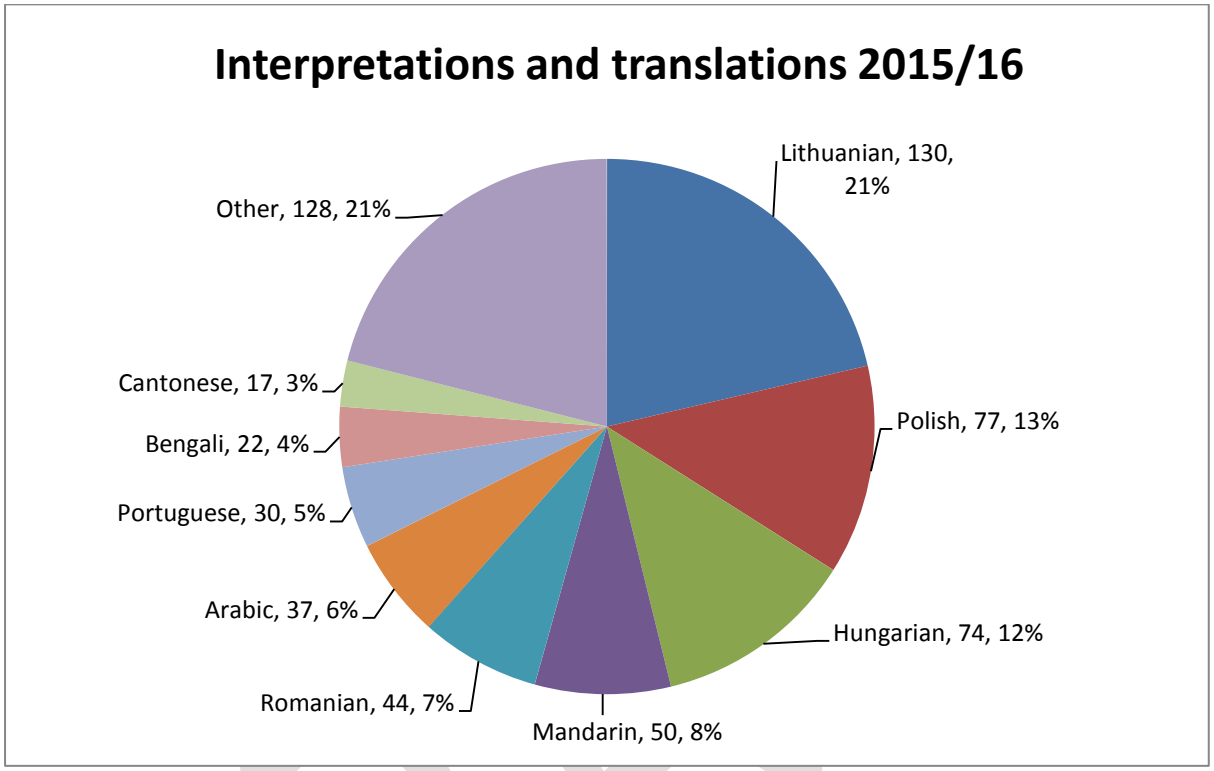
Disability	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %	Overall satisfaction % (14/15)
Non-disabled	3019	84	13	3	97.28	95.53
Disabled	594	83	13	4	95.96	94.68

Numbers may not add to 100 due to rounding. Not all respondents stated whether or not they had a disability – this is based only on those who did.

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4.3 Interpretation and translations

We are part of INTRAN, which is a multi-agency partnership providing language services throughout the Eastern Region. INTRAN interpretation and translation requests for Norwich City Council 2015-2016 were:



This chart shows the numbers of interpreters and translators used by the council for the top most commonly requested languages during the period. The category 'other' includes all languages not otherwise listed.

The numbers of requests are always quite low so any conclusions about patterns are tentative. The main languages represented are broadly the same as in the previous report.

We ensure that we promote the use of professional translation services and issue reminders for employees to use them as needed.

5. How we demonstrate we carry out our equality duties

5.1 Tackling hate incidents and crimes

We are members of the Hate Free Norfolk network, a Norfolk wide response to hate crimes and incidents where partner agencies work together to improve reporting and responses to incidents and crimes. As part of this partnership, we have participated in and promoted the 'Hate Free Norfolk' campaign, attempting to ensure that people understand what a hate crime or incident is and how they can report it. We are organisational signatories to the Hate Free Norfolk pledge.

Hate incidents and hate crimes in Norwich and Norfolk
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 disability, gender-identity, race, religion or belief, or sexual orientation.

The system for gathering data by Norfolk Constabulary on hate crimes and incidents has changed since the last Equalities Information Report. This makes it difficult to compare directly with previous data.

19/10/2015 - 18/10/2016		
Hate incidents	**Norwich**	**Norfolk**
Race	107	245
Homophobic/Transphobic	40	85
Religion	14	27
Disabled	22	41
Total hate incident indicators	**183**	**398**
Hate crimes	**Norwich**	**Norfolk**
Race	125	349
Homophobic/Transphobic	41	109
Religion	11	17
Disabled	17	63
Total hate crime indicators	**194**	**538**

Norfolk Constabulary

As noted in previous equality information reports, it is likely that the majority of hate crimes or incidents are not reported; therefore higher figures don't always represent more crime, but possibly more reported crime, which could reflect more awareness or confidence in reporting. The data does not prove that there was an increase in hate crimes or incidents due to the EU referendum in Norwich, although July 2016 saw the marginally highest number of both hate crimes and incidents in this period in Norfolk. This also coincides with the council's own hate case and community tension data. The data cannot prove or disprove causality, and owing to the change in reporting discussed above, cannot be compared directly with previous years.

For the period April 2015-March 2016, the highest category of hate incidents reported to the council related to ethnicity with 57 per cent of reports.

5.2 Domestic abuse

The council is an active partner in the Domestic Abuse Sexual Violence Board (DASVB); which as a sub group of the Norfolk Community Safety Partnership, co-ordinates partners' approaches to domestic abuse and sexual violence and ensures lessons are learned from domestic homicide reviews locally.

Employees have, as a result of this partnership, the opportunity to undertake free training on domestic abuse awareness, the domestic abuse, stalking and harassment risk assessment process, so called 'honour' based abuse, female genital mutilation (FGM), online abuse, 'sexting' and grooming.

DASVB contributes to an annual domestic abuse conference for practitioners and strategic managers and co-ordinates partners' activity on campaigning to raise awareness of domestic abuse and sexual violence, promoting healthy relationships and the support services available. This annual high profile campaign takes place on or close to White Ribbon Day on 25 November; the International Day for the Elimination of Violence Towards Women. As a council that has been awarded White Ribbon status for it work in support of this agenda, Norwich City Council led on a range of activities in all four Norwich neighbourhoods, as well as the city centre.

Norwich City Council has provided managers and team leaders with full guidance to enable them to support employees and colleagues experiencing domestic abuse. The council recognises the significant impact domestic abuse can have on an individual and seeks to protect and support them to be safe.

Norwich City Council is this year leading on a change project identified last year as part of the countywide Domestic abuse change programme, focusing on domestic abuse communications and campaigning. This is a three phased project, launched in June with 'I Walked Away'. Subsequent campaign phases of 'Is This You?' and 'Standing together against domestic abuse' follow in the run up to Christmas and in the New Year.

Norwich City Council has 22 White Ribbon Ambassadors and Advocates, including council members, MPs and the County Chief Constable, all working to address the stigma associated with domestic abuse to better safeguard people. In addition, the council now has 19 fully trained Domestic abuse champions amongst its employees and members, all supporting colleagues to be better informed about domestic abuse, to feel more confident in asking those difficult questions of individuals they suspect are being abused and fully knowledgeable on which support services to refer them to.

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5.3 Training undergone by Norwich City Council employees

- Leading equality and diversity (mandatory for managers)
- Equality and diversity training (mandatory for all employees)
- Mental health awareness for managers (mandatory)
- Raising mental health awareness (for employees)
- Customer Service Excellence face-to-face training (including a human rights element - mandatory)
- Human Library event
- Child sexual exploitation awareness
- Recruitment and selection training for managers (mandatory)
- Hate crime e-learning package
- Equalities and diversity e-learning package (mandatory for all new employees)
- Bullying and harassment
- Community safety problem solving
- INTRAN training
- Management training programme – modular
- Safeguarding
- Tackling drug and alcohol abuse
- Tackling hate crime
- Welfare reform act
- Warm and welcome in Norfolk
- Workshop to raise awareness of the national Prevent programme

NOTE: To be updated in final report

5.4 Working with communities

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

- We have held the launch of the annual Refugee Week here at City Hall for the past six years (launch attended by the Lord Mayor of Norwich or the Sheriff of Norwich and councillors).
- We have worked in partnership with the Women's Institute to create a giant white ribbon to bring attention to domestic abuse week, specifically engaging with communities of interest to help them interact with the project
- We have funded numerous community groups from minority communities, often applying for any funding for the first time, for activities in the city through small grants.
- We have provided grants for Norwich Mind Festival of Cultures to be held in the city centre celebrating cultural diversity in Norwich.
- Norwich Asylum Seekers and Refugees Forum (Nasref) hold regular meetings in our meeting rooms and are supported by our officers.
- We are members of the Norfolk Community Relations and Equality Board (CREB), a new county-wide network which replaces the former county cohesion network.

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- We send out regular community bulletins which enable those who might not otherwise get a chance for a wider audience, to be aware of opportunities available to them including training opportunities, shared activities and events, and success stories.
- We run regular City Hall tours for communities to meet employees and councillors and gain an understanding of how the council and the democratic process works.
- LGBT History Month – we have hosted events at City Hall for four years running and support groups working on related activites.
- Norwich Access Group regularly receives a grant. They are a local pressure group of disabled people who are actively involved in trying to improve access for disabled people to all aspects of life in the city of Norwich and its surrounding area. This group liaises with the council's food safety team on the Business Merit scheme, which recognises firms which provide added benefits for the health and wellbeing of their customers.
- When updating our website we used the feedback from disabled volunteers with visual impairments and learning disabilities.
- We support the Women's Institute, which runs annual International Women's Day events.
- We provide financial and in-kind support to the Norwich Older People's Forum.
- We have held the launch of annual Black History Month here at City Hall for the last six years (launch attended by the Lord Mayor or Sheriff and councillors) and supported groups working on events for this week. In 2016 this has included the Norwich Chinese community centre running a cultural exchange for Black History month which was a unique opportunity.
- Norwich Door-to-Door receive a grant to fund core costs delivering subsidised on demand ('dial a ride' type) accessible bus transport, for disabled and mobility-impaired residents.
- Age UK Norwich received a grant via a consortium that Norwich City council help fund to provide social welfare advice, casework and representation services in order to reduce financial and social exclusion and inequalities
- We organise regular networking sessions for individuals, groups, organisations, agencies, and councillors from or serving communities of interest city-wide and those active in neighbourhoods
- We organise workshops and one-to-one work focusing on capacity building of community groups from communities of interest to strengthen community leadership and to support community groups from communities of interest to take action themselves.
- We organise workshops on applying for funding and improving funding applications, as well as workshops on specific funds and meeting those funders.
- On-going community engagement at a neighbourhood level and specifically for communities of interest working across the city, supporting them to feel part of the city and its wider VCSE community.
- Ensuring communities of interest are represented in the co-design and development of new projects and are aware of opportunities available to engage with the council.

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If you would like further information about the contents of this report please contact the council by calling 01603 212273 or via email at strategy@norwich.gov.uk

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