

Report to Cabinet
14 January 2013
Report of Executive head of strategy, people and democracy
Subject Equality Information Report

Item

7

Purpose

To set out the council's equalities information report which is a statutory requirement under the Equalities Act 2010 and must be published by 31st January 2013.

Recommendation

To approve the publishing of the report.

Corporate and service priorities

The report helps to meet the corporate priority "Value for money services"

Financial implications

None

Ward/s: All wards

Cabinet member: Councillor Brociek-Coulton – Customer services

Contact officers

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

Phil Shreeve, Policy and Performance Manager 01603 212356

Rebecca Gibbs, Policy Officer 01603 212368

Report

1. The Equality Information Report 2013 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 31st January each year.
2. The report demonstrates how we show due regard to the three general equality duties across our functions:
 - 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.
3. Adequate data is not available for us to report on LGBT groups or that of marriage and civil partnerships. Towards the end of 2012 the Equality and Human Rights Commission published *Publishing equality information: commitment, engagement and transparency* evaluating public bodies' efforts at complying with this duty. Norwich City Council's reporting stands up well in comparison to that of other public bodies.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with completing the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	14 January 2013
Head of service:	Russell O'Keefe
Report subject:	Equality information report
Date assessed:	3 January 2013
Description:	To approve the publishing of the Equality information report 2013.

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Eliminating discrimination & harassment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment
Positive
Negative
Neutral
Issues

Equality information report

DRAFT

January 2013

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 31st 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.

Progress on equalities is overseen by the extended Business Management Group on a quarterly basis, meaning all senior employees are responsible for the agenda. A councillor from Cabinet is the portfolio holder for equalities, and receives regular updates from officers. This is currently Councillor Julie Brociek-Coulton. The council has four equality objectives, which are aligned with the corporate priorities:

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

Each service area has equality actions as part of their 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.

We are working towards the Achieving level of the equality framework for local government, and aim to undertake a peer assessment before April 2014.

Glossary of terms

Protected characteristic	This is a phrase used in equalities legislation to identify groups at risk of discrimination. These are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
BAME	Black and minority ethnic
Scrutiny Committee	This is a group of non-executive councillors who oversee the work of the Council by scrutinizing its decisions.

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

2. What do we know?

2.1 Demographics

Population

The national census of 2011 indicates that **132,500** people live in Norwich. This is substantially less than the 143,500 estimated in the mid year estimate of 2010. All demographic figures are from the Office of National Statistics unless otherwise stated.

Gender

49.3% Male
50.7% Female

Ethnicity

Percentage of population – Ethnicity 2011 National Census statistics		
	Norwich	England
White		
• English/Welsh/Scottish/Northern Irish/British	112,237	42,279,236
• Irish	874	517,001
• Gypsy or Irish Traveller	127	54,895
• Other white	7,137	2,430,010
Mixed/multiple ethnic group:		
• White and black Caribbean	684	415,616
• White and black African	660	161,550
• White and Asian	876	332,708
• Other mixed	819	283,005
Total Black, Asian or minority ethnic group		
• Asian/Asian British: Indian	1,684	1,395,702
• Asian/Asian British: Pakistani	255	1,112,282

• Asian/Asian British: Bangladeshi	540	436,514
• Asian/Asian British: Chinese	1,679	379,503
• Asian/ Asian British: Other Asian	1,686	819,402
• Black/African/Caribbean/Black British: African	1,727	977,741
• Black/African/Caribbean/Black British: Caribbean	272	591,016
• Black African/Caribbean/Black British: Other Black	148	277,857
Other ethnic group		
• Arab	643	220,985
• Any other ethnic group	464	327,433

Disability

The table below provides the magnitude of responses 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		
	Day to day activities limited a lot by percentage	Day-to-day activities limited a little by percentage
Norwich	8.6	9.8
England	8.3	9.3

Age

Population by broad age group in 2011 in England and Wales

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

Census 2011 (rounded figures provided)

Population by broad age group in 2011 in Norwich

Age group	0-14	15-39	40-64	65-89	90+
%	16	43	27	14	1

Census 2011 (rounded figures provided)

2.2 Employment in Norwich

Percentage of Norwich population in employment compared with that of the region and UK as a whole			
	Norwich	East of England	England
Economically inactive - aged 16-64	23.0	20.3	23.4
Economically inactive - aged 16-24	38.8	31.8	37.1
Economically inactive - aged 50+	56.9	57.5	59.5
Economically inactive - aged 65+	92.9	89.5	91.0
Economically inactive - aged 16-64 - Male	15.7	14.3	17.1
Economically inactive - aged 16-64 - Female	30.5	26.4	29.7
Economically inactive - aged 16-64 - White	23.2	19.8	22.0

Economically inactive - aged 16-64 - Disabled	38.6	38.4	44.8
---	------	------	------

ONS Crown Copyright Reserved [from Nomis on 6 September 2012]

The statistics overall have seen a minor drop in the percentage of economically inactive people of working age going down from 23.6 percent to 23 percent in Norwich. It is not possible to report on Black, Asian and minority ethnic groups as the sample size for the area is too small to have any significant meaning, so the Office of National Statistics does not publish it.

The confidence intervals vary widely amongst these groups, so it is worth bearing in mind that although the analysis below does note trends which need to be monitored, the statistics are less reliable for disability and young people than the other statistics available.

The number of young people (16-24) who are economically inactive has gone up from 35 percent last year to 38.8 percent this year. This may support concerns raised at national level that there are fewer opportunities in the workplace for young people. The statistics regarding young people do include students which may have a minor impact on the results as Norwich has two universities and a number of colleges, although it is uncertain what proportion of the numbers are students rather than young people not in employment, education or training.

While the percentage of disabled people who are economically inactive appears to have risen sharply since last year, these figures are comparatively small as a part of national data sets. This means that little can be drawn from this isolated figure. These figures have been checked with the Department of Work and Pensions who confirm that this magnitude of change is not unusual.

Percentage of working age population claiming benefits (all) February 2012		
	Norwich	England
People of working age on benefits (working age client group)	15.30	12.10
All disabled/illness related benefits	7.60	7.20
All disabled/illness related benefits as percentage of working age client group	49.70	59.50
Claimant count rate (unemployed and seeking work)	4.50	4.00
ESA/Incapacity benefits (employee support allowance paid to people with disabilities)	6.70	6.20

ONS Crown Copyright Reserved [from Nomis on 6 September 2012]

Median hourly pay – residents 2011			
	Norwich	East of England	Great Britain
Full-time workers	£11.30	£13.28	£12.69
Male full-time workers	£11.42	£13.95	£13.18
Female full-time workers	£10.96	£12.26	£11.95

Overall the rate of pay across Norwich has dropped by approximately 5 percent compared to last year. However the gender pay gap in Norwich has remained static with male median rate of pay 4.2 percent greater than female rate of pay. Once again, as confidence intervals are + or – 5 percent these figures have to take into account the variation possible.

3. Norwich city council as an employer

3.1 Who works here?

Statistics below are for the period from April 2011-April 2012 unless otherwise stated and are taken from internal records which staff themselves update.

On 31st March 2012 there were 822 employees at the council, a drop of 32 from last year.

Gender

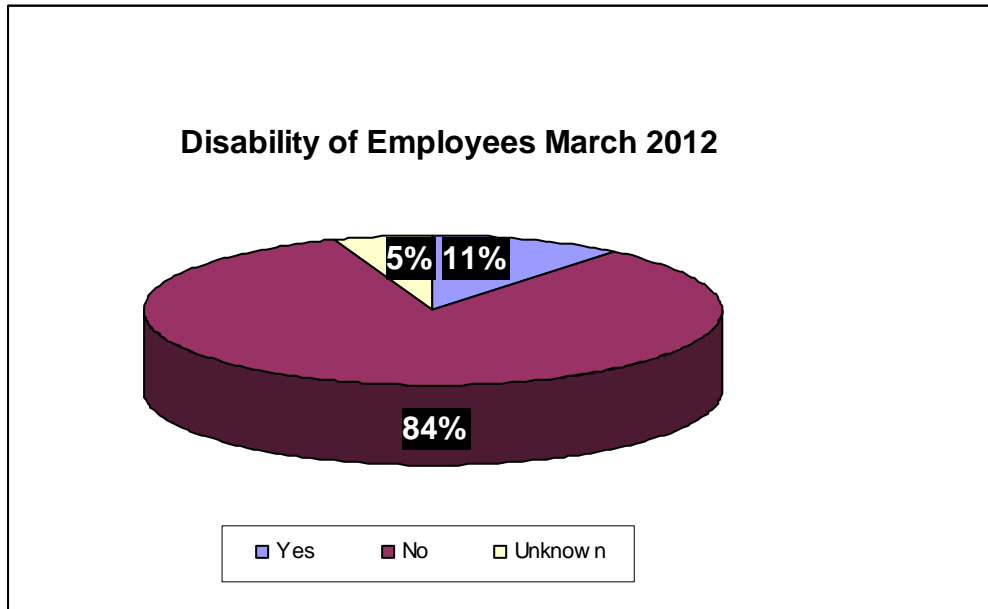


There has been very little change in the proportion of male and female employees this year compared to last year, with one percent more male employees, therefore one percent less female. The public sector overall employs 65 percent women, compared with 41 percent across the private sector.

Women make up 76 percent of part time employees and 44 percent of full time employees, showing that flexible working opportunities are still taken up in the organisation but unevenly across the sexes.

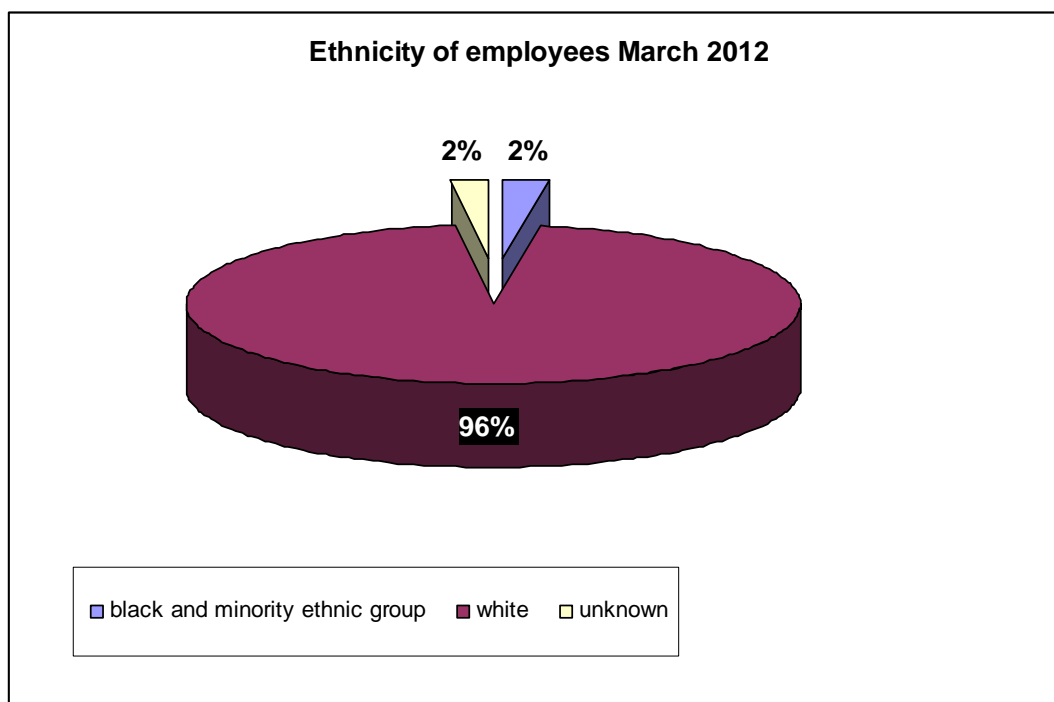
Of those on maternity leave, 48 percent returned in the time stated, and the other 52 percent were either still on maternity leave or had not notified us of their intentions. No-one had resigned. Similar to that of last year, the number of women on maternity leave was quite low (only two more than last year).

Disability



There has been a slight increase in the percentage of disabled employees at Norwich city council, up from 10 percent in 2010-11. There has also been a slight decrease in numbers not known, which is encouraging in terms of ensuring the reliability of statistics available.

Ethnicity



There is still an under-representation of black and minority ethnic (BAME) employees, as the population stands at approximately 9 percent but only two percent of employees are from a BAME background. This figure has remained static since last year.

Percentage of staff by age

Age	16-29	30-44	45-59	60-64	65+
Staff by percentage	11	38	45	6	0.8

Numbers may not add to 100 due to rounding

Little has changed in the extent to which Norwich City Council employees mirror the make up of the general population. There remains an under-representation of younger employees. However, overall public sector figures show that just over 5 % of employees are under 25, and 32 percent are 50 or older. Therefore the Council staff reflects or improves on the national figures in terms of representation. Last year it was noted that there may be an increase in numbers of people over retirement age, 60 and 65. This has proved to be true, since these are the only figures that have increased whilst numbers in the other age categories have reduced.

Other protected characteristics

It is not possible to monitor gender assignment, sexual orientation or religion or belief, as an anonymous staff survey was not undertaken this year. However there will be a survey undertaken in 2013 which means we can report on this in 2014.

Percentage of staff who have undertaken formal training against overall composition

Training April 2011- March 2012	Percentage trained	Percentage of overall composition
Gender Male	46	45
Female	54	55
Disability Yes	10	11
No	86	84
Unknown	5	5
Ethnicity BAME	2	2
White	96	96
Unknown	1	2
Age 16-29	13	10
30-44	38	38
45-59	45	45
60-64	5	6
65+	0.1	0.9

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.

Equal Pay

Average salary by full time/part time & gender March 2012			percentage difference
FT / PT	Male	Female	
FT hourly rate (avr)	£14.34	£14.13	1.5
Part Time	£11,843	£12,531	5.5

Although the pay gap between men and women working full time has decreased, so that men are paid nominally more than women, for part time pay, the roles are reversed and the gap between men and women has increased. This means that women earn over 5 percent more than men.

Single status

A new national agreement on terms and conditions of employment was implemented in 1997. This new agreement known as the single status agreement meant that previous terms and conditions of employment for different employee groups were harmonised and single table bargaining introduced. A requirement of the single status agreement was that local authorities should review their local grading structures in conjunction with the recognised trade unions to achieve fair and non discriminatory grading, which would then supersede national grading provisions. There was also provision to modify some other terms and conditions of employment to reflect local needs.

Norwich City Council in conjunction with the recognised trade union, UNISON, implemented a locally agreed grading structure and modified terms and conditions of employment on 1 October 2011. This followed an extensive programme of job evaluation, using the National Joint Council job evaluation scheme, to evaluate jobs on a common basis and allocate jobs to the new grading structure. The National Joint Council job evaluation scheme is equality tested and a jointly agreed scheme which has proven to be fair, consistent and robust over a long period of time.

Recruitment

There has been a 6 percent rise in applications from disabled people. However, the numbers of those declining to declare their gender, disabled status and race have all increased.

There has been an 8 percent increase in offers of employment made to men but they continue to lag behind their female counterparts. However this is consistent with national local government employment statistics showing higher overall levels of female employment.

Percentage of recruitment by race, gender and ethnicity for 01/04/2011 to 31/03/2012

Applicants	Ethnicity			Disabled			Gender		
	White	Non-white	Unspecified	Yes	No	Unspecified	Female	Male	Unspecified
Applicants	83	7	11	10	78	12	49	44	7
Shortlisted	89	5	7	15	79	6	61	36	3
Offered	90	3	7	15	79	7	62	36	2

Numbers may not add to 100 due to rounding

Disciplinary/Grievances

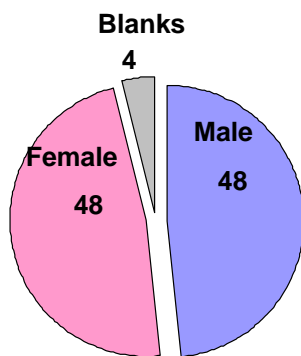
The data available regarding disciplinary, grievance, leavers and promotions for April 2011-12 is not appropriate to publish as some data sets are less than ten employees at a time which suggest trends that do not exist. Low numbers also pose a threat to the confidentiality of staff.

4. Customer complaints and satisfaction rates

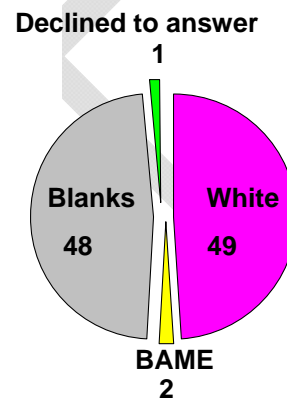
4.1 Complaints

There were **1757** complaints from April 2011 to March 2012. We still lack enough data on ethnicity and disability, so are unable to build a picture regarding these two protected characteristics.

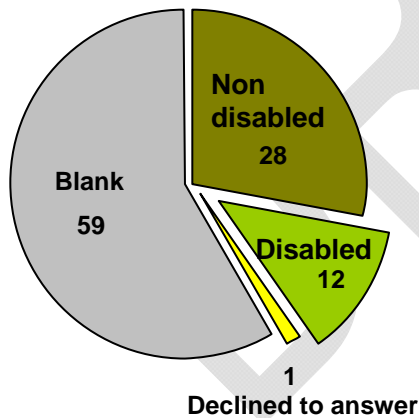
Percentage of complaints for 2011 – 2012 Gender



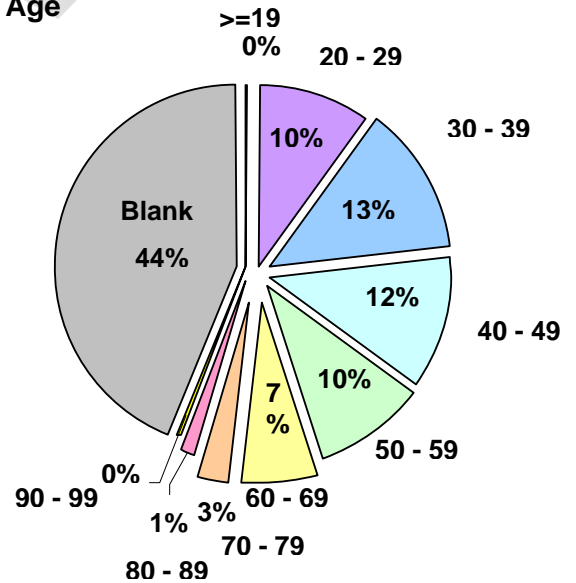
Percentage of complaints for 2011 – 2012 Ethnicity



Percentage of complaints by disabled status 2011 - 2012



Total number of complaints for 2011 - 2012 Age



We can see that unlike last year, there is a balance between male and female complainants, previously more women made complaints about services. People aged between 20 and 59 are more likely to make a complaint. This mirrors last year's figures.

4.2 Customer Satisfaction

Once a quarter the customer contact team asked questions relating to customer satisfaction. A total of 1,604 agreed to take part in the survey between April 2011 and March 2012.

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

Ethnic Group	Ethnic Composition Norwich %	Ethnicity %	Good %	Satisfactory %	Poor %	Overall Satisfaction %
Black Asian Minority Ethnic group	11	6	66	21	16	88
White (including non British groups)	89	94	70	22	9	91

Numbers may not add to 100 due to rounding

The amount of survey respondents who declared their ethnicity was 1,538 (96%). As the volume of customers surveyed for minority groups is low they have been grouped together and separated between white and BAME. for the purpose of working out levels of satisfaction.

It should be noted that 96% of people surveyed were happy to give their ethnicity information when responding to customer satisfaction questions, but by comparison, only 52% of complainants gave this information.

The table below indicates satisfaction levels by gender:

Gender	No. Surveys	Good %	Satisfactory %	Poor %	Overall Satisfaction %
Female	921	71	20	9	91
Male	624	66	23	9	90

Numbers may not add to 100 due to rounding

Overall satisfaction levels did not differ significantly between genders, even though more females make contact with us than males.

The table below indicates satisfaction levels by age:

Age Group	No. Surveys	Good %	Satisfactory %	Poor %	Overall satisfaction %
>=19	12	75	17	8	92
20-29	126	70	23	6	93
30-39	141	59	31	9	90
40-49	108	71	16	9	87
50-59	94	71	14	12	86
60-69	72	67	25	8	92
70-79	40	55	30	15	85
80-89	22	68	23	9	91

Numbers may not add to 100 due to rounding

The largest proportion of customers (78%) who responded were below retirement age (in terms of these categories under 59), this may reflect the age break down of the population of Norwich.

A greater proportion of poor service ratings came from older people (age 60 years and older). Analysis shows that people highlighted 'no response/call back' when promised and 'service area failure to sort issue out' as the key reasons for dissatisfaction.

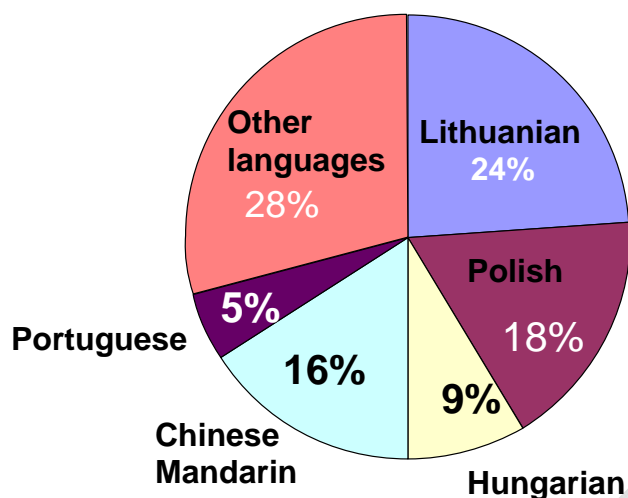
The table below indicates satisfaction levels by disability

Disability?	No. Surveys	Good	Satisfactory	Poor	Overall Satisfaction
No	1233	879	256	98	92%
Yes	285	180	69	36	87%
Total	1518	1059	325	134	

A greater proportion of customers with a disability are dissatisfied with services. Further analysis shows the reasons - as with older people - to be related to 'no response/call back' when promised and 'service area failing to sort out issue'. Once again, the number of respondents declaring whether they have a disability or not is greater at 95% than information gathered about complaints, which is at 31%.

4.3 Interpretation and translations

Intran interpretation and translation requests, Norwich city council 2011-2012



5. How we demonstrate we carry out our equality duties

Tackling hate incidents and crimes

We are members of the multi agency protocol. This is a Norfolk wide response to hate crimes and incidents, where partner agencies work together to improve reporting and responses to incidents and crimes. Norfolk has the fourth highest number of reported incidents related to disability, suggesting improved confidence in reporting amongst disabled people. As part of this partnership, we have participated in and promoted the 'Hate Free Norfolk' campaign, attempting to ensure that people understand what a hate crime or incident is and how they can report it.

Hate incidents and hate crimes in Norwich

July 2011- June 2012		
Hate incidents	Norwich	Norfolk
Race	121	277
Homophobic/Transphobic	40	80
Faith	17	25
Disabled	23	50
Hate Other	10	46
Total	211	478
Hate crimes	Norwich	Norfolk
Race	120	331
Homophobic/Transphobic	27	58
Faith	7	13
Disabled	19	117

Hate Other	7	33
Total	180	552
Hate crime totals without indicators	173	552

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

The British Crime Survey is comprehensive national research with a sample size of around 51,000 people in England and Wales. When comparing the statistics from the survey to those of recorded incidents and crimes from the Home Office, it becomes apparent that under-reporting is still a major issue across the country. It is estimated that only 18.5 percent of all hate crimes are actually reported, with about 29 percent of race, but only 2.4 percent of disability and 9.8 percent of homophobic crimes reported.

Training undergone by Norwich City Council staff

- Mental health awareness face to face training for managers.
- Customer Service Excellence face to face training (including a human rights element).
- Hate crime e-learning package.
- Recently launched a new e-learning induction which contains a package covering equality and diversity.

Working with communities

We support a range of voluntary and community sector activities either through funding, support, advice or signposting.

- Refugee week (launch attended by Lord Mayor or Sheriff).
- We have funded several community groups from minority communities for activities in the city through small grants.
- Norwich Mind Festival of Cultures held in the city centre for the first time in 2012.
- Norwich Asylum Seekers and Refugees Forum (Nasref) hold regular meetings in our meeting rooms.
- Bridge plus rent a building in the city centre at a reduced rate.
- The Council and the charity Mind plan to hold lunchtime cultural and history learning sessions e.g. Chinese, Russia, Lithuania, Latvia and Congolese groups.
- Grant in aid awarded to Interface Learning (New Routes) which specifically engages with refugees and asylum seekers.
- On-going community engagement at a neighbourhood level.
- A grant in aid has been awarded to Voluntary Norfolk to provide capacity building support to voluntary and community sector organisations, providing the sector with a voice in Norwich. It provides specific services and training to organisations, and recruits and supports volunteers.

- Voluntary Norfolk have also received a grant to identify and support the development of volunteers and potential community leaders, exploring ways in which to get involved and influence decisions, providing workshops to develop skills.
- We are also developing partnerships with organisations such as Adult Education.
- County wide Community Cohesion Network – the Council participated in the Disability and BAME pilot projects with senior officers being interviewed by community members.
- We send out a regular community bulletin which enables those that might not otherwise get a chance for a wider audience e.g. media/councillors/other groups.
- We run regular community City hall tours where people gain an understanding of how the Council and how the democratic process works.
- LGBT History Month - the launch has been here at City Hall for two years running.
- We work with Norwich Pride with the Events team advising on any issues and stalls for housing/engagement teams, and rainbow scarves on the lions/balcony.
- Norwich Access Group have received a grant in aid to support a local pressure group of disabled people who are actively involved in trying to improve access for disabled people to all aspects of life in the city of Norwich and surrounding area.
- Norwich Access Group liaises with Food safety team on the Business Merit scheme.
- When updating our website we used the feedback from disabled volunteers with sight impairments and learning disabilities.
- We support the Women's Institute who run regular International women's day events.
- Reduced rate building rental is provided to the 4women group (18 Colegate).
- We provide financial and in-kind support to the Norwich Older People's Forum.
- We have held the launch of Black History Month here at City Hall for the last three years, images below from 28th September launch.

Photo here

- The Lord Mayor has launched Black History Month in the past.
- We devote space in *Citizen* and our website to ensure that residents are aware of the range of activities on during Black History Month.
- This year we worked with Voluntary Norfolk to run a networking event for equality groups. This was held at City Hall during Local Democracy Week.
- The equality strategy was launched on 15th October 2012 during Local Democracy week and Black History Month, with an opportunity for community members to find out more about what the Council is doing regarding equalities. This included a chance to meet officers and councillors about a range of issues including starting up an event, tackling anti social behaviour and financial inclusion.

- The My ID project run by Future who work with young people from different backgrounds held its exhibition at City Hall during Black History Month.
- Norwich Door-to-door receive a grant in aid to fund core costs to deliver a subsidised 'dial a ride' type accessible bus transport, to disabled children and adults and older mobility impaired people.
- Age UK Norwich received a grant to provide an income maximisation service aimed at a vulnerable section of the Norwich community.

Other projects

We have been working on a pavement obstruction policy for some time, and are negotiating with community members and businesses on a new policy which we hope to roll out in 2013. During a stakeholders meeting in October 2012 businesses and advocacy groups discussed solutions to the issue of pavement obstruction, working together to ensure that Norwich is a safer, tidier city.

We are reforming the way in which we work with our contractors and other partners. To this end a new strategy and a toolkit have been developed. Alongside this an equality and safeguarding workshop was provided for contractors. It sought to strengthen the understanding on what our statutory responsibilities are and the Council's expectations regarding vulnerable individuals and groups.

A learning exercise was carried out with the Scrutiny Committee in October 2012 to consider ways in which to develop the equalities agenda and encourage a greater understanding of equalities amongst scrutiny committee members.

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