

Scrutiny committee

Date: Thursday, 17 December 2020

Time: 16:30

Venue: virtual, [Venue Address]

All group pre-meeting briefing – 15:45 (details to follow)

This is for members only and is not part of the formal scrutiny committee meeting which will follow at 16:30. The pre-meeting is an opportunity for the committee to make final preparations before the start of the formal meeting.

Committee members:

Councillors:

Wright (Chair)
Ryan (Vice chair)
Carlo
Fulton-McAlister (M)
Giles
Grahame
Manning
McCartney-Gray
Oliver
Osborn
Sands (S)
Sarmezey
Thomas (Vi)

For further information please contact:

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Information for members of the public

Members of the public and the media have the right to attend meetings of full council, the cabinet and committees except where confidential information or exempt information is likely to be disclosed, and the meeting is therefore held in private.

For information about attending or speaking at meetings, please contact the committee officer above or refer to the council's website

Agenda

Page nos

1 Apologies

To receive apologies for absence

2 Public questions/petitions

To receive questions / petitions from the public.

Please note that all questions must be received by the committee officer detailed on the front of the agenda by **10am on Monday 14 December 2020.**

Petitions must be received by the committee officer detailed on the front of the agenda by **10am on Wednesday 16 December 2020.**

For guidance on submitting public questions or petitions please see appendix 1 of the council's constitution.

3 Declarations of interest

(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting)

4 Minutes

To approve the accuracy of the minutes of the meeting held on 19 November 2020

5 Norfolk Health and Overview Scrutiny Committee (verbal update)

Purpose - To note the update of the NHOSC representative

6 Countywide Community Safety Partnership Scrutiny Sub Panel (CCSPSSP)

Purpose - To note the report of the representative on the CCSPSSP.

7 Scrutiny committee work programme 2020-21

Purpose - To note the scrutiny committee work programme 2020-21

8 Draft Equality Information Report 2021

Purpose - To determine any recommendations that scrutiny committee would wish to make to cabinet on the draft equality information report 2021.

Date of publication: **Wednesday, 09 December 2020**

- T** is this, the right **TIME** to review the issue and is there sufficient officer time and resource available?
- O** what would be the **OBJECTIVE** of the scrutiny?
- P** can **PERFORMANCE** in this area be improved by scrutiny input?
- I** what would be the public **INTEREST** in placing this topic onto the work programme?
- C** will any scrutiny activity on this matter contribute to the council's activities as agreed to in the **CORPORATE PLAN**?

Once the TOPIC analysis has been undertaken, a joint decision should then be reached as to whether a report to the scrutiny committee is required. If it is decided that a report is not required, the issue will not be pursued any further. However, if there are outstanding issues, these could be picked up by agreeing that a briefing email to members be sent, or other appropriate action by the relevant officer.

If it is agreed that the scrutiny request topic should be explored further by the scrutiny committee a short report should be written for a future meeting of the scrutiny committee, to be taken under the standing work programme item, so that members are able to consider if they should place the item on to the work programme. This report should outline a suggested approach if the committee was minded to take on the topic and outline the purpose using the outcome of the consideration of the topic via the TOPIC analysis. Also the report should provide an overview of the current position with regard to the topic under consideration.

By using the flowchart, it is hoped that members and officers will be aided when giving consideration to whether or not the item should be added to the scrutiny committee work programme. This should help to ensure that the scope and purpose will be covered by any future report. The outcome of this should further assist the committee and the officers working with the committee to be able to produce informed outcomes that are credible, influential with SMART recommendations.

Specific, Measurable, Attainable, Relevant and Time-bound

Scrutiny committee and a protocol for those attending meetings of the scrutiny committee

- All scrutiny committee meetings will be carried out in a spirit of mutual trust and respect
- Members of the scrutiny committee will not be subject to whipping arrangements by party groups
- Scrutiny committee members will work together and will attempt to achieve evidence based consensus and recommendations
- Members of the committee will take the lead in the selection of topics for scrutiny
- The scrutiny committee operates as a critical friend and offers constructive challenge to decision makers to support improved outcomes
- Invited attendees will be advised of the time, date and location of the meeting to which they are invited to give evidence
- The invited attendee will be made aware of the reasons for the invitation and of any documents and information that the committee wish them to provide
- Reasonable notice will be given to the invited attendee of **all** of the committees requirements so that these can be provided for in full at the earliest opportunity (there should be no nasty surprises at committee)
- Whenever possible it is expected that members of the scrutiny committee will share and plan questioning with the rest of the committee in advance of the meeting
- The invited attendee will be provided with copies of **all relevant** reports, papers and background information
- Practical arrangements, such as facilities for presentations will be in place. The layout of the meeting room will be appropriate
- The chair of the committee will introduce themselves to the invited attendee before evidence is given and; all those attending will be treated with courtesy and respect. The chair of the committee will make sure that all questions put to the witness are made in a clear and orderly manner



Scrutiny Committee

16:30 to 18:50

19 November 2020

Present: Councillors Wright (chair), Carlo, Driver (substitute for Thomas (Vi)), Giles, McCartney-Gray, Oliver, Osborn, Sands (M) (substitute for Councillor Sands (S)), Sarmezey, Stutely (substitute for Councillor Manning) and Thomas (Vi)

Apologies: Councillors Manning, Thomas (Vi) and Sands (S)

1. Public questions/petitions

There were no public questions or petitions

2. Declarations of interest

There were no declarations of interest.

3. Minutes

RESOLVED , subject to noting that Councillor Sarmezey was present for the meeting, to approve the accuracy of the minutes of the meeting held on 15 October 2020.

4. Opportunities to achieve zero rough sleeping post Covid-19

(The chair took this item first.)

The chair welcomed Matthew Downie from Crisis and Caroline Aliwell, a private sector housing consultant, to the meeting,

(Councillors Fulton-McAlister (M) and Oliver joined the meeting at this point).

The housing partnerships officer presented the report. He highlighted that 117 people had been helped off of the street between March and July of 2020. He said that there were existing social and economic issues and the global pandemic had worsened this.

In response to a question from the chair, Caroline Aliwell said that it was important to note that there would be a build up of eviction cases going through the courts. Some people would have short term hardship and some would be experiencing long term

debt which would need to be dealt with in different ways. Councils would need more funding for discretionary housing payments alongside a scheme of grants. Matthew Downey added that where there were pending evictions, it was important to reach out to the landlords as there were things that could be done to help. Less official evictions were being seen more and more which was a different exercise. Policies which risked removal, such as an uplift in Universal Credit, would be lost unless they were fought for.

The chair questioned whether any of the announced £15m funding to help rough sleepers would come to Norwich. The housing partnerships officer said that this funding was only for ten cities and Norwich was not one of these.

A member commented that the report highlighted the good work that was being done by the city council and said that with a figure of fifty percent of homeless people coming from outside the city council area, was this work making Norwich a magnet for homeless people. The housing partnerships officer said that services in other areas were not as well funded as those in Norwich which would make it an attractive area but with an increase in funding to other areas, this figure may change. Matthew Downie said that over the last few years, homeless services had been lost due to lack of funding. Although Norwich was one of the top five cities in the country for homelessness services, he would not describe it as a magnet. There was little evidence to show that people were 'homeless tourists'.

In response to a question from a member, the housing partnerships officer said that although details around protected characteristics were requested when data was collected, it was not provided in a lot of cases. In terms of demographics, a higher number of females were being seen which could be linked to domestic abuse. In 2021, it was hoped to carry out a needs audit of those who were homeless.

A member asked how the drug and alcohol support workers had links with the council's safer neighbourhoods initiative. The housing partnerships officer said that there was one role which worked across the greater Norwich area and one for Norwich city. The council was working on getting greater access to support services for those who were homeless and work was being progressed on a detox and dry house provision. The safer neighbourhoods roles were about engaging with those on the street with substance issues.

A member referred to the provision of 39 homes as stated on page 27 of the report and asked what kind of tenancies these provided. The housing partnerships officer said that these were lifetime tenancies, after an introductory period, and were coupled with long term support. Work was done in partnership with social services where necessary.

A member highlighted the comment in the report that on one declined the provision of accommodation during the lockdown and asked what additional support these was to get people off of sleeping on the streets. The housing partnerships officer said that persistence paid off in this area. There was a fantastic outreach service which helped people who had not been living inside for long periods of time with services such as prescribing nurses to allow access to medication and also drug and alcohol workers to provide a holistic service. Matthew Downie added that they often heard from repeat rough sleepers that the offer of accommodation was incomplete as there

was no support offer, so the answer to this was an assertive outreach programme and said that the council should be commended for the level of help on offer.

In response to a member's question, Caroline Aliwell said that there was a need to deal with the causes of rough sleeping and it was necessary for as many people as possible to lobby government to ensure that voices were heard. Many different services were needed to ensure that the needs of those who were sleeping rough were met. Matthew Downie added that with lots of different charities in existence, there were lots of bids for the same pots of funding, however, lots of charities were closing due to a drop in public donations.

The housing partnerships officer said that within Norwich, a palm map had been developed to give to rough sleepers showing different providers that they could go to, to access services. The strength of charities was in providing a specialist support service. It was a complex system but a useful one.

A member asked what the legislation and support was around those who had been declared intentionally homeless. Matthew Downie said that the Homelessness Reduction Act meant that the council should be helping those in that situation. The head of neighbourhood housing said that officers had been appointed to deal with the private rented sector, which was a new approach, as an increase in people in that situation was expected. It was equally important to engage with landlords as those with small portfolios may not be aware of their responsibilities. The council had a duty to make places and investigate and vulnerabilities in relation to a resident who was declared intentionally homeless. The strength to the work undertaken in Norwich was the amount of prevention work taking place.

A member questioned what the council could do that it was not already, particularly in relation to prison leavers. Caroline Aliwell said that there was already a protocol in place with the probation services which was showing a reduction in the number of prison leavers being on the streets. Norwich prison was a short station prison which meant that people were often released at short notice. She added that the Rough Sleeping Strategy was promising and it was encouraging to see a deposit scheme in place. The outreach model was very important in terms of reaching people before they reached crisis. She suggested that if there was any capacity to undertake additional work, it would be useful to contact those who had been in receipt of improvement notices and checking in with the affected landlords and tenants to see if there was an opportunity to stop a crisis.

A member asked whether there was enough provision in Norwich to be able to house families and how support staff could give assurances that people would feel safe in hostels. The housing partnerships officer said that the council worked closely with people. Interim accommodation had been used but it was about housing people in the right place. There were different types of accommodation so a needs assessment was carried out for each person. There was still a need to be flexible with solutions and outreach workers built up trust to help to find the best accommodation for people. He added that he would be happy to provide a short online training course to members to give practical advice on how best to approach people who were homeless and those with complex needs.

In response to a member's question, the housing partnerships officer said that with short term prison sentencing, people would often move around within the prison service. Not all prison leavers would have a connection to Norwich. Housing benefit could be paid for up to 13 weeks to help those with a tenancy to continue with it and also, where Norwich City Council was the landlord, a tenant could appoint a caretaker to take on the tenancy while they were in prison.

A member asked about emergency housing provision within the city and how it was set up. The housing partnerships officer said that any accommodation would have to go through due planning processes. There could be evictions from emergency accommodation due to anti-social behaviour and if the behaviour was violent, there would be a cooling off period. There was enough emergency provision to meet the current needs of the service.

A member questioned whether there was provision for rough sleepers who were taking drugs or had animals. The housing partnerships officer said that there was provision for those with animals at St Martins but the council was not seeing as many rough sleepers with animals. In terms of access for those who were drug users, the council had to act within the law so there was no use of any drugs on the premises.

(At this point in the meeting, the chair thanked Matthew Downie and Caroline Aliwell for attending the meeting and they left.)

Members discussed those who had been declared intentionally homeless and the duties of the council around this. The housing partnerships officer said that the council had to advise people of the repercussions of their actions but also had to inform them of their rights. There was a requirement to work with people to provide guidance but there was no requirement to provide temporary accommodation. The cabinet member for safe and sustainable city environment said that if council tenants had neighbours who made their homes unliveable, there was a need to inform people of the consequences of their actions and had to follow the law, as did all landlords. Most antisocial behaviour would be a police matter but a multi-agency approach was needed to address complex needs. A member commented that the council needed to ensure that there was no perception of threat in the council's communications around this topic.

(Councillor Mike Sands left the meeting at this point).

RESOLVED:

- 1) To ask cabinet to:
 - a) look at how the council communicates the risk of becoming intentionally homeless to tenants, to clarify that the council is giving information and to reduce the perception of threat.
 - b) provide a demographic of those who have received such communications to the scrutiny committee members
 - c) review council policies around intentional homelessness

- d) Ask the housing partnerships officer to provide online training to members on approaching people on the street and how to give advice.
 - e) Support landlords in how to deal with tenants who will have change in circumstances over the coming months
 - f) Contacting tenants who the council had previously contacted with improvement notices and also use rogue landlord databases as an exercise in early intervention
 - g) Work with county and advice agencies to map where to refer people who need early intervention services.
 - h) lobby central government for increased funding
- 2) To thank officers for their work in this area and to acknowledge the good work the council is undertaking regarding tackling homelessness.

5. New Anglia Local Enterprise partnership recommendations

Following discussion it was **RESOLVED**:-

- 1) That the Leader of the Council requests from the LEP a clear plan and commitments for how they are going to meet the minimum target of reducing emissions by 13% year on year.
- 2) To ask cabinet through the scrutiny committee or CEEEP as appropriate to consider investment opportunities within Norwich that would generate the best results in reducing emissions and providing community benefit, so that these can be fed into the new Norfolk & Suffolk Investment Plan.
- 3) The LEP written answers refer to “Developing a dedicated vehicle for generating local energy in a way which benefits communities, and consider where targeted pilots could help us explore initiatives and learn from other leading areas/schemes”. The council is due a report on solar financing from the cabinet member for safe and sustainable city environment, therefore the committee proposes that the cabinet member meets with local community energy groups and the LEP to discuss a pilot in Norwich.
- 4) Ask cabinet to promote grants from the LEP by including details in communication with businesses when sending out business rates letters.

- 5) As the LEP to provide information on the self employed grant scheme and lobby government to provide more targeted support for those who are self employed.
- 6) LEP has details of its grants programmes on the website, but it's not clear what the impact of these is. Therefore the committee asks for a report on benefits delivered: impact on social mobility and local jobs
- 7) ask the Leader of the Council to push for unions to be represented on the LEP board.
- 8) To ask the leader of the council as the council's representative on the LEP to ask that it considers:
 - a) including clean growth and protection/enhancement biodiversity as key criteria for project applications.
 - b) regularly assessing the net impact of its activities (policies/programmes/funding) on carbon emissions and extent to which the LEP is meeting legal targets.
 - c) review its strategic approach to transport planning which is currently dominated by major road building schemes and to bring its policies and funding contributions into line with net zero carbon target.
 - d) assist WildEast in helping to meet its goal of dedicating 20% of all land in East Anglia to biodiversity by 2030.
- 9) Build on the goodwill and acknowledgement of climate emergency to press for carbon accounting. Chris Starkie acknowledged that - not enough was being done to meet the Climate Change Act's requirements. Small acts of carbon reduction need to be weighed against, and scaled up to exceed actual ongoing emissions and the first step is measurement. Tyndall report gives 13% annual reduction of Norwich emissions to meet targets in Climate Change Act. This is an engine of economic renewal and offers genuine opportunities to the many in high carbon jobs who will need alternative employment. The sooner this transition is managed, the more manageable it will be.
- 10) To recommend to the LEP that they lobby government for Universal Basic Income pilot scheme in Norwich to boost local demand.
- 11) To push for meetings to be held in public in order to increase accountability, transparency, public awareness and trust.

6. Scrutiny committee work programme 2020-21

The strategy manager suggested that the item 'social inclusion following Covid-19' for the December meeting of the scrutiny meeting could encompass the equality information report alongside emerging data on the impact of the pandemic on different groups to provide discussion points on patterns of impact and mitigation.

RESOLVED to note the scrutiny committee work programme 2020-21

CHAIR

Norwich City Council
SCRUTINY COMMITTEE

Item No 5

REPORT for meeting to be held on Thursday 17 December

Norfolk Health and Overview Scrutiny Committee (NHOSC)

Summary: Councillor Cate Oliver is the council's substitute representative on the Norfolk Health Overview and Scrutiny Committee and attended this meeting on behalf of Councillor Laura McCartney-Gray who was unable to attend. Councillor Oliver will give a verbal update of the meeting of NHOSC held on 26 November 2020. The full papers and minutes of this meeting can be found [here](#).

Since the Health and Social Care Act 2012 came into effect in 2013, health scrutiny powers lie with the county council rather than directly with NHOSC. County and district councils have different service responsibilities, but both have a significant impact on health and wellbeing. By adoption of a way of working provided by the suggested protocol, the city council and its representative on NHOSC will be able to continue to work in partnership towards positive outcomes on behalf of residents.

Recommendation: To note the report of the council's substitute representative on NHOSC.

Contact officer: Emma Webster, scrutiny liaison officer
emmawebster@norwich.gov.uk

Norwich City Council
SCRUTINY COMMITTEE

Item No 6

REPORT for meeting to be held on Thursday 17 December

Countywide Community Safety Partnership Scrutiny Sub Panel (CCSPSSP)

Summary: Councillor Adam Giles is the council's representative on the Countywide Community Safety Partnership Scrutiny Sub Panel and will give a verbal update at the meeting.

The meeting of CCSPSSP took place on 27 November 2020. Under the Crime and Disorder Act 1998 and subsequent legislation, a number of statutory agencies are required to work in partnership to reduce crime and disorder. In Norfolk this includes Norwich City Council, Norfolk Constabulary, Norfolk Police Authority, Norfolk Fire and Rescue Service, Norfolk County Council district councils and the Probation Service. The CCSPSSP was set up in 2011 in order to discharge these duties and the chief officer or their nominee from each statutory agency is the responsible person.

Recommendation: To note the report of the council's representative on the CCSPSSP .

Contact Officers: Emma Webster, scrutiny liaison officer
preferred contact by e-mail
emmawebster@norwich.gov.uk

Norfolk Countywide Community Safety Partnership Scrutiny Sub-Panel Report – November 2020

Cllr Adam Giles – please send any queries/comments to
a.giles@cllr.norwich.gov.uk

Terms of Reference

1. I raised concerns about the infrequency of meetings and the lack of accountability. These concerns were shared by a number of other members, and it was agreed that the committee would meet quarterly, rather than annually, going forwards.

Annual Performance Update

2. The annual performance report on the key priorities set out in the NCCSP strategy and delivery plan 2018-2021. These priorities being: Prevent; County Lines; and domestic abuse and sexual violence.
3. The NCCSP strategy and delivery plan is due for renewal in March 2021. The new strategy and delivery plan will run from 2021-2025 to align with the Police and Crime Plan, which will be developed once the new PCC is in position in May. It was agreed the committee should meet prior to March 2021 to ensure this can be scrutinised before adoption.

Prevent

4. Activity to deliver the Prevent duty is delivered by the Prevent Strategy Group. Specific case work is the responsibility of Channel Panel. An independent review conducted by the former regional DCI has broadly concluded that Prevent is being delivered to a high standard in Norfolk.
5. While Norfolk is at lower risk of extremism/terrorist activity than other regions, nationally the threat has been raised to “severe” in response to terrorist attacks in continental Europe.
6. Key areas of concern for Norfolk are as follows:
 - a) Increased level of risk from online grooming of young people and vulnerable adults during lockdowns, self-isolation, etc.
 - b) Individuals with extreme views, but no coherent ideology. Largely influenced by fake news on social media.
 - c) Potential for increase in community tension, leading to increased hate crime focused on BAME groups, migrant workers. Concern about scapegoating for pandemic, resentment due to high unemployment, etc.
 - d) Potential for terrorist attacks from animal rights extremist groups on food processing plants given the publicity received over Covid outbreaks.
 - e) Increased radicalisation due to increased social isolation during pandemic. Mental health services and normal support networks heavily impacted.

7. Percentage of cases adopted by Channel Panel above the national average reflecting an emphasis on early intervention in preference to criminalisation. Meetings still being held virtually. Most individuals are males aged between 12-17 years old. All females have been 18 or over. As above, most individuals have no coherent ideology, but of those who do a majority hold far right ideologies.
8. Most referrals this year have come from the police, followed by schools and the police/probation service. Other referrers include NSFT, local authorities, and MIND. Schools are normally the largest referrers, but these stats reflect school closures during the pandemic. I raised concerns about school pupils being radicalised online at home, and not being picked up as they normally would by schools this year. Officers shared this concern. I asked for a statistical breakdown of referrals, and I was promised this would be supplied. Not received to date.
9. I raised concerns about the huge cuts to Youth Services over the last four years, and the impact this has had on efforts to achieve early intervention and prevent radicalisation. Officers broadly agreed that Youth Services were key in achieving early intervention, and that they would welcome more funding for these services.

County Lines

10. Activity to combat County Lines is coordinated by the County Lines Strategic Group, with enforcement the responsibility of the police under Operation Gravity and Operation Orochi.
11. 46 County Lines are known to be in operation in Norfolk. 2002 people have been arrested under Operation Gravity between its launch in December 2016 and November 2020. Of those arrested 1720 have been male, and 282 female. We are seeing an increase in serious violence associated with County Lines. There are rises in possession of weapons, knife crime, and robbery. High numbers of children continue to be exploited or coerced into storing or moving drugs and money. Gangs are frequently "cuckooing" vulnerable adults.
12. The more recently launched Operation Orochi is focused on identifying line holders and leaders, rather than targeting exploited drug runners and vulnerable users. Under Operation Orochi 30 lines have been closed, 44 individuals charged, and 17 convicted. £95,084.55 cash has been recovered, and sentences so far add up to 58 years and six months. 49 lines in total have been investigated to date, with 10 currently under investigation.
13. Norfolk has a Multi-Agency Child Exploitation (MACE) team to support young people who may be at risk of, or victims of, exploitation. There is a multi-agency Missing, Adult Sex Work, Slavery, and Trafficking (MAST) team, and an Anti-Trafficking Network Coordinator has recently been appointed. A multi-agency Vulnerable Adult Risk Assessment Conference (VARAC) framework is soon to be trialed.
14. I again raised the impact of Youth Services cuts. I also raised the impact of

the Conservative-run administration's short-sighted decision to scrap the Supporting People funding in 2017 for tenants with complex needs.

15. I also highlighted that while the report focused on supporting individuals, the NCCSP needed a strategy in place to build resilient communities in working class areas. I highlighted that there was a particular need for this in working class communities with high churn rates of tenants, and a greater difficulty building community spirit and a sense of long-term community buy-in to improve the area.

Domestic Abuse and Sexual Violence

16. Activity to combat domestic abuse and sexual violence is the responsibility of the Domestic Abuse and Sexual Violence Group (DASVG). Norfolk leaders have agreed to establish a single domestic abuse service for Norfolk by pooling funding. A commissioning group will report into the DASVG, and staff are being recruited by the OPCCN. A joint service for those at standard and medium risk of harm should be in place by January 2021.
17. It was reported that a Domestic Abuse dashboard has been developed to measure levels of abuse, reporting, resilience of support systems, and compliance with safeguarding procedures.
18. Furthermore, it was reported that an additional £500,000 was being invested this year in increasing provision of domestic abuse support. An additional £200,000 had been invested in refuge provision.
19. A Big Lottery bid has been submitted to support early intervention and prevention. If secured this money will be targeted at community-based awareness (building upon the White Ribbon campaign), support, school-based support, and early help response.
20. A £300,000 bid to the Home Office, to be match funded by the OPCCN, for a high risk/harm perpetrator service was unsuccessful. Some form of services delivered under existing limited resources is being considered.
21. A new honour-based abuse joint sub group is being set up with the Childrens Safeguarding Partnership and the Adult Safeguarding Board to drive forward recommendations to policy and practice.

Norwich City Council
SCRUTINY COMMITTEE

Item No 7

REPORT for meeting to be held on Thursday 17 December

Scrutiny committee work programme 2020-21

Summary: The purpose of this report is to assist committee members in setting the work programme for the rest of the civic year 2020-21.

Conclusions: It is proposed that any discussion is agreed as a whole committee using 'TOPIC' criteria. This will assist members in achieving the goal of an agreed work programme that is met by consensus.

The programme is a standing item at each committee meeting and can be adjusted as necessary.

Recommendation: To consider the scrutiny committee work programme 2020-21.

Contact officer: Emma Webster, scrutiny liaison officer
emmawebster@norwich.gov.uk

Report

1. When the scrutiny committee considers which items to include on its work programme, it is useful to do so in the context of what the focus is for the council over the coming year and to look at how activity aligns to the council's corporate plan.
2. This is so that the scrutiny committee will be able to consider where and how it can add value to the work being carried out towards achievement of the council's priorities and ensure that resources are being focused effectively.
3. Although sometimes not possible to achieve, it was previously agreed that the committee should agree as few as possible substantive topics per meeting. The main reason for this is to ensure that there is enough time for the committee to effectively consider the issues and has a fair chance of reaching sound, evidence based outcomes. Ideally, one main item per meeting would be the aim.
4. Members will have the opportunity on a monthly basis to revise the work programme if and when required or due to changing events.
5. Along with this report, members have a copy of the cabinet forward agenda for consideration.
6. It is proposed that any discussion is as a whole committee using the TOPIC criteria. This will assist members in achieving the goal of an agreed work programme that is met by consensus.
7. Members are reminded that any items placed on the work programme should be considered within the council's COVID-19 recovery framework.
8. Members are asked to note the items currently on the work programme for the remainder of the civic year.

Annual work programme planning grid

Date of meeting	Item
Thursday at 16.30	
2020	
10 June	Covid-19 recovery report
16 July	Work programme Annual scrutiny report
17 September	Work programme Report back from NHOSC meeting from 30 July and 3 September Report back from Short Term Lets select committee Local Enterprise Partnership (LEP)
15 October	Work programme Report back from NHOSC meeting from 8 October Enhancing community development following Covid-19 - Citizen Participation blueprint, Kate Price. Follow up from the LEP (30 mins max)
19 November	Work programme Agree recommendations for Local Enterprise Partnership Maximising opportunities to achieve zero rough sleeping following Covid-19, Chris Hancock.
17 December	Work programme Report back from NHOSC meeting from 26 November (Cllr McCartney-Gray) Report back from Community Safety partnership meeting from 24 November (Cllr Giles) Equality information report
2021	
21 January	Work programme Corporate performance and KPI framework – confirmed Ruth Newton and Kirsty Howard. To consider the 2021/22 budgets, medium term financial strategy and capital programme, along with capital strategy and treasury management strategy Cllr Kendrick. Hannah Simpson, Shaun Flaxman, Adam Drane
4 February	Work programme Further scrutiny of the budget 2021/22
18 March	Work programme Report back from NHOSC meeting from 4 February and 18 March.

Norwich City Council
SCRUTINY COMMITTEE

Recommendations tracker

civic year 2020/21

(Completed items are shaded)

<p style="text-align: center;">19 November 2020 Opportunities to achieve zero rough sleeping post COVID-19</p>	
<p>ask cabinet to:</p> <ul style="list-style-type: none"> • look at how the council communicates the risk of becoming intentionally homeless to tenants, to clarify that the council is giving information and to reduce the perception of threat. • provide a demographic of those who have received such communications to the scrutiny committee members. • review council policies around intentional homelessness. • ask the housing partnerships officer to provide online training to members on approaching people on the street and how to give advice. • support landlords in how to deal with tenants who will have change in circumstances over the coming months. • contacting tenants who the council had previously contacted with improvement notices and also use rogue landlord databases as an exercise in early intervention. • work with county and advice agencies to map where to refer people who need early intervention services. • lobby central government for increased funding. 	<p>on cabinet agenda for meeting on 16 December 2020</p>
<ul style="list-style-type: none"> • to thank officers for their work in this area and to acknowledge the good work the council is undertaking regarding tackling homelessness 	<p>completed</p>
<p style="text-align: center;">Page 27 of 84</p>	

<p align="center">19 November 2020</p> <p align="center">New Anglia Local Enterprise partnership recommendations</p>	
<ul style="list-style-type: none"> • that the Leader of the Council requests from the LEP a clear plan and commitments for how they are going to meet the minimum target of reducing emissions by 13% year on year. • ask cabinet through the scrutiny committee or CEEEP as appropriate to consider investment opportunities within Norwich that would generate the best results in reducing emissions and providing community benefit, so that these can be fed into the new Norfolk & Suffolk Investment Plan. • the LEP written answers refer to “Developing a dedicated vehicle for generating local energy in a way which benefits communities, and consider where targeted pilots could help us explore initiatives and learn from other leading areas/schemes”. The council is due a report on solar financing from the cabinet member for safe and sustainable city environment, therefore the committee proposes that the cabinet member meets with local community energy groups and the LEP to discuss a pilot in Norwich. • ask cabinet to promote grants from the LEP by including details in communication with businesses when sending out business rates letters. • ask the LEP to provide information on the self employed grant scheme and lobby government to provide more targeted support for those who are self employed. • LEP has details of its grants programmes on the website, but it's not clear what the impact of these is. Therefore the committee asks for a report on benefits delivered: impact on social mobility and local jobs • ask the Leader of the Council to push for unions to be represented on the LEP board. • ask the leader of the council as the council's representative on the LEP to ask that it considers: • including clean growth and protection/enhancement biodiversity as key criteria for project applications. • regularly assessing the net impact of its activities (policies/programmes/funding) on carbon emissions and extent to which the LEP is meeting legal targets. • review its strategic approach to transport planning 	<p>on cabinet agenda for meeting on 16 December 2020</p>

<p>which is currently dominated by major road building schemes and to bring its policies and funding contributions into line with net zero carbon target.</p> <ul style="list-style-type: none"> • assist WildEast in helping to meet its goal of dedicating 20% of all land in East Anglia to biodiversity by 2030. • build on the goodwill and acknowledgement of climate emergency to press for carbon accounting. Chris Starkie acknowledged that - not enough was being done to meet the Climate Change Act's requirements. Small acts of carbon reduction need to be weighed against, and scaled up to exceed actual ongoing emissions and the first step is measurement. Tyndall report gives 13% annual reduction of Norwich emissions to meet targets in Climate Change Act. This is an engine of economic renewal and offers genuine opportunities to the many in high carbon jobs who will need alternative employment. The sooner this transition is managed, the more manageable it will be. • to recommend to the LEP that they lobby government for Universal Basic Income pilot scheme in Norwich to boost local demand. • to push for meetings to be held in public in order to increase accountability, transparency, public awareness and trust. 	
<p align="center">15 October 2020 New Anglia Local Enterprise Partnership</p>	
<ul style="list-style-type: none"> • ask members to email the scrutiny liaison officer with any recommendations to be considered at the November meeting of the scrutiny committee. 	<p>received and published in papers for scrutiny on 19.11.20</p>
<p align="center">15 October 2020 Norwich City Council response to enhancing community development following Covid-19</p>	
<ul style="list-style-type: none"> • ask the neighbourhood and community enabling manger to consider the following recommendations when developing the Citizen Participation Blueprint • to draft a council / councillor / citizen compact with participation and transparency at its heart to improve interactions with residents and influence and shape council culture. • ensure that issues are followed through, by looking at the most effective way of doing so for residents. 	<p>to be included in the citizen participation blueprint and this document will ultimately be considered by cabinet next year.</p>

<ul style="list-style-type: none"> ensuring that services are delivered to build and maintain trust with residents 	
<ul style="list-style-type: none"> for ward councillors to have a better understanding of internal council processes in order to identify improvements through an all member briefing and for this information to be made available to residents. make it clear to residents that councillors are a first point of contact within the council and to highlight other contact means such as online forms and the customer contact centre and to investigate barriers to people contacting the council. 	democratic services to take forward
<ul style="list-style-type: none"> ask cabinet to commission a piece of work to refresh the constitution so that it more accurately reflects the collaborative nature of the council, for example, in discussions with councillors to include a rationale on why a project can or cannot be taken forward. 	on cabinet agenda
<p align="center">15 October 2020 Work programme</p>	
<ul style="list-style-type: none"> ask Councillor McCartney-Gray to take work on safe drug consumption rooms to NHOSC for consideration, not take any select committees forward at this time ask the chair to work with the strategy manager to refine the scope for the item on social inclusion following Covid-19 for the December meeting. 	all completed
<p align="center">17 September 2020 Work programme</p>	
<ul style="list-style-type: none"> note the inclusion of New Anglia LEP on the work programme for the October meeting; ask the scrutiny liaison officer to email members of the committee to gauge interest in serving on select committees for fly-tipping and antisocial behaviour; ask the scrutiny liaison officer to review the topics voted on at the July meeting and make recommendations to the committee at its next meeting as to which topics to select. 	all completed
<p align="center">17 September 2020 Short term lets</p>	
<ul style="list-style-type: none"> thank the members of the short term lets select committee, Councillors Carlo, Giles, McCartney-Gray and Oliver, and the following officers: Emma Webster, scrutiny liaison officer Carole Jowett, revenues and benefits operations manager 	all completed

<ul style="list-style-type: none"> • David Parkin, area development manager (inner), Adam Clark, strategy manager. • submit the recommendations as set out in the report to cabinet for consideration at its meeting on 14 October; • ask the chair to write to both Norwich MPs with a copy of the report to seek their views on the subject; • ask the scrutiny liaison officer to draft a full response to the comments made by a member of the public to the scrutiny select committee for sign off by the select committee. 	
<p align="center">17 September 2020 LEP visit</p>	
<ul style="list-style-type: none"> • thank Chris Starkie and Lisa Roberts, of New Anglia Local Enterprise Partnership (LEP), and Councillor Alan Waters for attending the meeting and answering questions on the LEP; • ask Lisa Roberts of the LEP to provide responses to questions 10, 12 -19, 22 and 23 (as set out in the appendix) • consider the information received at this meeting, together with the responses to the outstanding questions at the next meeting of the committee, with a view to making recommendations to cabinet; • ask members to promote the LEP's Job Support Programme to residents and local businesses. 	all completed
<p align="center">16 July 2020 Work programme</p>	
<ul style="list-style-type: none"> • At the September meeting of the scrutiny committee to receive a report from the select committee on short term lets and ask the scrutiny liaison officer to approach the LEP to attend the meeting to pick up the work that the committee was due to undertake in March 2020 • ask the scrutiny liaison officer to add the following items to the scrutiny committee work programme <ul style="list-style-type: none"> a) Sustainable and inclusive economy following the impact of Covid-19 b) Enhancing community development following the impact of Covid-19 c) Maximising opportunities to achieve zero rough sleeping following Covid-19 d) The social inclusion agenda following Covid-19 	all completed

10 June 2020
COVID-19 Recovery report

- amending bullet point 2 under section 7, Climate change and the green economy' in the recovery themes and key actions summary on p31 of the report to reflect the recommendation of the Tyndall centre to reduce carbon emissions of Norwich by 13 % annually
- amending bullet point 4, under section 4 'business and the local economy' section, in the recovery themes and key actions summary on p30 of the report, from 'consider the opportunities to further promote sustainable travel in the city, building on the already well-advanced measures already in place' to 'consider the opportunities to further promote sustainable travel *on whole route approaches*, building on the already well-advanced measures already in place'
- lobbying the LGA and central government for all district councils to be given some of the powers and financial resources that the Health and Safety Executive has, to allow the city council to enforce social distancing if employers are not complying.
- at section 8.4, include trade unions to the list of groups to be consulted on this document.
- redoubling efforts with Norfolk County Council to ensure social distancing measures around the city centre are in place as soon as possible.
- including further references to the impact of Covid-19 on the insurance industry regarding aviation, and families and young people, particularly in reference to education, including local universities.
- revising the Commercial Property Investment Strategy to reflect the changes in the economy due to Covid-19 and how this could drive a green economy.
- investigating the use of purchasing powers to undertake a retrofit programme on housing as a key part of driving the economic recovery.
- looking at alternative sources of income to car parks in the city.-
- looking at the experience of other local authorities which are pursuing a circular economy to take advantage of the fact that Norwich has two recycling centres in development.

all recommendations taken to Cabinet on 10 June 2020; Response: Councillor Waters, leader of the council, thanked the scrutiny committee for its recommendations and said that they would be noted by cabinet and would form part of the thinking around future revisions to the blueprint as it evolved.

FORWARD AGENDA: CABINET and COUNCIL MEETINGS 2020 - 2021

ALLOCATED ITEMS						
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Exempt?
CABINET 16 DECEMBER 2020	Treasury management mid- year review 2020/21	To update members on the Treasury Management performance for the financial year to 30 September 2020	Cllr Kendrick Annabel Scholes Hannah Simpson Caroline Knott		Annabel Scholes	NO
CABINET 16 DECEMBER 2020	Emerging 2021/22 Budget, Medium Term Financial Strategy (MTFS) and HRA Business Plan	To update members on the emerging position, as currently known, for the General Fund revenue budget, the HRA Business Plan, and the Council's capital programme.	Cllr Kendrick Annabel Scholes Hannah Simpson Shaun Flaxman Adam Drane		Annabel Scholes	NO
CABINET 16 DECEMBER 2020	Corporate Performance and risk report	To consider Q2 20/21 Corporate performance and risk report	Cllr Waters Adam Clark Ruth Newton		Adam Clark	NO
CABINET 16 DECEMBER 2020	C19 recovery plan progress report	To consider the progress of and the update to the C19 recovery plan	Cllr Waters Stephen Evans		Stephen Evans	NO

CABINET 16 DECEMBER 2020	Consultation response to draft Local Transport Plan	To seek approval for the City Council's response to the County Council's consultation on the draft Local Transport Plan	Cllr Stonard Graham Nelson Ben Webster		Graham Nelson	NO
CABINET 16 DECEMBER 2020	Scrutiny recommendations	To consider recommendations from scrutiny committee	Cllr Kendrick Lucy Palmer		Annabel Scholes	NO
CABINET 16 DECEMBER 2020	The award of contract for the provision for emergency accommodation for rough sleepers – KEY DECISION	To consider awarding a contract for the emergency provision of accommodation to rough sleepers and to delegate the award of future contracts	Cllr Maguire Louise Rawsthorne Chris Haystead		Louise Rawsthorne	NO
CABINET 16 DECEMBER 2020	The award of contract for the provision for emergency accommodation for rough sleepers	To consider the exempt appendix to the report	Cllr Maguire Louise Rawsthorne Chris Haystead		Louise Rawsthorne	NO
CABINET 16 DECEMBER 2020	Norwich Regeneration Limited: Business plan 2020/21 and 6 month review	To consider the update and review of the Norwich Regeneration Limited business plan 2020/21	Cllr Stonard Graham Nelson Dave Shaw		Graham Nelson	NO

CABINET 20 JANUARY 2021	Greater Norwich Local Plan: Regulation 19 consultation	To approve the Regulation 19 draft plan for public consultation	Cllr Stonard Graham Nelson		Graham Nelson	NO
CABINET 20 JANUARY 2021	Norwich Town Deal Bid – KEY DECISION	To consider the project budget and spend profile associated with the project	Cllr Waters Graham Nelson Ellen Tilney		Graham Nelson	NO
CABINET 20 JANUARY 2021	Equalities Information Report 2021	To consider the Equalities Information Report 2021	Cllr Davis Louise Rawsthorne/Nikki Rotsos			NO
CABINET 20 JANUARY 2021	Scrutiny recommendations	To consider recommendations from scrutiny committee	Cllr Kendrick Lucy Palmer		Annabel Scholes	NO
CABINET 20 JANUARY 2021	Write off of irrecoverable national non domestic rate debt	To consider the position in relation to the write off of non-recoverable national non domestic rate (NNDR) debt and the write off of debts which are deemed irrecoverable.	Cllr Kendrick Annabel Scholes Carole Jowett		Annabel Scholes	NO

CABINET 20 JANUARY 2021	IT contract extension – Northgate Housing Management system - KEY DECISION	To seek approval to delegate authority for the extension of the contract for the new Housing Management system.	Cllr Kendrick Nikki Rotsos Paul Gooch		Nikki Rotsos	NO
CABINET 20 JANUARY 2021	Managing Assets (General Fund) - KEY DECISION	To approve the disposal of the land identified in this report	Cllr Kendrick Graham Nelson Andy Watt		Graham Nelson	Yes (Para 3)
CABINET 20 JANUARY 2021	Norwich Town Deal Bid – exempt appendix	To consider the exempt appendix	Cllr Waters Graham Nelson Ellen Tilney		Graham Nelson	Yes (Para 3)
COUNCIL 26 JANUARY 2021	Treasury Management Mid-year Review Report 2020/21	To set out the Treasury Management performance for the first six months the financial year 2020/21	Cllr Kendrick Annabel Scholes Hannah Simpson Caroline Knott		Annabel Scholes	NO
COUNCIL 26 JANUARY 2021	Members allowance scheme	To consider recommendations from the independent panel on the scheme of members allowances from April 2021	Cllr Kendrick Annabel Scholes Stuart Guthrie		Annabel Scholes	NO

CABINET 10 FEBRUARY 2021	Revision to the Norwich Local Development Scheme	To approve the updated Local Development Scheme	Cllr Stonard Graham Nelson Judith Davison		Graham Nelson	NO
CABINET 10 FEBRUARY 2021	The award of contract for multidisciplinary professional advice in respect of the East Norwich Masterplan – KEY DECISION	To seek approval to award a contract for multidisciplinary professional advice - East Norwich Masterplan	Cllr Stonard Graham Nelson Judith Davison		Graham Nelson	NO
CABINET 10 FEBRUARY 2021	Greater Norwich Infrastructure Investment Fund and Neighbourhood CIL – KEY DECISION	To consider the draft Greater Norwich Joint Five Year Infrastructure Investment Plan 2020-2025.	Cllr Waters Graham Nelson Tony Jones		Graham Nelson	NO
CABINET 10 FEBRUARY 2021	Revenue and capital budget monitoring 2020/21 – Q3	To update Cabinet on the forecast financial position of the council as at 31 December 2020.	Cllr Kendrick Annabel Scholes Hannah Simpson Adam Drane		Annabel Scholes	NO
CABINET 10 FEBRUARY 2021	Budgets, Medium Term Financial Strategy, HRA Business Plan, Capital Strategy & Treasury Management	To propose for approval the 2021/22 budgets, medium term financial strategy and capital programme, along with capital	Cllr Kendrick Annabel Scholes Hannah Simpson Shaun Flaxman Adam Drane		Annabel Scholes	NO

	Strategy 2021/22	strategy and treasury management strategy				
CABINET 10 FEBRUARY 2021	Council tax reduction scheme 2021/22	To consider and recommend to council a council tax reduction scheme for 2021/22.	Cllr Davis Cllr Kendrick Annabel Scholes		Annabel Scholes	NO
CABINET 10 FEBRUARY 2021	Norwich Regeneration Ltd: Business Plan	To consider the business plan for NRL for 2021/22	Cllr Waters Graham Nelson Dave Shaw		Graham Nelson	NO
CABINET 10 FEBRUARY 2021	Norwich Regeneration Ltd: Business Plan – exempt appendix	To consider the exempt appendix to the report	Cllr Waters Graham Nelson Dave Shaw		Graham Nelson	YES (Para 3)
COUNCIL 23 FEBRUARY 2021	The council's 2021/22 budget and medium term financial strategy	To consider and approve the 2021/22 budgets, medium term financial strategy and capital programme, along with capital strategy and treasury management strategy	Cllr Kendrick Annabel Scholes Hannah Simpson Shaun Flaxman Adam Drane		Annabel Scholes	NO
COUNCIL 23 FEBRUARY 2021	Council tax reduction scheme 2021/22	To consider and approve a council tax reduction scheme for	Cllr Davis Cllr Kendrick Annabel Scholes		Annabel Scholes	NO

		2021/22				
CABINET 10 MARCH 2021	Scrutiny recommendations	To consider recommendations from scrutiny committee	Cllr Kendrick Lucy Palmer		Annabel Scholes	NO
CABINET 10 MARCH 2021	The award of contract for Replacement Oil Boilers at Normandie Tower– KEY DECISION	To seek approval to delegate authority for replacement oil boilers at Normandie Tower	Gail Harris Louise Rawsthorne Bradley Greeves/Neil Watts		Louise Rawsthorne	NO
CABINET 10 MARCH 2021	To award of contract for new district heating plant room and dwelling systems at Alnwick Court sheltered housing scheme – KEY DECISION	To seek approval to award a contract for new district heating plant room and dwelling systems at Alnwick Court sheltered housing scheme	Cllr Harris Lee Robson			NO
CABINET JUNE 2021	Revenue and capital budget monitoring 2020/21 – final outturn	To update Cabinet on the revenue and capital outturns for the year 2020/21; the consequent General Fund and Housing Revenue	Cllr Kendrick Annabel Scholes Hannah Simpson Adam Drane		Annabel Scholes	NO

		Account balances; and to seek approval to delegate to officers the approval of carry- forward unspent capital budgets into the 2021/22 capital programme.				
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Norwich City Council
SCRUTINY COMMITTEE
ITEM 8

REPORT for meeting to be held on 17 December 2020

Draft Equality Information Report 2021

- Summary:** This report sets out the council's draft statutory Equality Information Report 2021 which is appended. It also includes some information about the impact of Covid-19 on inequality and social inclusion.
- Conclusions:** The report is a statutory requirement and needs to be published by 31 January each year. This report will be signed off by cabinet on January 2021. It should enable the scrutiny committee to determine any recommendations or comments it would wish to make.
- Recommendation:** To determine any recommendations scrutiny would wish to make to cabinet.
- Contact Officer:** Adam Clark,
Strategy manager
Phone: 01603 989272
Email: adamclark@norwich.gov.uk

Draft Equality Information Report

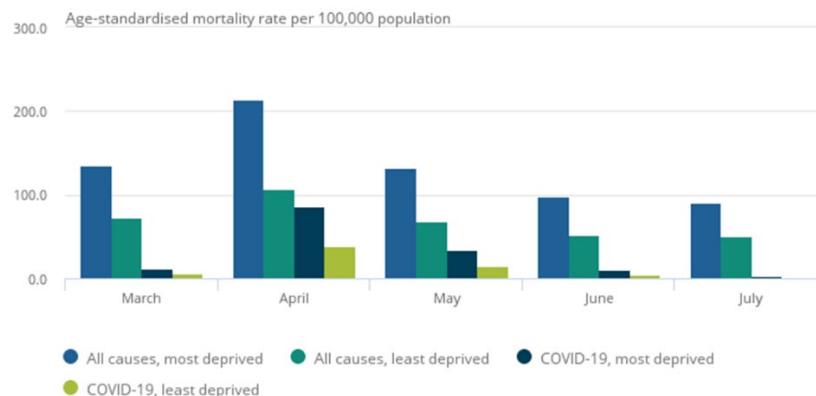
1. As a local authority, the council has a statutory requirement to publish an annual Equality Information Report. The deadline for publishing our report is 31 January 2021 and it will be considered by cabinet in January before publication. The draft Equality Information Report is appended to this report.
2. The reports provide key data and commentary about Norwich residents and city council customers and employees, especially those with protected characteristics under The Equality Act 2010. These reports can be found on the council website: <http://www.norwich.gov.uk/equalityanddiversity>
3. This is the third report to be presented in the revised format which is more infographic led, in order to:
 - a) make the key messages clearer
 - b) make it easier for stakeholders to source data
 - c) make it more accessible to a range of audiences.
4. The report includes brief commentary on some of the key data, especially where there are notable changes or local variances. Where available the information is presented at a local level, alongside comparative data at either a county, regional or national level. These data sources are referenced at the end of the report.
5. At the time of writing we are still waiting for some key data from Norfolk police regarding hate crimes and incidents; we are expecting these to be available by the date of the scrutiny committee meeting, so will share these with members at the meeting if available.

COVID-19 and the impact on equality

6. The impact of the Covid-19 pandemic has required a response at the global, national and local levels. In Norwich, as elsewhere across the country, it continues to affect the lives of every citizen in the city. In June 2020 Cabinet agreed the [Covid-19: A blueprint for recovery](#) which provided an overview of the council's initial response to the virus, and identified a number of priority themes and actions planned to frame the city's recovery.
7. Mortality rates from Covid-19 have been higher in areas of deprivation which matches pre-existing mortality patterns, as shown by these ONS figures:

Figure 8: The coronavirus (COVID-19) has had a proportionally higher impact on the most deprived areas of England

Age-standardised mortality rates, all deaths and deaths involving the coronavirus (COVID-19), Index of Multiple Deprivation, England, deaths occurring between 1 March and 31 July 2020



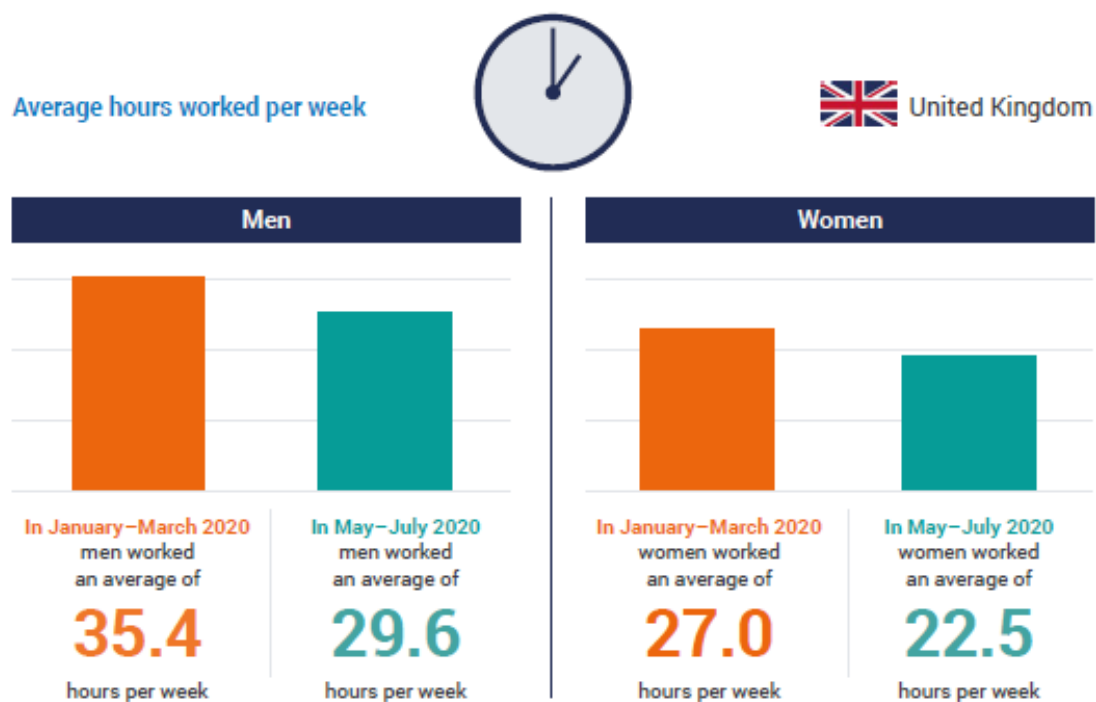
Source: Office for National Statistics – Deaths involving COVID-19 by local area and socioeconomic deprivation

8. In many cases the impact of Covid-19 has fallen disproportionately on people with protected characteristics under the Equality Act as well as other marginalised groups. Particular impacts noted nationally include:
 - a) higher mortality rates amongst certain groups, including amongst some ethnicities, and people with learning disabilities
 - b) a gendered economic impact as a result of businesses and schools closing
 - c) reduced access to services by those with a disability
 - d) redeployment of health and social care professionals impacting on older, disabled or more vulnerable people
 - e) children with special educational needs and their families during school closures
 - f) reported increases in the number of hate incidents and racially fuelled attacks, particularly against Chinese and East Asian minorities
 - g) a rise in poor mental health and wellbeing, especially among young people and for some LGBTQ+ people
9. The council has developed a range of key metrics to help support senior officers, members and other stakeholders to understand the key impacts of Covid-19 on the people, place and economy of Norwich. However, local level data regarding the impacts on those with protected characteristics is not yet available.

Social inclusion following Covid-19

10. A recent report by the Equality and Human Rights Commission highlighted some of the immediate impacts of Covid-19. Here are some of the headline data:

In 14 out of 15 industry sectors, average actual hours of work were lower in May–July 2020



Source: Office for National Statistics

Redundancy rates in the UK



The redundancy rate is the number of employees made redundant per 1,000 employees.

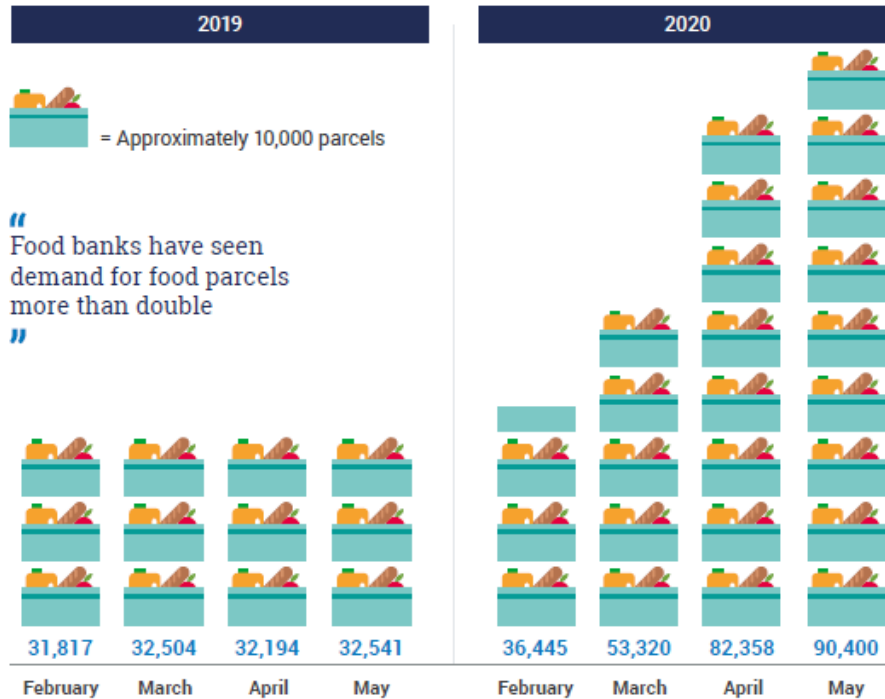
Source: Office for National Statistics

“
Redundancies have increased
for both women and men.
”

⁹The redundancy rate is defined as the number of employees made redundant per 1,000 employees.

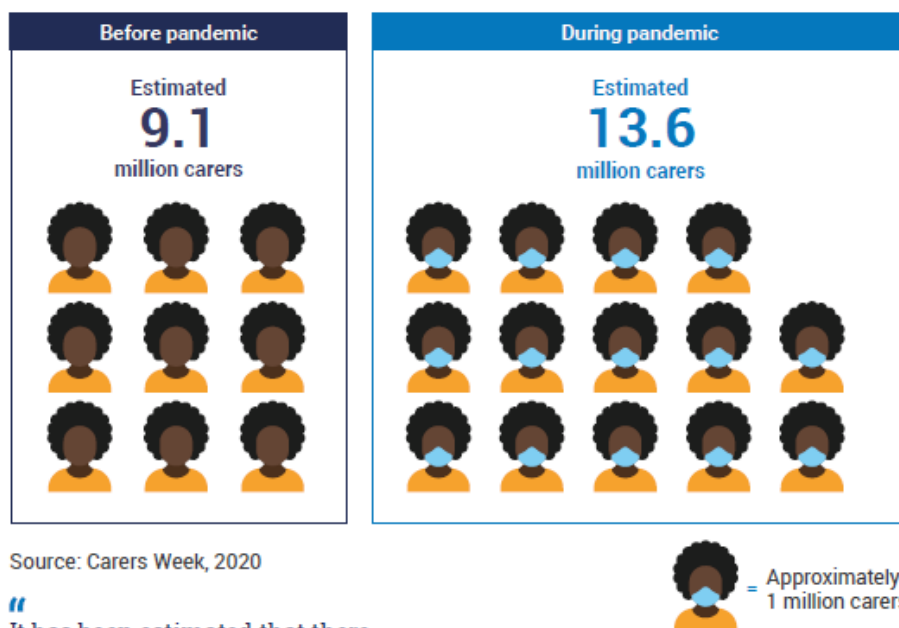
Demand for emergency food parcels has been unprecedented

The number of three-day food parcels distributed by 100 organisations running 191 independent foodbanks in Great Britain



There has been an increase in numbers of people providing unpaid care

Increase in unpaid carers



11. Covid-19 appears to have both exposed and exacerbated existing inequalities, both in terms of the legal definition under The Equality Act 2010

and in wider socio-economic terms. There is therefore a significant risk that this will result in a longer-term increase in social exclusion. This means that some groups may have less access to opportunities to participate in employment, the economy, their community and democracy, and to access basic goods and services, rights, entitlements and justice, resulting in poorer outcomes in terms of health, wellbeing and quality of life.

12. The following paragraphs provide some national evidence and commentary around these potential impacts, viewed through different lenses of particular axes of exclusion and some of the cohorts affected. By necessity, much of this material is partial and emerging, but is intended to provide a platform for discussion about possible future scenarios and future local policy responses.

Children

13. In November 2020, the submission of Equality and Human Rights Commission to the UN Committee on the Rights of the Child expressed concern 'about the impact, both short and long term, of the coronavirus pandemic on children's rights, well-being and futures. This includes pushing more children into poverty, widening educational inequalities, the increasing risk of abuse, and worsening mental health.' Their report then explores this range of impacts on specific cohorts of children, including refugee and asylum-seeking children, children in the criminal justice system and children with disabilities.

Young People

14. The 'What works Centre for Local Economic Growth' collated evidence in November 2020 that 'youth unemployment is increasing across the UK – and this is likely to have long-term impacts on those affected. A period of unemployment when young, especially during a recession, can affect future employment prospects, future wages, future health and future quality of life. These effects are commonly referred to as "youth scarring".'

Domestic abuse

15. Several sources have found evidence of growing levels of domestic abuse, particularly during the first period of national lockdown. Evidence shows that domestic abuse disproportionately affects women, disabled people, LGBT people and people of mixed ethnicity. As well as the direct victims of domestic abuse it also affects children in households where it occurs, and is one of a number of 'Adverse Childhood Experiences', high exposure to which correlates with poorer outcomes throughout life, including on physical and mental health and life expectancy.

Access to public services.

16. In its 2020 performance tracker, the Institute for Government has assessed the impact of Covid-19 on key public services including health and social care, education and courts. They found that 'the risk of infection meant that far fewer people used most services, particularly in the early stages of the crisis.' This in turn resulted in significant backlogs, including an estimated backlog of 56,000 cases in the Crown Court. This reduced and delayed access to

services has led, in the short-term, to more people seeking support from family and friends where possible, and in the longer-term is predicted to lead to a greater demand for services.

Employment

17. The labour market is changing rapidly, and trends are not uniform; individual sectors are experiencing different scenarios depending on the nature of disruption to supply and demand. But overall commentary suggests that recruitment trends are towards more insecure labour practices, with a rise in temporary recruitment and a fall in permanent positions. Again, the pattern of labour insecurity falls differently across the workforce; for example the TUC have identified that black and minority ethnic women are around twice as likely as white workers to be employed in insecure jobs.

Debt and financial hardship.

18. The national debt advice charity Stepchange reported in November 2020 that 29% of adults (around 15 million people) in Great Britain have experienced at least one negative change of circumstances following the beginning of the coronavirus outbreak. These changes include furlough with a reduction in salary, unemployment or redundancy, a reduction in the number of hours worked and a fall in income from self-employment or due to parental leave, self-isolation or care responsibilities (but excludes furlough without a reduction in salary). 17% of those whose financial situation has been negatively impacted by coronavirus have experienced one or more forms of hardship since March, including going without meals and rationing basic utilities (this compares to 4% among those not affected). The result of this is an increase in personal debt, with an estimated 2.87 million people affected by coronavirus now at high risk of long-term debt problems. Financially vulnerable groups affected by coronavirus have disproportionately experienced difficulty. This includes young adults no longer in education or able to access family support and families with dependent children—particularly single parents—who have been squeezed by falls in income alongside additional costs linked to care for children during the pandemic.

Social Capital and community

19. In the early phase of lockdown there was a notable increase in community-led groups and local responses to support vulnerable people. Some international research has suggested that areas with higher levels of pre-existing social capital may have initially seen higher levels of transmission, but subsequently been more able to respond to Covid-19, more likely to comply with health advice and overall be more resilient. Local data suggested that there was an increased level of residents feeling part of their community, which may be temporary, but clearly is something that, if retained, could enhance future resilience of communities.

Digital exclusion.

20. The Good Things Foundation in its 'Digital Nation UK 2020' highlighted that Covid-19 has exacerbated the so-called 'digital divide' through an inability to afford internet access, isolation and not knowing where to access support. It

also highlights how digital access has helped people in the pandemic as a vital support, using mobile payments, and improving skills. There is a likelihood of this interacting with other areas of social exclusion. For example it may have exacerbated the attainment gap in education (which disproportionately affects certain groups of children), deepened social isolation for older people, and further restricted access to basic financial services such as bank accounts.

21. Taken together, the overall picture of these reports is that there are likely to be a number of ways in which there is a long-term impact of Covid-19 on social inclusion for certain segments of the population, long after the current health risks from the pandemic are contained. This, however, is not an inevitable consequence; awareness of the risk and clarity on the groups and likely impacts provides the opportunity to make national and local policy choices that tackle some aspects this potential exclusion, to mitigate and reverse the adverse aspects and to retain any positive developments that have arisen during the pandemic.



DRAFT

Equality Information Report 2021



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Introduction

- Norwich has a long history of being a radical, innovative city. We are increasingly recognised for our strong economy, quality of life and vibrancy. But we know there are some parts of our city where there is inequality and poverty that we must continue to challenge and tackle.
- The [Norwich 2040 City Vision](#) brings the whole city, its people, businesses and institutions working together to make the Norwich of 2040 the best place to be. It will be a fair city where people care about equality; there is a fair system; and communities are diverse.
- Norwich City Council is at the heart of the city. We work creatively, flexibly and in partnership with others to create a city of which we can all be proud. We provide good services to our residents, visitors and businesses, whilst enabling people to help themselves and ensuring that those who need extra help can access it.
- Equality is a theme running throughout our [Corporate Plan 2019-22](#) which supports our vision to make Norwich a fine city for all by putting people and the city first. [The State of Norwich](#) provides statistical information about Norwich - people, place, economy and wellbeing.
- This Equality Information Report forms part of Norwich City Council's demonstration of its legal compliance against the Public Sector Equality Duty (PSED) which is part of the Equality Act 2010.



Equality Act 2010

As part of the **Equality Act 2010**, the council must demonstrate due regard to three general equality duties across its 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.

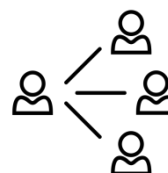
The council must also publish **equality data** about the people:

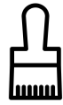


who **live** in Norwich

who **work** at the council

who **use** its services.

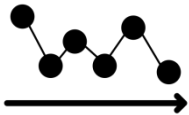




Report format



The **report** has been **revised** to make it more **infographic** lead, so that the key messages are **clearer**.



It includes brief **commentary** on some of the **key data**, especially where there are notable **changes** or local **variances**.



Information is mainly provided at a **city level**, where data is also available at **regional** and **national levels**, this has been **included**.



Data sources are referenced at the end of the report.



Further information

If you would like further information about the contents of this report please:



01603 989272



strategy@norwich.gov.uk

If you would like this report in another format:



language



braille



audio CD



large print



www.norwich.gov.uk/accessibility

www.norwich.gov.uk/intran



0344 980 3333

Our residents





Our residents



Age

	Norwich	Norfolk	England
0-14	16.1%	16.0%	18.1%
15-39	42.9%	27.8%	31.8%
40-64	26.0%	31.7%	31.7%
65-84	12.7%	21.1%	15.9%
85+	2.4%	3.4%	2.5%



Population

Norwich	Norfolk	England
140,573	907,760	56,286,961



Gender

Male
Female

Norwich	Norfolk	England
49.6%	49.1%	49.4%
50.4%	50.9%	50.6%



Ethnicity

	Norwich	Norfolk	England
Total White	90.8%	96.4%	86.0%
White non-British	6.1%	4.0%	5.5%
Total Black, Asian or minority ethnic group	9.2%	3.5%	14.0%
Asian/Asian British	4.4%	1.6%	7.5%
Black/African/Caribbean/Black British	1.6%	0.6%	3.3%
Mixed heritage	2.3%	1.1%	2.2%
Other ethnic group	0.8%	0.2%	1.0%

Our residents



Disability

Day to day activities

	Norwich	Norfolk	England
Limited a lot	8.6%	9.1%	8.3%
Limited a little	9.8%	11%	9.3%
Not limited	81.6%	79.9%	82.4%

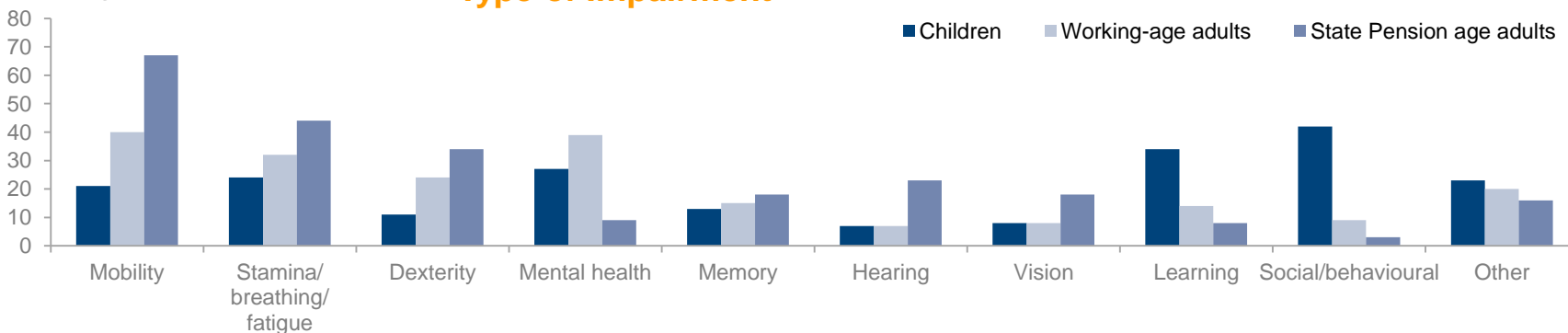
Mental health

	Norwich	Norfolk	England
Population aged 16 to 64 with common mental disorders	15.7%	13.0%	13.5%
Population aged 65 + with common mental disorders	1.7%	2.4%	1.80%

Equality Act disability

	Norwich	Norfolk	England
Disabled aged 16-64	16.7%	13.3%	12.1%
Work-limiting disabled aged 16-64	16.4%	10.7%	10.0%
Disabled or work-limiting disabled aged 16-64	19.3%	14.7%	13.3%
Not disabled aged 16-64	47.5%	42.8%	48.2%

Percentage of disabled people UK





Our residents



Religion or belief

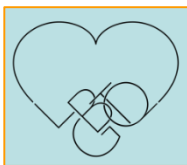
	Norwich	Norfolk	England
Christian	44.9%	61.0%	59.4%
Buddhist	0.7%	0.3%	0.5%
Hindu	0.8%	0.3%	1.5%
Jewish	0.2%	0.1%	0.5%
Muslim	2.0%	0.6%	5.0%
Sikh	0.1%	0.1%	0.8%
Other	0.7%	0.5%	0.4%
No religion	42.5%	29.6%	24.7%
Not stated	8.2%	7.6%	7.2%



Marriage and civil partnership

	Norwich	England
Single (never married or never registered a same-sex civil partnership)	46.9%	34.6%
Married	33.4%	46.6%
In a registered same-sex civil partnership	0.3%	0.2%
Separated (but still legally married or still legally in a same-sex civil partnership)	2.6%	2.7%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	10.7%	9.0%
Widowed or surviving partner from a same-sex civil partnership	6.1%	6.9%

Sexual orientation



	Norwich*	Norfolk*	East	England
Heterosexual/straight	94.1%	96.3%	96.1%	94.4%
Gay or lesbian	2.6%	1%	1.1%	1.4%
Bisexual	2.9%	0.8%	1%	0.9%
Other	u**	0.2%	0.5%	0.6%
Don't know or refuse	u**	1.6%	1.4%	2.8%

* based on 3 year pooled APS dataset for 2016 to 2018

** values suppressed as based on sample of less than 3 people & considered unreliable



Our residents

Gender reassignment



No reliable data is available until Census 2021 but it is estimated that around 1% of the UK population is to be gender variant.

Pregnancy and maternity



Births in 2019

Norwich	1,471
Norfolk	8,083
England	610,505
England & Wales	640,209

Age of birth mothers in England							
2019	Under 20	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 and over
East	2.4%	12.5%	27.4%	33.8%	19.3%	4.3%	0.3%
England	2.7%	13.4%	27%	32.9%	19.3%	4.3%	0.4%

Looked after children



Number and rate per 10,000 children aged under 18 **as at 31 March 2019**

	Number	Rate
Norfolk	1,188	70
East of England	6,740	50
England	78,150	65

Rough sleepers

Known rough sleepers

Q3 2019/20	49
Q4 2019/20	65
Q1 2020/21	51
Q2 2020/21	44



Carers

	Norwich	England
1-19 hours of unpaid care	5.7%	6.5%
20-49 hours of unpaid care	1.1%	1.4%
50+ hours of unpaid care	2.2%	2.4%



Our residents

Socio-Economic Classification (NS-SEC)

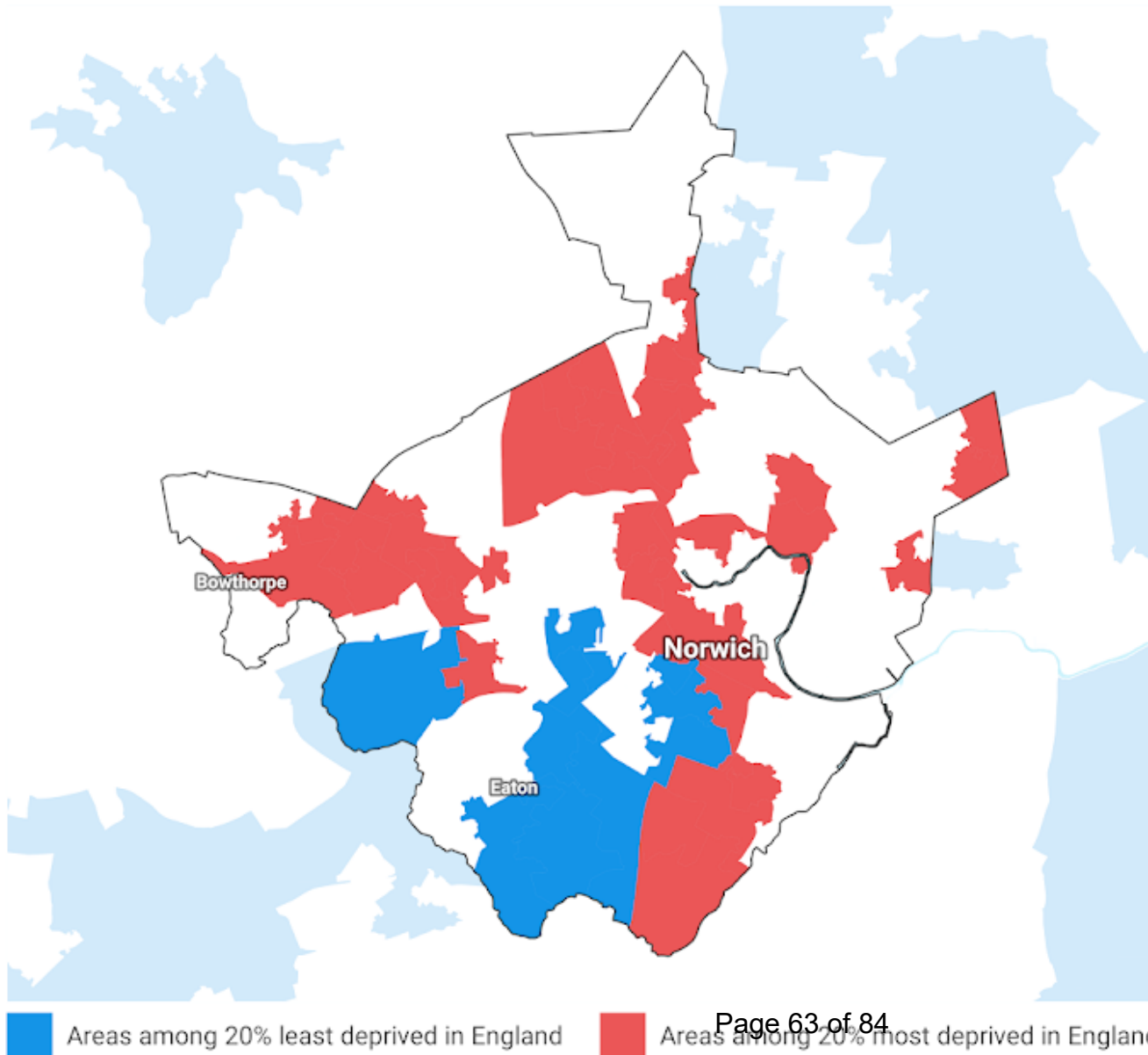


Socio-Economic Classification (2011)									
	1	2	3	4	5	6	7	8	L15
Norwich	9.3%	18.4%	10.9%	6.8%	6.5%	15.3%	12.6%	5.4%	14.8%
Norfolk	8.3%	19.7%	12.5%	11.2%	8.0%	17.1%	12.4%	3.9%	6.8%
England	10.4%	20.9%	12.8%	9.4%	6.9%	14.0%	11.0%	5.6%	9.0%

Socio-Economic Classification Key	
1.	Higher managerial and professional occupations (e.g. directors, clergy and medical practioners)
2.	Lower managerial and professional occupations (e.g. teachers, nurses and journalists)
3.	Intermediate occupations (e.g. travel agents, medical secretaries and police officers)
4.	Small employers and own account workers (e.g. taxi-cab drivers, product designers)
5.	Lower supervisory and technical occupations (e.g. electricians, train drivers, bakers)
6.	Semi-routine occupations (e.g. traffic wardens, dental workers and scaffolders)
7.	Routine occupations (e.g. cleaners, waiters/waitresses)
8.	Never worked and long-term unemployed
L15.	Full-time students

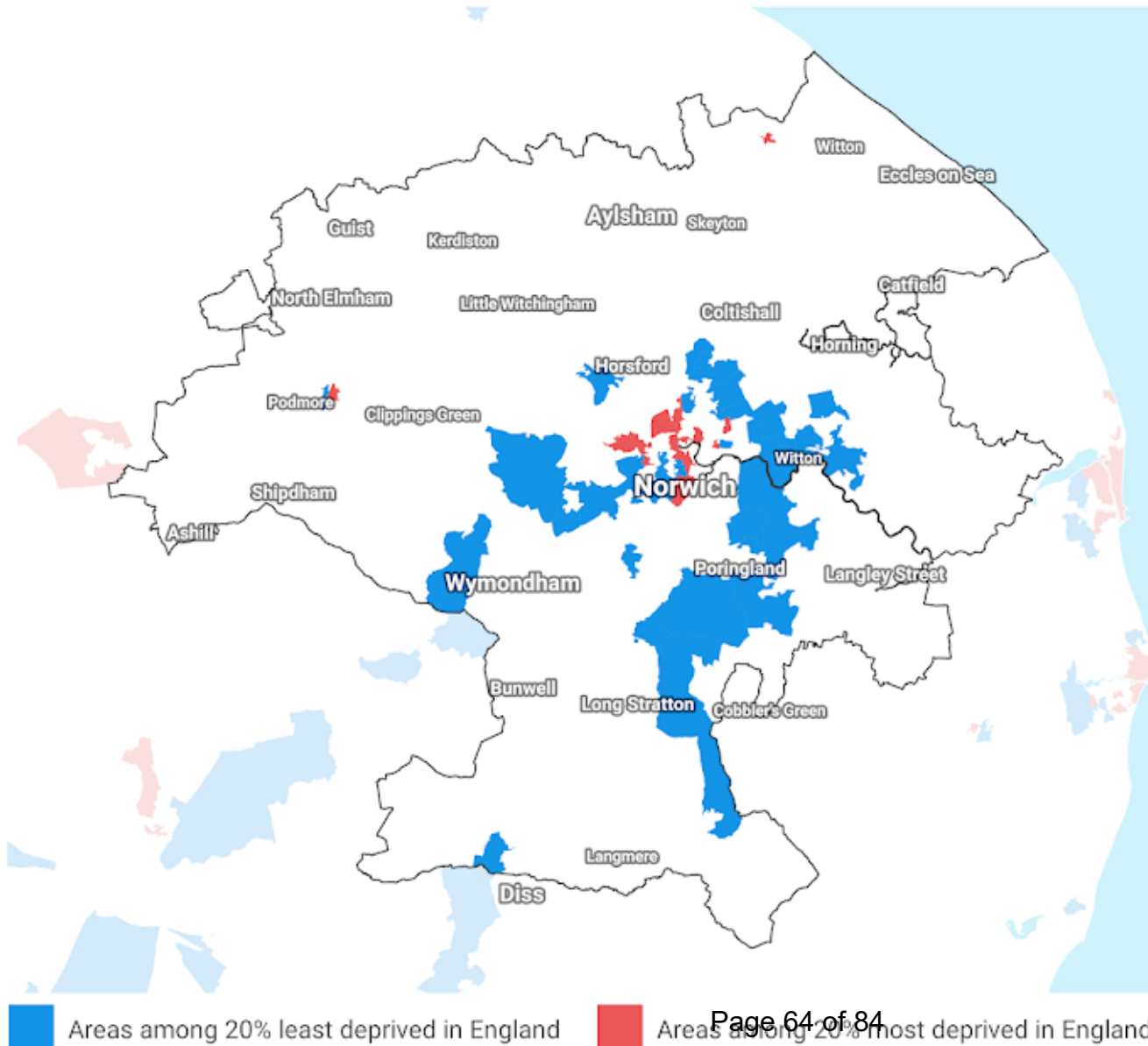
11:33

This is the 20:20 Index which shows the ratio of small areas (LSOAs) within the Local Authority that are among the 20% least (blue) or 20% most (red) deprived nationally based on income, showing local economic imbalance.



47:35

This is the 20:20 Index which shows the ratio of small areas (LSOAs) within the Travel to Work Area that are among the 20% least (blue) or 20% most (red) deprived nationally based on income, showing local economic imbalance.





Our residents - commentary



There is slight drop in population figures for Norwich, see population estimates table below, with less births in the last year but slight growths in the higher age brackets, reflecting the national trend that people are living longer (see Age table on page 8 and Births table on page 10).

-	Norwich	East of England	Great Britain	% increase in Norwich
2015	138,100	6,076,000	63,258,400	1.1%
2016	139,900	6,129,000	63,785,900	1.3%
2017	140,400	6,168,400	64,169,400	0.4%
2018	141,137	6,201,214	64,553,900	0.5%
2019	140,573	6,236,072	64,903,140	-0.4%



Disability data now includes information on mental health, those classed as disabled under the Equality Act 2010 and national picture of the types of impairment. Norwich is more likely to have working age residents with a common mental disorder compared with Norfolk and England. This is also the case across disability as defined under the Equality Act.



Last year's report showed a rise in the number and rate of **Looked after children** at a national, regional and local level. The latest data is not available at the time of writing this report, Nov 2020.



There has been significant funding to help rough sleepers throughout the pandemic through the 'Everybody In' initiative. This allowed the council to accommodate 120 rough sleepers, or those at risk of rough sleeping.



Sexual orientation data has been expanded to include Norwich figures based on 3 year pooled Annual Population Survey datasets from 2016 to 2018 by Office for National Statistics (ONS).



The **socio-economic** table on page 11 show the proportion of full-time **students** was **higher** in Norwich than in Norfolk or England. These figures will be updated after the Census 2021 along with a number of other data sets used to inform this report.

Hate Crimes & Incidents



Waiting for latest data from **Norfolk police**

Pages 16-18

Supporting Communities

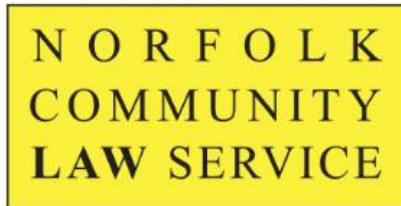




Supporting Communities



The council has funded and/or supported the following projects, and organisations over the last year. This is not a complete list.



Creating Connections | Building Communities



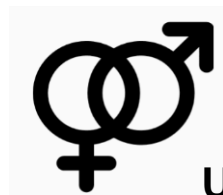
NORWICH INDEPENDENT LIVING GROUP

Our Customers





Our customers (tenants)



Gender

Male	41%
Female	58.3%
Unknown	0.7%

Disability



Not Disabled	66.4%
Disabled	31.8%
Unknown	1.8%

The data on this page relates to the named Norwich City Council tenant, and not all occupants of the household, as of September 2020.

Ethnicity



Asian/Asian British	1.3%
Black/African/Caribbean/Black British	1.9%
Mixed heritage	0.9%
Other ethnic groups	0.7%
Unknown ethnicity	0.7%
White-British	85.4%
White-non British	9.0%

Age



15-24	4.2%
25-34	16.9%
35-44	18.1%
45-54	19.1%
55-59	8.5%
60-64	7%
65-74	13.1%
75-84	8.5%
85+	4.5%



Our customers (all services)



Complaints

Translations & interpretations

LANGUAGE	BOOKINGS	%
ARABIC	87	16
LITHUANIAN	75	14
POLISH	62	11
PORTUGUESE	38	7
KURDISH - SORANI	33	6
HUNGARIAN	30	6
ROMANIAN	26	5
BENGALI	19	3
AMHARIC	18	3
RUSSIAN	18	3
FARSI	17	3
MANDARIN	16	3
BULGARIAN	14	3
BSL	12	2
SWAHILI	9	2
BENGALI-SYLHETI	8	1
LATVIAN	8	1
CANTONESE	7	1
FRENCH	7	1
OTHER (16 languages)	40	7
TOTAL	544	



	Number	Percentage
Ethnicity		
Asian/Asian British	8	0.45%
Black/African/Caribbean/Black British	8	0.45%
Mixed heritage	14	0.79%
Other ethnic groups	10	0.56%
White-British	658	36.97%
White-non British	50	2.80%
Unknown/declined to answer	1032	57.98%
Gender		
Female	714	40.11%
Male	562	31.57%
Unknown/declined to answer	504	28.31%
Disability		
Disabled	236	13.26%
Non-disabled	613	34.44%
Unknown/declined to answer	931	52.30%
Age		
<=19	4	0.22%
20-29	156	8.76%
30-39	226	12.70%
40-49	211	11.85%
50-59	209	11.74%
60-69	109	6.12%
70-79	91	5.11%
80-89	23	1.29%
90-99	2	0.11%
Unknown/declined to answer	749	42.08%
Total number of complaints 2019-2020	1780	





Our customers- commentary



Information relating to **Norwich City Council tenants** has seen very little change over the last 12 months. There has been a slight shift in the **ethnicity** of tenants with a drop from 6.1% to 4.8% for those who are not white. Until the Census 2021 we will not know if this is reflective of ethnicity changes across the city as a whole.



The council has provided 11.7% more translations and interpretations for its customers this year, with the number of languages increasing to 35. Big increases are in Arabic (+36), Polish (+44) with drops in Lithuanian (-14), Hungarian (-24) and Mandarin (-17). Vietnamese was fifth in the table of requests last year with 40 requests to just 3 this year.



NEW



This year a breakdown in **ethnicity** is included in the complaints analysis. There has been slight rise in complaints from non-white customers, with a drop in complaints from white customers but a 10% increase in customers' ethnicity not being recorded. This likely reflects the move to more digital contact from customers. Data collection will form part of the forthcoming council wide Equalities review.



The **gender split** of complainants remains largely **unchanged** from last year, with the gender of the complainant not being known in almost a third of cases, similar to last year. Again this likely reflects the move to more digital contact from customers. Data collection will form part of the forthcoming council wide Equalities review.



The **disability** and **age** split remains largely unchanged from last year, which saw marked differences. Overall, the number of complaints has reduced by 8.6% which whilst positive, could also be the result of the Customer Contact Centre being closed since March 2020 due to Covid-19 and therefore customers not lodging their complaint in person.

Our Economy





Our economy

Pay

	Median hourly pay (residents) £		
	Male full time workers	Female full time workers	Total full time workers
Norwich	13.24	14.48	13.50
New Anglia LEP	13.97	12.74	13.50
East of England	16.01	14.65	15.38
Great Britain	15.64	14.42	15.18

	Median hourly pay (workplace) £		
	Male full time workers	Female full time workers	Total full time workers
Norwich	15.06	13.95	14.36
New Anglia LEP	13.62	12.64	13.27
East of England	14.75	13.73	14.37
Great Britain	15.63	14.41	15.17



Employment

	Claimant count by gender November 2020		
	Males	Females	Total
Norwich	3,730	2,465	6,195
New Anglia LEP	28,090	20,470	48,560
East of England	117,535	86,510	204,050
Great Britain	1,510,360	1,041,795	2,552,155

	Claimants as % of residents aged 16-64 November 2020		
	Males	Females	Total
Norwich	7.8	5.2	6.5
New Anglia LEP	5.8	4.2	5.0
East of England	6.2	4.5	5.4
Great Britain	7.5	5.1	6.3

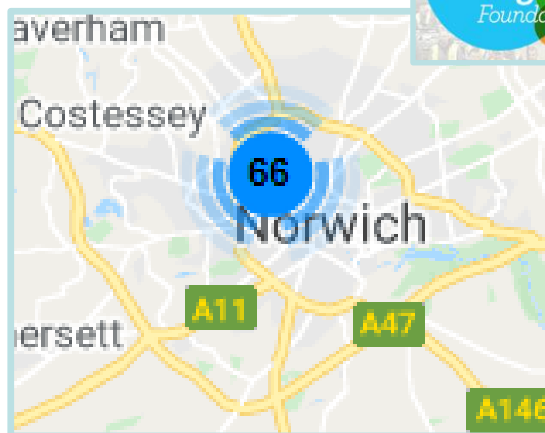


Our economy

Living Wage

Living Wage Foundation Employers

Norwich	66
Norfolk	132
East of England	265
UK	6970



100% of employees working on contracts with a value over £25k tendered by Norwich City Council are paid the Living Wage Foundation's living wage.



Digital Inclusion

New learners supported

Ages of learners

	Oct 2019 - Mar 2020	Apr 20 - Sept 2020
Under 25	4	2
25 - 65	130	12
Over 65	26	2

Activities

Foundation skills	24	8
Problem solving skills	53	3
Communicating skills	76	8
Handling info & content skills	37	5
Transacting skills*	128	3
Being safe, legal & confident online	7	0

Total	325	27
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* inc help with Universal Credit	68	4
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* Inc help with Council business	11	0
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Our economy - commentary



Whilst the median full time hourly pay for **residents** in Norwich, and the New Anglia Local Enterprise Partnership (LEP) area has **increased** at a higher rate than the national and regional figures since the last report, it still remains a lower hourly pay.



The median full time hourly pay for resident **females** has **increased** by 22% meaning that they get paid £1.24 per hour more than males and 6p more than the national rate.



The **pay gap** between males and females **working** in Norwich, which includes those living outside the city, has **increased** by 3.7% this year with men being paid £1.11 per hour more than women. This goes against the regional and national trends which show a reduction in pay gap.



In the past 12 months the proportion of **residents economically inactive** has **more than doubled** with Covid-19 being a key factor in this increase. This is the case at a local, regional and national level. 7.8% of men (105% increase) and 5.2% of women (108% increase) are economically inactive in Norwich. The age breakdown for claimants is no longer available.

A caveat to the district level data for pay and employment is that due to a smaller sample size, some of the results contain a reasonably large margin of error.

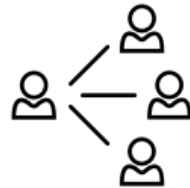


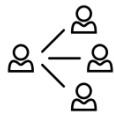
There has been an **decrease** in the number of **living wage employers** from 68 to 66. Note **many** employers pay the living wage who are not accredited with Living Wage Foundation.



There has been a slight **increase** in the number of residents receiving digital support over the last year. The figures have been split into two parts showing how Covid-19 has affected the ability to deliver the service. Based on the first half of the year, it is likely that the service would have helped a further 80% of people. The digital inclusion is covered in the council's Covid-19 blueprint for recovery, along with the economic, financial and employment impacts.

Council Employees





Council Employees



Gender



Male	43%
Female	57%

Disability



Yes	11%
No	78%
Prefer not to say	11%

The data on this page is for the period April 2019 - March 2020

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.

As of 31st March 2020, there were **638** employees of Norwich City Council



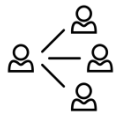
Ethnicity

Non-white	3%
White	92%
Prefer not to say	5%

Age



16-29	7%
30-44	35%
45-59	46%
60-64	10%
65+	2%



Council Employees

Training

2651 corporate training sessions attended



Age

16-29	14%
30-44	37%
45-59	40%
60-64	8%
65+	1%

Male	39%
Female	61%
Disability	9%
No Disability	76%
Unknown	15%
Non-white	2%
White	97%
Unknown	7%



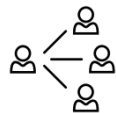
Gender pay gap (snapshot date 31 March 2019)

Hourly wages pay gap: Women earn £1 for every £1 that men earn when comparing median hourly wages. Women's median hourly wage is the same as men's. Women's mean hourly wage is 3.4% lower than men's due to the higher prevalence of part-time female workers.



Recruitment

	Ethnicity			
	White	Non-white	Unspecified	Totals
Applicants	999	98	955	2052
Shortlisted	278	22	48	348
Offered	98	7	3	108
	Disabled			
	Yes	No	Unspecified	Totals
Applicants	75	883	1094	2052
Shortlisted	21	248	79	348
Offered	3	88	17	108
	Gender			
	Female	Male	Unspecified	Totals
Applicants	562	545	945	2052
Shortlisted	158	153	37	348
Offered	55	52	1	108



Council Employees - commentary



	<p>The data for disciplinary, grievance, leavers and promotions for the year 2019/20 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.</p>
	<p>Overall there has been a small decrease in the number of posts recruited to, 113 last year and 108 this year. The figures for applicants relates to everyone who started the recruitment process including those who did not then submit their application and those who submitted an application but withdrew it prior to short-listing.</p>
	<p>The proportion of employees with a disability remains largely unchanged, and there is still an under-representation of Black, Asian and Minority Ethnic (BAME) employees.</p>
	<p>The percentage of employees by age range again remains largely unchanged with the majority of employees between 30 and 59 years old which reflects the working age population. However, there continues to be an under representation of younger employees.</p>
	<p>There are no further updates in terms of the other protected characteristics since the last report.</p>
	<p>From 2017, organisations with 250 or more employees have been legally obliged to publish and report specific figures on their gender pay gap. Data for 31 March 2020 is due to be reported by 30 March 2021 on our website and GOV.UK https://gender-pay-gap.service.gov.uk/</p>

















Data Sources



Data sources






Our residents

	Population	Mid-year population estimates 2019, ONS
	Ethnicity	Census 2011
	Disability	Census 2011, Annual Population Survey 2019, Norfolk Insight Health Profiles
	Gender	Mid-year population estimates 2019, ONS
	Age	Mid-year population estimates 2019, ONS
	Sexual orientation	Annual Population Survey (2016-2018), ONS
	Religion	Census 2011
	Marriage/ Civil P'ship	Census 2011
	Gender reassignment	NHS Gender Dysphoria
	Looked After Children	Children Looked After March 2019, Department of Education
	Pregnancy/ maternity	Birth summary statistics 2019, ONS
	Rough sleepers	St Martin's Housing Trust statistical reports 2019-20 and 2020-21
	Carers	Census 2011
	Socio-Economic Classes	Census 2011
	Economic imbalance	Atlas of Inequality, University of Sheffield
	Hate crime	Norfolk Police Hate Crimes & Incidents in Norwich 04/2019 – 03/2020

Data sources



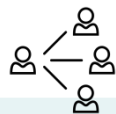
Our customers

	Our tenants	All data based on our lead tenants as of September 2020
	Complaints	Formal complaints received by the council for 2019-20
	Translations	Data from INTRAN for 2019-20



Our economy

	Pay	Annual hours and earnings survey 2020, ONS
	Employment	Claimant Count rate unemployment, Oct 2020, ONS
	Living wage	Living Wage Foundation Accredited Employers November 2020 & Internal procurement records November 2020
	Digital inclusion	Internal digital inclusion records October 2019 to September 2020



Norwich City Council employees

	Our employees	Internal Human Resources data for 2019 - 2020 and as at 31/03/2020
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