

Report to Cabinet
12 February 2020
Report of Strategy manager
Subject Equality Information Report 2020

Item

8

Purpose

To consider the annual equality information report.

Recommendation

To approve publication of the annual equality information report.

Corporate and service priorities

The report helps to meet the corporate priority People living well

Financial implications

None

Ward/s: All Wards

Cabinet member: Councillor Davis - Social inclusion

Contact officers

Adam Clark, Strategy Manager 01603 212273

Dawn Bradshaw, Head of HR & Learning 01603 212434

Background documents

None

Report

1. The draft annual equality report is submitted for review and approval in appendix 1.
2. As a local authority, the council has a statutory requirement to publish an annual Equality Information Report. This year's Equality Information Report follows the new format introduced in last year's report. All previous reports can be found on the council [website](#).
3. The format makes the report more infographic led, so that the key messages are clear. By doing this it makes it easier for stakeholders to source the key data that they need quickly, as well as making it more accessible to a range of audiences. An easy read version will also be available.
4. The report also includes brief commentary on some of the key data, especially where there are notable changes or local variances. The information is mainly provided at a city level, but some of the data is also available at other geographies through national and local data sources. Where possible, these sources are referenced at the end of the Equality Information Report.
5. It should be noted that the report covers data from either the period 1 April 2018 to 31 March 2019 or a snapshot at the time of gathering data for the report. This includes data received from Norfolk Police on hate crimes and incidents.
6. Ordinarily the report would have been presented to Scrutiny committee in December however due to the General Election being held on 12 December 2019, the meeting did not take place. A draft version of this report was presented to Informal Cabinet on 22 January. The report has also been published on e-councillor for members to review, and where possible, comments and recommendations have been reflected in this draft.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	12 February 2020
Director / Head of service	Strategy Manager
Report subject:	Annual equality information report
Date assessed:	24 January 2020

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

Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The report provides information about how the council discharges its duties under the Equality Act, which allows for identification of areas for improvement
Eliminating discrimination & harassment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allows identification of risks around liabilities under the Public Sector Equality Duty

Recommendations from impact assessment

Positive

Officers and members should consider the evidence in the report to identify ways in which the council can enhance its activities as a provider of services and as an employer. The data included should be used to inform specific equality impact assessments.

Negative

Neutral

Issues



Equality Information Report 2020



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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 2020 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.

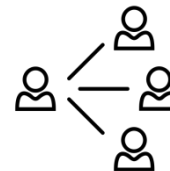
The council must also publish **equality data** about the people:



who **live** in Norwich

who **work** at the council

who **use** its services.

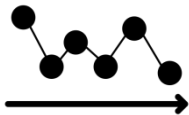




Report format



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 212273



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



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%

Age



	Norwich	Norfolk	England
0-14	16.2%	16.0%	18.2%
15-39	42.9%	28.1%	32.0%
40-64	26.0%	31.8%	31.7%
65-84	12.5%	21.0%	15.7%
85+	2.3%	3.4%	2.4%

Gender



Female	50.40%
Male	49.60%

141,137 people live in Norwich

Disability

Day to day activity limited due to disability (all ages)

Physical Disability 18-64 year olds

	Moderate	Serious
Norwich	6.8%	1.9%
England	7.8%	2.3%



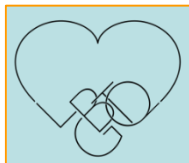
	A little	A lot	Total
Norwich	9.8%	8.6%	18.4%
Norfolk	11.0%	9.3%	20.3%
England	9.3%	8.3%	17.6%



Our residents

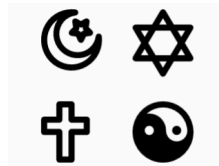
Sexual orientation

At least 2/5 respondents to the national LGBT survey 2018 had experienced verbal harassment or physical violence due to their sexual orientation in last 12 months. More than 9/10 of the most serious incidents went unreported as they felt, "it happens all the time".



	East	England	UK
Heterosexual or straight	95.3%	92.7%	93.2%
Gay or lesbian	0.8%	1.3%	1.3%
Bisexual	0.7%	0.8%	0.7%
Other	1.0%	0.6%	0.6%
Don't know or refuse	2.3%	4.5%	4.1%

% Estimates based on Annual Population Survey



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%



Our residents

Gender reassignment



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

Pregnancy and maternity



Births in 2018

Norwich	1,530
Norfolk	8,436
England and Wales	657,076

Age of birth mothers in England and Wales

	Under 20	20 to 24	25 to 29	30 to 34	35 to 39	40 and over
England & Wales	3.0%	14.4%	28.0%	31.9%	18.4%	4.3%

Looked after children

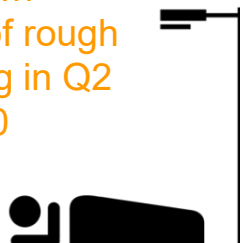


Number and rate per 10,000 children aged under 18 **as at 31 March 2019**

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

Rough sleepers

60 known cases of rough sleeping in Q2 2019/20



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)

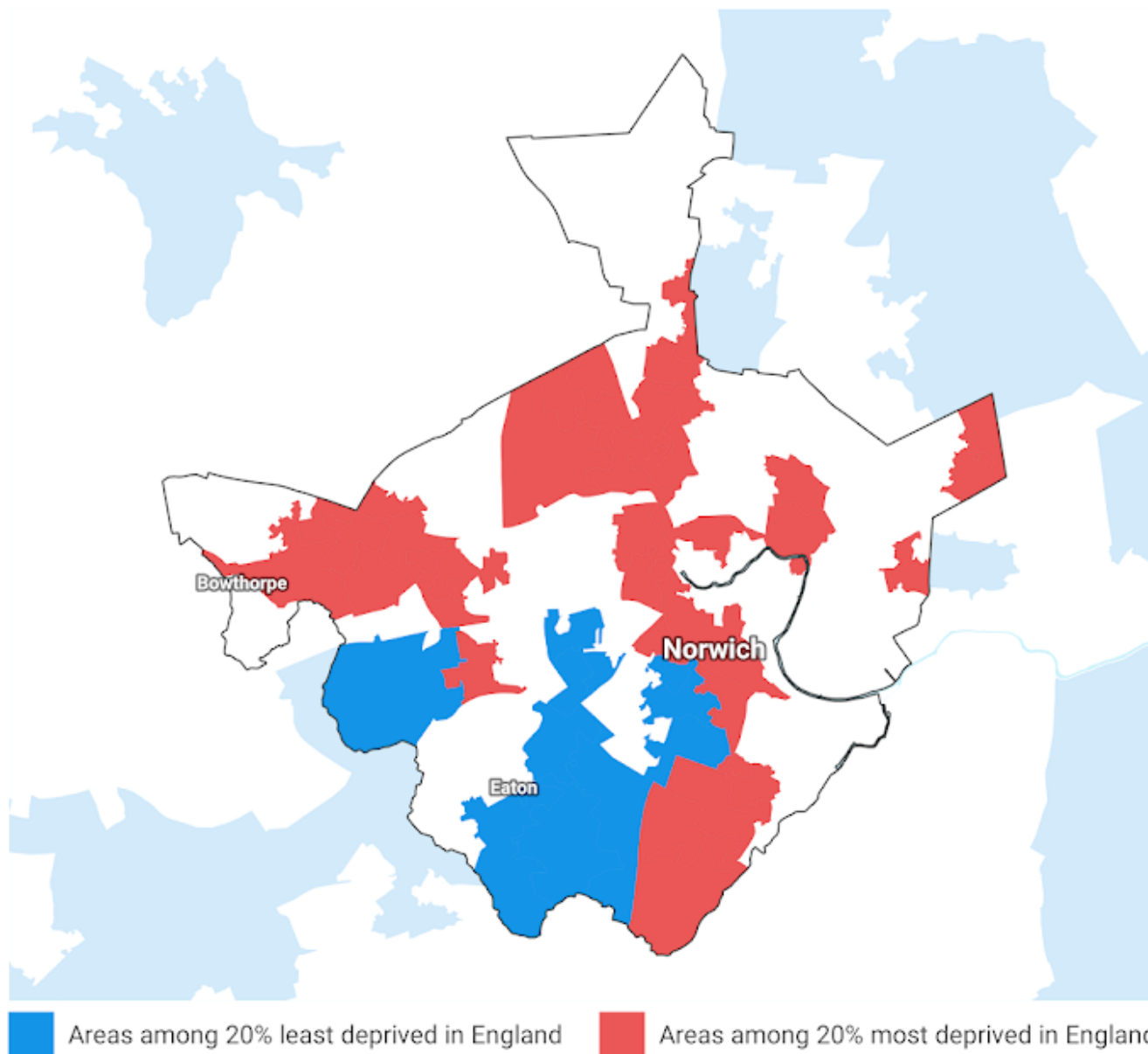


Socio-Economic Classification (2011)									
	1	2	3	4	5	6	7	8	L15
Norwich	9.3%	18.4%	10.9%	6.8%	6.5%	15.3%	12.6%	5.4%	14.8%
Norfolk	8.3%	19.7%	12.5%	11.2%	8.0%	17.1%	12.4%	3.9%	6.8%
England	10.4%	20.9%	12.8%	9.4%	6.9%	14.0%	11.0%	5.6%	9.0%

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

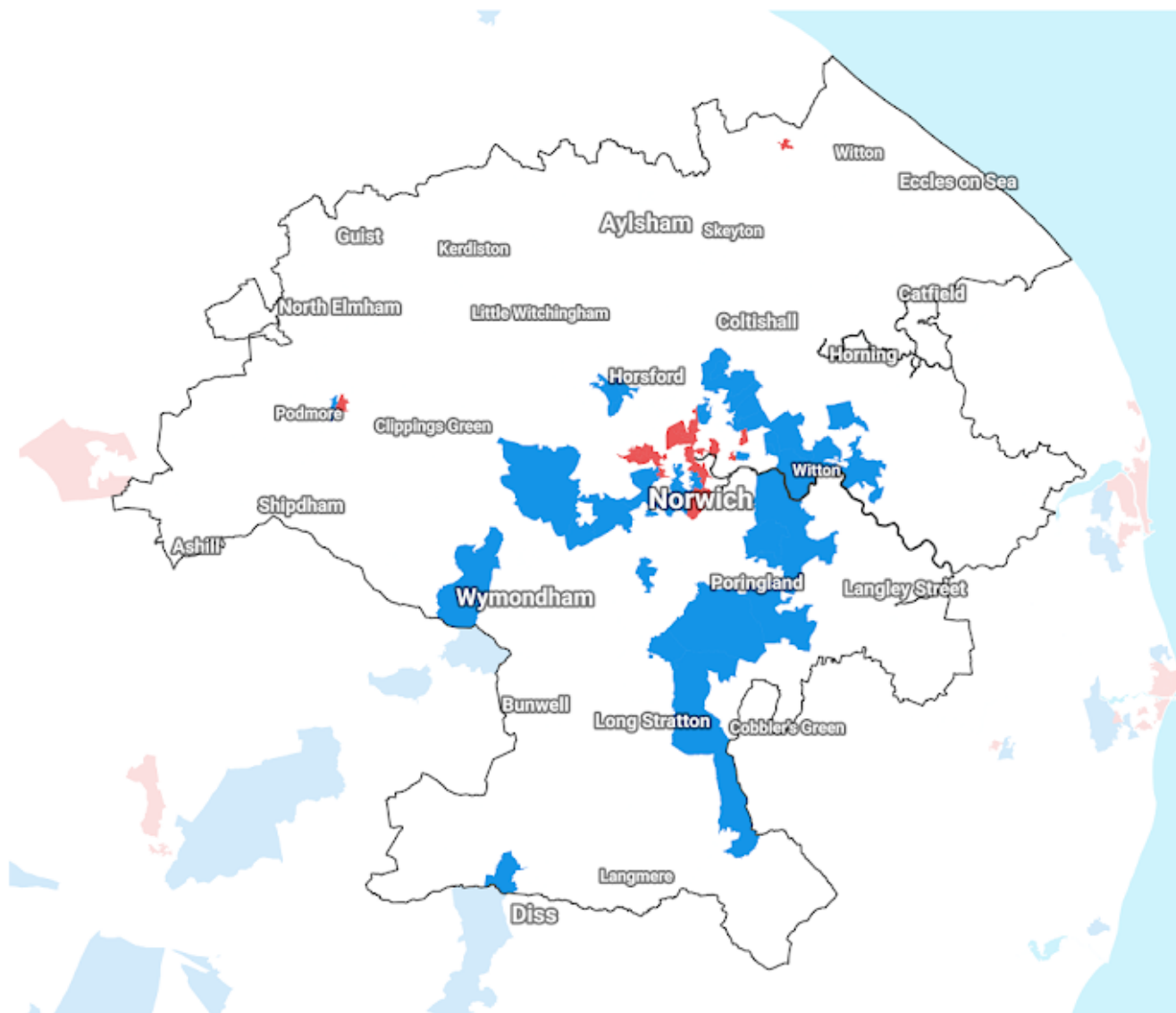
11:33

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.



■ Areas among 20% least deprived in England ■ Areas among 20% most deprived in England



Our residents - commentary



A revised method for calculating **population** estimates provides more accurate figures, shown in the table below:

	Norwich	East of England	Great Britain	% increase in Norwich on previous year
2014	136,600	6,017,300	62,756,300	
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%



Disability figures remain relatively **consistent**. This year estimated figures for those with a moderate or serious disability are included, showing Norwich to have **below** the national average in both cases.



Over the last year there has been a rise in the number and rate of **Looked after children** at a national, regional and local level. However, the local rate remains higher than both the regional and national rate.



The number of individual rough sleepers found sleeping rough in quarter 2 has risen, however this could be due to Pathways reaching more people.



As can be seen, at the time of the most recent census, the proportion of full-time **students** was **higher** in Norwich than in Norfolk or England.

Hate Crimes & Incidents



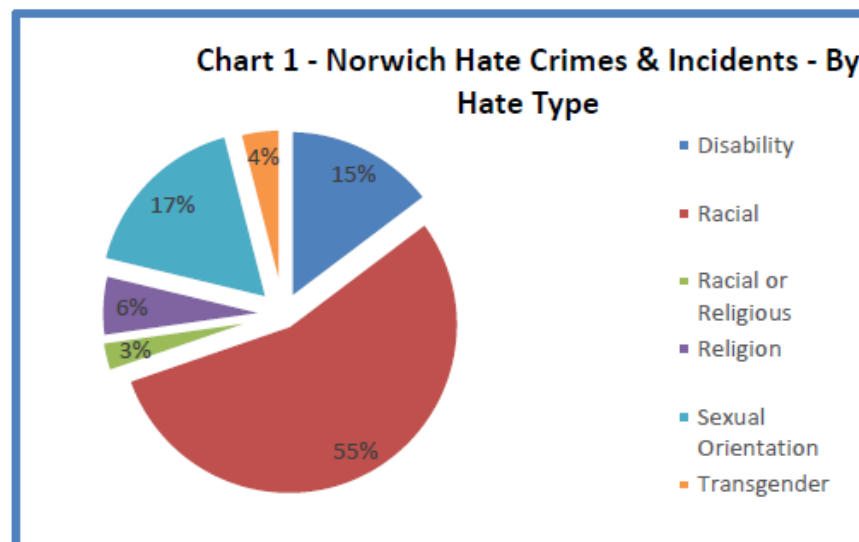


Hate crimes and incidents

Type of Hate Crime or Incident		Norwich Total	Norfolk Total	% of crime and incident types in Norwich as a proportion of Norfolk
Crimes	Hate Crime – Disability**	70	185	37.8%
	Hate Crime - Racial	271	653	41.5%
	Hate Crime - Racial or Religious*	18	48	37.5%
	Hate Crime - Religion	26	55	47.2%
	Hate Crime - Sexual Orientation	82	160	51.2%
	Hate Crime - Transgender	11	36	30.5%
Crimes Total		478	1137	42.0%
Incidents	Hate Incident - Disability**	18	60	30.0%
	Hate Incident - Racial	58	143	40.5%
	Hate Incident - Religion	10	19	52.6%
	Hate Incident - Sexual Orientation	21	48	43.7%
	Hate Incident - Transgender	13	20	65.0%
Incidents Total		120	290	41.3%

Data covers the period:

01/04/18 – 31/03/19





Hate crimes and incidents - commentary

	<p>A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. It may or may not be a crime. A hate crime is a crime committed against someone because of their protected characteristic.</p>
	<p>There is an overall drop in the number of hate crimes and incidents being recorded in Norwich (10%) and Norfolk (15%) compared with last year.</p>
	<p>However, whilst the figures overall have fallen, the percentage of crime and incidents taking place in Norwich as a proportion of Norfolk has increased slightly from 40% to 42% during the last year.</p>
	<p>The slight increases by hate crime or incident type are for sexual orientation and racial or religious, with a fall in transgender and disability.</p>
	<p>It is likely that the majority of hate crimes or incidents are not reported; therefore higher figures do not always represent more crime, but possibly more reported crime due to more awareness or confidence in reporting. However, if a trend of significant increases continues year on year high, further investigation should be considered to determine whether more can be done across our communities to bring about behavioural change.</p>

Supporting Communities



www.norwich.gov.uk



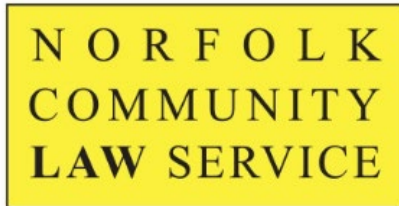
NORWICH
City Council



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



Our Customers





Our customers (tenants)



Gender

Male	41.6%
Female	58.4%

Disability



Not disabled	67.6%
Disabled	30.9%
Unknown	1.1%

The data on this page relates to the named Norwich City Council tenant, and not all occupants of the household, as of November 2019.

Ethnicity



Total white	94.0%
White British	86.3%
White non-British	7.7%
Total black, asian or minority ethnic group	6.1%
Black/African/Caribbean/Black British	2.0%
Asian/Asian British	1.3%
Mixed heritage	1.0%
Other ethnic group	1.8%

Age



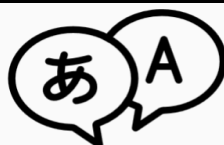
15-24	4.7%
25-34	17.2%
35-44	17.8%
45-54	19.4%
55-59	8.0%
60-64	6.6%
65-74	13.2%
75-84	8.4%
85+	4.6%



Our customers (all services)

Translations & interpretations

LANGUAGE	BOOKINGS	% OF BOOKINGS
LITHUANIAN	89	18.3%
HUNGARIAN	54	11.1%
ARABIC	51	10.5%
PORTUGUESE	42	8.6%
VIETNAMESE	40	8.2%
KURDISH - SORANI	37	7.6%
MANDARIN	33	6.8%
POLISH	18	3.7%
BENGALI	12	2.5%
RUSSIAN	12	2.5%
BENGALI-SYLHETI	12	2.5%
FARSI	11	2.3%
TURKISH	11	2.3%
ROMANIAN	10	2.1%
BULGARIAN	10	2.1%
SPANISH	10	2.1%
OTHER	35	7.2%
TOTAL	487	



Complaints

	Number	Percentage
Ethnicity		
White	829	50.8%
BAME	33	2.0%
Not specified / DTA	771	47.2%
Gender		
Female	634	38.8%
Male	465	28.5%
Not specified / DTA	534	32.7%
Disability		
Non disabled	540	33.1%
Disabled	212	13.0%
Not specified / DTA	881	53.9%
Age		
<=19	0	0.0%
20 - 29	121	7.4%
30 - 39	168	10.3%
40 - 49	182	11.1%
50 - 59	172	10.5%
60 - 69	105	6.4%
70 - 79	94	5.8%
80 - 89	22	1.3%
90 - 99	5	0.3%
Not specified / DTA	764	46.8%
Total no of complaints 2018-19	1947	



Our customers- commentary



Information relating to **Norwich City Council tenants** has seen very little change over the last 12 months. However, please note that the figure given in last year's report for the Ethnicity of tenants: Total black, Asian or minority ethnic group was reported as 5.3%, but this should be 6%.



The council has provided slightly more translations and interpretations for its customers this year, with the number of languages increasing from 10 to 16 plus other.



This year sees **no increase** in the number of **complaints** received.



The **ethnicity breakdown** of complainants remains largely **unchanged** from last year, as does the **gender split**. However almost half of complainants did not specify or declined to give their ethnicity, along with 32% of complainants not providing information regarding their gender.



There are marked changes compared with last year in the number of **complainants** who do (from 25% to 13%) and do not (from 33.7% to 53.9%) specify or decline to say whether they have a disability. This is also the case with the **age** of complainants between **90** and **99** **dropping from 10% to 0.3%**, and those not specifying an age **increasing** from 31.6% to 46.8%. More research needs to be carried out to see what the main issues were and if they are related to the change in how customers can access help and support.

Our Economy





Our economy

Pay



	Median hourly pay (Residents)		
	Male full-time	Female full-time	Total full-time
Norwich	£13.07	£11.90	£12.83
East of England	£16.06	£14.26	£15.33
Great Britain	£15.44	£13.99	£14.88

	Median hourly pay (Workplace)		
	Male full-time	Female full-time	Total full-time
Norwich	£13.57	£12.50	£13.10
East of England	£15.11	£13.42	£14.41
Great Britain	£15.43	£13.98	£14.87

Employment

Claimant count by gender (October 2019)			
	Norwich	East of England	Great Britain
All people	3.1%	2.2%	2.9%
Males	3.8%	2.4%	3.3%
Females	2.5%	2.0%	2.4%

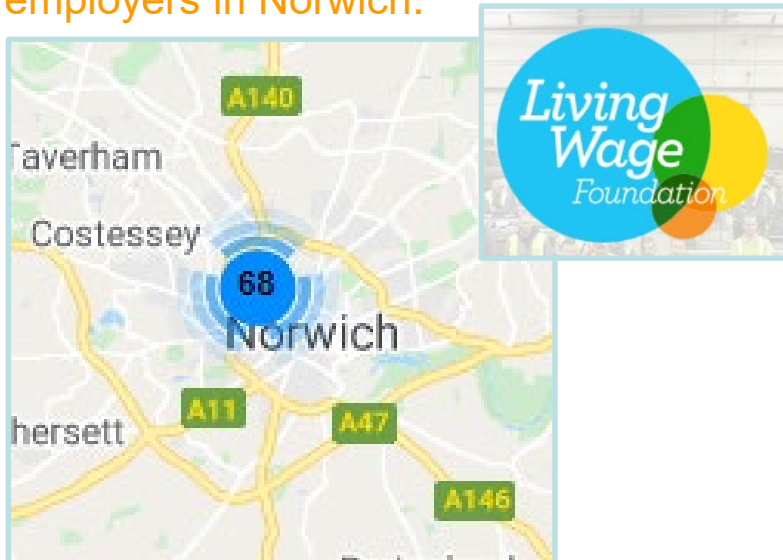
Claimant count by age group (October 2019)			
	Norwich	East of England	Great Britain
Aged 16+	3.1%	2.2%	2.9%
Aged 16 to 17	0.4%	0.2%	0.3%
Aged 18 to 24	2.9%	3.3%	4.0%
Aged 18 to 21	3.0%	3.6%	4.3%
Aged 25 to 49	3.4%	2.3%	3.1%
Aged 50+	3.2%	1.8%	2.4%



Our economy

Living Wage

There are **68** accredited living wage employers in Norwich.



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

People supported from October 2018 to September 2019

Age group	
Under 25	18
25-65	236
65+	78

Type of Support/Activity	
Foundation skills	66
Problem solving skills	100
Communicating skills	120
Handling info & content skills	36
Transacting skills	247
Being safe, legal & confident online	20



Our economy - commentary



The median full-time hourly pay for **residents** in Norwich has **increased** in line with national and regional figures since the last report.



The **pay gap** between males and females **working** in Norwich, which includes those residing outside the city council's boundary, has **decreased** by **55%** (from £2.36 to £1.07 per hour). In the previous report, this gap had seen a significant increase of 35% over the 12 month period.



For **every indicator** relating to **pay**, Norwich is **below** the East of England and national **average**.



In the past 12 months there has generally been an **increase** in the proportion of **residents economically inactive**. Therefore in Norwich, a greater than average number of residents need to claim benefit to support their income, compared with both at a regional and a national level.

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.



Please note that the claimant count data has been updated to include Universal Credit claimants. However, the statistics are currently classed as experimental.

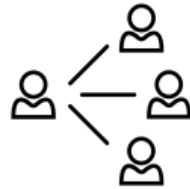


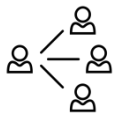
There has been an **increase** in the number of **living wage employers** from 57 to 68.



There has been an 121% **increase** in the number of residents receiving digital support over the last year, with the type of support /activity provided also **increasing** by 224%.

Council Employees





Council Employees

Gender



Male	42%
Female	58%

Disability



Yes	12%
No	75%
Unknown	14%

The data from this page is for the period April 2018 - March 2019 & taken from internal records.

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.

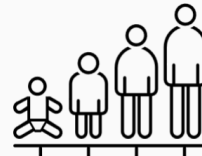
As of 31st March 2019, there were **651** employees of Norwich City Council



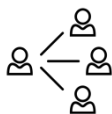
Ethnicity

Non-white	3%
White	92%
Unknown	5%

Age



16-29	6%
30-44	36%
45-59	46%
60-64	9%
65+	2%



Council Employees

Training

2631 corporate training sessions attended



Age

16-29	10%
30-44	43%
45-59	41%
60-64	5%
65+	1%

Male	40%
Female	60%
Disability	9%
No Disability	70%
Unknown	21%
Non-white	3%
White	88%
Unknown	9%



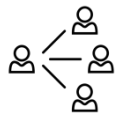
Gender pay gap (snapshot date 31 March 2018)

Hourly wages pay gap: Women earn £1 for every £1 that men earn when comparing median hourly wages. Women's median hourly wage is 3% higher than men's. Women's mean hourly wage is 3% lower than men's due to the higher prevalence of part-time female workers.



Recruitment

	Ethnicity			
	White	Non-white	Unspecified	Totals
Applicants	609	60	41	710
Shortlisted	387	44	24	455
Offered	95	4	14	113
	Disabled			
	Yes	No	Unspecified	Totals
Applicants	64	460	186	710
Shortlisted	48	284	123	455
Offered	9	71	33	113
	Gender			
	Female	Male	Unspecified	Totals
Applicants	336	338	36	710
Shortlisted	204	228	23	455
Offered	53	50	10	113



Council Employees - commentary



	The data for disciplinary, grievance, leavers and promotions for the year 2018/19 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.
	Overall there has been a small increase in the number of posts recruited to, 110 last year and 113 this year.
	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.
	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 .
	There are no further updates in terms of the other protected characteristics since the last report.
	Employees attending corporate training courses has increased by 35%.
	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 2019 is due to be reported by 30 March 2020 on our website and GOV.UK https://gender-pay-gap.service.gov.uk/
















Data Sources



Data sources






Our residents

	Population	Mid-year population estimates 2018, ONS
	Ethnicity	Census 2011
	Disability	Census 2011 & ONS estimated physical disability 18-64 year olds (2016)
	Gender	Mid-year population estimates 2018, ONS
	Age	Mid-year population estimates 2018, ONS
	Sexual orientation	Annual Population Survey (2017)
	Religion	Census 2011
	Marriage/ Civil P'ship	Census 2011
	Gender reassignment	NHS Gender Dysphoria
	Looked After Children	Department of Education, children looked after 2018-19
	Pregnancy/ maternity	Birth summary statistics 2018, ONS
	Rough sleepers	St Martin's Housing Trust Q2 statistical report 2019-20
	Carers	Census 2011
	Socio-Economic Classification	Census 2011
	Hate crime	Norfolk Police: Hate Crimes & Incidents in Norwich 01/04/2018 – 31/03/2019

Data sources



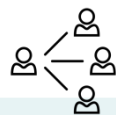
Our customers

	Our tenants	All data based on our lead tenants as of November 2019
	Complaints	Formal complaints received by the council for 2018-19
	Translations	Data from INTRAN for 2018-19



Our economy

	Pay	Annual hours and earnings survey, ONS, 2018
	Employment	Claimant Count rate unemployment, Oct 2019, ONS
	Living wage	Living Wage Foundation Accreditation list November 2019 & Internal procurement records November 2019
	Digital inclusion	Internal digital inclusion records November 2019



Norwich City Council employees

	Our employees	Internal Human Resources data for 2018-19 and as at 31/03/2019
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