

Bolsover District Council

Executive

14 April 2014

Annual Review of the Single Equality Scheme 2011 - 2015

Report of the Assistant Director – Customer Service and Improvement

This report is public

Purpose of the Report

- To present the annual review of the Equality Scheme for consideration.

1 Report Details

- 1.1 Public bodies have legal duties relating to equality which are specified in the Equality Act 2010. The public sector duty consists of a general duty with three main aims, as set out in section 149 of the Equality Act 2010; and specific duties as set out in the Equality Act 2010 (Statutory Duties) Regulations 2011. The specific duties are designed to help public bodies meet the general duty.
- 1.2 The Single Equality Scheme 2011 - 2015 assists the Council in meeting these duties by setting out the Council's equality objectives and the steps it will take to achieve them. The objectives were set with the involvement of local interest groups. The third Annual Review of the Single Equality Scheme evidences the progress made in 2013 - 2014.

2 Conclusions and Reasons for Recommendation

- 2.1 For members of the Executive to consider the third Annual Review (2012-13) of the Single Equality Scheme 2011-2015.

3 Consultation and Equality Impact

- 3.1 As set out in the report.

4 Alternative Options and Reasons for Rejection

- 4.1 None.

5 Implications

5.1 **Finance and Risk Implications**

Within existing resources.

5.2 **Legal Implications including Data Protection**

The Council has general and specific statutory duties in respect of eliminating discrimination; advancing equality and fostering good relations between different groups. The Single Equality Scheme is in line with current legislation and sets out a framework towards achievement of key aims for the Council. The Scheme was approved and adopted by Council in March 2011. The annual review of the Scheme is a specified action within it.

5.3 **Human Resources Implications**

Identified within the document.

6 **Recommendations**

- 6.1 That the third Annual Review of the Single Equality Scheme 2011-2015 be approved by Executive, in compliance with the Council's statutory responsibilities prior to information being made available to the public

7 **Decision Information**

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	All.
Links to Corporate Plan priorities or Policy Framework	Delivery of actions identified in the Single Equality Scheme is a target in the Corporate Plan 2011-2015.

8 **Document Information**

Appendix No	Title
A	Single Equality Scheme Action Plan
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
None.	

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8. 8. Action Plan: Bolsover District Council - Single Equality Scheme 2011- 2015

Updated March 2014

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
1. Publish Single Equality Scheme and undertake regular reviews	JADCSI EIO	Mar 2011	Publish Scheme	Officer time Costs of consultation & feedback	First Draft SES Jan. 2011	Completed. Single Equality Scheme approved and adopted by Council in March 2011; information circulated to interest groups and published on intranet and corporate website: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity
	JADCSI EIO	Mar 2012	Produce Annual Review of Scheme	Officer time Costs of consultation & feedback	Draft first Annual Review to Improvement Group on 12 June 2012 and to Executive on 2 July 2012. Also reported to Equality Panel in September 2012 and at look	

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
		Mar 2013			<p>Beyond the Label event on 5 October 2012.</p> <p>Draft second Annual Review to Improvement Group on 19 March 2013 and to Executive on 8 April 2013. Also reported to Equality Panel on 15 March 2013.</p> <p>Draft third Annual Review to Improvement Group on 18 March 2014 and to Executive on 14 April 2014.</p>	
		Mar 2014				

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
		Mar 2015				
	IEM UEO	Sept 2011 Sept 2012 Sept 2013	Undertake annual on-line equality questionnaire via Ask Derbyshire; Consultation Report showing year on year data feeding into annual review of SES	Officer time Costs of consultation & feedback	Engagement Plan 2010-11 On-line questionnaire Sept-Oct 2010/11 – baseline data analysed.	Completed. Annual Engagement Plan embedded in Corporate Plan 2011-2015. http://www.bolsover.gov.uk/index.php/your-council/polices-plans-strategies/113-your-council/performance/337-corporate-plan Equality questions incorporated into Citizen's Panel Survey, November 2011. Survey findings reported in 'Listening Bolsover' report and

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						published on Ask Derbyshire website: http://www.askderbyshire.gov.uk/bolsover
2. Meet requirements of public sector equality duty	JADCSI JADHR&P EIO	July 2011 Apr 2012	- Publication of required equalities data in existing formats - Publication of required equalities data in open formats - Publish open data annually		SES incorporates a range of equalities data; data analyses published in CSV format, July 2011. Corporate and service level data published on website and work ongoing: http://www.bolsover.gov.uk/index.php/community-living/equality-diversity Open data published on corporate website and updated periodically: http://www.bolsover.gov.uk/	

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
		Jan 2013-2015			index.php/community-living/equality-diversity Engagement Plan produced annually and published on Intranet: http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=120&Itemid=723	
		Apr 2014	- Engagement Plan(s) 2011-2014 to establish methods & timeframe for engagement			
3. Equality impact assessment programme	JADCSI EIO	Mar 2011	Monitor Impact Assessment process; ensure it remains fit for purpose; & feeds into decision-making processes: - Review & report to EWG / ESDG - EIAs of review to Equality Panel	Officer time	Summary of services provided to vulnerable people completed March 2010, to inform EIA rolling programme: http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=44&Itemid=586	Completed. Summary of services provided to vulnerable people completed March 2010, to inform EIA rolling programme: http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_content&view=article&id=44&Itemid=586

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					Reports to EWG & ESDG.	
4. Promote involvement in civic & public life	EIO	Mar 2011	Evaluation of Equality Panel - Feedback on satisfaction with involvement		To be completed Jan 2011	Completed. Evaluation completed and reported to Equality Panel in May 2011.
	UEO	Mar 2015	Citizen's Panel - % by gender - % who are disabled - % who are BEM		Derbyshire Citizen's Panel at May 2009: - 49.6% females / 50.4% males Bolsover Citizens Panel Report May 2012: - 48.9% females / 51% males - 99.5% White British or Irish / 0.4% Ethnic minority including White Other	

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					http://www.askderbyshire.gov.uk/bolsover/strategy-performance/0-2012-13-citizenpanelmay	
	EIO UEO	Mar 2015	Feedback / evaluation from engagement events <ul style="list-style-type: none"> - Peoples' experience of involvement - Equality monitoring data 		Evaluation Report on <i>Look Beyond the Label</i> engagement events, December 2010 and October 2012. 2012 event focused on Welfare Reform with public consultation on local council tax support scheme. http://www.bolsover.gov.uk/index.php/community-living/equality-diversity	
5. Evidence implementation of SES through the Equality	All	Mar 2011	Maintain Achieving level	Officer time	Update of corporate evidence in progress.	Completed. Equality Framework 'Achieving' level maintained to March

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Framework or similar quality standard						2011.
		Mar 2011	Customer Service Excellence validation - linked to EFLG evidence	Allocated	Contact Centres achieved Customer Service Excellence in 2010; Corporate Customer Service Excellence achieved April 2011.	Completed. Corporate Customer Service Excellence standard achieved April 2011: http://www.bolsover.gov.uk/council-news-2011/1221-customer-excellence-standard.html
6. Further develop standardised procurement which takes into account requirements of SES	SPU EIO	Mar 2011	Develop Working Group to assess, prioritise & monitor key contracts	Officer time	Large contracts are more rigorously assessed for equality policy compliance through standard documentation. http://www.bolsover.gov.uk/contract-management.html 'Meet the Buyer' event in February 2011 to engage	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					voluntary & community sector in future procurement.	
	SPU	Mar 2011	Review procurement documentation & processes		Full suite of model documentation reviewed by East Midlands Centre of Excellence to address requirements of Equality Act 2010.	Completed.
7. Raise awareness of mental health issues to address needs of customers and staff	EIO JADHR&P	Mar 2015	Consider training for managers & front line staff	Officer time	'Aspects of Mental Health: supporting people in employment' training by Disability Dynamics delivered to partner organisations, September 2011. 2x sessions of 'Introduction to Disability' delivered by Disability Dynamics during 2013; 1 further session delivered on 26 March 2014	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>which 14 participants attended.</p> <p>2x sessions of 'Aspects of Mental Health' delivered for 21 participants on 5 March 2014 by South Derbyshire Voluntary Sector Mental Health Forum.</p>	
8. Raise awareness of needs of deaf and hard of hearing customers and staff	EIO JADHR&P JADs HoS	Mar 2015 Mar 2012	Consider training for managers & front line staff Consider meeting criteria of RNID standard		<p>Representative from Derbyshire Police attended Equalities Services Development Group in January 2011, to share best practice & learning from achieving Royal National Institute for the Deaf quality standard.</p> <p>Deaf / hard of hearing badges supplied at request of</p>	Completed.

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	JADs HoS	Mar 2015	Consider BSL training for front line staff		<p>Contact Centre staff, via Disabled Employees Group.</p> <p>‘Disability in the Workplace’ training by Disability Dynamics, delivered to partner organisations, October 2011.</p> <p>Limited resources to achieve RNID standard or deliver BSL training for front line staff. 1 full time employee is a qualified BSL interpreter.</p>	
9. Raise awareness of LGBT issues	EIO	Mar 2015	Link into actions agreed by Derbyshire LGBT Forum		Derbyshire LGBT Forum development plan, Jan 2011 – actions met for publication of equality data.	Completed.

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			Consider training for managers and front line staff		LGBT Awareness Training delivered for 23 participants in November 2011 and June 2012 by Derbyshire Friend.	
10. Ensure information on specialist support agencies is distributed widely and openly to encourage those experiencing domestic and sexual violence and abuse to seek help	DVO CSO	Mar 2011	Promotion through Community Safety campaigns & events		Delivered 11 Cracking Crime events April-Oct 2010. Participated in Operation Relentless June & September 2010. Produced leaflet in Polish, October 2010.	Completed.
	CO CSO	Mar 2011	Ensure website signposting to sources of information, advice & support		Information on sources of support provided on corporate website from June 2010: http://www.bolsover.gov.uk/	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					component/content/article/107-domestic-violence/145-hs-dv-domestic-violence.html	
	CSO DVO EIO	Mar 2015	Service user monitoring data	Officer time	<p>Reported in Gender Equality Scheme to 2011; SES; and in Community Safety Partnership Annual Plans:</p> <p>http://www.bolsover.gov.uk/community-safety-partnership.html</p> <p>Monitoring data across 5 equality strands – age, gender, LGBT, ethnicity and disability (with sub-categories for physical, mental health and learning disabilities) - now collected at county level for all services. All services monitoring</p>	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					information reported to the LCJBs Domestic Violence and Serious Sexual Violence Governance Board.	
	CSO DVO EIO	Mar 2011	<p>Improve practice and participate in case reviews where appropriate</p> <ul style="list-style-type: none"> - N. Derbyshire Domestic Abuse Group - Police Public Confidence Panels 	Officer time	Hate crime and domestic violence cases now reviewed by Police Public Confidence Panels. Officer attendance at PPCP November 2010 and July 2011.	Completed.
11. Link into county-wide work to tackle sexual violence	CSO	Mar 2011	<p>* Work led by Local Criminal Justice Board's Sexual Violence Group</p> <p>Community Safety Campaigns & SCTAG actions</p>		<p>Some service user data reported in Gender Equality Scheme & Single Equality Scheme</p> <p>Participation in Operation Relentless, June & September</p>	<p>Completed.</p> <p>Actions set out in Derbyshire Community Safety Agreement 2011-2015:</p> <p>http://www.bolsover.gov.uk/images/departments/community_Services/csp_plan_2012.pdf</p>

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					2010.	
12. Reduce repeat victimisation rate to 29% (National Indicator 32*)	JADCS HoS Housing Legal	Mar 2011	County target for * NI 32 - Performance monitoring (data on cases reviewed at Multi Agency Risk Assessment Conferences)		Safer Derbyshire performance data reported in Gender Equality Scheme & SES Repeat victimisation rate: - 13.04% in 2009-10. - 15.45% at June 2010. - 17.93% at September 2010. (MARAC implementation on track).	Completed. Outcome 2010 - 2011: 24.16% * National Performance Indicator now removed by government
13. Carry out scheduled reviews to Equal Pay Audit	JADHR &P	Dec 2011	Carry out a light touch review of the Equal Pay Audit, December 2009.	Officer time	Gender pay gap reported in Gender Equality Scheme from 2007- 2011 and in SES. The identification of Equal	Withdrawn due to action to complete an Equal Pay Audit of all posts this year.

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					Pay issues remains ongoing on an adhoc basis. Also there is an outstanding action below for 2014 to complete an audit of all posts for this year	
	JADHR &P	Dec 2014	Carry out a complete Equal Pay Audit of all posts	Officer time	<p>A light touch review of the recommendations from the Equal Pay Audit conducted in 2009 was to be completed by 31/03/2013.</p> <p>Due to service changes in HR&P and planned review of the People Strategy, this action has been delayed.</p>	
14. Workforce diversity	JADHR&P	Mar 2011	<p>Local Performance Indicator retained to 2011:</p> <ul style="list-style-type: none"> - Top 5% of earners 	Officer time	Local Performance Indicator retained for 2011 – 2012.	<p>Completed.</p> <p>Local performance indicators</p>

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
			<p>who are female</p> <ul style="list-style-type: none"> - Top 5% of earners who are disabled - % of workforce who are disabled - % of workforce who are BEM 		<p>Top 5% of earners who are female:</p> <ul style="list-style-type: none"> - 45.16% out-turn for 2009-10. - 45.16% at June 2010. - 43.75% at September 2010. - 45.16% Outturn 2010 - 2011. <p>Top 5% of earners who are disabled:</p> <ul style="list-style-type: none"> - 6.45% at June 2010. - 9.37% at September 2010. - 9.67% Outturn 2010 - 2011. <p>% of disabled employees:</p>	<p>retained for 2011 – 2012 and reported with our equality information:</p> <p>http://www.bolsover.gov.uk/equalities-information.html</p>

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>- 5.65% at June 2010.</p> <p>- 7.33% at September 2010.</p> <p>- 7.06% Outturn 2010 - 2011</p> <p>% of workforce who are BEM:</p> <p>- 0.64% at June 2010.</p> <p>- 0.63% at September 2010.</p> <p>- 0.64% Outturn 2010 – 2011.</p>	
	JADHR&P JADSP	Mar 2012	Publish workforce monitoring data across required equality strands	Officer time	<p>All workforce monitoring scrutinised by Union Employer Consultative Committee; minutes published on council website.</p> <p>Some data published in SES, Workforce data report and in open data format on website.</p>	<p>Completed.</p> <p>Workforce data published on the corporate website, January 2012:</p> <p>http://www.bolsover.gov.uk/equalities-information.html</p> <p>Gaps in workforce information identified; to be addressed in</p>

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
						2012-13 following internal service reviews & organisational restructure.
15. Raise awareness and address hate incidents and harassment	JADHR&P	Mar 2014	Monitoring of workforce policies	Officer time	Ongoing – reported quarterly to Union Employer Consultative Committee; minutes published on council website.	Completed.
	JADHR&P	Mar 2015	Monitoring of workforce policies via Biennial Employee Survey	Officer time Costs of external support for survey analysis allocated	Ongoing – reported to Senior Management Team Employee Survey conducted in November 2011. Findings from all Employee Surveys are published on the intranet. From 2007-2009, there was no increase in the number of respondents to the Employee Survey stating that they have	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>encountered harassment or bullying at work. Compared to 2004 (27%) there was a fall of 17% in 2009 (10%) in staff reporting of harassment and bullying from another employee, elected member, or member of the public.</p> <p><i>Revised Harassment and Bullying at Work Procedure</i> introduced in January 2011, following feedback through the HR and Payroll Customer Satisfaction Survey 2010 and the Employee Survey 2009:</p> <p>The Employee Survey 2013 focused on employee motivations for working at the Council, views on the appraisal process, learning</p>	

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>and development opportunities, management and leadership, contribution at work, corporate values and change.</p> <p>The Employee Survey 2013 Report is available to all staff via the intranet:</p> <p>http://ericssrv.bolsover.gov.uk/intranet/images/Repository/E/Employee_Survey_Report_2013.pdf</p>	
	CSO EIO	Mar 2011	Monitor Hate Incident Reports		<p>Ongoing work by Community Safety.</p> <p>All performance is reported via the Safer Derbyshire website:</p> <p>http://www.saferderbyshire.gov.uk/</p>	<p>Completed.</p> <p>There were 40 police reported hate incidents in Bolsover District in 2010 – 2011.</p> <p>Derbyshire wide, total contacts with the Stop Hate service have increased from 33 to 157 in</p>

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
						2011 – 2012.
	CSO EIO	Mar 2011	<p>Improve practice and participate in case reviews where appropriate</p> <ul style="list-style-type: none"> - N. Derbyshire Hate Crime Consultative Group - Police Public Confidence Panels 		Officer attendance at Police Public Confidence Panels November 2010 and July 2011	Completed.
	CO EIO	Mar 2011	<p>Promote reporting mechanisms in the district through corporate communications</p> <ul style="list-style-type: none"> - Stop Hate - Eyes & Ears scheme 		<p>Eyes & Ears Scheme re-launched September 2010:</p> <p>http://intranet/intranet/latest-news/247-eyes-and-ears.html</p>	Completed.
16. Raise awareness of Council's equality	EIO CO	Mar 2012	<p>Consider using 'Did You Know' touring board(s)</p> <ul style="list-style-type: none"> - Contact Centres 	Officer time Costs of printing &	'Did you Know' posters & flyers distributed / publicised	Completed.

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services			<ul style="list-style-type: none"> - Parish Councils - Local groups - Events - Website page <p>Publicise in corporate communications</p>	distribution	in June 2012.	
	CCM EIO	Mar 2011	Promote CRM system		CRM data now collected via Contact Centre leading to improved take up.	Completed.
	CCM	Mar 2014	<p>Annual National Customer Service Week events</p> <ul style="list-style-type: none"> - Outcomes 	Officer time	<p>National Customer Service events delivered in 2011 and 2012.</p> <p>3x public events held in 2014 to shape new qualitative Customer Service Standards.</p>	Completed.
17. Audit of services to vulnerable people	JADCSI	Ongoing	Identify gaps & priorities		Summary of services provided to vulnerable people, March 2010. Circulated to Equality	Completed.

Improvement	Lead Officer	Target date	Expected outcome	Resources	Progress	Actual outcome
					<p>Services Development Group; also available on intranet.</p>	
18. Develop community cohesion activities / resources	JADCSI EIO	Mar 2015	<p>Explore development of joint project work with partner agencies</p> <ul style="list-style-type: none"> - Consider developing a multicultural event - Consider developing a shared history project bringing together local people 		<p>Cohesion Project Group established and project outline developed in partnership with Police Migrant Worker Outreach Workers.</p> <p>This work was delayed due to limited internal and external resources.</p> <p>March 2014: Cohesion Strategy being developed by local multi-agency Cohesion Group.</p>	

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19. Actions to address any relevant targets set in Corporate Plan 2011-2015	JADs HoS	Mar 2015	Identify any relevant targets and determine actions in service plans to achieve them		SES completion is a Corporate Plan target monitored as part of the Performance Management Framework.	

Planned actions outstanding from the Disability Equality Scheme 2010-2011, Gender Equality Scheme 2010-2011, Race Equality Schemes 2008-2011 and Corporate Equality Plan 2008-2011 have been incorporated into the Single Equality Scheme. This will ensure that reporting on performance against those actions is maintained.

Abbreviations used:

JADCS Joint Asst. Director Community Services

JADHRP Joint Asst. Director Human Resources and Payroll

JADCSI Joint Asst. Director Customer Service & Improvement

HoS Heads of Service

SPU Shared Procurement Unit

CCM Contact Centre Manager

CO Communications Officer

IEM	Information and Engagement Manager
UEO	User Engagement Officer
EIO	Equality Improvement Officer
CSO	Community Safety Officer
DVO	Domestic Violence Officer