

Bolsover District Council

Single Equality Scheme 2015-19 Review

Public Sector Equality Duty

Some examples of how we are meeting our equality duty:

Eliminating discrimination, victimisation and harassment
<p>Hate crime reporting</p> <p>In 2017, the Council reviewed its response to hate incidents.</p> <ul style="list-style-type: none"> • Launched a new form and online reporting tool to encourage reporting of hate incidents in our community. • Publicised our reporting methods through our website, social media and <i>In Touch</i> which is delivered to every household in the District. • Issued new guidance to support staff reporting hate incidents. • Trained 58 frontline staff to respond to hate incidents. • Delivered awareness sessions for Councillors. • Environmental and Licensing services designed a new leaflet and card to raise awareness of hate crime and how to report it among taxi drivers and those who work in local businesses such as fast food takeaways.
<p>Safeguarding</p> <ul style="list-style-type: none"> • Basic safeguarding awareness training now forms part of corporate training which all new employees are required to attend and current employees who require refresher training. This is delivered by three officers of both Councils (BDC/NEDDC) who have attended safeguarding training provided by Derbyshire County Council in order to deliver this. This training has also been delivered to Elected Members. • Safeguarding training was delivered by Safeguarding Children Training and Consultancy to front line officers in 2015, 16 and 17. Updated refresher training is due to be delivered in March 2019 and exploration of delivering Safeguarding Awareness via alternative methods such as online is underway to ensure accessibility to information for all. • All employees who require a Disclosure & Barring Service (DBS) check as part of their job role, are now required to register onto the DBS Update Service which allows us to do an online check on an annual basis to see if there has been any change in status. In terms of our safeguarding practice, this is an improvement on having a DBS recheck every 3 years and supports candidates in facilitating the recruitment process as registering with the update service enables portability of DBS status between employers.

- The Council has created and established a Countywide safeguarding group. The group is chaired by the councils safeguarding lead which has since become a sub group of both the Derbyshire Safeguarding Children's Board and the Derbyshire Safeguarding Adults Board – a significant addition to the safeguarding network.

Antisocial behaviour and support

- The Council's Anti-Social Behaviour Policy has been reviewed to reflect changes in legislation and in particular the Anti-Social Behaviour, Crime and Policing Act 2014 which came into effect in October 2014. The policy reinforces the legislation and is published on our website.
- Assisted partners in reducing crime and antisocial behaviour by supporting 60 targeted crime reduction campaigns.
- Provided support to those experiencing domestic violence (575 clients).
- Delivered 10 parenting support courses and 302 one to one sessions too.

As an employer

- Delivered corporate equality training to over 140 staff across the Strategic Alliance (Bolsover District and North East Derbyshire District Councils).
- Several policy and procedure reviews have been undertaken including sickness absence, disciplinary, Disclosure & Barring Service, recruitment and reflecting equalities and diversity best practice has been a key feature of these reviews.
- A workforce profiling exercise has been undertaken and each Head of Service has been provided with information regarding their service areas to identify any patterns or trends that need to be addressed.
- The Human Resources (HR) Team have rolled out a corporate internal training programme delivering a range of support to managers and employees such as Supporting Employees at Work, Sickness Management etc.
- The HR & Payroll Team have undertaken a significant corporate project to upgrade and improve the HR & Payroll Systems including reviewing and improving equalities monitoring data.

Perceptions

- In November 2018 we asked our citizen panel questions about equality and diversity in the local area. (The full Citizen Panel report is available on [Ask Derbyshire](#). We previously asked these questions in November 2014.
- In 2018 - 93% (197 respondents) advised they have received no discrimination when accessing council services. This compares to 86% (415 respondents) in 2014.
- In 2018 – 95% of respondents advised they have not experienced discrimination living within the district. 10% of residents commented on facing discrimination with the highest areas being age and disability. This compares to 86.5% of respondents advised they have not experienced discrimination in 2014 with 9% of residents commented on facing discrimination with the highest areas being disability and age.

Advancing equality of opportunity

As a provider of social housing

From April 2015 - Sept 2018, the Council

- made 1285 disabled adaptations to council houses, enabling people to live independently
- installed 712 lifelines within the community, ensuring safety through its careline equipment.

Health & wellbeing

- A state of the art facility at The Arc was developed in March 2017. The facility includes hi tech hosts and changing facilities to improve access for disabled people.
- BDC Leisure Satisfaction survey November 2018, respondents were satisfied with the 'easy access to buildings and facilities' (85.5%).
- To date we have delivered to 3752 adults, health intervention programmes with a personal exercise plan delivered via the exercise referral scheme.

Access

- BDC Citizens Panel survey November 2017, when asked about their satisfaction with the council's Customer Service standards, respondents were most happy with the disabled accessibility of the offices (83%).

Apprenticeships

- 2017/2018 - 12 apprenticeships (met Public Sector target of 12) 3 were new apprentice posts, 4 were funded by the Working Neighbourhoods Fund (WNF) and 5 came from existing staff.
- 2018/2019 - 23 apprenticeships (exceeded Public Sector target of 12) 1 were new apprentice posts, 4 were funded by the Working Neighbourhoods Fund (WNF) and 18 came from existing staff.

Fostering good relations

Building Resilience Programme

An evaluation report was delivered in December 2018 to the Controlling Migration funded programme designed to address issues of concern to communities in Shirebrook. Some highlights are noted below:

- Arranged 19 local community events. The events varied in size and whether a big family picnic or cosy Film Club they were always organised in a way to make them accessible for people from different communities (bilingual advertisement and delivery). Estimated number of people involved: 1900.

- We encouraged English, Polish and Romanian communities to organise collectively a community event (Family Fun Day at Rainbow Park).
- Set up locally two community groups (Polish Community Group, International Ladies Club).
- Supported local residents group in inviting new members from migrant communities.
- We have provided – to individuals (via the Council’s Contact Centres) and groups (Pear Tree Residents Group) – Polish language sessions.
- Encouraged members of different communities to start local volunteering (up to now we have 27 new local volunteers registered).
- Set up Community Hub at the Shirebrook Market Square, which is used by different partners to deliver drop-in sessions and for advertising to different groups what they can participate in.

Promoting understanding

The Council has taken part in nation-wide charitable campaigns to promote understanding:

- **White Ribbon Day**, November, 2016 – motion to Council and promotional material displayed in public and staff areas at all sites and at the annual Bolsover Festival of Brass, encouraging men to sign up to take a stand against violence against women and girls.
- **Remembering Srebrenica**, July 2017– motion to Council and display of promotional material at The Arc raising awareness of the genocide.
- **Holocaust Memorial Day**, January 2018– display of promotional material at The Arc raising awareness of the power of words in shaping our views.

Celebration

Led by the Leader, Cllr Ann Syrett, and Cllr Mary Dooley, the Council held a **Votes for Women Centenary event** in July 2018, bringing women together to celebrate 100 years of women’s right to vote.

<http://www.bolsover.gov.uk/index.php/your-council/equality-diversity>

Perceptions

In 2018 - 80% agree that their local area is a place where people from different backgrounds get on well together. This compares to 77% in 2014. (Citizens Panel survey November 2018)

Equality objectives

How we have met our specific objectives during 2015 – 2019:

Objective	Supporting information
Ensure that decision making processes and policy development are fair and compliant with statutory equalities duties	We have produced a Joint Equality Policy for Service Delivery, reviewed our equality monitoring form and guidance, and the reasonable adjustments form for customer information.
Service improvements identified via Equality Impact Assessment	<p>Improved services online including self-serve and webchat.</p> <p>Developed a state of the art leisure facility at the Arc including enhanced facilities for disabled access.</p> <p>Chair and facilitate a Derbyshire wide safeguarding group.</p> <p>Completed equality impact assessments on significant changes to services including the development of The Arc, Relocation of the contact centre, Local plan and the Joint Corporate Enforcement Policy. A total of 25 impact assessments have been conducted by the Council or jointly with stakeholders.</p>
Transforming services through the use of technology	<p>A total of 1886 self-accounts have been created with 2653 service requests being submitted via our self-service option. Services online include paying bills, setting up direct debits and new benefits claims. Residents can request services including litter, dog fouling, registering to vote etc.</p> <p>We have developed web chat to support customers and residents using our website.</p>
Promote specific information needs system to encourage disabled and older people to register	We have promoted our reasonable adjustments form for customer information within our contact centres and through the InTouch magazine.
Identify any specialist equality & diversity training needs and consider providing training	<p>Equalities and diversity is a key element of all training delivered and the Council ensures any training provider sourced does meet the organisations expectation in this area.</p> <p>All new employees receive equalities training as part of their induction with the Council. This training is also provided to Elected Members.</p> <p>Contact Centre employees have received training on mental health awareness to assist customers</p>

	contacting the Council (November 2018) and sign language training.
Promote the Council's Equality Panel to raise awareness of its role	The Equality Panel engaged in improvements for disabled customers notably the disabled facilities at the new Go Active facility at the Arc.
Produce and publish report analysing findings from Citizens Panel equalities surveys	We ask our Citizen Panel a suite of questions to monitor perceptions of fairness every two years. This information is published below: Citizen panel November 2018 Citizen panel November 2014