



Public Sector Equality Duty  
Single Equality Scheme  
2019-2023  
**Review 2021-2023**

# Eliminating discrimination, victimisation and harassment

## Hate crime reporting

- An online reporting form is available for residents who need to report a Hate Incident which is accessible through the Council's self-service portal ([selfservice.bolsover.gov.uk](https://selfservice.bolsover.gov.uk))
- We continue to provide support and assistance to residents who have experienced or witnessed a hate crime incident. This includes referrals to partner agencies including Derbyshire Police. Six non-crime incidents were reported during 2022 which compares with the two reported during 2021.

## Safeguarding

- Corporate safeguarding training reinforces the message that safeguarding is everyone's responsibility and is provided during induction to all new starters and refresher training is also provided to Elected Members.
- Contact Centre staff have received Safeguarding training and are able to recognise and report safeguarding concerns.
- Contact Centre staff across four main areas (Bolsover, Clowne, Shirebrook and South Normanton) have undertaken enhanced training in the areas of supporting mental health requirements and dealing with suicide threats. Staff

are trained to recognise a 'cry for help' when in dialogue with those individuals who are finding it difficult to cope with circumstances and those who are having thoughts of suicide. Staff are working very well with local partner agencies to provide the necessary support in Safeguarding Adult concerns. During the past year, 42 adults and 14 children were seen by staff who were able to offer support with mental health issues. The Contact Centre have reported thirteen cases where they have provided suicide prevention support to individuals living in the District.

## Training/Guidance

- A refresher equalities training programme was delivered to existing 'office-based' staff. Alongside these sessions, smaller sessions were delivered to Contact Centre staff.
- Equalities training has been delivered to newly recruited staff as part of their corporate induction programme.
- Training for Accessibility Regulations awareness was delivered to a number of staff needing to publish documents on the Council's website; there was a focus on documents being compatible with screen readers.
- Prevent Duty training is now included in the Council's corporate training syllabus.







- Contact Centre staff completed advanced training in dealing with challenging mental health and suicide prevention cases.

### Corporate Complaints

- One complaint was received during 2022-23 alleging discrimination in not being able to gain access to a Council service. This was investigated under the Council's complaints policy and was not upheld.
- There has been an increase in the level of complaints from customers who require disabled parking spaces at the Arc in Clowne (Council premises) during cross over times between certain leisure classes which is currently being reviewed corporately. Although the percentage of spaces is appropriate to the number of overall spaces, the Council is looking to increase this in the interim.

### Resident perceptions - Citizens Panel November 2022

- 80% said in 2022 (compares with 94% in 2020) that they had not experienced discrimination in using Council services while 17% said it was not applicable to them and 2% (four people) believed they had had experienced discrimination because of their disability. Not including dealing with the Council, 93% stated in 2022 that over the past year they had not experienced discrimination in the District whereas twelve people believe they had because of their age, ethnicity, disability or gender. This is a similar level to 95% in 2020.
- 65% of residents said they agree that their local area is a place where people from different background get on well together which compares with 68% in 2020 and 63% in 2018.

## Advancing equality of opportunity

### Health & wellbeing

- As part of the council's review of Council-Owned Adapted Properties Policy, outcomes have included improvement of health and well-being of residents across the District.
- The Bolsover Wellness Programme operates from over ten venues across the District delivering a number of programmes such as a health referral scheme and low impact circuits to support people with health conditions to get fitter. We deliver on average over 26 classes per week across the District.
- We continue to deliver the successful PALS programme specifically created by Bolsover District Council with the aim of changing behaviours and finding solutions to help people face their daily challenges. This programme helps each individual to assess needs and unpick situations while providing consistent support in an effort to improve lifestyles of customers, helping them to become more physically active. On average we work with and support over 400 clients per year with over 10,000 attendances.



- The Council's successful partnership approach continues to be effective and adds value. The Bolsover Partnership collectively improves the economic, social and environmental wellbeing of local areas by working with partners, sourcing funding, administering grants, and sharing learning and expertise.

## Building Resilience

- The Council hosted a series of Anti-Social Behaviour (ASB) roadshows across the District during July 2022 to raise awareness of what's being done and the powers that are available to tackle these issues. Local residents were invited to talk to the Council and tell us about any issues they had while learning what our partners do to tackle problems. Residents attended sessions at various spaces including Pinxton Village Hall, The Hub at South Normanton, Shirebrook Market Place, The Glapwell Centre, Whitwell Community Centre, Creswell Event Centre, Tibshelf Co-op car park, Bolsover Morrison's car park, Clowne Tesco car park and at the Arc in Clowne.
- As part of the Customer Services team, a Community Advisor role was created to attend events across the District as a means to promote Council Services, Self Service and to assist with signposting and advice as and when required. Recent events include a visit to Fraser Group (Sports Direct) where the officer met with 30 employees who were requesting information about Council Tax, Housing and Refuse Collections.
- A strong working relationship with the largest employer in the District, Frasers Group (Sports Direct) has

been established with the Partnership Team. A community advisor attends the employer's premises on a regular basis to promote the services available to their employees who reside in Bolsover District. The factory employees approximately 5000 people with a large % that don't have English as their first language. The partnership Team is equipped to overcome these barriers with two officers being Polish speaking along with others who also speak different languages.

- Welcome packs have been developed to staff/residents in the Shirebrook area; these are printed in multiple languages (including Ukrainian) and contain essential information regarding the services available to our residents (including GP registration, Council Housing and access to benefits).

## Access and Support

- Launch of Treacle in Bolsover District: We knew from a skills survey of over 1300 residents that people were not aware of the many services available to them. Even services that we took for granted. We then came across Treacle, an easy to use social prescribing platform where important information was held in the one, centralised place. We are now actively promoting this service and have details of over 160 services on the site. Excellent feedback has been received from our partner organisations who are now able to refer their clients to this valuable source. The app and website are easy to use.
- Digital screens have been installed in our four main town centres (Bolsover,



Clowne, Shirebrook and South Normanton) with thanks to funding secured from Central Government. The digital screens are used to share information about services available in the high footfall areas; they are also utilised for free advertisements for local companies.

- A Foodbank is available in South Normanton each Friday afternoon to support those residents who need it most. A representative from the Unemployed Workers Centre is also available for support and guidance during these afternoon sessions. We also participate in joint working with foodbanks within the District along with the Salvation Army, Freedom Project and Trussell Trust. We have set up a dedicated Electronic Referral Form to access Trussell Trust. In total, to date we have made 564 foodbank referrals since April 2022 from residents who have contacted us at our Contact Centres.
- As part of the council's review of Council-owned Adapted Properties policy, outcomes include additional support of vulnerable and disadvantaged people across the District.
- Polish Drop-In Sessions continue to be held at our Shirebrook Contact Centre every Tuesday afternoon with 323 people (to date) accessing this additional service in support of the local Polish and Romanian community. We have also recruited one Polish Customer Advisor and one Romanian Customer Advisor to our Customer Services Team. We are able to assist other service areas with joint interviews when answering any queries, e.g. supporting our Housing and Tenancy staff in meetings which allows a person-centred approach.
- Every video produced by Bolsover TV has captions so deaf people can read what is being said.
- New documents added to our website are in an accessible format for those using screen readers and we are working to reduce the number of documents on the site to make it easier for people to access our information.
- The Council continues to promote the use of Equality Impact Assessments internally to consider potential equality impacts and opportunities. A recent example includes assessing the impact of the new requirement to present photo ID at polling stations when choosing to vote in person. The assessment informed the Council's communication strategy and widened its provision of materials such as self-explanatory posters (to support those whose first language is not English and the profoundly deaf) and tactile visual aids.
- 15% of young people living in Bolsover District have Special Educational Needs and Disabilities (SEND) and face severe challenges entering into and sustaining



employment. Of the 15%, 2.6% have an Education Health Care Plan (EHCP) where the primary diagnosis is an Autistic Spectrum Condition. Just 1.2% of young people with LD and/or ASC are engaged in any form of employment within Derbyshire, against a national statistic of 5.1%. The added complexity is that many young people identified with SEND are not visible within statutory NEET figures; learners will typically remain in education until the year of their 20th Birthday and are not supported in the same way as young people traditionally looking for Post-16 destinations. To address some of these issues, the Partnership Team worked internally and externally to facilitate work placements for these students supported by a DEBP Job Coach on site during the placements.

- The Council ensures that information is available in other formats, if required and also ensures that key documents, such as the compliments, comments and complaints booklet and customer service standards leaflet are displayed in prominent positions in reception areas. We also offer to help if residents are having difficulty in filling in a form and always provide useful information that will help resolve problems or assist in filling in forms. Twelve requests for alternative formats were received over the last year through the self-service portal.
- Hearing Help UK has provided practical help, information and support to 111 Bolsover residents suffering with hearing loss. Hearing Help UK is a charity

contracted by Derbyshire County Council and the NHS Derby and Derbyshire Integrated Care Board. The charity assists individuals with devices such as hearing aids.

- Services across the Council used the Language is Everything service 17 times to support service delivery (telephone interpreting services). This is a large spike in activity compared with the four times in 2021.
- The Council's website consistently scores 'good' for accessibility and 'excellent' for user experience. This is independently measured by Silktide.
- We introduced a new Homelessness and Rough Sleeping Strategy to help those who find themselves in this unfortunate position. This comprehensive strategy sets out our vision for tackling homelessness and rough sleeping in the District over the course of the next five years.
- The Council supported a UK-wide Veterans' Survey encouraging veterans across our District to complete the survey. This was the first-ever exercise to collect feedback from the veterans' community across the UK coordinated by the Office for Veterans' Affairs and the Office for National Statistics (ONS). Feedback from this survey will inform further partnerships and policy work across Council services.
- We continue to upgrade and improve the facilities and accommodation at our independent living accommodation to look after our elderly and vulnerable tenants.







## Fostering Good Relations

### Promoting understanding

- Following Parish Council Liaison meetings, it was agreed that the Community Advisor would visit parish councils in the south of the District due to there being no direct bus route from areas such as Pinxton and Tibshelf to the Council offices at South Normanton (the Hub). This enables more residents to make an appointment to see a Community Advisor.
- The Council ensured that its engagement on its Local Plan was inclusive and open to all.
- 'Cuppa with a Coppa' events are held periodically at the Contact Centre in

Bolsover in addition to other similar events across the District with Police; these types of interactions help to break down barriers for those customer who need to access Police services and also our Council's services.

- We have promoted a number of diversity and awareness campaigns both internally and externally, for example:
  - Holocaust Memorial Day
  - Neurodiversity Celebration Week (1 in 7 people are neuro-diverse)
  - International Women's Day
  - Remembrance Sunday; and many more.

## Equality Objectives

### How we are meeting our specific objectives:

#### Objective 1: Everyone can access our services, facilities and information

- The Council has continued to offer the Hidden Disabilities scheme and has actively promoted it to both staff and the public to raise awareness. The Hidden Disabilities Sunflower Lanyard alerts people in a discreet manner that the wearer may require additional assistance or more time by wearing the lanyard. Hidden disabilities are

those which cannot be seen or easily recognised; from a sensory disability such as deafness to a mental health disorder such as anxiety or autism.

- We have undertaken numerous Equality Impact Assessments (EIAs) for new and reviewed policies, services, consultations and functions and have published these were required on the Bolsover District Council and Ask Derbyshire websites.
- Customers who do not have English as a first language – who need help with interpretation and translation services – are assisted by our staff



who use 'Language is Everything' to support customer needs. We also have dedicated Polish and Romanian speaking staff in our Customer Services team who support residents on a face-to-face basis.

- We support customers with various needs by signposting to Citizens' Advice services, Digital Skills Training opportunities and engage with numerous partner agencies throughout the district including BCVS, Derbyshire Law Centre, CAB and Freedom; all of whom have seen a significant amount of referrals from us during the Cost of Living Crisis.
- We make reasonable adjustments to our services and provide appropriate support to those customers who require it. Reasonable Adjustments Requests include providing a response to customers from the Council in the format they require (e.g. large or bold print, audio recordings or coloured paper).
- We have implemented a multi-channel system to facilitate customer contact across the four sites including telephone, chat and email. Online services are always upgrading processes and procedures where new forms have been introduced and/or improved to better access via our self-service portal.

- Housing/Benefit application forms are now accessible forms online. In consideration of those who are unable to access online services and so as not to exclude anyone, appointments are available for customers to come along to each of the four Contact Centres to obtain one-to-one assistance with completing forms and going through the necessary documentation required from the beginning through to completion.
- The 'Access for All' events checklist was reviewed and issued to Service Managers.
- A 'light touch' review of the Equalities Monitoring Form was undertaken and a refresh of the Access for All statement has taken place to ensure it is still fit for purpose.
- The Ask Derbyshire website was completely overhauled and is now fully accessible.

## **Objective 2: Decision-making and services take into account the needs of residents and communities**

- We publish consultation and satisfaction survey reports on our website (and Ask Derbyshire <https://www.askderbyshire.gov.uk/>) and share results and planned actions through various communication channels. As required information is



included in relevant council reports for decision makers to take into consideration.

- Consultations over this period included the following:
  - Citizens' Panel surveys
  - Statement of Community Involvement
  - Antisocial Behaviour
  - Community Safety Partnership
  - Public Space Protection Orders
  - Community Orchard Project
- As part of the council's review of Council-owned Adapted Properties, outcomes included the provision of good quality Council-housing where people choose to live in the District. Before the review took place there was adapted stock of 59 fully disabled adapted properties; during the course of the review, this increased to 74.
- Introduced new targeted publications specifically for council tenants (Bolsover Homes) and businesses (InBusiness)
- Our Equality Panel met three times during the course of 2022-23 to discuss local issues and to see where they can engage with us about service improvement. Equality Impact Assessments were viewed along with results of Citizens' Panel Reports and other equalities-related matters.
- Our Youth Council which comprises of six students from six High Schools across the District met four times at different

venues during the course of 2022-23. The students are involved in fundraising initiatives for a local charity, promoting anti-littering campaigns and learning about their local area and how young people can contribute to a happy, safe and clean District.

### **Objective 3: Discrimination, harassment and hate crime is not tolerated**

- The Council goes to great lengths to ensure residents and staff are protected from discrimination, harassment or hate crime. From workforce policies and training for staff to providing support to those residents targeted by antisocial behaviour, we work together as a Council and work effectively with external (partner) agencies to ensure antisocial behaviour is tackled and where possible, deterred. The Council consulted on three separate Public Space Protection Orders (PSPOs) in the following areas:
  - Sookholme Road, Shirebrook
  - Langwith
  - Shirebrook and Langwith Junction
  - The orders were made as a result of increasing issues involving anti-social behaviour occurring in the abovementioned public spaces, in particular negatively impacting residents of Polish and Romanian ethnicity.



## Objective 4: Our workforce, and workforce policies, support equality

- Following our consultation on 'accessibility of meetings' in the Council Chamber and in committee rooms, improvements have been made which include new hearing loops in meeting rooms and upgraded audio visual equipment.
- We provided equality refresher training sessions to office-based staff and materials to those staff who work off site.
- We continue to be a signatory to Disability Confident which supports disabled people in recruitment and at work.
- Transgender guidance for Leisure Services staff was reviewed and re-issued.

## Access for All statement

You can request this document or information in another format such as large print or language or contact us by:

- **Phone** – 01246 242424
- **Email** – [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with [Sign Solutions](#), you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- **Call with [Relay UK](#)** via textphone or app on 0800 500 888 – a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting one of our [offices](#)** at Clowne, Bolsover, Shirebrook and South Normanton.

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