

**Bolsover District Council**  
**Single Equality Scheme 2019-23**  
**Review 2020**

**Public Sector Equality Duty**

Examples of how we are meeting our equality duty:

<b>Eliminating discrimination, victimisation and harassment</b>
<b>Hate crime reporting</b>
<ul style="list-style-type: none"> <li>Any victims of hate crime can report incidents online via the Council's self-service portal.</li> <li>We continue to provide support and assistance to victims of hate crime including referrals to partner agencies.</li> </ul>
<b>Safeguarding</b>
<ul style="list-style-type: none"> <li>Corporate safeguarding training is provided during induction to all new starters and refresher training is also provided to Elected Members.</li> <li>All office-based staff undertook online 'Prevent' mandatory training during the summer of 2020. The course was designed to safeguard vulnerable people from being radicalised to either support terrorism or to prevent individuals from becoming terrorists themselves.</li> </ul>
<b>Antisocial behaviour (ASB)</b>
<ul style="list-style-type: none"> <li>Three victims of hate crime were provided with support via the Hate Crime service during 2019.</li> <li>Significant reductions in ASB in three of the five wards in Shirebrook have been reported when comparing the last 12 month period ending September 2019, with the previous 12 month period ending September 2018. Only small increases in ASB have been seen in two of the five wards.</li> <li>The Council's new Ambition for 2020-2024 recommits to <i>working with partners to reduce crime and antisocial behaviour</i>. A target to <i>resolve successfully 60% of cases following the issuing of a Community Protection Warning</i> has been made to support this priority.</li> <li>The Council has provided support to 48 referrals experiencing domestic abuse.</li> </ul>
<b>Training and guidance</b>
<ul style="list-style-type: none"> <li>Transgender training has been delivered to over 60 frontline leisure staff.</li> <li>Transgender Guidance has been published to help staff with FAQs about assisting transgender customers.</li> <li>Domestic Abuse campaign in operation across all Council offices.</li> </ul>

<b>Advancing equality of opportunity</b>
<b>Health &amp; wellbeing</b>
<ul style="list-style-type: none"> <li>Bolsover District Council is commissioned by Bolsover Partnership and County Public Health to deliver a <b>Health Intervention programme</b>, in 2019/20 669 people completed the programme against a target of 485. This programme continues to support the life expectancy target set by government by increasing levels of physical activity across Bolsover District. In turn this has reduced obesity</li> </ul>

and the risk of stroke, chronic heart disease, diabetes and a range of other illnesses. Involving the most 'at risk' groups has been having a positive impact on life expectancy levels across our District (which is lower than the national average).

- **'Raising Aspirations'** (RA) is Bolsover Partnership's flagship project supports young people to fulfil their potential. The Social Return on Investment (SROI) captured across the whole RA programme has been positive with every £1 spent, showing a £4.68 value.
- 1563 residents contacted our authority for support during C19. We made **353 food deliveries** and **567 pharmacy deliveries** during lockdown.
- The target figure for the year (of 8000 hours) to deliver positive activity through community-based culture and leisure engagement was exceeded by 577. Actual performance 8577 hour for 2019/20.
- The target figure for the year (of 300 000 attendances) **to increase participation/attendance in leisure**, sport, recreation, health, physical and cultural activity was exceeded by 77842. Actual performance 377,842 attendances for 2019/20.
- The Council has partnered with Active Derbyshire to create a programme called **PALS** which aims to change behaviours and find solutions to help people face their daily challenges, allowing them to concentrate more on their health and wellbeing. It helps to assess their needs, unpick situations, and provide consistent support in an effort to improve their lifestyle and became more physically active. Due to C19 there are limited statistics to report at present however the following quotes provide a flavour of the feedback received: *"I would not know where I would be if it wasn't for the help I have received from the officer ... the programme is fantastic and will help lots of people and long may it continue"* and *I am more positive about the future than I have been for a long time. I have more confidence when meeting people and all this has come from the officer and the PALS programme".*

### **Building Resilience Programme**

- Welcome Information Packs for new arrivals are available in hard copy and online formats to aid migrants and support integration.
- The Building Resilience programme continues to make good progress across all strands of activity which includes encouraging cohesion and integration amongst communities through community events, the development of a Shirebrook Business Forum and further enhancements at Rainbow Park to reduce anti-social behaviour while supporting the learning of English through the development of a mobile app, '1000 words in 100 days'.
- Approx. £57,000 has been approved to date for the Phase 2 Controlling Migration Fund.
- Enhanced partnership working has resulted in improved access to language skills for migrant communities and increased knowledge of migrants within agencies across the District.

### **Access and support**

- 368 adaptations completed in council tenant homes during 2019/20. These range from handrails to larger, more complex works such as installing wet rooms.
- 156 new units of Careline personal alarm systems provided to older/vulnerable people during 2019/20.
- Deaf awareness and basic British Sign Language (BSL) training was delivered to key members of staff in the Council Chamber at the Arc.
- A hearing loop has been fitted in one of the fitness studios at the Arc.

- An equalities impact assessment on video conferencing has been finalised for staff and Members.
- Our language interpretation service has been reviewed to check relevant languages promoted.

**The Council has produced a new Ambition for 2019-2023 which establishes the following priorities for customers:**

- Increasing customer satisfaction with our services
- Improving customer contact and removing barriers to accessing information
- Actively engaging with partners to benefit our customers
- Promoting equality, diversity and supporting vulnerable or disadvantaged people
- Providing good quality council housing where people choose to live
- Improving health, wellbeing and increasing participation in sport/leisure activities

### **Apprenticeships**

- **2019-20:** 16 apprenticeships (exceeding the annual target of 12).

## **Fostering good relations**

### **Promoting understanding**

- **Building Resilience Programme:** The key factor attracting immigrants to the NG20 area has been employment opportunities at the Sports Direct warehouse in Shirebrook. The two largest employment agencies operating in the NG20 area confirm that the two main migrant nationalities employed in the NG20 area are Polish and Romanian. Links created between British, Polish and Romanian community groups help to maintain community cohesion by including more people. However, lack of English proficiency is still the main challenge preventing immigrants from using services, socialising and integrating and remains the main reason for immigrants seeking assistance from members of the Council's Project Team.
  - English lessons for adults were completed in June 2019 (involved four hours per week for a cohort of approx. 20 students)
  - Project Team organised two very successful community events:
    - i. Community Heritage Day that took place in May. In this initiative, different communities have been showcasing their culture, traditions, important and interesting facts about their countries. This involved the Polish Community, Romanian Community and local, Shirebrook, British Community. There were artists singing and dancing in different languages and the preparation of traditional food.
    - ii. Second event took place in July at Rainbow Park in Shirebrook. There were a lot of activities for all members of the community as well as a free BBQ and many stalls with handmade goods. Attendees were encouraged during the event to join local community groups.

Our Project Officer continues to support the development of The Polish Community Group in Shirebrook. As a result, the group has been successful in securing two grants, one from Derbyshire Community Action and the second from the Polish Consulate in Manchester. Drop-in sessions at Shirebrook Contact Centre (assisted by a Polish speaking advisor) are available to immigrants and continue to be popular with increased attendance levels reported during 2019.
- **Holocaust Memorial Day:** 27 January 2020 – We displayed promotional materials and commemoration books at our three Contact Centres across the District commemorating lives lost in the Holocaust while raising awareness about

the genocides in Cambodia, Rwanda, Bosnia and Darfur offering our community the chance to learn, remember and reflect.

- The Council adopted the non-legally binding working definition of **Anti-Semitism**.
- Communications: We have supported a number of national campaigns from **International Women’s Day** to **Hate Crime Awareness Week** to **World Mental Health Day**.
- **Connect Bolsover (Small Grants)**: Grants of up to £1000 were made available to local community organisations, including Parish and Town councils to respond to the pandemic situation. The fund closed after awarding £24,000 to 34 different organisations to help with a range of different requirements including:
  - meals being cooked and delivered to vulnerable residents
  - online support for mental health
  - activity packs/resources for families or isolated/vulnerable individuals
  - online counselling
  - physical activity equipment
  - contributing to core costs for VCS organisations who were experiencing higher demand than usual.
- Dedicated Council web pages have been developed for the **Armed Forces Community** and a dedicated Armed Forces e-mail, telephone number and script which allows our Customer Services Team to signpost the caller to the most appropriate department/service provider is in the process of being developed. Our Armed Forces Champion, Cllr Nick Clarke also attended Armed Forces Community events held in other districts to show support.

## Equality objectives

How we are meeting our specific objectives during 2019 – 2023:

Objective	Supporting information
<p><b>Objective 1: Everyone can access our services, facilities and information</b></p>	<p>A new website is being launched to include enhanced accessibility features in compliance with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.</p> <p>Council staff supported and delivered Community Support services during the lockdown period and extended opening times to include weekends and the Easter Bank Holiday.</p> <p>Ongoing development of Self Service and new forms are continually being uploaded; the most recent being the ability to order three bins on one form rather than one per form. Also available is a C19 registration form for the public to access advice and support.</p> <p>Contactless payments have been available via the payment kiosks since March 2020.</p> <p>Polish ‘drop in’ sessions have restarted on a pre-arranged appointment basis every Tuesday designed to continue providing support to the Eastern European community.</p>

	<p>The Council has completed a procurement exercise for a video relay system to provide deaf customers with the option of a BSL interpreter through video calling.</p> <p>We have updated our Joint Equality Policy for Service Delivery, reviewed our equality monitoring form and guidance, and the reasonable adjustments form for customer information</p> <p>We have undertaken a number of Equality Impact Assessments (EIAs) for new and reviewed policies, services, consultations and functions and have published relevant ones on our website.</p>
<p><b>Objective 2: Decision-making and services take into account the needs of residents and communities</b></p>	<p>Consultation and satisfaction survey reports are published on our website and Ask Derbyshire:  <a href="https://www.askderbyshire.gov.uk/">https://www.askderbyshire.gov.uk/</a></p> <p>Results and planned actions are shared through various communication channels and information is made available to decision makers prior to decisions being made.</p> <p>We publish an Annual Consultation Review which summarises some of the consultation activity that the Council has undertaken. This is available on our website.</p> <p>The BDC Equality Panel continues to meet three times annually to discuss local and national equalities issues however, this activity has been suspended until further notice because of C19 constraints. At our next panel meeting, we will be welcoming a new member of the community to our group; Chair of the Polish Community Group in Shirebrook.</p> <p>The Bolsover District Youth Council known as 'The Young Voice' met four times throughout 2019 to tackle various community issues, to participate in teambuilding activities/excursions and to raise funds for its chosen charity. All secondary schools in the District (Bolsover, Frederick Gent, Heritage High, Shirebrook, Stubbin Wood and Tibshelf) are represented by six young people who are elected to represent each school as 'Youth Councillors'. The Young Voice receives an annual budget from Bolsover District Council to spend on projects identified each year and has gone from strength to strength since starting as a pilot scheme some 14 years ago.</p> <p>Young Voice Highlights of 2019:  1. Electing a new charity (The Children's Hospital Charity in Sheffield) to support via individual school fundraising initiatives raising nearly £2000 which will be used towards improving the hospital environment through artwork, design, providing workshops for the young patients</p>

	<p>to take part in and to procure pieces of essential equipment (such as scanners) which are not funded by the NHS</p> <p>2. Participating in an outdoor recreation day at Pleasley Vale</p> <p>3. A memorable educational visit to Bolsover Castle in November 2019</p> <p>4. Creating the 2019 Young Voice Annual Newsletter from scratch</p>
<p><b>Objective 3: Discrimination, harassment and hate crime is not tolerated</b></p>	<p>Our online Hate Crime form has been updated and is available for residents to report any incidents.</p> <p>The Council has approved a new Antisocial Behaviour policy.</p> <p>Public Space Protection Orders (PSPOs) were introduced in Langwith and Whaley Thorns and in Shirebrook and Langwith Junction which prohibits antisocial behaviour.</p>
<p><b>Objective 4: Our workforce, and workforce policies, support equality</b></p>	<p>Corporate training on Equalities is undertaken every quarter covering Induction for new starters, refresh training for existing staff as well as introductory and refresher training for Elected Members.</p> <p>Equalities is a key feature of recruitment practices and employee relations practices embedded at the Council.</p> <p>Internal Training Programmes include supporting employees at work, managing employee relations and recruitment drives all feature equalities considerations.</p> <p>Good equalities practices are considered in the development of any workforce policies, practices and procedures to with consultation undertaken with SAMT, Trade Unions, Members, Managers and Employees.</p> <p>We run regular staff surveys and gather perceptions on a variety of matters, most latterly opinions from staff on Working From Home during C19.</p> <p>Counselling services are available for employees.</p> <p>In December 2019 our legal team led a campaign to highlight domestic violence. Council staff donated gifts as part of a collection to donate to families in shelters over Christmas.</p>