

Scarborough Borough Council



Equalities and Diversity Annual Report 2012-13



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1. Introduction

- 1.1 Scarborough Borough Council believes that equal opportunities and diversity are central to all its functions and services. We are committed to ensuring that there are vibrant, sustainable and cohesive communities in Scarborough Borough, in which all people can play as full a part as they wish. We will challenge, change and implement structures to remove the barriers that prevent people from participating in the issues that affect their lives.
- 1.2 We will consider the needs and aspirations of all our customers, residents, visitors and employees, regardless of age, sex, gender identity, disability, sexual orientation, race, socio-economic group, religion or belief, physical abilities, or learning abilities, or any other characteristic.
- 1.3 In 2010, the Council published its Corporate Equalities and Diversity Plan which sets out how we intend to fulfil our obligations under the Equality Act 2010 and brings together the range of equality and diversity initiatives and projects that the Council, with the help of its partners, is working on into a single coordinated equality programme for the next three years to ensure that our commitments become reality
- 1.4 The Equality Act 2010 replaced previous antidiscrimination laws with a single act, bringing together, harmonising and in some respects strengthening equality law. The Act includes a new Public Sector Equality Duty, replacing previous separate duties relating to race, disability and gender equality, which came into force from April 2011.
- 1.5 This Annual Equalities Report sets out what we have done over the past year to achieve our equality objectives and meet the requirements of the Equality Act 2010. It also includes an analysis of data obtained from surveys and consultation looking at satisfaction with Council services and how this differs between equality groups. This information will be used to help us make targeted improvements to our services and inform our future plans.
- 1.6 Previously we have published a separate report relating to equalities monitoring of the Council's workforce and employment issues. This year this information is included within this report to provide a comprehensive picture of the Council's work relating to Equalities and Diversity.

2. Key Equality Challenges

- 2.1 The Council faces a number of key equality challenges. Changing demographics mean that the Borough is becoming more diverse and this brings opportunities as well as challenges in maintaining cohesive communities. We need to recognise and value the contribution that diverse groups make to our Borough. The publication of the 2011 census data illustrates the changes in the demographics of the Borough over the last ten years.
- 2.2 The population nationally is ageing, and the Borough already has a larger than average older population. Census data shows that between 2001 and 2011 the proportion of the population in the Borough aged 60 years and over increased from 27.5% to 31.3%, compared to 22.4% average for England.
- 2.3 In addition, there is a larger population who are disabled compared to national figures. The percentage of people with a limiting long term illness increased from 21.6% in 2001 to 22.4% in 2011, compared to an average for England of 17.6%.
- 2.4 Census data also shows changes within the Borough's population in terms of ethnicity and religion/belief.
- 2.5 The proportion of White ethnic group has fallen from 99% of the population in 2001 to 97.5% in 2011. In terms of place of birth, the percentage of the Borough's population born outside the UK has risen from 2.9% in 2001 to 3.9% in 2011.
- 2.6 The breakdown in terms of religion is as follows:

	2001%	2011%
Christian	78.9%	66.7%
Other Religious Group	0.8%	1.4%
No religion	12.5%	24.5%
Religion not stated	7.9%	7.4%

- 2.7 These present challenges to the Council to ensure that its services address specific needs.
- 2.8 Within the Borough are a number of areas of severe deprivation. In 2010, Scarborough Borough is ranked **85** out of **326** Local Authorities for average overall deprivation score falling with the bottom 30% of most deprived local Authority areas. The Borough was ranked **56** out of **336** for local concentration of deprivation, indicating that there are 'hotspots' of deprivation.

- 2.9 Within Scarborough, there are **8** Lower Super Output Areas¹ (**11.3%** of LSOAs) within the bottom 10% and **14** LSOAs (**19.7%** of LSOAs) within the bottom 20% of most deprived areas in the country for overall deprivation. The **8** LSOAs within the bottom 10% of all LSOAs in England fall within the Wards of:
- Castle (3 LSOAs - 006a, 006b, 0010a)
 - Eastfield (3 LSOAs - 012a, 012b, 012c)
 - North Bay (1 LSOA 006d)
 - Woodlands (1 LSOA - 007d)

¹ The Index of Multiple Deprivation (IMD) is based on small area geography known as Lower Super Output Areas (LSOAs). These areas have between 1000 and 3000 people living in them and in most cases they are smaller than wards. There are 32,482 LSOAs in England and 71 within the Scarborough Borough.

3. Corporate Equalities and Diversity Aims and Objectives

3.1 Our Corporate Equalities and Diversity aims and objectives are set out in our Corporate Equalities and Diversity scheme and are as follows:

3.2 Aim

Scarborough Borough Council is committed to the provision of high quality, relevant services free from discrimination and delivered in a way which is accessible to all sections of the community. As a major employer within the area, we are also committed to the principle and achievement of providing equality of opportunity in employment at the workplace to existing and potential employees. We wish to set an example to others who provide goods and services by promotion and publicity of policies and practices, which are designed to encourage equality of opportunities.

3.3 Objectives

Our Equality Objectives are:

As a Community Leader, we will:

- Work to develop a culture which values the diversity of people from all sections of society, and to promote community cohesion
- Set an example to others who provide goods and services by promotion and publicity of policies and practices, which are designed to encourage equality of opportunities, and eliminate all forms of discrimination, whether direct or indirect.
- Work to ensure that issues such as race, sex, gender identity, age, disability, religion or belief, and sexual orientation are not barriers to the receipt of services.

As a Service Provider, we will continue in our commitment to achieving equality for all those who live in, work in and visit the area of the Borough by ensuring that:

- Our services are accessible;
- Our services are flexible and responsive to the needs of the community;
- Users of our services are treated fairly and all complaints are dealt with in accordance with our Equalities Scheme and Equality policies;
- There is consultation within the community on the way in which services are planned and delivered;
- Systems are in place to monitor our services and plans are implemented to achieve continual improvement;
- The results of consultations and monitoring are published and the public has access to the information provided;

- All contracts are monitored to comply with the Council's Equalities and Diversity Scheme and Equal Opportunities Policy;
- Councillors and employees receive training to raise the awareness of equality and diversity issues and the Council's policies and procedures, to enable them to understand their responsibilities for equality and expected standards of behaviour.
- Individuals and communities are encouraged to report all forms of discrimination

As an employer, we are committed to eliminating discrimination in employment through the establishment of good employment practices applied equally to all employees. All employees will:

- Have equality of opportunity in recruitment and selection, redundancy, retirement and redeployment, grievance and disciplinary procedures, performance appraisal, career development and training;
- Be consulted on the way in which policies are developed and implemented;
- Have any complaints fairly and properly investigated;

We will:

- Ensure policies are in place to meet the varying needs and work/life responsibilities of employees.
- Take positive action to achieve a workforce which is representative of the community we serve.
- Ensure that, where a service or function is transferred under the Transfer of Undertakings (Protection of Employment) Regulations 2006, arrangements are put in place to ensure compliance with the Council's Equality policies.

4. Progress against equality objectives

4.1 In order to meet our equality objectives as detailed above, we have developed a three year action plan against which we monitor our progress regularly. Overall we have made good progress towards achieving our equality objectives and details of progress made against the action plan are set out in appendix 1 of this report.

4.2 Key Successes

4.3 In addition to working to deliver our Equalities and Diversity Action Plan, we have worked to deliver positive outcomes in relation to equality and diversity, including economic disadvantage. Some of our key successes are outlined below:

- We provide support through our sports and leisure facilities to a wide range of groups, with specialist equipment being available for those with disabilities. A wide range of sessions are available, many aimed at target groups, including a range of outreach work. This includes initiatives such as; Adopt a School, Girls only sessions, work with local hospital through a Weight Management Group and a Neurological Group, Easyline sessions, work with police on 'Copalot' scheme.
- The Leisure Savers Scheme provides discounted admission to sports and leisure facilities for Students, juniors, over 60s and those in receipt of certain benefits and other initiatives, action is taken to promote social inclusion and ensure that opportunities for participation are available for everyone. A Residents Card is also in operation.
- Assisted refuse collections help a wide range of residents with mobility problems to ensure that their refuse and recycling can be collected.
- We have met affordable development targets including:
 - 84 new affordable homes provided in the Borough.
 - Two new affordable homes schemes completed per year in rural areas, with new homes being provided in Lythe and Glaisdale in 2012/13 and a further scheme in Stainsacre due to complete imminently. A number of other schemes are in the pipeline at various stages of the development process
- We have met Homelessness targets of no more than 147 households to become homeless during the year, with 124 households becoming homeless in 2012/13.
- We have completed a draft community masterplan for East Whitby. Further consultation is ongoing with Steering group, and the plan is scheduled for approval at Cabinet in May 2013.
- Some external funding to support the delivery of the East Whitby masterplan has been secured for specific projects and improvements.
- We are working to deliver a programme of intensive community development support in Barrowcliff to support the establishment of a resident led organisation with the capacity to manage assets and services. Support provided has included structured training. Residents are taking the lead in establishing a resident led "Big Local" Partnership, and are now represented on the Gallows Close Management Committee.

- Work has been undertaken to deliver the priority projects identified in the Eastfield Neighbourhoods masterplan.
- We have established a new service, Choices4energy, to support 'fuel poor' households. 'Choices 4 Energy' operates out of a shop in Scarborough town centre, backed up by a mobile caravan unit which tours the rural areas of the borough. The advice shop and mobile unit provide face to face advice for residents on how to stay warm, reduce their energy bills and carbon footprint, as well as being a source of information on ECO funding and 'Green Deal', the new government initiative designed to help business and home owners to employ more green technologies in their properties.
- We have awarded grants to support community, voluntary and not for profit organisations operating services including:
 - Dial a Ride – providing a community transport service for the inhabitants of Scarborough, Filey and district who are retired, have a disability (mental or physical), or who suffer from the effects of poverty or rural isolation. Dial-a-Ride aims to help alleviate social isolation and exclusion by enabling passengers to participate in their community, thereby retaining their independence and personal dignity and reducing the need for intervention by statutory services.
 - Whitby, Scarborough and Ryedale DAG - providing information, advice and practical support to enable independent living for disabled people.
 - Scarborough & District Disablement Action Group – working to secure the independence and integration of disabled people of all ages in the area of Scarborough and district. The organisation is run by disabled people and seeks to empower this group by encouraging the planning and development of services to enable disabled people to become actively involved.
 - Scarborough Blind and Partially Sighted Society - providing services to blind and visually impaired residents to help them to live as normal and independent a life as possible.
 - Good Neighbours Community Transport (GNCT) providing door to door transport for the elderly, disabled and others in need who, for whatever reasons, are unable to use other forms of transport, thereby enabling them to access essential services and maintain an independent lifestyle

5. Take up of Services/Monitoring Data

5.1 Over the last twelve months we have undertaken a range of consultation exercises and satisfaction surveys, which have included questions in relation to protected characteristics/equality groups, ie, gender, race, religion or belief, age, disability, etc. By collecting this data we can monitor take up of and satisfaction with our services by equalities group. This enables us to identify areas for improvement and ensure that we are providing fair access.

5.2 The following provides further details of satisfaction with and take up of our services. It should be noted that in some cases the number of respondents from a particular equality group/protected characteristic is too low to provide statistically meaningful results.

5.3 Local Area Survey

5.4 In October 2011 we undertook a Local Area Survey to gather information on peoples' perceptions of the local area, priorities, and the services they receive. The information gathered through the survey was broken down by equalities group/protected characteristic to enable us to determine priorities. We intend to undertake the Local Area Survey on a biennial basis and therefore the next survey is scheduled to take place in September/October 2013. Details from the survey, together with comparisons to previous results, will be included in the Equalities Monitoring report for 2013/14.

5.5 User Satisfaction and other ongoing Surveys

5.6 **Benefits User Satisfaction Survey**

5.7 The Council's Benefits Service undertakes an ongoing User Satisfaction Survey to identify areas for improvement. Data is analysed by gender, and disability. Whilst respondents are also asked for information re race, religion and sexual orientation, numbers of respondents in these groups are too low to provide meaningful data.

5.8 Full details of the analysis are shown as appendix 2.

5.9 Key issues are:

- A relatively high percentage of claimants, 44%, have a disability/limiting long term illness, compared to 22.4% of all residents in the Borough (2011 census).
- Overall respondents with a disability/limiting long term illness showed a higher level of satisfaction with the service, 98.2%, compared to 93.3% of respondents without a disability/limiting long term illness.
- Women tended to be less satisfied with the service than men, 93.8% compared to 98.3%.

5.10 **Car Parking User Satisfaction Survey**

5.11 An ongoing survey is undertaken of users of the Council's car parks, and further details are provided in appendix 3. Men were slightly more dissatisfied with the service than women, and there were slightly higher levels of dissatisfaction in the over 50 years old age groups.

5.12 In addition to questions about satisfaction with the car parks, specific questions were also asked about parking for the disabled:

5.13 10% of respondents (6) were blue badge holders and were therefore eligible to park in bays designated as parking for the disabled - the Blue Badge scheme allows drivers of passengers with severe mobility problems to park close to where they need to go.

5.14 These respondents were asked:

Do you consider the number of disabled parking spaces in the car park to be sufficient?

- 5 respondents, 83.3% stated that they did not consider there to be enough disabled parking spaces

Are the disabled parking spaces in the best position for your needs?

- 5 respondents, 83.3% stated that they did consider the disabled parking spaces to be in the best position for their needs.

5.15 **Housing Options Service**

5.16 An ongoing survey is undertaken to determine levels of satisfaction amongst users of the Council's Housing Options Service. This service works with anyone who is either homeless or threatened with homelessness to try and enable them to stay in their homes or to help find them alternative accommodation.

5.17 A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service.

5.18 Full details of the analysis are shown as appendix 4.

5.19 Key issues are:

- A relatively high percentage of service users, 34.9%, have a disability/limiting long term illness. Across the Borough 22.4% of residents have a disability/limiting long term illness (2011 census).
- There was a slight difference in satisfaction between those with a disability/limiting long term illness and those without, 83.3% compared to 91.7%.

5.20 Users were also asked as to whether or not they felt they had been treated with respect and consideration and results were as follows:

	2011/12		2012/13	
	Number	%	Number	%
Treated fairly and with respect by service	56	94.9%	9	20.9%
Not treated fairly and with respect by service	2	3.4%	2	4.7%
Unknown/not stated	1	1.7%	32	74.4%

5.21 Planning Service

5.22 In previous years an ongoing survey has been undertaken to determine levels of satisfaction amongst users of the Council's Planning Service. A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service. During 2012/13 due to the fact that the service was going through a major restructure, the survey was not undertaken. The survey has now been resumed and the results will be analysed and included in the next Annual Equalities Monitoring Report.

5.23 Tourist Information Centres

5.24 An ongoing survey is undertaken to determine levels of satisfaction amongst users of the Council's Tourist Information Centres. A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service.

5.25 Full details of the analysis are shown as appendix 5.

5.26 Key issues are:

- Overall satisfaction with the service is high at 94%, with only small differences between equality groups. Men are generally less satisfied than women with the service, at 90.5% compared to 97.4%.

5.27 Users were also asked as to whether or not they felt they had been treated with respect and consideration and results were as follows:

	2011-12		2012-13	
	No.	%	No.	%
Treated fairly and with respect by service	164	94.3%	60	98.4%
Not treated fairly and with respect by service	4	2.3%	1	1.6%
Unknown	6	3.4%		

5.28 Customer First Service

5.29 An ongoing survey is undertaken to determine levels of satisfaction amongst users of the Council's Customer First Centres. A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service.

5.30 Overall satisfaction with the service over the last three years is as follows:

- 2010/11 83.6%
- 2011/12 75.9%
- 2012/13 83.3%

5.31 Key issues are:

- The majority of respondents were aged 50 or over
- The survey looked at satisfaction with a range of aspects of the service and this showed that satisfaction was lowest with 'explanation of how the query would be resolved' at 66.1% overall satisfaction.
- Females tended to be less satisfied with all aspects of the service, at 80.6% satisfied compared to males at 90%
- Those aged 25-34 tended to be least satisfied with the service, however, it should be noted that this result was based on a small number of respondents
- Those with a disability tended to be more satisfied with the service overall at 92.9%, compared to 80.7% satisfaction of those people who did not have a disability

5.32 Full details of the analysis are shown as appendix 6.

5.33 User Satisfaction Survey – Disabled People

5.34 The Council regularly undertakes a number of consultation exercises with local residents looking at service satisfaction. Analysis during 2011/12 showed that in a number of areas satisfaction amongst disabled people is lower than average.

5.35 In order to try to establish reasons as to why this was the case, a user satisfaction survey was distributed to disabled people across the Borough during November 2012. The survey was also placed on the Council's consultation page.

5.36 A total of 54 responses were received, and the full details of the results of that survey are shown in appendix 7.

5.37 Key issues identified were:

- Usage of a number of council services was found to be lower amongst disabled people than those who were not disabled, eg, parks and open spaces, leisure and sports facilities
- Comments on specific issues included:
- Wheeled bins left on pavements can cause issues for the visually impaired, parents with pushchairs, wheelchair users, etc
- Lack of awareness of the wheel out service to assist residents who are unable to put their wheeled bins out for emptying
- Accessibility issues highlighted in parks, Customer First centres etc.

6. Providing Equal Opportunities for our employees

- 6.1 Monitoring of the workforce in relation to a number of issues including pay, recruitment and selection, disciplinary, grievances, leavers and training and promotion has taken place and a detailed analysis is set out below.
- 6.2 Our monitoring includes ethnicity, gender, disability and age. Sexual orientation and religion/ belief are now included in the monitoring of applicants for posts. Work is ongoing to look at introducing monitoring of these strands in relation to all aspects of our workforce in the future. This improvement in the range of data available will enable the Council to define equalities objectives more effectively.
- 6.3 It should be noted that in some areas the numbers of employees are too small to draw statistically valid conclusions from the data.
- 6.4 The data used to compile this report is from a number of sources, including:-
- ◆ Data Extracts from HR/Payroll system.
 - ◆ Data Extracts from the Council's Performance Management Framework.
 - ◆ Analysis of recruitment monitoring forms.

6.5 Local Performance Indicators

- 6.6 The following are key local performance indicators:

		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
		Actual	Actual	Actual	Actual	Actual	Actual
LPI ED3	Percent of top paid 5% of staff who are women (based on FTEs)	10.98%	24.04%	25.10%	25.64%	27.03%	25.81%
LPI ED4	Percent of top paid 5% of staff who are from an ethnic minority (based on FTEs)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
LPI ED5	Percent of top paid 5% of staff who have a disability (based on FTEs)	8.57%	9.80%	10.26%	10.26%	13.33%	12.00%
LPI ED6	Percent of employees with a disability	4.95%	4.84%	3.30%	3.18%	3.91%	3.71%
LPI ED7	Percent of employees from an ethnic minority community	0.93%	0.22%	0.22%	0.21%	0.33%	0.23%

- 6.7 This illustrates that:
- There has been a slight decrease in the percentage of women employed at the higher pay levels.
 - The percentage of staff overall with a disability has decreased slightly to 3.71%, however the latest data² shows that 26.5% of the working population have a disability/limiting long term illness.

² Nomis Jan 2012 – Dec 2012

- The percentage of employees from an ethnic minority has decreased slightly to 0.23%

6.8 Overall staff numbers

- 6.9 Scarborough Borough Council had a headcount of 985 people in post as at March 2012. This had reduced to 780 people in post by March 2013. The significant reduction in staff numbers is due in part to the TUPE transfer of a number of employees following outsourcing of the Spa Service. Staff numbers by Service were as follows:-

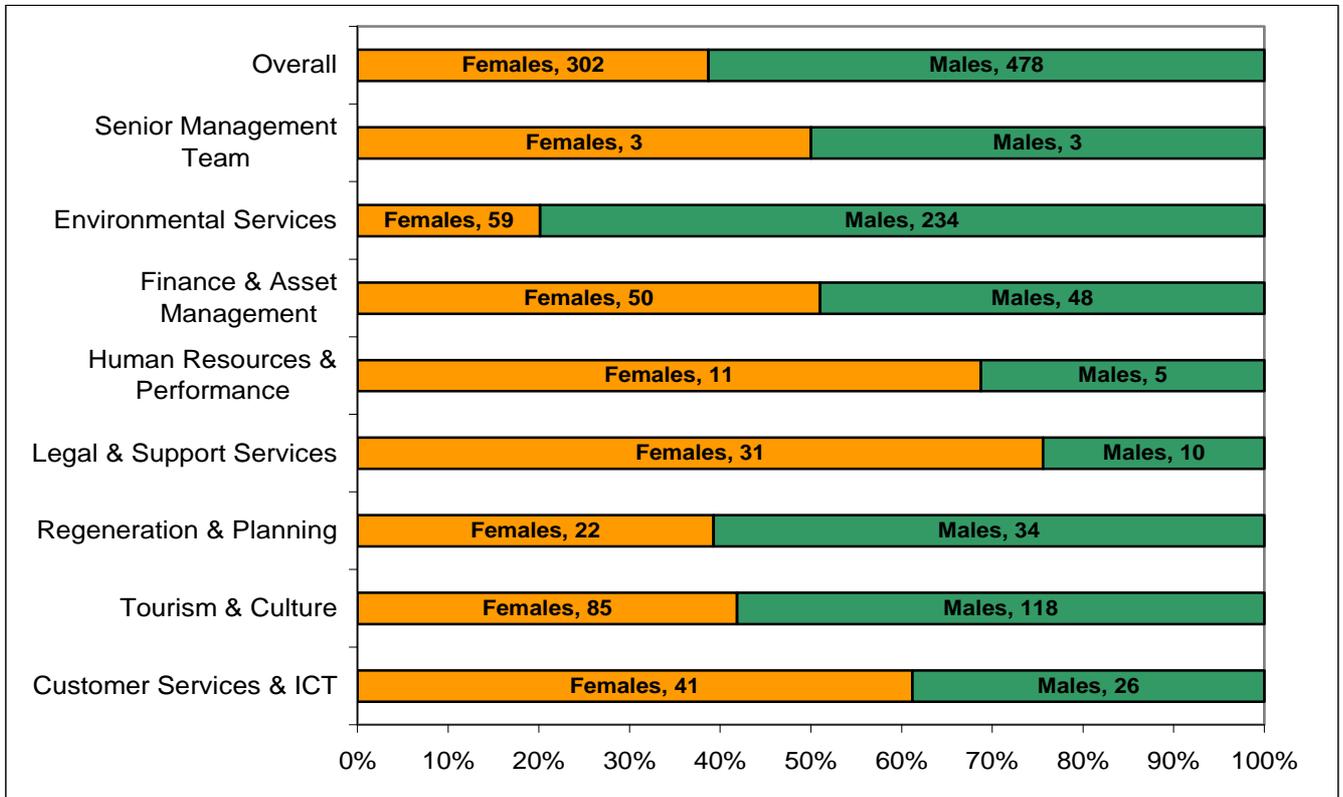
Service	As at March 2012		As at March 2013	
	Head Count	% of people in post	Head Count	% of people in post
Senior Management Team	6	0.6%	6	0.8%
Environmental Services	288	29.2%	293	37.5%
Finance & Asset Management	113	11.5%	98	12.5%
Human Resources & Performance	14	1.4%	16	2.1%
Legal & Support Services	52	5.3%	41	5.3%
Regeneration & Planning	52	5.3%	56	7.2%
Tourism & Culture	391	39.7%	203	26.0%
Customer Services and ICT	69	7.0%	67	8.6%
	985	100	780	100

- 6.10 Analysis shows that as at March 2013, 644 are permanent employees (714 in 2012), with 136 being employed on temporary, casual, seasonal and fixed term contracts (271 in 2012). The largest proportions of non-permanent employees are employed within the Tourism and Culture Service.

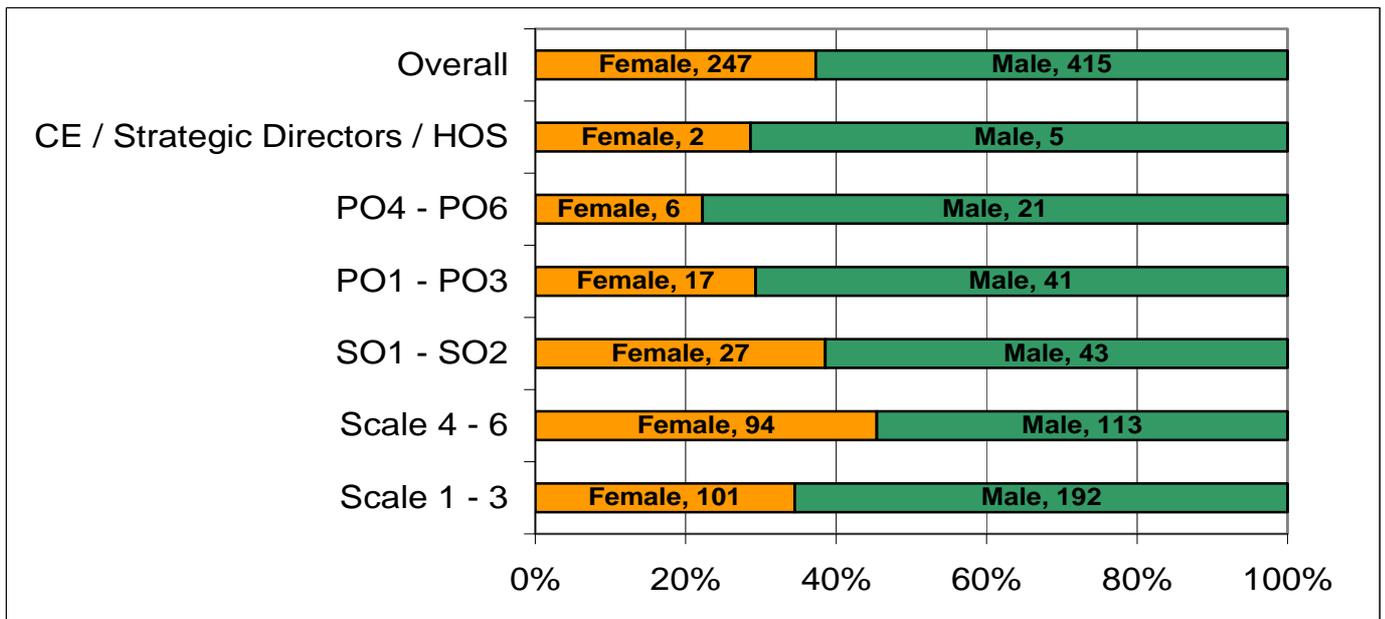
As at March 2013 Service	Permanent employees		Fixed Term / Seasonal / Temporary		Casual		Total employees
	No.	%	No.	%	No.	%	
Senior Management Team	6	100.0%					6
Environmental Services	268	91.5%	25	8.5%			293
Finance & Asset Management	94	95.9%	3	3.1%	1	1.0%	98
Human Resources & Performance	14	87.5%	2	12.5%			16
Legal & Support Services	41	100.0%					41
Regeneration & Planning	48	85.7%	3	5.4%	5	8.9%	56
Tourism & Culture	111	54.7%	29	14.3%	63	31.0%	203
Customer Services & ICT	62	92.5%	5	7.5%			67
	644	82.6%	67	8.6%	69	8.8%	780

6.11 Gender

6.12 Analysis shows that overall 38.7% (40.6% in 2012) of the workforce, including permanent, temporary, casual, seasonal and fixed term contract employees, is female and 61.3% (59.4% in 2012) are male. Breakdown by service shows the following:-



6.13 Analysis of grade by gender



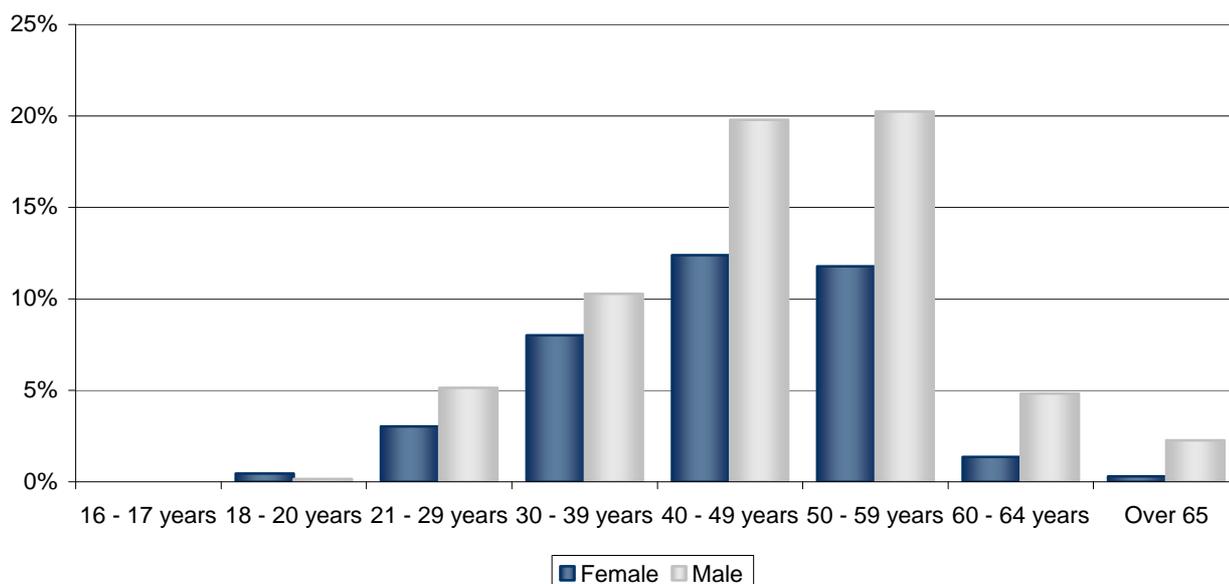
6.14 These tables show that at Scales 1 to 3, 65.5% (58% 2012) of the employees are male and 34.5% (42% in 2012) are female.

6.15 At scales PO1 -3, 70.7% (69.2% in 2012) of employees are male and 29.3% (30.8% in 2012) are female.

6.16 77.8% (78.6% in 2012) of employees at PO4-6 are male and 22.2% (21.4% in 2012) are female. The Key Local Performance Indicator on the top-paid 5% of staff shows that 25.81% of this group are female.

6.17 Age Profile

6.18 The age profile of the workforce is as follows:-



Age Range	no. of Employees	%
16 - 17 years	2	0.3%
18 - 20 years	18	2.3%
21 - 29 years	95	12.2%
30 - 39 years	136	17.4%
40 - 49 years	226	29.0%
50 - 59 years	231	29.6%
60 - 64 years	48	6.2%
Over 65	24	3.0%
Grand Total	780	100

6.19 The percentage of the workforce over the age of 40 years is as follows:

- 2013 - 67.9%
- 2012 - 70.3%
- 2011 - 60.67%

6.20 The average age of the population in Scarborough is 44.2, compared to 42.8 in North Yorkshire.

6.21 The 2011 census population estimates generally show the population to be 'ageing' nationally and this is apparent within the Yorkshire & Humber region, the North Yorkshire County and locally. Over half of the population 52.7% (52.4% 2012) within Scarborough is now aged 45 or over and 23.5% of the population is aged 65 or over. The profile of the population at a district level remains unchanged from that in 2001, with Scarborough continuing to have higher proportions of those aged over 45 and over 60 when compared to the other districts in North Yorkshire.

6.22 Disability Profile

6.23 3.71% (3.9% in 2012) of the permanent workforce is employees who have stated that they have a disability. Analysis by grade shows the following:-

Grade	Permanent employees stating they have a disability		
	No	% (of workforce)	% (of payband)
Chief Officer/Head of Service	1	0.2%	20%
PO4 - PO6	2	0.5%	8.7%
PO1 - PO3	1	0.2%	2.33%
SO1 - SO2	0	0%	0%
SC4 - SC6	6	1.4%	4.1%
SC1 - SC3	5	1.1%	2.95%

6.24 There is representation across all grade bands, with the exception of SO1 – SO2.

6.25 By service the number of employees declaring they have a disability is as follows:

Service	Permanent employees stating they have a disability	
	No	%
Senior Mgt Team	0	0.0%
Environmental Services	6	3.6%
Finance and Asset Mgt	2	2.5%
HR and Performance	2	15.4%
Legal and Support Services	1	2.9%
Regeneration and Planning	1	2.8%
Tourism and Culture	2	3.3%
Customer Services and ICT	1	2.3%

6.26 Recruitment and selection

6.27 Analysis has taken place of recruitment monitoring forms completed by job applicants. 829 forms were received leading to 81 appointments being made.

6.28 Analysis shows of the 829 job applicants who returned a recruitment monitoring form during 2012/13, 38.5% (39.3% in 2011/12) of applicants were female and 61.5% (60.7% in 2011/12) of applicants were male.

Applications by Gender	2011/12		2012/13	
	No.	%	No.	%
Male	347	60.7%	510	61.5%
Female	225	39.3%	319	38.5%
	572		829	

6.29 Of the appointments made, 51.9% (48.6% 2011/12) were female and 48.1% (51.4% 2011/12) were male, i.e., female applicants show a slightly higher success rate than male applicants.

Gender	2011/12		2012/13	
	No.	%	No.	%
Male	36	51.4%	39	48.1%
Female	34	48.6%	42	51.9%
	70		81	

6.30 The highest proportion of applicants for posts was in the 18 – 24 years of age band. The percentage of applicants in each age band was as follows:-

Age Applicants	2011/12		2012/13	
	No	%	No	%
Under 18 years	17	3%		
18 - 24 years	136	23.9%	192	24.0%
25 – 29 years	65	11.4%	88	11.0%
30 - 34 years	43	7.6%	62	7.6%
35 - 39 years	37	6.5%	57	7.1%
40 – 44 years	58	10.2%	109	13.6%
45 - 49 years	41	7.2%	103	12.9%
50 – 54 years	63	11.1%	75	9.4%
55 – 59 years	67	11.7%	72	9.0%
60+ years	42	7.4%	43	5.4%

6.31 Looking at appointments to posts the figures are as follows:

Age	Appointments			
	2011/12		2012/13	
	No	%	No	%
Under 18 years	7	10.0%		
18 - 24 years	15	21.4%	29	40.8%
25 – 29 years	9	12.9%	4	5.6%
30 - 34 years	10	14.3%	4	5.6%
35 - 39 years	1	1.4%	5	7.0%
40 – 44 years	6	8.6%	7	9.9%
45 - 49 years	6	8.6%	7	9.9%
50 – 54 years	4	5.7%	8	11.4%
55 – 59 years	5	7.1%	3	4.2%
60+ years	7	10.0%	4	5.6%

6.32 In terms of disability, 2.7% of applicants declared they had a disability compared to 5.1% in 2011/12 and 4% in 2010/11.

6.33 Analysis also shows the following:

- In terms of ethnicity, 97.8% of applicants stated that they were White, 0.6% were Mixed, 1.1% were Asian, 0.4% were Black and 0.1% were Chinese.
- Religion or belief – 55.7% of applicants stated that they were Christian, 42% stated they held no religious belief, 0.5% Buddhist, 0.5% Hindu, 0.1% Jewish, 0.5% Muslim and 0.7% other.
- Sexuality – 96.9% of applicants described themselves as heterosexual, 2.2% gay/lesbian and 0.9% of applicants were bisexual.

6.34 Leavers

6.35 Analysis of those leaving the authority showed that of the 120 permanent employees who left during April 2012 to March 2013, 53.3% (66.2% in 2011/12) were male and 46.7% (33.8% in 2011/12) were female.

Gender	2011/12		2012/13	
	No.	%	No.	%
Male	94	66.2%	64	53.3%
Female	48	33.8%	56	46.7%
	142		120	

6.36 Analysis also shows that leavers by age group shows the following:.

Age	2012/13	
	No.	%
16 - 17	0	0%
18 – 20	2	1.7%
21 - 29	17	14.2%
30 - 39	23	19.2%
40 - 49	28	23.3%
50 – 59	37	30.8%
30 – 64	9	7.5%
65 +	4	3.3%

6.37 Disciplinary

6.38 Analysis of the 8 (5 in 2011/12) disciplinary proceedings against employees which reached formal stages of the proceedings (ie HR involvement), showed that 62.5% (80% in 2011/12) were male and 37.5% (20% in 2011/12) female. None declared having a disability.

7 Key Issues and Future Priorities

- 7.1 The Council will continue to face challenges with difficult decisions being made in respect over financial matters in the foreseeable future. Mainstreaming equalities will continue to be our priority.
- 7.2 We are committed to delivering further on the actions contained within our Corporate Equalities and Diversity Scheme. Changes to the Equality Framework for Local Government have now been introduced and we need to re assess our position against this.
- 7.3 In addition we will continue to focus on:
- Developing training and support for our employees
 - Improving our monitoring and equality mapping processes to enable us to focus our resources
 - Identifying where changes are needed to improve customer experience and satisfaction with our services
 - Setting employment equality outcomes, to ensure we have a workforce which is representative of our communities
- 7.4 Key issues which have been identified from each of the User Satisfaction Surveys and consultation exercises will be fed back to the services concerned for their consideration and for appropriate action to be taken.

Appendix 1 – Progress against our Equalities and Diversity Action Plan

1. Knowing Your Communities and Equality Mapping

Ref	Action	What we have achieved
1.1	<p>Utilise a corporate equal opportunities monitoring form and database for results</p> <ul style="list-style-type: none"> • Covering all equality strands • Database developed for results 	<p>A Form and database have been developed and were in place by April 2010 - completed</p> <p>Ongoing monitoring and reporting of results is now taking place. Consideration is being given to the appropriateness of collection of data relating to protected characteristics.</p>
1.2	<p>Equality monitoring to be utilised in areas of customer information and in all consultation</p> <ul style="list-style-type: none"> • Consultation questionnaires to include equality monitoring • Customer First to integrate equalities monitoring into Customer intelligence database. 	<p>A Form and database have been developed and were in place by April 2010 - completed</p> <p>Ongoing monitoring and reporting of results is now taking place</p>
1.3	<p>Service areas to utilise equality monitoring in relation to equalities areas</p> <ul style="list-style-type: none"> • Work with all Heads of Service, Managers and relevant staff about the need to capture data, so the long-term impacts can be assessed. • Guidance on what to do with the data, what the results mean and how they can improve service delivery. • Information disaggregated and analysed by equalities group • Data to be shared across the Council. 	<p>A Form and database have been developed and were in place by April 2010 - completed</p> <p>This was further rolled out across additional services as surveys were reviewed and/or introduced in new areas.</p> <p>Ongoing monitoring and reporting of results is now in place, including actions taken to improve service delivery. Discussions are taking place with individual services in respect of the data as appropriate.</p>

Ref	Action	What we have achieved
1.4	Community Information System to be utilised by officers and members <ul style="list-style-type: none"> • To contain information about our communities • Information to be disaggregated and analysed by equalities group 	The CIS was launched in April 2010 and has since been maintained and updated. Improvements to the range of data is ongoing. Where possible, data is disaggregated and analysed by equalities group/protected characteristic. In addition, the system contains data re mosaic customer profiling.
1.5	Work with Partners to agree common approach to equalities monitoring <ul style="list-style-type: none"> • Agree with partners standard equalities questions • Develop protocol • Amend monitoring form and processes 	Although some work has been undertaken, further improvements can be made.
1.6	Further intelligence obtained re underrepresented groups, especially BME and Faith Communities <ul style="list-style-type: none"> • Work with BME VCS to identify groups • Work to build links with BME groups and Faith Communities 	Work was being undertaken through with the Programme Director of the Yorkshire and Humber Regional Forum BME VCS programme in order to gain further intelligence in relation to BME and faith communities, however, this work has ceased due to lack of funding.
1.7	Review Equality Outcomes and evaluate on a regular basis <ul style="list-style-type: none"> • Review both corporate and service level corporate outcomes • Evaluate achievement of outcomes and reasons for non achievement • Develop action plans to address issues Implement/monitor/review	This report provides the means by which equality outcomes are reviewed annually. The action plan is being considered in the light of the revised Equality Framework for Local Government.
1.8	Corporate and Service level groups regularly review performance against equality objectives	Annual review through Corporate Equalities and Diversity Group
1.9	Benchmarking of equalities performance against other organisations <ul style="list-style-type: none"> • Benchmarking against public and private sector organisations • Review/learn from best practice • Develop plans for improvement • Implement/monitor/review 	The deletion of the National Indicator Set has affected our ability to undertake this action. However, work is ongoing to benchmark our performance against other organisations.

Ref	Action	What we have achieved
1.10	Develop mechanisms to highlight equality success <ul style="list-style-type: none"> • Press releases • Consider introduction of equality news letter 	<p>This is an ongoing process. Press releases over the last year have covered a wide range of issues, including:</p> <ul style="list-style-type: none"> • Regeneration initiatives in Eastfield and Barrowcliff • Aftermath and other Community Safety initiatives • World Food Event in Filey • New affordable homes, including in rural areas • Home Improvements Agency • Establishment of Choices 4 Energy, a new service offering energy efficiency advice to our residents and working to reduce fuel poverty in the Borough. <p>The introduction of an equality newsletter will be further considered.</p>

2. Place shaping, Leadership, Partnership and Organisational Commitment

Ref	Action	What we have achieved
2.1	Publish and promote Corporate Equalities and Diversity Scheme <ul style="list-style-type: none"> • Scheme made available via the Council's website • Hard copies sent to individuals / organisations / community groups • Press Release to publish availability of scheme 	<p>The Corporate Equalities and Diversity Scheme was approved by Cabinet on 15 March 2011 and was made available on the Council website and as a hard copy on request.</p> <p>The scheme is reviewed annually and this report is the second annual review.</p>
2.2	Raise awareness and provide assistance in the implementation of the scheme at all levels within the Council <ul style="list-style-type: none"> • Heads of Service / managers / Members to be consulted • Scheme available for staff on Council Intranet • Awareness raising of the Scheme as part of Equalities and Diversity awareness initiatives • Training programme developed and ongoing 	<p>The Scheme has been made available on the Council's intranet and website.</p> <p>A Training programme has been implemented and is ongoing, which includes involving the staff in undertaking Equality Impact Assessments of their service areas.</p>
2.3	Review Corporate Equalities and Diversity Scheme and Plan when the new Equality Bill becomes law <ul style="list-style-type: none"> • Scheme reviewed and updated • Action plan reviewed and updated 	<p>The Scheme and plan was updated following publication of statutory guidance on the Equalities act, with the final scheme being presented to Cabinet on 15 March 2011.</p>
2.4	Ensure resources are allocated for improving equality practices as part of the Financial Plans and Strategy	<p>This is an ongoing requirement. All budget decisions are now formally assess for their impact on equalities.</p>
2.5	Procure goods and services so as to positively address equalities issues <ul style="list-style-type: none"> • Equality and Diversity is included within all contracts and commissioning agreements where equality is an issue in delivering the service • Scheme made available for Contractors • Council to monitor Contractor/supplier to ensure they are meeting their commitments 	<p>A range of advice and guidance documentation has been developed and made available to officers, contractors/suppliers. The documentation will now be reviewed to ensure that all aspects comply with the Equality Act 2010.</p> <p>All contracts contain clauses relating to Equality and Diversity issues. Advice is provided to contractors to assist them with meeting their obligations under the Equality Act.</p> <p>Ongoing monitoring takes place to ensure requirements are fulfilled.</p>

Ref	Action	What we have achieved
2.6	<p>Promote Diversity awareness through positive attitudes and behaviours</p> <ul style="list-style-type: none"> • Increase use of images of people from equality groups in all promotional material, press releases, external communications and internal and external publications • Promote use of Hearing Loops, language line, etc 	<p>This is ongoing work.</p> <p>Hearing loops are available in Customer First and the Council Chamber. A portable hearing loop is available with Regeneration Services.</p> <p>The use of a wide range of images in publications is encouraged.</p>
2.7	<p>Monitoring of Performance in accordance with the Council's Performance Management Framework:</p> <ul style="list-style-type: none"> • Local Performance Indicators established • Appropriate targets and performance measures set in conjunction with Services. • Information gathered and analysed. • Results published on website and Intranet • Information reviewed annually. 	<p>Performance Monitoring is ongoing which includes regular monitoring of PIs relating to equalities issues.</p> <p>PIs for employment issues in relation to equalities have been developed and are monitored and reported on. An Annual report is produced in each year which contains section on equalities. An annual report on equalities issues relating to employment was produced and considered annually by Scrutiny Committee and is now being incorporated into the full Annual Report on all Equalities and Diversity issues.</p>
2.8	<p>Improve understanding of equalities agenda of Council employees and Members</p> <ul style="list-style-type: none"> • Develop and implement training programme • Develop online training through 'Learning Pool' • Documentation available on Porthole • Training on appropriate language • Training on new equalities act implications • Further training on corporate equalities scheme • Embed use of 'equalities implications' section on cabinet reports 	<p>Ongoing training programme is in place, with refresher training provided as required.</p> <p>A range of documentation is available on porthole; this includes guidance on language, Equality Act 2010 and the Corporate Equalities and Diversity Scheme.</p> <p>Currently consideration is being given to developing an online learning package which will be made available via the Learning Pool.</p> <p>The importance of the use of the Equalities Implications Section on Cabinet reports has been stressed to all report authors.</p>
2.9	<p>Develop stronger relationships with voluntary sector</p> <ul style="list-style-type: none"> • Develop/maintain database of contacts and maintain communication • Consider development of six-monthly equalities forum 	<p>A database of contacts is in place and updated regularly.</p>

3. Community Engagement and Consultation

Ref	Action	What we have achieved
3.1	<p>Identify local groups within the Borough and develop a network of communication</p> <ul style="list-style-type: none"> • Develop a directory of local groups/organisations • Utilise and build on existing consultation processes such as the Area Forums initiative • Develop electronic communication links via the Council website • Work with partner organisations, neighbouring Local Authorities and voluntary groups to establish closer communication links with groups • Utilise national and local demographic data to identify and target specific groups such as migrant workers 	<p>An initial directory was in place by March 2011; this needs to be expanded to include more groups and organisations.</p> <p>The North Yorkshire Equalities Group has now been discontinued.</p> <p>The latest census figures for 2011 have now been received and will be used to help us identify and target specific groups and consider changes to the demographics of the Borough which have taken place.</p>
3.2	<p>Work with BME VCS Regional Programme for Yorkshire and the Humber to identify vulnerable groups in the area</p>	See 1.6
3.3	<p>Identify procedures for publishing results of consultation and improving feedback</p> <ul style="list-style-type: none"> • Consider and use various formats/methods 	Feedback from consultation exercises is published on the Borough Council website at www.scarborough.gov.uk . In addition, a summary of issues relating to equalities is published in this annual report.
3.4	<p>Improve consistency of approach to proactive engagement with community /residents</p> <ul style="list-style-type: none"> • Revise community engagement strategy 	The Communications Strategy has been redrafted.
3.5	<p>Consider establishing equalities forum</p>	Links to 2.9

4. Responsive Services and Customer Care

Ref	Action	What we have achieved
4.1	Prioritise Equality Impact Assessments for the most relevant policies, service areas and functions <ul style="list-style-type: none"> • Analysis of consultation and feedback to identify priorities • Identify the relevance and priority of all policies, functions and services 	<p>A programme for undertaking EIAs has been in place since April 2010. The programme was developed as a result of prioritising all service areas and policies/strategies which need to be covered.</p> <p>The programme is subject to regular, ongoing monitoring and review.</p>
4.2	Produce a timetabled programme of Equality Impact Assessments <ul style="list-style-type: none"> • Produce timetable from action above and in consultation with Senior Managers. • Programme reviewed and updated in line with introduction of new policies, projects and major changes to services 	<p>A new, more streamlined approach to undertaking EIAs has been introduced, following implementation of the Equalities Act 2010.</p>
4.3	Produce guidelines and training for Members, Heads of Service, Managers and other relevant staff on undertaking EIAs <ul style="list-style-type: none"> • Produce guidance and templates for undertaking EIAs and disseminate through the Council • Identify training needs and deliver training as required 	<p>EIA assessment templates have been revised in the light of the Equality Act 2010. Training has been provided to a number of Managers and staff on undertaking EIAs. There is now a need to revise and publish documentation/ guidance for undertaking EIAs.</p>
4.4	Undertake EIAs <ul style="list-style-type: none"> • Current policies to be assessed • Services to undertake Impact Assessments on policies and functions as they are developed 	<p>This is an ongoing process as changes to service delivery, policies, financial decisions, etc, should be impact assessed for equalities. The 3-year rolling programme has been reviewed in light of new Equality Act 2010 Legislation and EIAs are now focused on new policies, changes and budgetary considerations as they are developed and implemented.</p>
4.5	Consultation on EIAs Extend consultation on draft EIAs to include: <ul style="list-style-type: none"> • Trade Unions • Voluntary Sector • Staff 	<p>We aim to continually improve processes and consultation on Equality Impact Assessments and processes are currently being introduced to ensure that all sectors are consulted on EIAs.</p>
4.6	Publish results of Impact Assessments <ul style="list-style-type: none"> • Via Council website • Other formats available on request 	<p>This is an ongoing process. Completed EIAs are published on the Council's website and are available in other formats on request.</p>

Ref	Action	What we have achieved
4.7	Review process of Equalities Impact Assessments to ensure that they meet requirements for assessing the effects of equality under the Equality Act 2010	<p>We have completed a review of our current EIA process and paperwork and have made a number of amendments to ensure that we meet the requirements of the Equality Act 2010.</p> <p>The process and documentation will be subject to ongoing review thereafter.</p>
4.8	Review completed Equalities Impact Assessments to ensure compliance with Equalities act 2010	All completed EIAs are reviewed as policies/strategies are updated.
4.9	Identify any barriers to accessing Council services <ul style="list-style-type: none"> • Via consultation and monitoring arrangements • Consider language needs, cultural differences • Promote an environment where people can feedback barriers they are facing in accessing our service or in treatment they have received. • 	This is part of our ongoing processes, both through undertaking EIAs and through analysis of comments, compliments and comments. Issues are also highlighted through analysis of customer satisfaction surveys and consultation exercises.
4.10	To use the information we gather from our customers and employees to make improvements towards equality for all groups <ul style="list-style-type: none"> • Via Equality Impact Assessments • Monitoring feedback from complaints • Monitoring feedback from consultation and community engagement inc customer satisfaction monitoring, etc 	As above 4.9
4.11	Identify the service needs of people with disabilities <ul style="list-style-type: none"> ○ Via consultation and monitoring arrangements and monitor feedback from complaints ○ Develop actions outlining the services people have identified as having difficulty accessing. ○ Use the mystery shopper techniques to monitor service delivery e.g. requests for alternative formats. 	As above 4.9

Ref	Action	What we have achieved
4.12	<p>Identify any physical barriers to accessing Council buildings/services and those managed/leased by the Council</p> <ul style="list-style-type: none"> • Via consultation and monitoring arrangements • Look at signage, reception areas, accessibility, seating, lighting and colour contrasts of walls, doors, floors and handles within Council buildings • Ensure loop systems are working, staff are trained. • Review access to polling stations and procedures for people who may need assistance • Work with local disabled people and community groups to develop the concept of 'mystery shopper' to make spot checks on services. • Promote an environment where people can feedback barriers they are facing in accessing our service or in treatment they have received. 	<p>The Customer First Centre within the Town Hall is DDA compliant.</p> <p>Current office accommodation at the Town Hall is not ideal – part of the Town Hall is a listed building and there are issues with disabled access to large sections of the building and office accommodation. Consideration is currently being given to changes to the main office accommodation and access/DDA compliance will be considered.</p> <p>Other main council buildings utilised by customers include Filey Evron Centre and Whitby Customer First, plus TICs.</p> <p>Polling Stations – the Council is required by law to review Polling Places at least every 4 years. The last review was undertaken in 2011. Extensive consultation was undertaken as part of the review process including with Whitby DAG. In addition, consideration was given to DDA issues, and all comments re access were carefully considered.</p>
4.13	<p>Set priorities for the Disability Access Capital programme for Council buildings.</p> <ul style="list-style-type: none"> • Analysis of consultation and feedback to identify priorities 	<p>The main Customer First facility is DDA compliant</p> <p>Analysis of consultation, comments and complaints has not identified any significant issues in respect of disability access to Council premises.</p>
4.14	<p>Meet Targets for Local Performance Indicator L ED8 - (ex-BVPI 156) – Council buildings accessible to disabled people</p> <ul style="list-style-type: none"> • Provide targets for the next 3 years with the aim of reaching and maintaining top quartile performance. 	<p>This PI is not longer required to be reported by local authorities, therefore it is not possible to make comparisons with others. However, good progress has been made and 85% of council buildings are now accessible. There are issues with a small number of buildings due to their listed status.</p>
4.15	<p>Promote and provide information in accessible formats</p> <ul style="list-style-type: none"> • Adopt a corporate approach to availability of documentation in range of formats • Statement on all letters and documents that it can be made available in other formats • Develop guidelines for departments including producing information in accessible formats e.g. large print • Promote availability of translation and interpretation services 	<p>Documents are available in alternative formats on request and a range of documents now contain a statement to this effect.</p> <p>A translation facility is now available on the website.</p> <p>Language line is also available.</p>

Ref	Action	What we have achieved
4.16	<p>Promote the different methods of accessing Council services</p> <p>Produce a leaflet about the different methods of accessing our Services we provide to assist people from equalities groups, e.g. Home Visits, Pull-out Service for waste collection, the Internet, translation/alternative formats.</p>	<p>Consideration was being given to the development of a leaflet and whether this would be cost effective / good use of resources. It is felt to be more appropriate for information to be incorporated into new and existing documents as they are developed and reviewed.</p>
4.17	<p>Development of Documentation re Equalities and Diversity Issues in relation to procurement</p> <p>Support and advice provided for contractors/suppliers</p> <ul style="list-style-type: none"> • Develop documentation providing advice and guidance to contractors and suppliers re their obligations • Develop guidance for officers on ensuring contractors and suppliers meet their obligations • Incorporate clauses into tendering and contract documents • Embed • Monitor and Review 	<p>Documentation has been published and is available on website – May 2010 – completed. Documentation includes:</p> <ul style="list-style-type: none"> • A guidance booklet • Draft templates for Equalities and Diversity policies, procedures and action plans • Frequently asked questions <p>This now needs to be monitored and reviewed in the light of the Equality Act 2010.</p>
4.18	<p>Monitor services and employment processes for discriminatory practices</p> <ul style="list-style-type: none"> • Links to 4.9 above • Monitor complaints/analyse by equalities strand • Monitor disciplinaries, grievances, and other HR procedures 	<p>Data published annually – by May each year</p>
4.19	<p>Evaluation of commissioned/ procured services</p> <p>Links to 4.9/4.16 above</p>	<p>See 4.9/4.16</p>
4.20	<p>Improve participation rates in civic /public life of equalities groups</p> <ul style="list-style-type: none"> • Analysis of current profile • Development of actions to improve • Implement/monitor/review • Guide to becoming involved developed • Dispatched to representatives from Equalities Groups 	<p>A profile of current members is available. A guide to participation has been developed and sent to a range of groups.</p>

5. A Modern and Diverse Workforce

Ref	Action	What we have achieved
5.1	Review equal opportunities policy to ensure compliance with legislation and best practice <ul style="list-style-type: none"> • Review of policy • Inclusion of relevant legislation and duties 	<p>The Equal Opportunities Policy has been updated in conjunction with the Council's Recruitment and Selection policy (see below) to include provisions of the Equality Act 2010.</p>
5.2	Review recruitment and selection procedures and promote employment opportunities for equality groups <ul style="list-style-type: none"> • Review monitoring of applicants • Review where posts are advertised 	<p>The Council's Recruitment and Selection Policy has been updated and Guidelines written for managers e.g. pre –employment medical screening process has been updated in accordance with Equality Act 2010 and templates on interview questions and assessment documents now included.</p>
5.3	Ensure that training and information on equalities and diversity issues is provided for all staff <ul style="list-style-type: none"> • Development of leaflet and fact sheets about the scheme and incorporate into equalities and diversity awareness initiatives • Deliver staff training and awareness sessions as part of equalities and diversity training 	<p>This is an ongoing process</p> <p>A leaflet for staff was developed and published by June 2010 – completed</p> <p>Funding enabled a “Competent Manager Programme” to be delivered between April 2012 and March 2013, which included equality and diversity awareness training for managers. The funding is no longer available and there is now a need to review all equalities and diversity training across the organisation (including Member training).</p>
5.4	Monitoring of workforce, inc training opportunities, promotions, recruitment, etc, and analysis by equalities groups <ul style="list-style-type: none"> • Local Performance Indicators established • Information gathered and analysed. • Appropriate targets and performance measures set in conjunction with Services. • Results published on website and Intranet • Information reviewed annually. 	<p>An Annual report is prepared and published by May each year</p> <p>The Council's Workforce Planning process is currently under review.</p> <p>Procurement and installation of a new HR IT system during 2013 will enable improved and more timely production of management information.</p>

Ref	Action	What we have achieved
5.5	<p>Review recruitment and selection procedures and promote employment opportunities for people from equality groups</p> <ul style="list-style-type: none"> • Develop a range of information about how we would support future employees e.g. reasonable adjustments • Sign up to 'Mindful Employer' • Sign up to the ✓✓ Disability Symbol • Consider colour contrast on application form and provide the application form in alternative formats e.g. large print • Develop ways to encourage feedback from disabled staff • Review monitoring of applicants • Review where posts are advertised 	<p>HR are working pro-actively with managers to encourage the provision of reasonable adjustments to improve opportunities for the return to work of employees on long term sickness absence. These include phased returns to work, redeployment and/or modification of roles. The Council's Sickness absence policy has been updated to highlight these provisions and training has been provided for managers.</p> <p>New manager's guidelines on Recruitment and Selection promote the "Positive about Disabled people" scheme.</p> <p>The guidelines also include further promotion of objective recruitment by inclusion of guidance on the use of competencies as part of the selection process.</p> <p>Application forms can now be completed online and facilities are available to increase font sizes and provide the information in 13 different languages.</p> <p>All posts now advertised online to widen access</p>
5.6	<p>Review support for employees from equality groups including monitoring of support requests, provisions made and improvements needed</p> <ul style="list-style-type: none"> • E.g. requests for screen reading equipment, carers leave, etc • Monitoring system to be established 	<p>Improved Monitoring in place by April 2010 – completed</p> <p>Monitoring and review is an ongoing process. Policies are in place such as carers leave, job share scheme etc. The right to request flexible working now extends to all employees.</p>
5.7	<p>Promote non-traditional jobs</p> <ul style="list-style-type: none"> • Through council's website • Targeted publications • Schools and colleges 	<p>This work is ongoing.</p> <p>The Council is promoting the employment of apprentices and continues to work closely with schools and colleges in relation to career events and work experience programmes.</p>

Benefits User Satisfaction Survey 2011/12 and 2012/13

The following shows what percentage of respondents were from each of the equality groups:

- **Are you male or female?**

	2011/12		2012/13	
	No.	%	No.	%
Male	94	53.70%	61	43.0%
Female	81	46.30%	81	57.0%

- **Do you have a long term illness or disability?**

	2011/12		2012/13	
	No.	%	No.	%
Yes	67	38.70%	60	44.0%
No	106	61.30%	76	56.0%

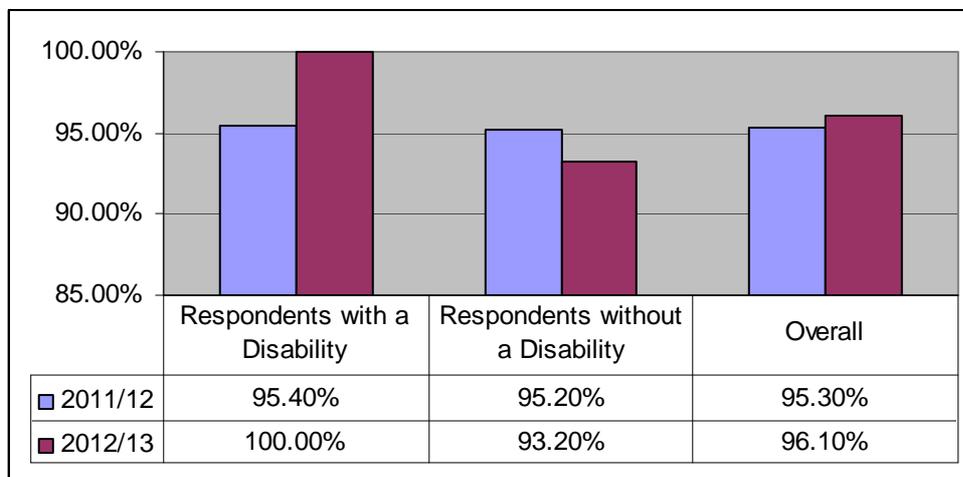
- **To which of these groups do you consider you belong?**

	2011/12		2012/13	
	No.	%	No.	%
White British	170	98.20%	127	92.0%
White: Any other white background	1	0.60%	7	5.1%
Other	2	1.20%	4	2.9%

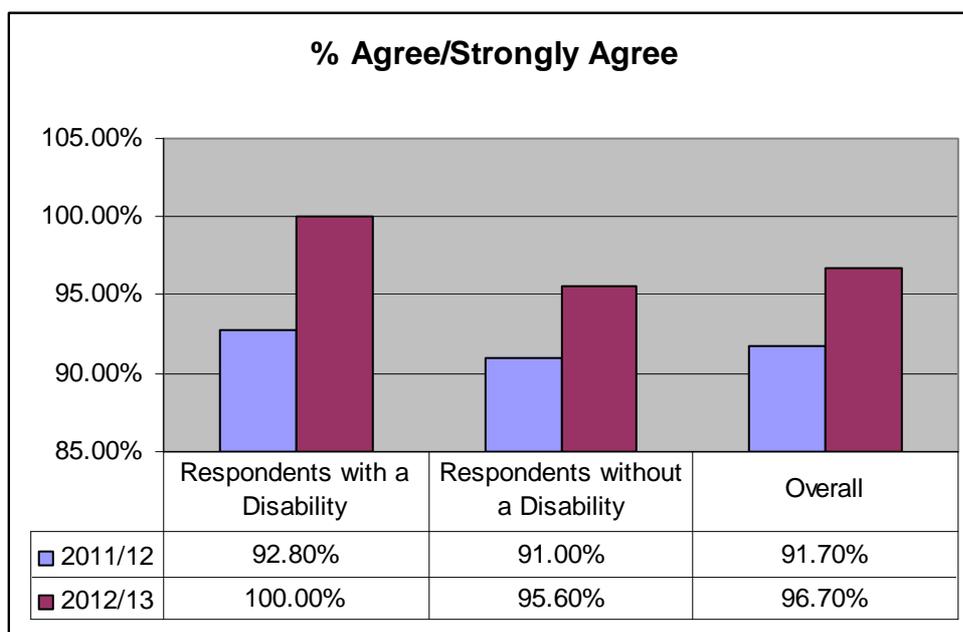
The following tables detail satisfaction with aspects of the service, analysed by equality group.

ANALYSIS BY DISABILITY

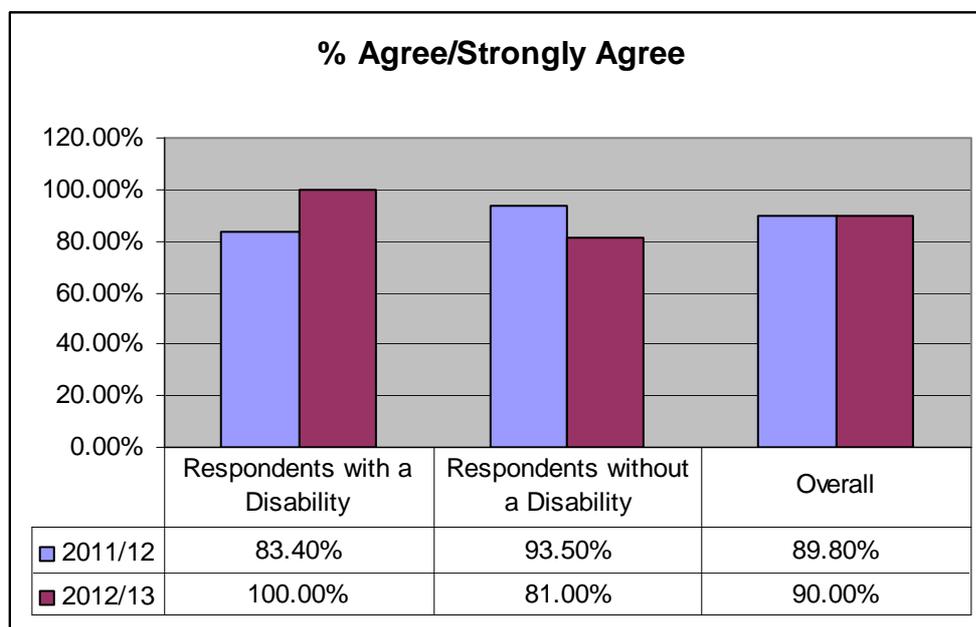
- Overall I am satisfied with the ways in which I can contact the local authority benefits office:



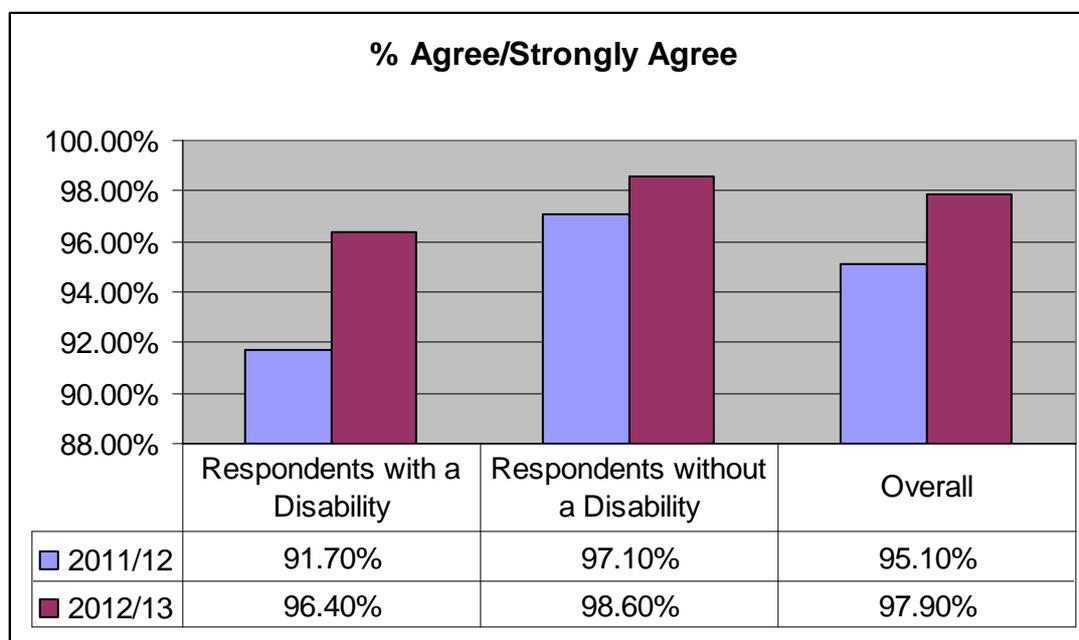
- Overall I am satisfied with the experience of visiting the local authority benefits office:



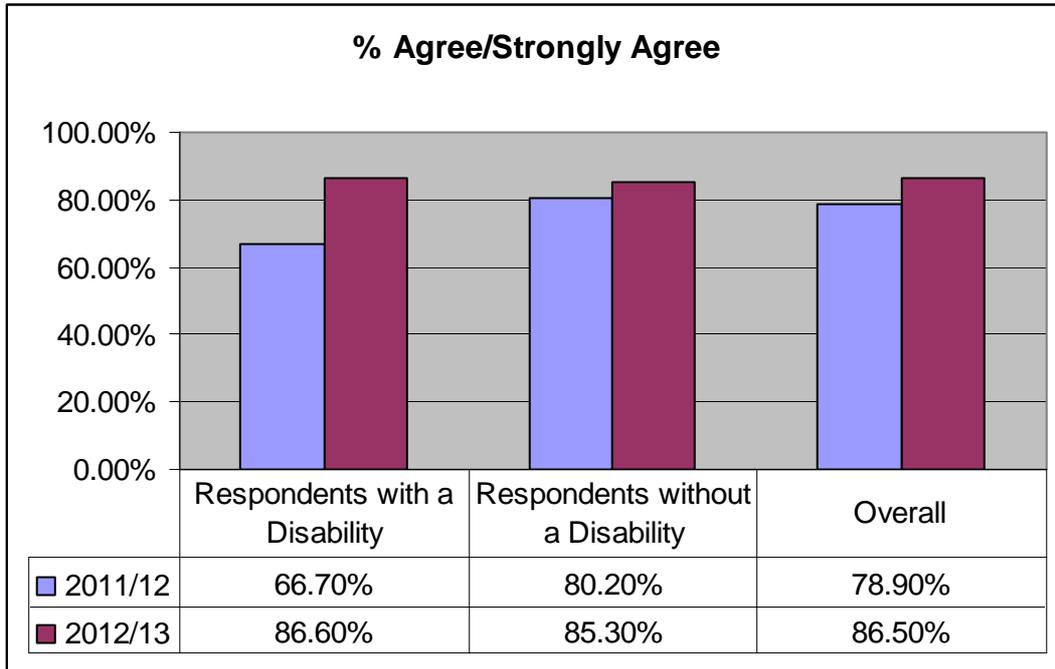
- Overall I am satisfied with the telephone service provided by the local authority benefits office:



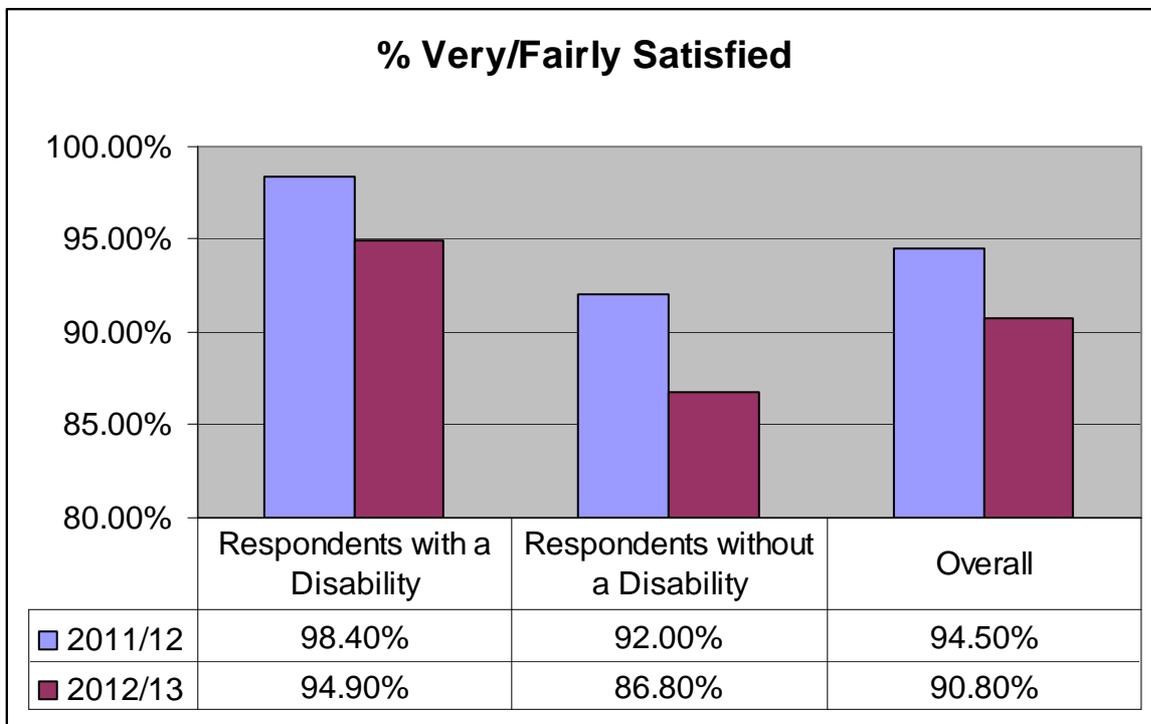
- Overall I am satisfied with the service provided by the staff in the local authority benefits office



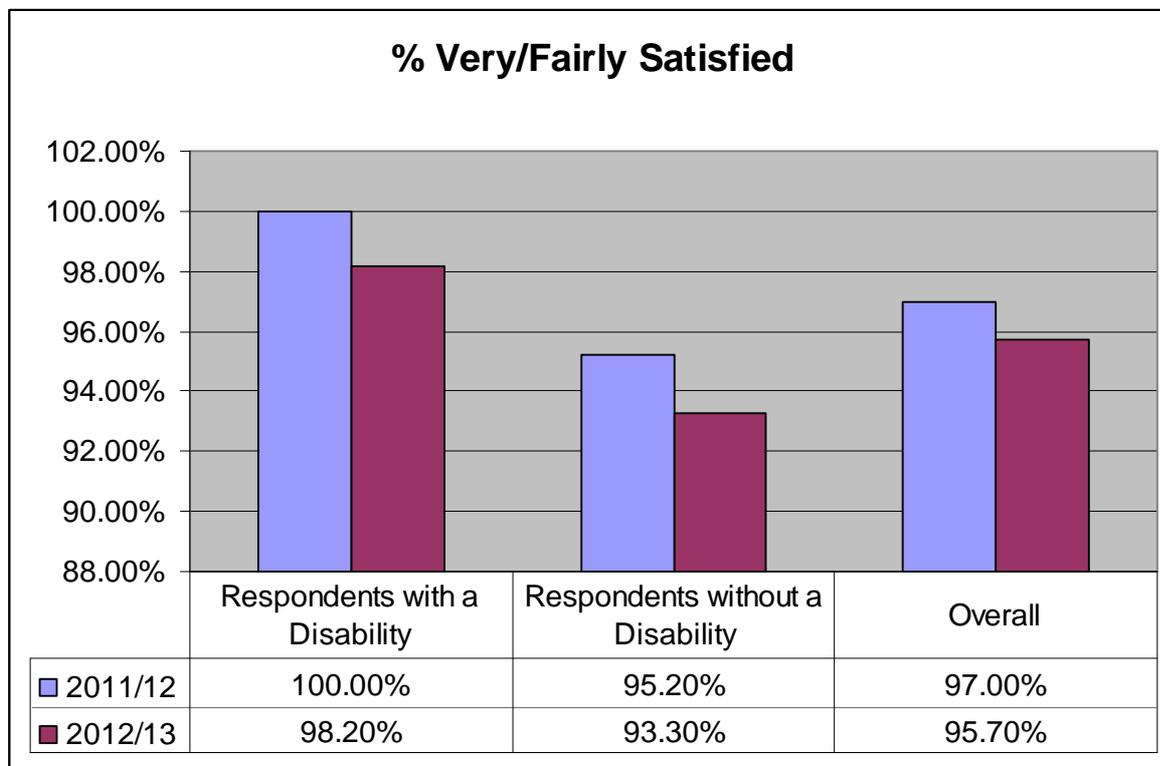
- Overall I am satisfied with the Housing/Council Tax Benefit Claim form:



- Overall I am satisfied with the amount of time it took to tell me whether or not my claim was successful or not:

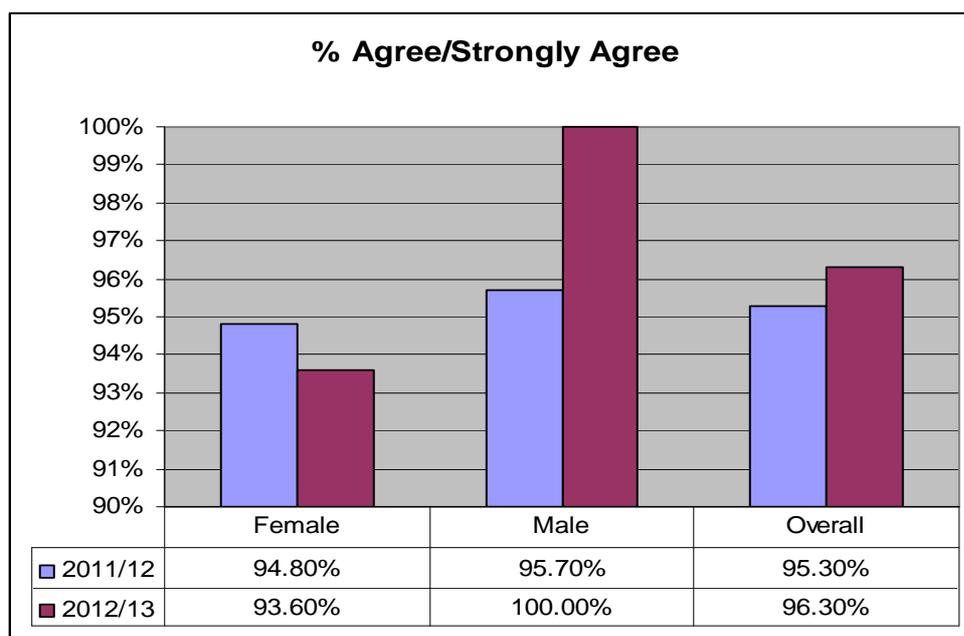


- Taking everything into account, how satisfied are you with the service you received from your local authority benefits office?

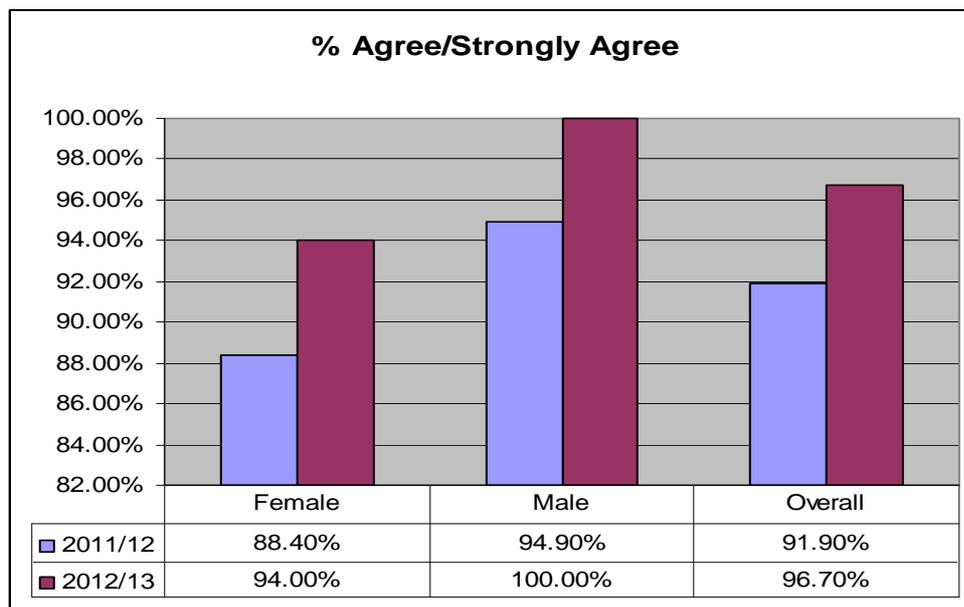


ANALYSIS BY GENDER:

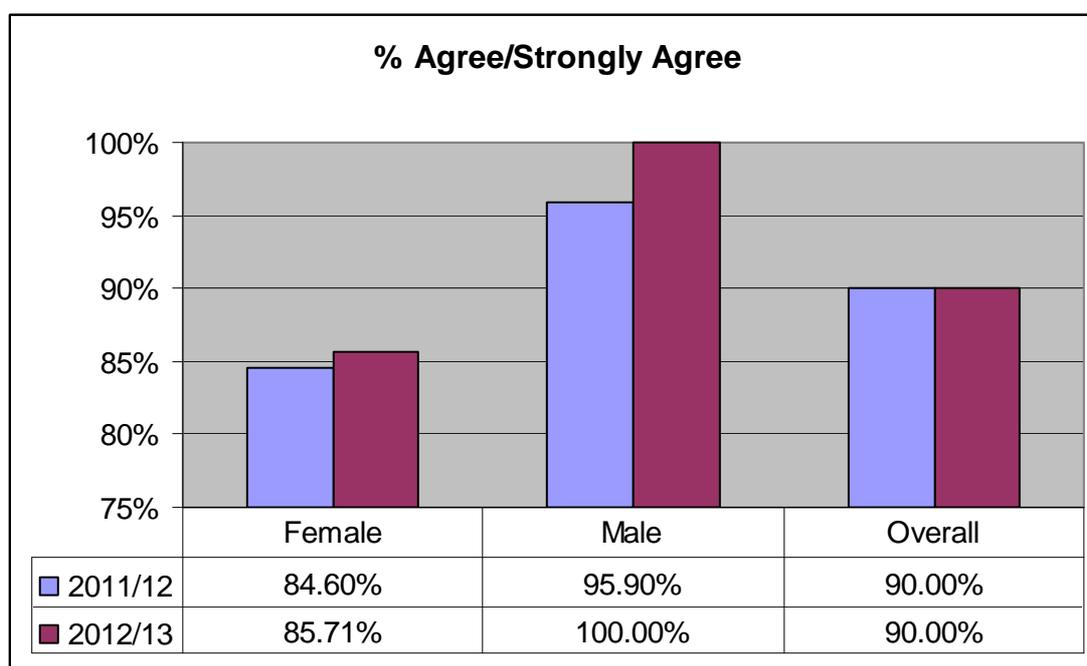
- Overall I am satisfied with the ways in which I can contact the local authority benefits office:



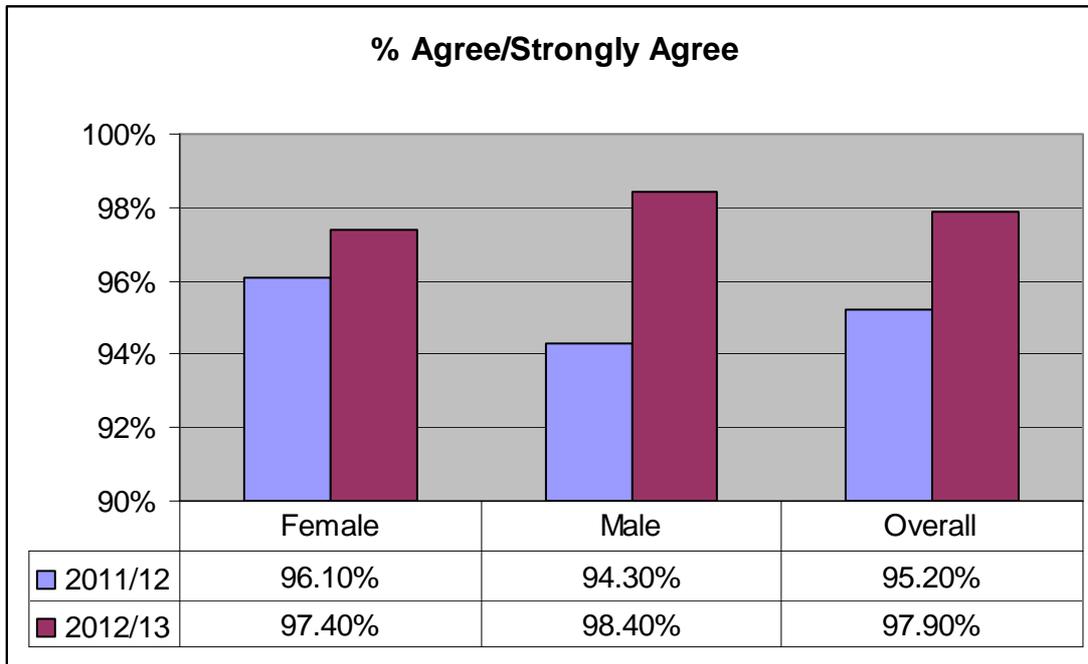
- Overall I am satisfied with the experience of visiting the local authority benefits office:



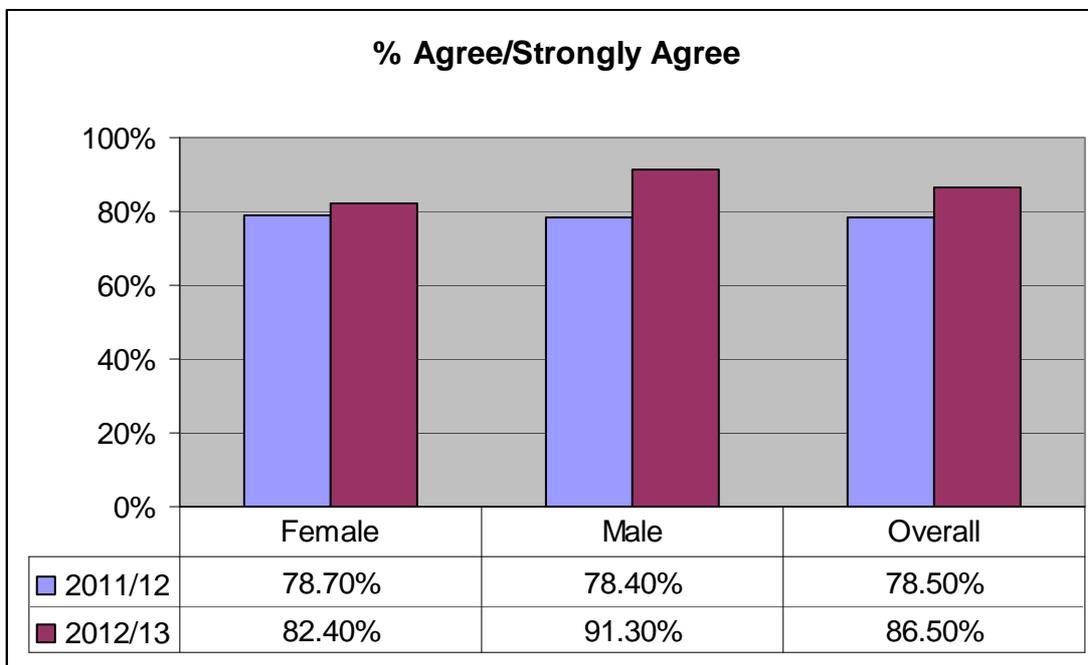
- Overall I am satisfied with the telephone service provided by the local authority benefits office



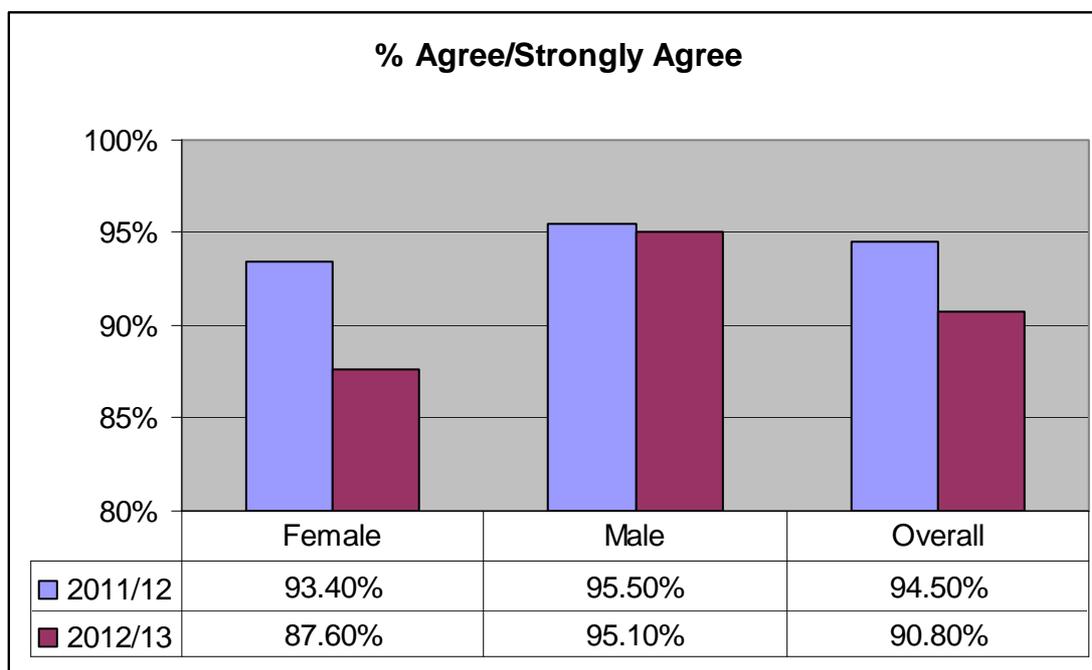
- Overall I am satisfied with the service provided by the staff in the local authority benefits office:



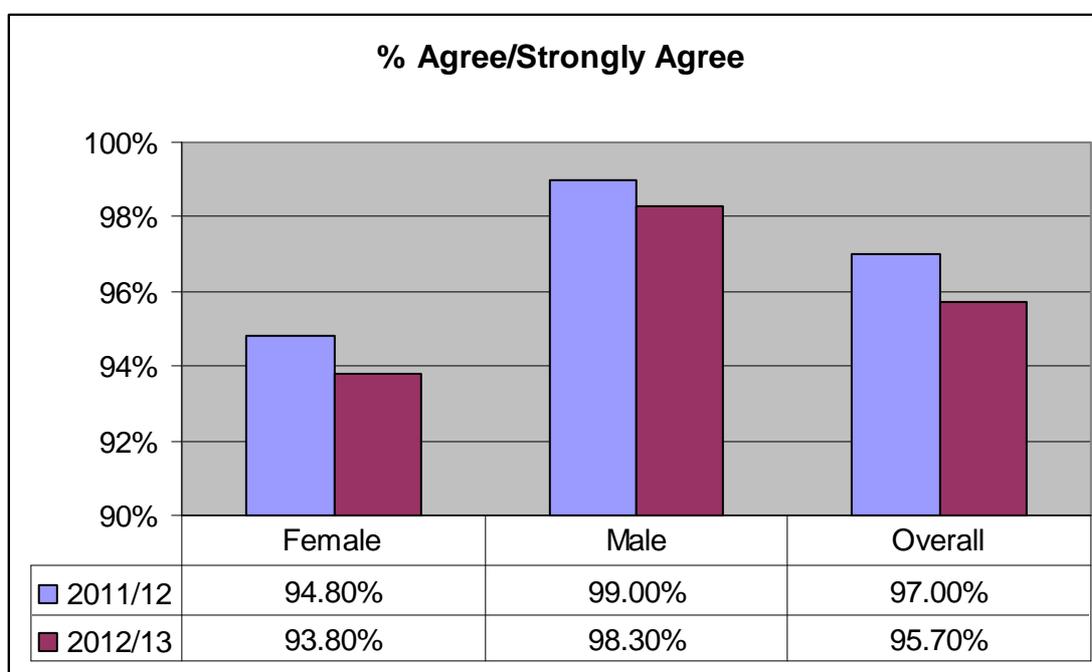
- Overall I am satisfied with the Housing/Council Tax Benefit Claim form:



- Overall I am satisfied with the amount of time it took to tell me whether or not my claim was successful or not:



- Taking everything into account, how satisfied are you with the service you received from your local authority benefits office?



Appendix 3

Car Parking User Satisfaction 2011/12 and 2012/13

The following shows what percentage of respondents were from each of the equality groups:

- Are you male or female?

	2011/12		2012/13	
	No.	%	No.	%
Male	146	57.7%	36	56.3%
Female	101	39.9%	26	40.6%
Unknown/Not stated	6	2.4%	2	3.1%

- To which age group do you belong?

	2011/12		2012/13	
	No.	%	No.	%
Under 18	1	0.4%		
18 – 24	17	6.7%	3	4.7%
25 – 34	34	13.4%	10	15.6%
35 - 49	64	25.3%	14	21.9%
50 - 59	73	28.9%	23	35.9%
60+	59	23.3%	14	21.9%
Unknown/not stated	5	2.0%		

- Do you have a long term illness or disability?

	2011/12		2012/13	
	No.	%	No.	%
With Disability	20	7.9%	9	14.1%
Without Disability	220	87.0%	51	79.7%
Unknown/not stated	13	5.1%	4	6.3%

- To which of the following groups do you consider you belong?

	2011/12		2012/13	
	No.	%	No.	%
White	239	94.5%	62	96.9%
Polish/Eastern European			1	1.6%
Mixed	3	1.2%		
Black	3	1.2%		
Asian			1	1.6%
Unknown/not stated	8	3.2%		

- How would you describe your faith/religion?

	2011/12		2012/13	
	No.	%	No.	%
Christian	158	62.5%	39	60.9%
Hindu	1	0.4%		
Jewish			1	1.6%
No religion	63	24.9%	17	26.6%
Unknown/not stated	31	12.3%	7	10.9%

- Which of the following best describes how you think of yourself?

	2011/12		2012/13	
	No.	%	No.	%
Heterosexual / Straight	165	65.2%	43	67.2%
Gay / Lesbian	4	1.6%	2	3.1%
Bisexual	1	0.4%		
Prefer not to say	50	19.8%	10	15.6%
Unknown/not stated	33	13.0%	9	14.1%

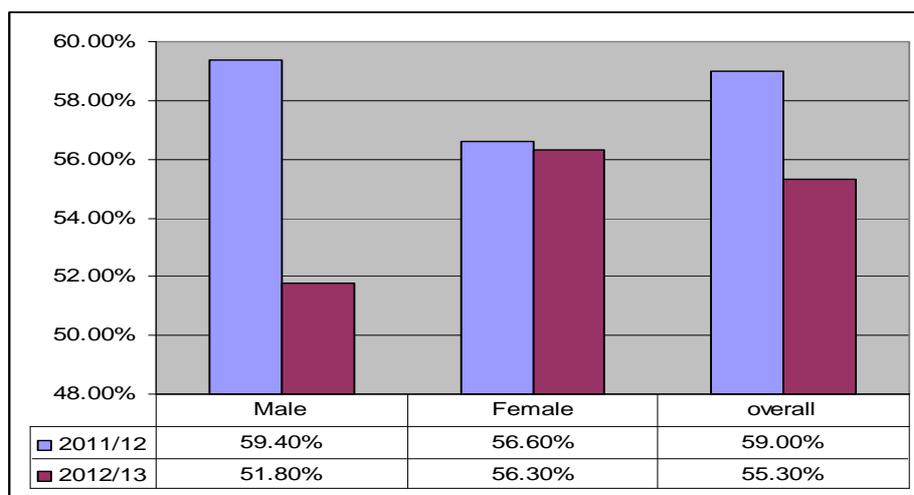
Satisfaction with the Service

The overall satisfaction rating for the service is as follows:

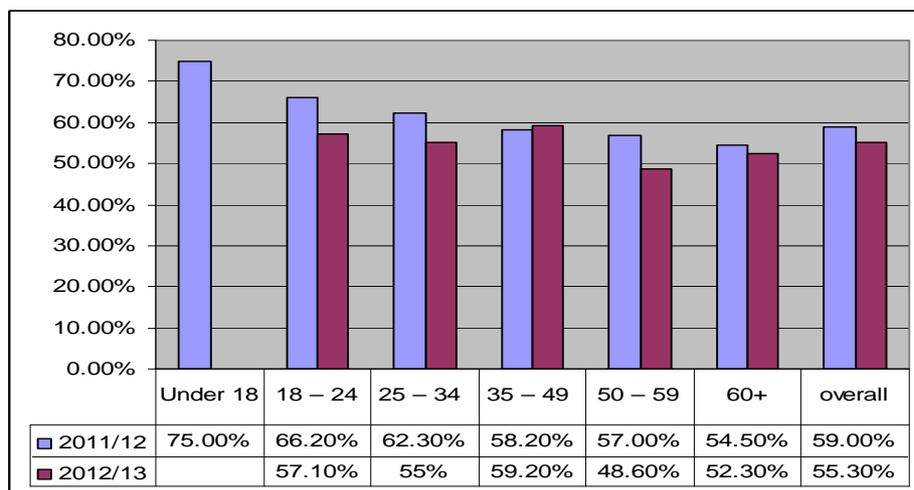
- 2011/12 59.0%
- 2012/13 55.3%

The following tables detail satisfaction with the service, analysed by equality group.

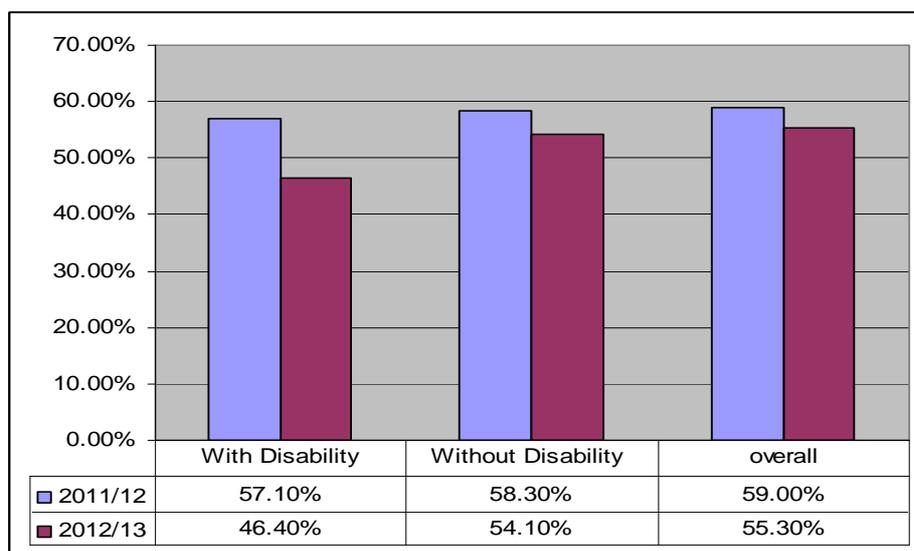
- OVERALL SATISFACTION - ANALYSIS BY GENDER**



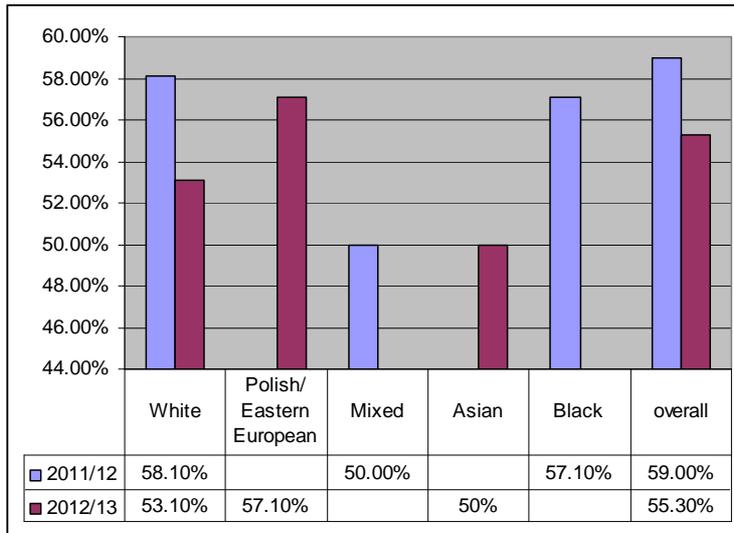
- OVERALL SATISFACTION - ANALYSIS BY AGE GROUP**



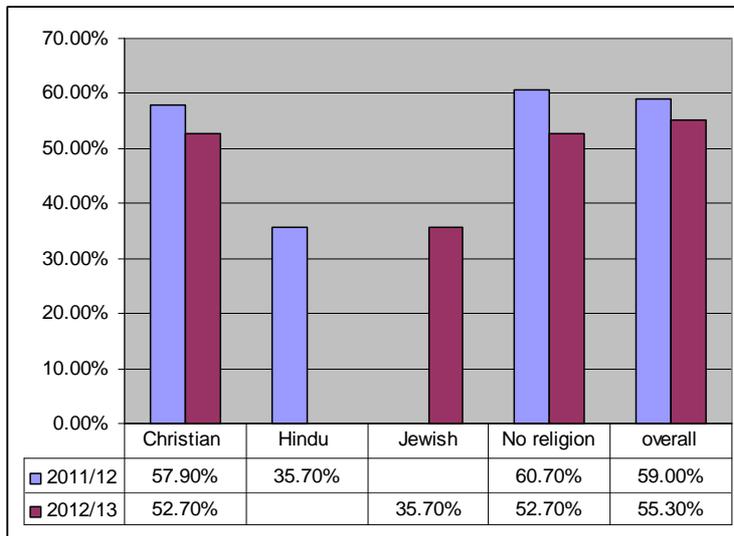
- OVERALL SATISFACTION - ANALYSIS BY DISABILITY**



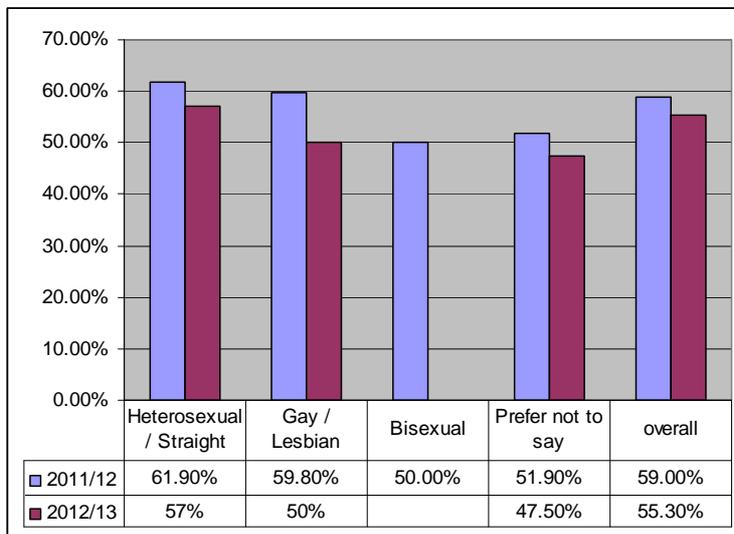
• **OVERALL SATISFACTION - ANALYSIS BY RACE/ETHNICITY**



• **OVERALL SATISFACTION - ANALYSIS BY FAITH/RELIGION**



• **OVERALL SATISFACTION - ANALYSIS BY SEXUAL ORIENTATION**



Appendix 4

Housing Options Service User Satisfaction 2011/12 and 2012/13

About Our Customers

The following shows what percentage of respondents were from each of the equality groups:

- **Are you male or female?**

	2011/12		2012/13	
	No.	%	No.	%
Male	22	37.3%	21	48.8%
Female	36	61.0%	21	48.8%
Unknown/not stated	1	1.7%	1	2.4%

- **To which age group do you belong?**

	2011/12		2012/13	
	No.	%	No.	%
Under 18	1	1.7%	1	2.3%
18 – 24	6	10.2%	5	11.6%
25 – 34	4	6.8%	6	14.0%
35 – 49	17	28.8%	17	39.5%
50 – 59	13	22.0%	6	14.0%
60 +	16	27.1%	8	18.6%
Unknown/not stated	2	3.4%		

- **Do you have a long term illness or disability?**

	2011/12		2012/13	
	No.	%	No.	%
With Disability	26	44.1%	15	34.9%
Without Disability	30	50.8%	27	62.8%
Unknown/not stated	3	5.1%	1	2.3%

- **To which of the following groups do you consider you belong?**

	2011/12		2012/13	
	No.	%	No.	%
White	57	96.6%	39	90.7%
Mixed	1	1.7%	1	2.3%
Chinese	1	1.7%		
Unknown			3	7.0%

- How would you describe your faith/religion?

	2011/12		2012/13	
	No.	%	No.	%
Christian	29	49.2%	22	51.2%
Buddhist	1	1.7%		
Jehovah's Witness	1	1.7%		
No religion	17	28.8%	12	27.9%
Other	9	15.3%	7	16.3%
Unknown/not stated	2	3.4%	2	4.7%

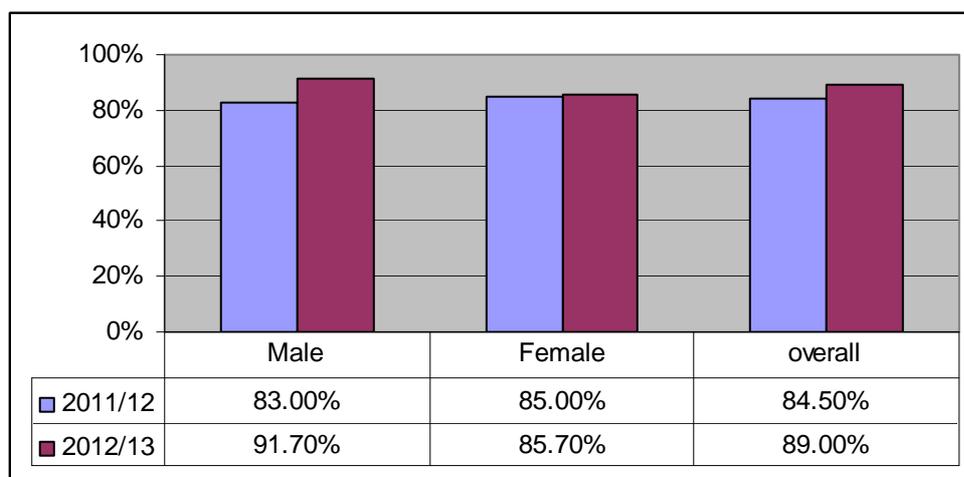
Satisfaction with the Service

The overall satisfaction rating for the service was:

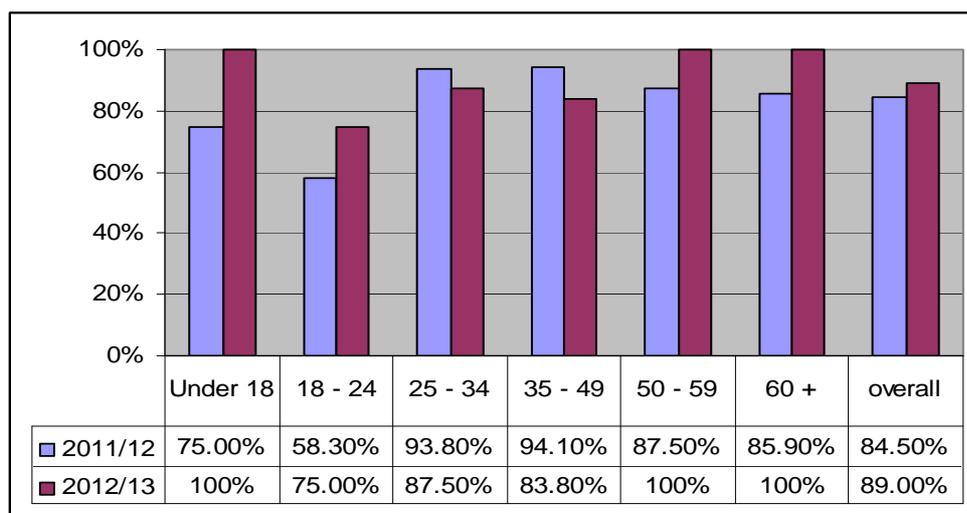
- 2011/12 84.5%
- 2012/13 89.0%

The following tables detail satisfaction with the service, analysed by equality group.

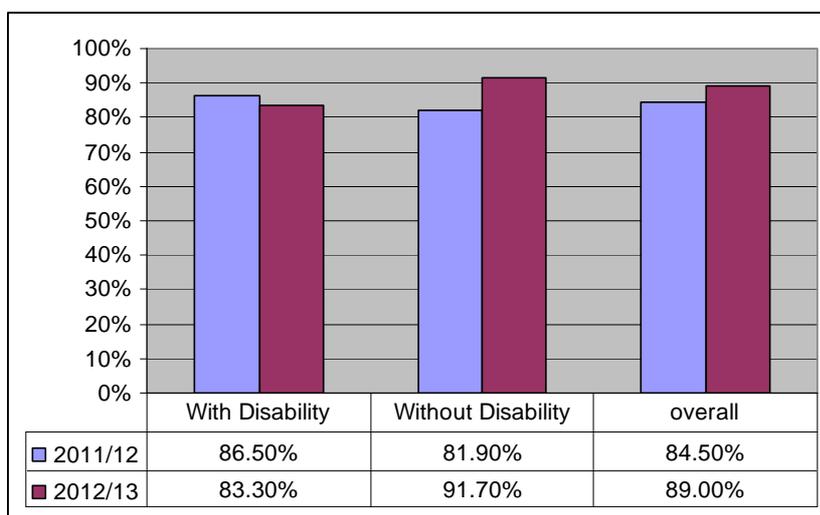
- **OVERALL SATISFACTION - ANALYSIS BY GENDER**



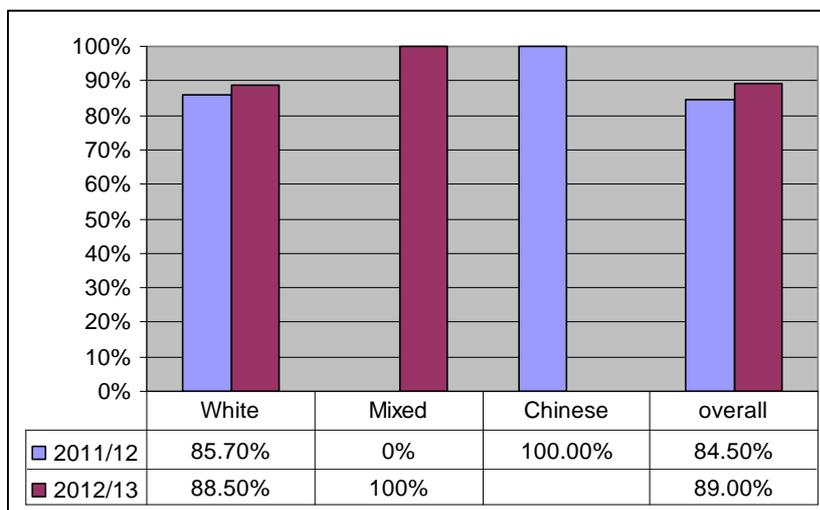
- OVERALL SATISFACTION - ANALYSIS BY AGE GROUP**



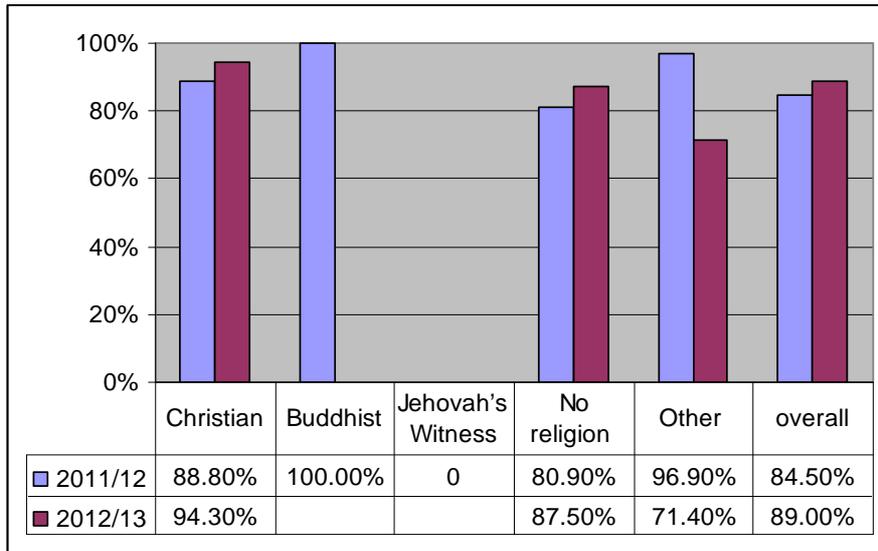
- OVERALL SATISFACTION - ANALYSIS BY DISABILITY**



- OVERALL SATISFACTION - ANALYSIS BY RACE/ETHNICITY**



- **OVERALL SATISFACTION - ANALYSIS BY RELIGION/BELIEF**



Tourist Information Centres Customer Satisfaction Survey 2012-13

About Our Customers

- Are you male or female?

	2011/12		2012/13	
	No.	%	No.	%
Male	76	43.7%	23	37.1
Female	89	51.1%	39	62.9
Unknown/not stated	9	5.2%		

- To which age group do you belong?

	2011/12		2012/13	
	No.	%	No.	%
18 – 24	2	1.1%		
25 – 34	11	6.3%	3	4.8
35 – 49	40	23.0%	13	20.6
50 – 59	29	16.7%	13	20.6
60+	86	49.4%	34	54
Unknown/not stated	6	3.4%		

- Do you have a long term illness or disability?

	2011/12		2012/13	
	No.	%	No.	%
With Disability	29	16.7%	8	13.6
Without Disability	135	77.6%	51	86.4
Unknown/not stated	10	5.7%		

- To which of the following groups do you consider you belong?

	2011/12		2012/13	
	No.	%	No.	%
White	167	96.0%	62	100
Unknown/not stated	7	4.0%		

- How would you describe your faith/religion?

	2011/12		2012/13	
	No.	%	No.	%
Christian	115	66.1%	44	73.3
Jehovah's Witness	2	1.1%		

No religion	33	19.0%	12	20
Other	6	3.4%	3	5.0
Buddhist			1	1.7
Unknown/not stated	18	10.3%		

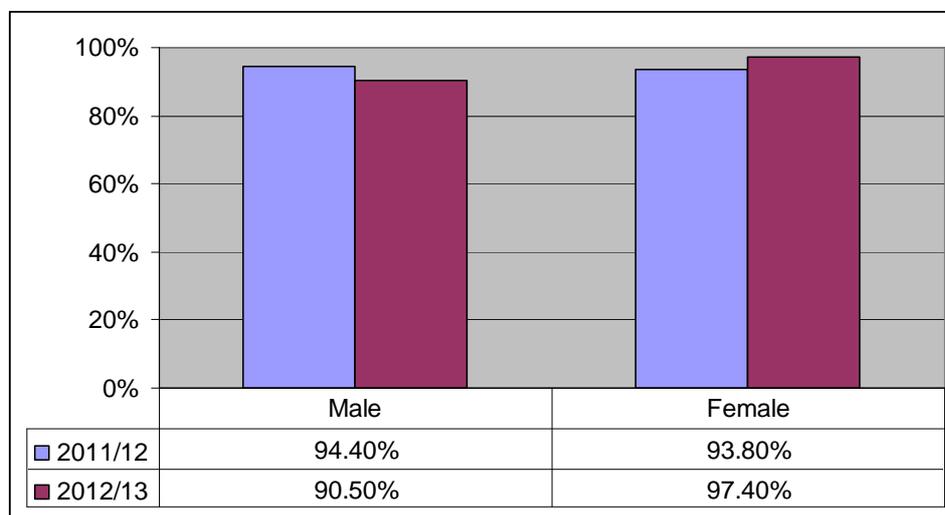
Satisfaction Rating

The overall satisfaction rating for the service was

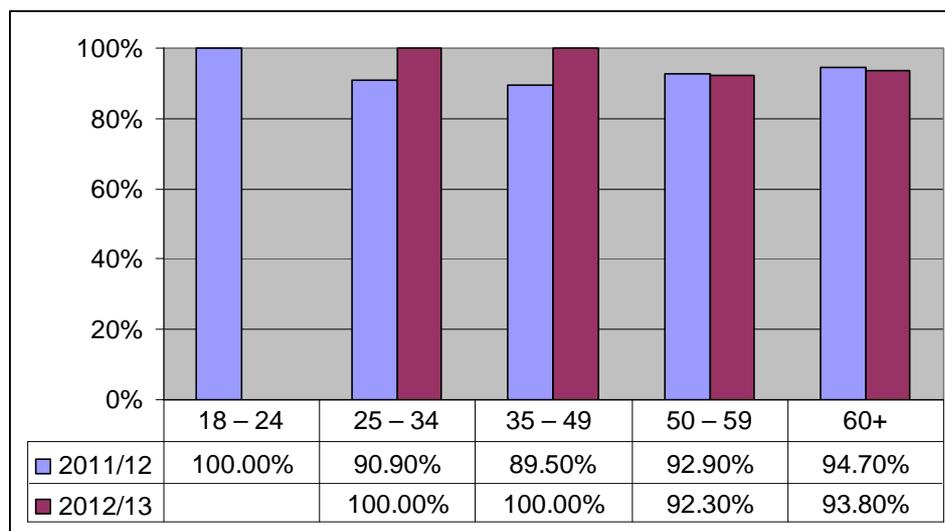
- 2011/12 91.9%
- 2012/13 94.0%

The following tables detail satisfaction with the service, analysed by equality group.

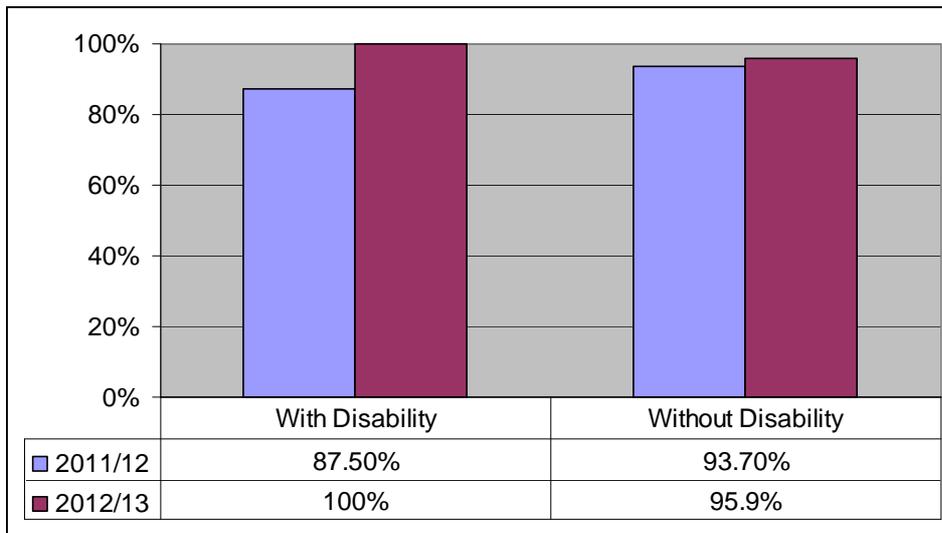
• OVERALL SATISFACTION - Analysis by Gender



• OVERALL SATISFACTION - Analysis by Age Group



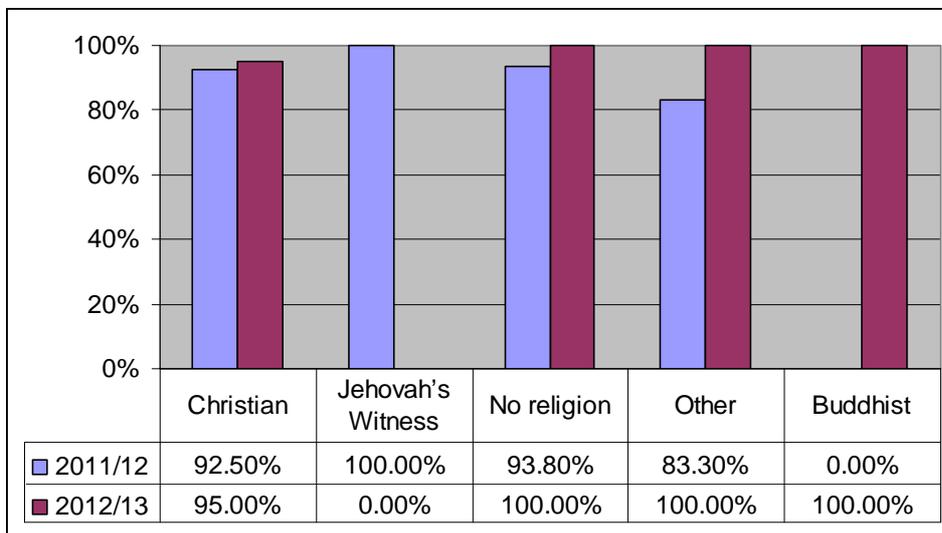
• **OVERALL SATISFACTION - Analysis by Disability**



• **OVERALL SATISFACTION - Analysis by Race/Ethnicity**

	No.	Satisfaction Rating
White	142	92.8%

• **OVERALL SATISFACTION - Analysis by Religion/Belief**



Customer First User Satisfaction Survey

About Our Customers

- Are you male or female?

Gender	No. of Responses	%
Male	44	56.4%
Female	34	43.6%

- To which age group do you belong?

Age Group	No. of Responses	%
Under 18		
18 – 24	1	1.3%
25 – 34	3	4.0%
35 – 49	12	16.0%
50 – 59	22	29.3%
60 +	37	49.3%

- Do you have a long term illness or disability?

Disability	No. of Responses	%
Yes	16	21.6%
No	58	78.4%

- To which of the following groups do you consider you belong?

Ethnicity	No. of Responses	%
White	69	95.8%
Mixed	1	1.4%
Other	2	2.8%

- How would you describe your faith/religion?

Religion	No. of Responses	%
No Religion	19	27.9%
Christian	42	61.8%
Buddhist	1	1.5%
Other	6	8.8%

- Which of the following best describes how you think of yourself?

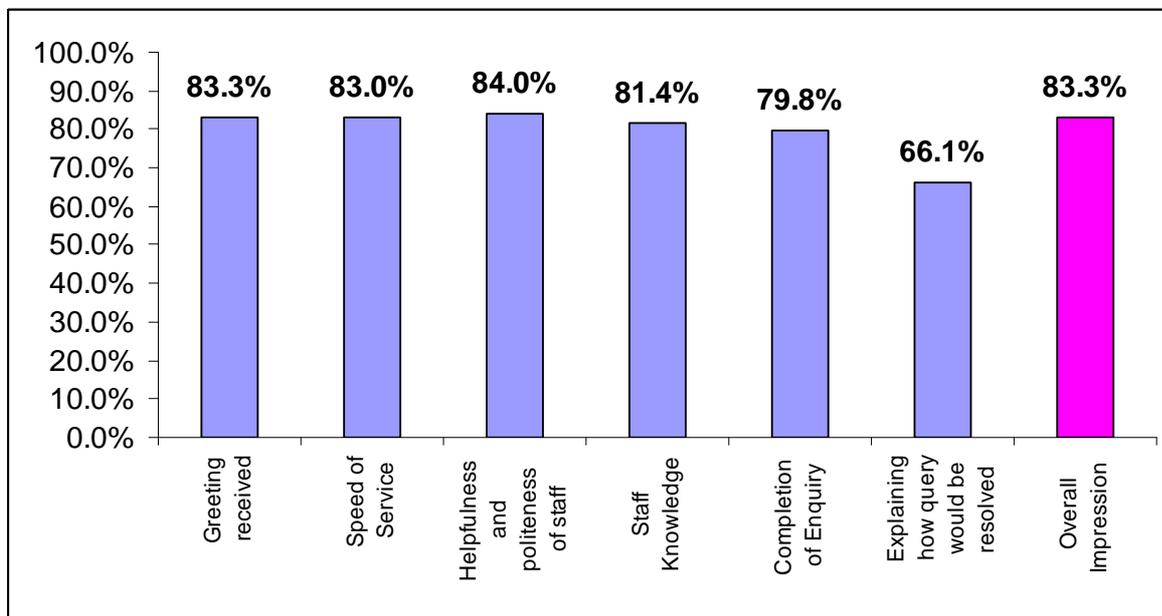
Sexual Orientation	No. of Responses	%
Heterosexual / straight	60	85.7%
Prefer not to say	9	12.9%
Other	1	1.4%

Satisfaction Rating

The overall satisfaction rating for the service was

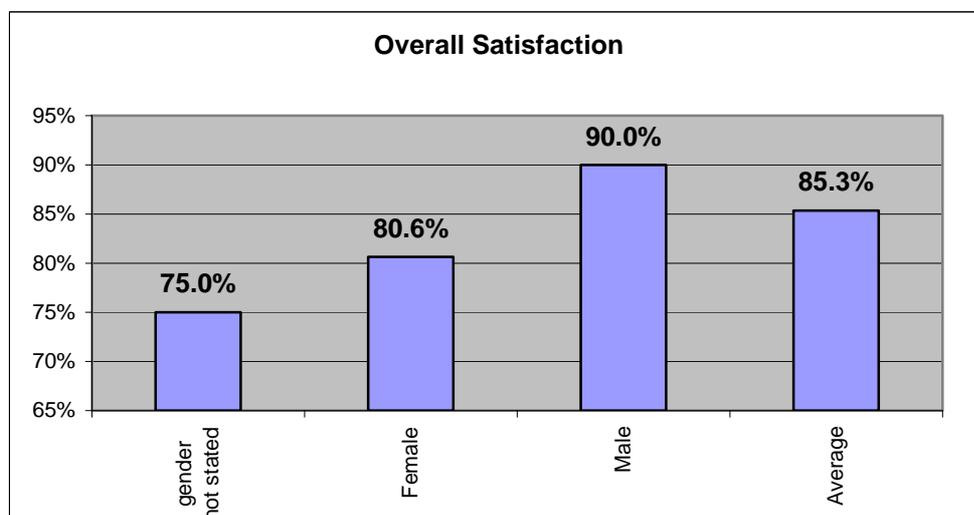
Annual Summary	2010/11	2011/12	2012/13
Greeting received			83.3%
Speed of Service	81%	79%	83.0%
Helpfulness and politeness of staff	89%	79%	84.0%
Staff Knowledge		72%	81.4%
Completion of Enquiry			79.8%
Explaining how query would be resolved	78%	69%	66.1%
Overall Impression	83.6%	75.9%	83.3%

- Satisfaction levels with aspects of the Service in 2012/13



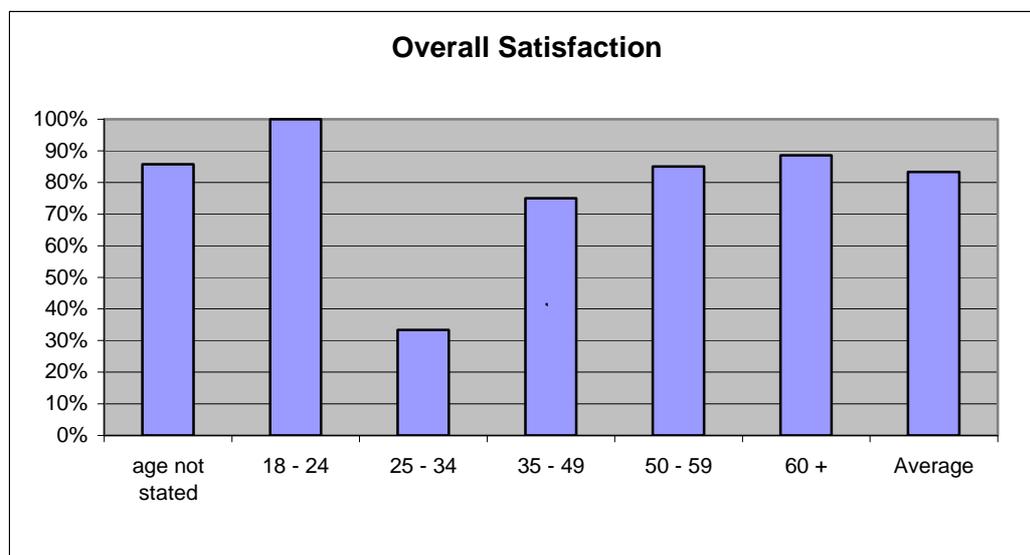
The following tables detail satisfaction with aspects of the service, analysed by equality group.

- **Analysis by Gender**



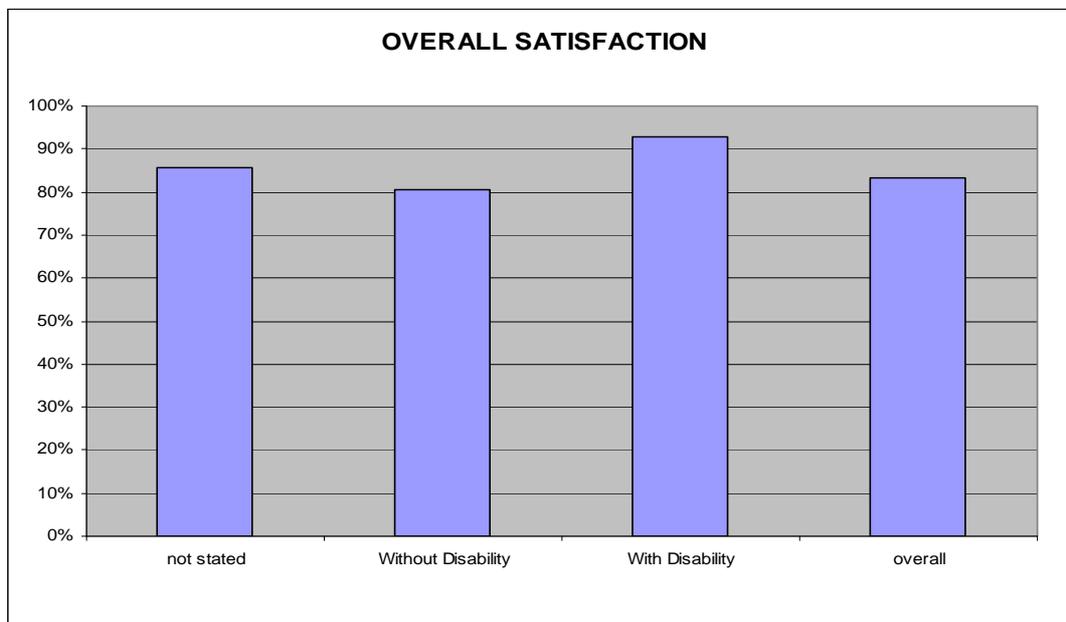
% respondents stating that the service was excellent/good	not stated	Female	Male	Average
The greeting you received from our staff	75.0%	79.3%	92.3%	86.1%
The time taken to see you	75.0%	85.2%	89.5%	87.0%
The helpfulness and politeness of our staff	75.0%	80.6%	90.0%	85.3%
The knowledge of our staff	75.0%	72.4%	89.2%	81.4%
How well we completed your enquiry	75.0%	70.0%	82.1%	76.7%
If your query was not resolved, our explanation of how and when it would be resolved	66.7%	63.2%	65.0%	64.3%
Overall Satisfaction	75.0%	80.6%	90.0%	85.3%

- **Analysis by Age**



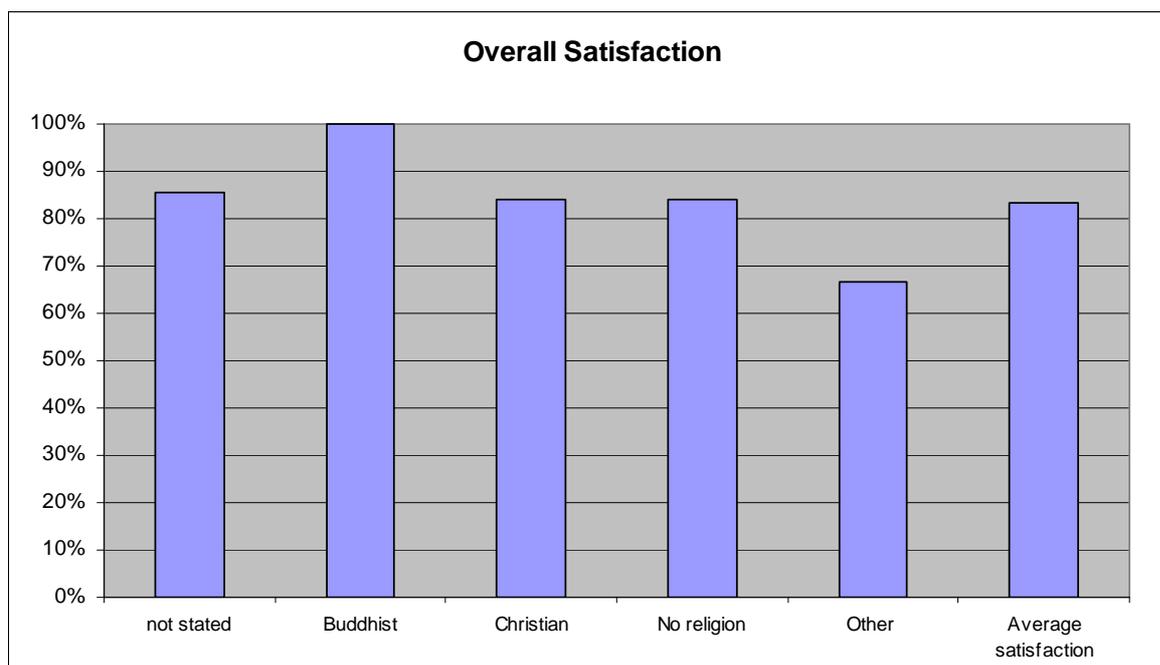
% excellent/good	not stated	18 - 24	25 - 34	35 - 49	50 - 59	60 +	Average
The greeting you received from our staff	85.7%	100.0%	66.7%	75.0%	84.2%	93.3%	86.1%
The time taken to see you	71.4%	100.0%	100.0%	81.8%	88.2%	90.0%	87.0%
The helpfulness and politeness of our staff	83.3%	100.0%	66.7%	75.0%	84.2%	91.2%	85.3%
The knowledge of our staff	83.3%	100.0%	33.3%	75.0%	78.9%	89.7%	81.4%
How well we completed your enquiry	66.7%	100.0%	33.3%	66.7%	78.9%	84.4%	76.7%
If your query was not resolved, our explanation of how and when it would be resolved	75.0%	100.0%	33.3%	50.0%	50.0%	81.3%	64.3%
Overall Satisfaction	85.7%	100.0%	33.3%	75.0%	85.0%	88.6%	83.3%

- **Analysis by Disability**



% respondents stating that the service was excellent/good	not stated	Without Disability	With Disability	Average
The greeting you received from our staff	83.3%	83.0%	100.0%	86.1%
The time taken to see you	83.3%	84.0%	100.0%	87.0%
The helpfulness and politeness of our staff	83.3%	83.6%	92.9%	85.3%
The knowledge of our staff	83.3%	80.0%	85.7%	81.4%
How well we completed your enquiry	85.7%	71.2%	92.9%	76.7%
If your query was not resolved, our explanation of how and when it would be resolved	80.0%	60.0%	71.4%	64.3%
Overall Satisfaction	85.7%	80.7%	92.9%	83.3%

- Analysis by Religion/Belief



% respondents stating that the service was excellent/good	not stated	Buddhist	Christian	No religion	Other	overall
The greeting you received from our staff	91.7%	100.0%	85.3%	89.5%	66.7%	86.1%
The time taken to see you	72.7%	0.0%	91.2%	94.4%	66.7%	87.0%
The helpfulness and politeness of our staff	92.3%	100.0%	83.3%	89.5%	66.7%	85.3%
The knowledge of our staff	90.9%	0.0%	80.0%	83.3%	66.7%	81.4%
How well we completed your enquiry	76.9%	0.0%	80.0%	73.7%	66.7%	76.7%
If your query was not resolved, our explanation of how and when it would be resolved	75.0%	100.0%	57.1%	57.1%	80.0%	64.3%
OVERALL SATISFACTION	85.7%	100.0%	84.2%	84.2%	66.7%	83.3%

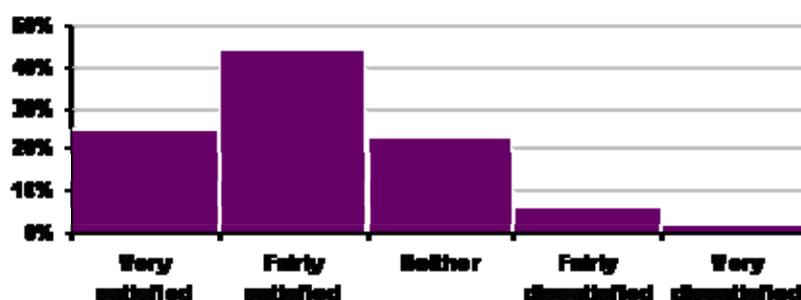
User Satisfaction Survey Disabled People 2012/13

Satisfaction with Parks Services

In the 2011/12 local area survey, 73.9% of people with a disability were satisfied with parks compared to a Borough average of 77.8%.

Within the latest disability survey, 69.2% of respondents were satisfied with parks. A large proportion of people were neither satisfied nor dissatisfied as they did not use of the service.

	No.	%
Very satisfied	13	25%
Fairly satisfied	23	44%
Neither	12	23%
Fairly dissatisfied	3	6%
Very dissatisfied	1	2%
	52	



Comments in relation to disability issues:

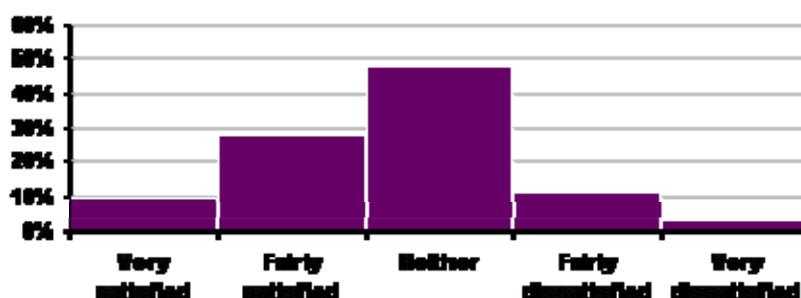
- Pannett Park: needs step edges highlighting to aid visually impaired people, steps throughout also need handrails. Signage is too small.

Satisfaction with Sports / Leisure Services

In the 2011/12 local area survey, 25.8% of people with a disability were satisfied with sports and leisure facilities compared to a Borough average of 34.0%.

Within the latest disability survey, 37.0% of respondents were satisfied with sports and leisure facilities. A large proportion (48%) of people were neither satisfied nor dissatisfied due to the fact that they did not use the service.

	No.	%
Very satisfied	5	9%
Fairly satisfied	15	28%
Neither	26	48%
Fairly dissatisfied	6	11%
Very dissatisfied	2	4%
	54	



Comments in relation to disability issues:

- Too expensive in Whitby. Older people would make more use of them if the price was £1 or less per session, or an annual card of £50 pa, the discount on the residents card isn't worth having. Swimming is the only sport in Whitby which is accessible for disabled people, but again signage is poor for visually impaired people.

Waste and Doorstep Recycling

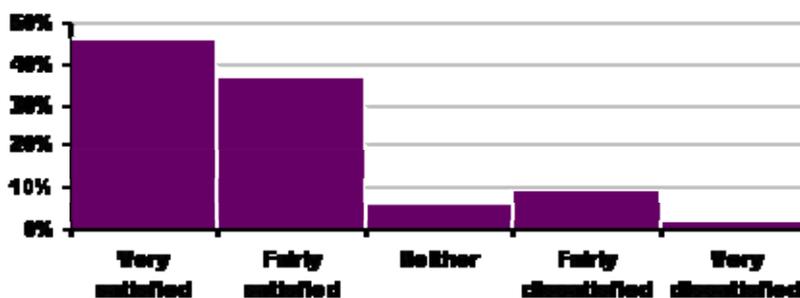
In the 2011/12 local area survey, **76.8%** of people with a disability were satisfied with refuse collection compared to a Borough average of **79.6%** and **56.8%** were satisfied with doorstep recycling compared to a Borough Average of **63.0%**.

Within the latest disability survey, **83.3%** of respondents were satisfied with refuse collection and **77.8%** were satisfied with doorstep recycling.

The latest survey also highlighted that less than half of respondents (**46.4%**) were aware of wheel out assistance service and only **4** respondents (**8%**) used the service.

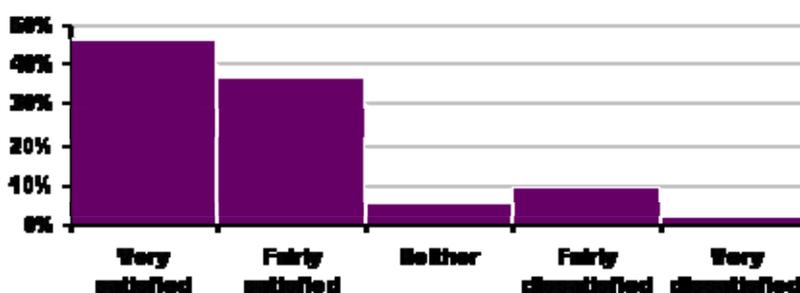
Waste Collection

	No.	%
Very satisfied	25	46%
Fairly satisfied	20	37%
Neither	3	6%
Fairly dissatisfied	5	9%
Very dissatisfied	1	2%
	54	



Kerbside Recycling

	No.	%
Very satisfied	23	43%
Fairly satisfied	19	35%
Neither	5	9%
Fairly dissatisfied	5	9%
Very dissatisfied		
	52	



Comments in relation to disability issues:

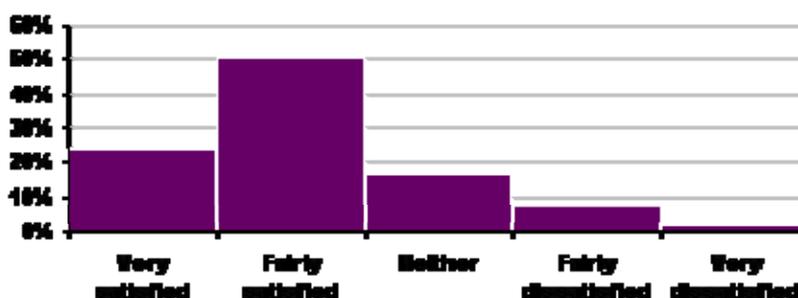
- Wheelie bins are left by residents within the cartilage of their property as instructed, if left on the pavement after being wheeled causes obstruction to disabled people, immense problems for visually impaired people and guide dogs, and parents with buggies and children.
- Occasionally the bin collectors forget that I cannot wheel my bins myself as I am 93 and lame
- We only have a blue bin as I am unable to carry heavy items due to my disability/condition, it can be difficult having to carry volumes of glass to the nearest glass recycling bin
- I had no idea of these services, it would be an idea to make people more aware

Satisfaction with Mini Recycling Centres

In the 2011/12 local area survey, **60.7%** of people with a disability were satisfied with mini recycling centres compared to a Borough average of **74.8%**.

Within the latest disability survey, **74.1%** of respondents were satisfied with mini recycling centres.

	No.	%
Very satisfied	13	24%
Fairly satisfied	27	50%
Neither	9	17%
Fairly dissatisfied	4	7%
Very dissatisfied	1	2%
	54	

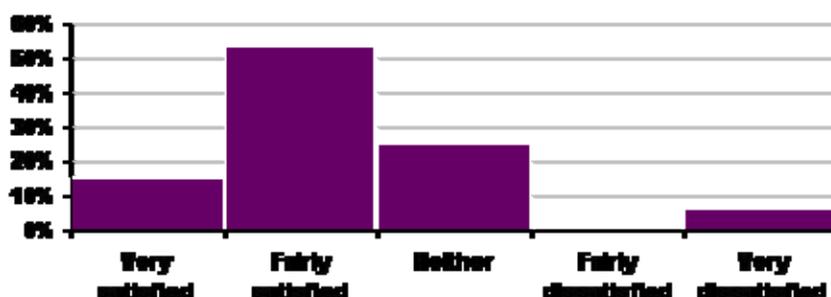


Satisfaction with Customer First Facilities

In the 2011/12 local area survey, 57.4% of people with a disability were satisfied with Customer First facilities compared to a Borough average of **61.3%**.

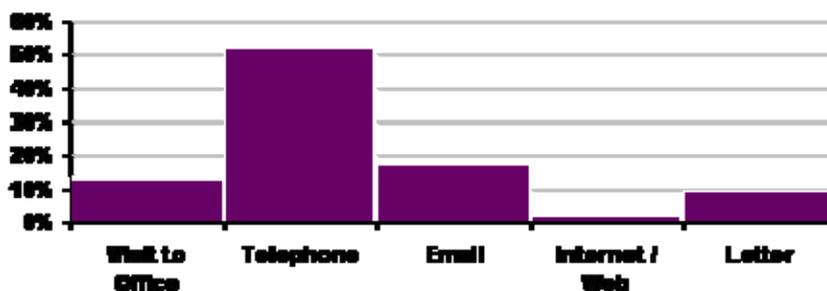
Within the latest disability survey, **69.2%** of respondents were satisfied with Customer First facilities. A quarter of respondents were neither satisfied nor dissatisfied due to non use of the service.

	No.	%
Very satisfied	8	15%
Fairly satisfied	28	54%
Neither	13	25%
Fairly dissatisfied		
Very dissatisfied	3	6%
	52	



An analysis of the preferred methods for contact show that telephone (52%), followed by email are the preferred methods for contacting Customer First.

	No.	%
Visit to Office	7	13%
Telephone	27	52%
Email	9	17%
Internet / Web	1	2%
Letter	5	10%
	49	



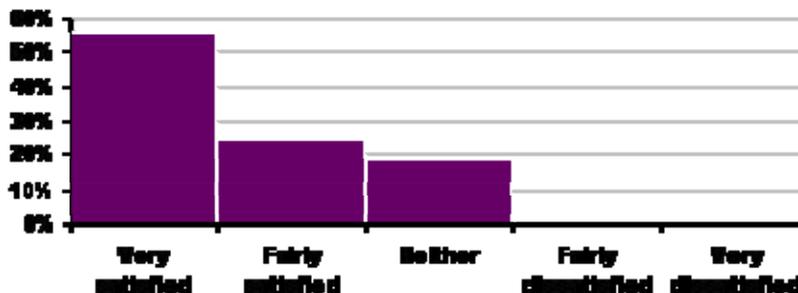
Comments in relation to disability issues:

- Skinner St is a very bad place to get to
- Not always accessible for people with mobility problems due to lack of parking

Satisfaction with Benefits Services

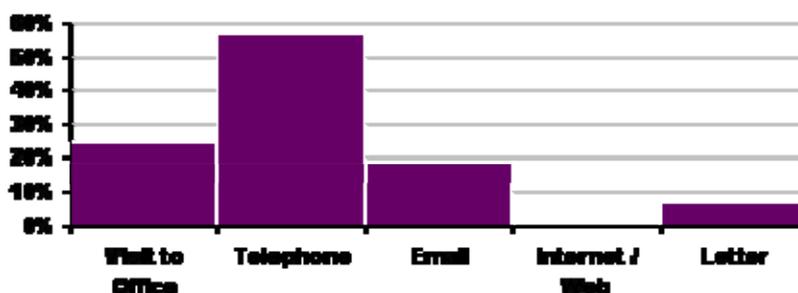
Within the latest disability survey, a third of respondents (33.3%) were in receipt of council tax or housing benefits.

	No.	%
Very satisfied	9	56%
Fairly satisfied	4	25%
Neither	3	19%
Fairly dissatisfied		
Very dissatisfied		
	16	



An analysis of the preferred methods for contact show that telephone (56%), followed by face to face visits are the preferred methods for contacting the local Benefits office

	No.	%
Visit to Office	4	25%
Telephone	9	56%
Email	3	19%
Internet / Web		
Letter	1	6%
	17	



There were no further comments about the Benefits Service