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SCARBOROUGH BOROUGH COUNCIL

Equalities and Diversity Annual Report

2018-19

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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 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.
- 1.4 In 2015 Council approved a revised Corporate Equalities and Diversity Scheme and action plan covering the period 2015-2020. The Scheme sets out the Council's equality objectives and contains an action plan which sets out how these objectives are to be delivered.
- 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 considers 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 This report also contains information relating to equalities monitoring of the Council's workforce and employment issues information, 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 Borough is becoming more diverse, with the proportion of White ethnic group falling 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 within 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 know 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.

2.10 Armed Forces and Ex-Armed Forces Personnel

- 2.11 There are around 2,089 armed forces veterans of working age in the Borough representing approximately 3% of the usual residents' aged 16 to population. This is higher than the England average of 2%. (2011 Census)
- 2.12 In addition, the 2011 Census showed a total of 452 members of the armed forces stated their normal place of residence was in the Borough.

All categories:	
All categories: Age 16 and over	452
Age 16 to 24	188
Age 25 to 34	150
Age 35 to 49	102
Age 50 and over	12
Males	
All categories: Age 16 and over	414
Age 16 to 24	170
Age 25 to 34	134
Age 35 to 49	98
Age 50 and over	12
Females	
All categories: Age 16 and over	38
Age 16 to 24	18
Age 25 to 34	16
Age 35 to 49	4
Age 50 and over	0

3. Corporate Equalities and Diversity Aims and Objectives

3.1 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.

3.2 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 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.
- Work to achieve a workforce which is representative of the community we serve.

4. Progress against equality objectives

4.1 In order to meet our equality objectives as detailed above, we have developed an 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 have signed the Armed Forces Covenant. This is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives
- Inclusive sport has continued to be developed this year primarily through the Inclusive Sport Group, which works with the network of inclusive groups to raise awareness and participation in inclusive sport. The schools' Pentathlon programme continues to develop and we have also delivered Boccia, goalball and table cricket Level 2 competitions within the Borough. We continue to provide support for clubs that promote inclusive sport including providing advice and guidance on issues such as governance, funding, safeguarding and first aid.
- In partnership with local inclusive sport providers we delivered a successful 'Inclusive Sport Month' to showcase local opportunities and signpost participants to existing activity. This was complemented by an additional awareness day, delivered in partnership with leisure operator; Everyone Active, and two of these days will now be delivered each year. We are also delivering NGB awards for inclusive sport for the first time this year.
- We also deliver female only specific programmes including a girls' football development programme called SSE Wildcats for novice players and we fully engage with national programmes such as "This Girl Can" and "This Girl Runs" particularly for our Borough-wide Walk to Run, and Couch to 5K Groups. Another programme that receives direct support is the Scarborough Breeze programme that is a British Cycling female specific delivery programme.
- We continue to support the Big Local programme in Barrowcliff (funded through the Big Lottery). This is a resident-led programme aimed at improving outcomes and quality of life for people living within Barrowcliff. Particular achievements include the delivery of the Barrowcliff Opportunities Programme within Barrowcliff primary school, delivery of a small grants scheme, funding for drop in surgeries to provide advice for disabled people, and schemes to improve skills and improve employment prospects for local residents.
- We have awarded grants to support community, voluntary and not for profit organisations operating services. In particular we have supported the Citizen's Advice Bureau, community transport organisations and groups that deliver specialist advice to disabled people.

- We lead the delivery of the partnership “Respect” programme in primary schools across the Borough. This is delivered by a multi-agency team, including North Yorkshire Police, and aims to challenge attitudes and behaviour in relation to issues such as anti-social behaviour, road safety, the emergency services, and diversity and culture.
- Our Community Impact Team provides a multi-agency response to incidents of hate crime within the Borough. The team also run regular sessions and training for businesses and voluntary and community groups to raise awareness of hate crime. During hate crime awareness week in October a number of public awareness sessions were undertaken across the Borough. The Community Impact Team also facilitate and support ‘We are Scarborough’ a group of volunteers and partner agencies. Priorities include the promotion of equality and diversity, including delivery of events, such as the Great Get Together, which promote equality, diversity and integration and provision of support, and visits, to individuals that may be vulnerable or isolated.
- We aim to ensure our services are appropriate for people with dementia and their carers. We have trained our customer services staff in “dementia awareness” and have a number of dementia champions, with more specialist knowledge within the organisation.
- In partnership with East Riding of Yorkshire Council, we submitted a successful bid for European funding through the Community Led Local Development (CLLD) programme. This four year programme is now underway and delivering a range of support to improve economic prosperity, improve job opportunities and skills and tackle some of the barriers that prevent people achieving their full potential. There are now 22 projects approved to deliver Community Led Local Development activity in Scarborough from 2018 to 2021. There is a mix of ESF projects supporting disadvantaged individuals and ERDF projects supporting businesses and potential businesses. Total grant awarded to date is around £3m
- We provide assisted refuse collections to help a wide range of residents with mobility problems to ensure that their refuse and recycling can be collected.
- 81 new affordable homes have been built in the Borough. Affordable housing includes social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market.
- The Choices4Energy Service has continued to support 'fuel poor' households. 'Choices4Energy' provides face to face advice for residents on how to stay warm, reduce their energy bills and carbon footprint, as well as operating a Collective Switching Project and Oil Buying Clubs, to ensure residents are obtaining the best prices for their energy requirements.
- The Home Improvements Agency continues to deliver services to help people who live in the Borough of Scarborough and Ryedale District to maintain their independence in their chosen home. This includes: Disabled facilities grants and adaptations, Wellbeing service, Handypersons and minor alterations service, Gardening service and Home visits to discuss housing needs. The service completed 57 small scale Disability Grant funded applications for showers, ramps, stair-lifts, etc, and 25 large scale applications for extensions, multiple adaptations, etc. during 2018/19.

- Through the Scarborough Construction Skills Village, we aim to deliver the skills required to arm individuals with the necessary knowledge and access routes into the construction industry as demand for skilled labour in the area increases. The Village provides training and work placement opportunities in a bid to support local businesses, raise industry awareness and improve economic wellbeing by identifying and supporting members of the community secure employment within the trade. During 2018/19 the Skills Village had good recruitment and secured 23 apprenticeships and more than 70 learners enrolled in programmes at the Village.
- We have completed further improvements to the Scarborough Football Ground Stadium. In addition, a joint bid with Scarborough Athletic Football Club (FC) to the Football Stadium Improvement Fund has been successful and secured £150,000. The funding will allow exciting improvements to be made to the stadium, which will include a new covered stand and additional spaces for disabled spectators, resulting in an increase in overall stadium capacity to more than 2,800 spectators.
- We delivered 3 events promoting democracy for young people, including a Primary Schools Council and a Young Adults Council, and a debate event.
- We have completed the disability confident employer self-assessment and developed an action plan.

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, i.e, 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 results from the satisfaction surveys and consultation exercises show no issues around providing fair access to our services. The areas covered are listed below.
- User Satisfaction and other on-going Surveys
 - Benefits User Satisfaction Survey
 - Car Parking User Satisfaction Survey
 - Housing Options Service
 - Tourist Information Centres

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 on-going 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, with results shown for the last five years:

		2014/15	2015/16	2016/17	2017/18	2018/19
LPI ED3	Percent of top paid 5% of staff who are women (based on FTEs)	30.00%	25.00%	24.40%	26.60%	34.50%
LPI ED6	Percent of employees with a disability	6.50%	5.90%	4.60%	3.70%	3.20%
LPI ED7	Percent of employees from an ethnic minority community	0%	0.30%	1.40%	0.60%	1.22%

- 6.7 This illustrates that:
- There has been an increase in the percentage of women employed at the higher pay levels.
 - The percentage of staff overall with a disability has reduced slightly to 3.2%, however the latest data² shows that 26.5% of the working population in the Borough have a disability/limiting long term illness.
 - The percentage of employees from an ethnic minority has increased.

² Nomis Jan 2012 – Dec 2012

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 660 people in post in March 2019. Staff numbers by Service were as follows:-

	2017/18		2018/19	
	Head Count	% of people in post	Head Count	% of people in post
Asset & Risk Management	18	2.70%	16	2.42%
Audit	4	0.60%	4	0.61%
Benefits	37	5.60%	38	5.76%
Communities and Partnerships	36	5.40%	42	6.36%
Corporate Finance	33	5.00%	35	5.30%
Directors Team	8	1.20%	7	1.06%
Economic Development	13	2.00%	10	1.52%
Environmental Health	30	4.50%	28	4.24%
Estates	4	0.60%	5	0.76%
Harbours	31	4.70%	28	4.24%
Housing	31	4.70%	33	5.00%
Human Resources & Payroll	9	1.40%	9	1.36%
ICT	14	2.10%	16	2.42%
Legal	6	0.90%	7	1.06%
Operations, Transport & Countryside	216	32.60%	219	33.18%
Parking & Venues	87	13.10%	76	11.52%
Planning	23	3.50%	22	3.33%
Procurement & Print	6	0.90%	6	0.91%
Projects	10	1.50%	17	2.58%
Regulatory & Governance	12	1.80%	12	1.82%
Tourism	20	3.00%	18	2.73%
Transformation, Elections & Civic Includes employees on part time secondment also counted above	15	2.30%	12	1.82%
All Council	663		660	

NB Breakdown by service unit managers reflects current structures (March 2019)

6.10 Employment Status

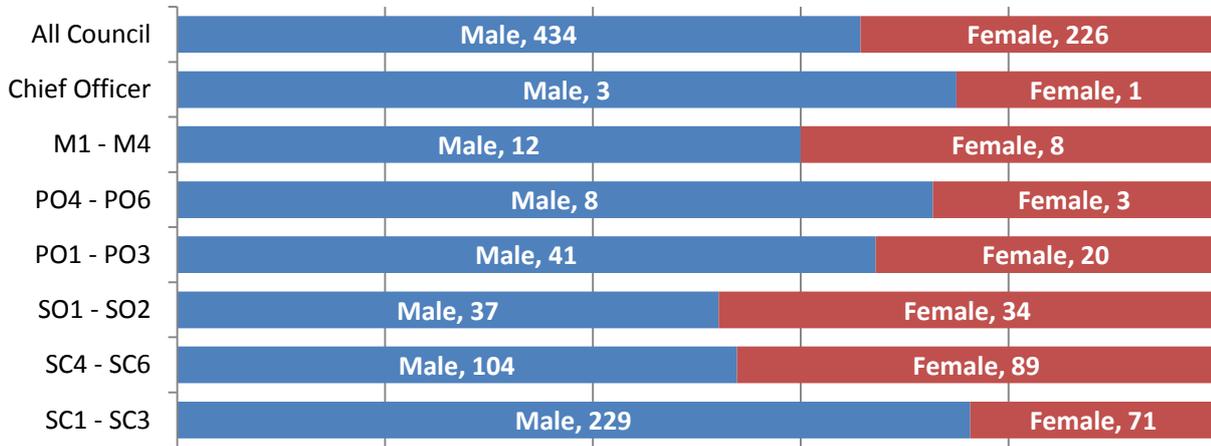
6.11 Analysis shows that as at March 2019, 560 are permanent employees (564 in 2017), with 96 being employed on temporary, casual, seasonal and fixed term contracts (85 in 2017). The largest numbers of non-permanent employees are employed within the Operations, Transport and Countryside Service.

2018/19	Permanent employees		Fixed Term / Seasonal / Temporary		Casual		Total Employees
Asset & Risk Management	15	93.75%	1	6.25%			16
Audit	4	100%					4
Benefits	38	100%					38
Communities and Partnerships	40	95.24%	2	4.76%			42
Corporate Finance	35	100%					35
Directors Team	7	100%					7
Economic Development	8	80%	2	20%			10
Environmental Health	26	92.86%	2	7.14%			28
Estates	5	100%					5
Harbours	27	96.43%	1	3.57%			28
Housing	28	84.85%	5	15.15%			33
Human Resources & Payroll	9	100%					9
ICT	16	100%					16
Legal	7	100%					7
Operations, Transport & Countryside	167	76.26%	51	23.29%	1	0.5%	219
Parking & Venues	56	73.68%	20	26.32%			76
Planning	22	100%					22
Procurement & Print	5	83.33%	1	16.67%			6
Projects	9	52.94%	8	47.06%			17
Regulatory & Governance	12	100%					12
Tourism	14	77.78%	2	11.11%	2	11.1%	18
Transformation, Elections & Civic	10	83.33%	1	8.33%	1	8.3%	12
All Council	560	84.85%	96	14.55%	4	1%	660

6.12 Gender

6.13 Analysis shows that overall 34.2% (35.4% in 2017/18) of the workforce, including permanent, temporary, casual, seasonal and fixed term contract employees, is female and 65.8% (64.6% in 2017/18) are male.

6.14 Analysis of grade by gender



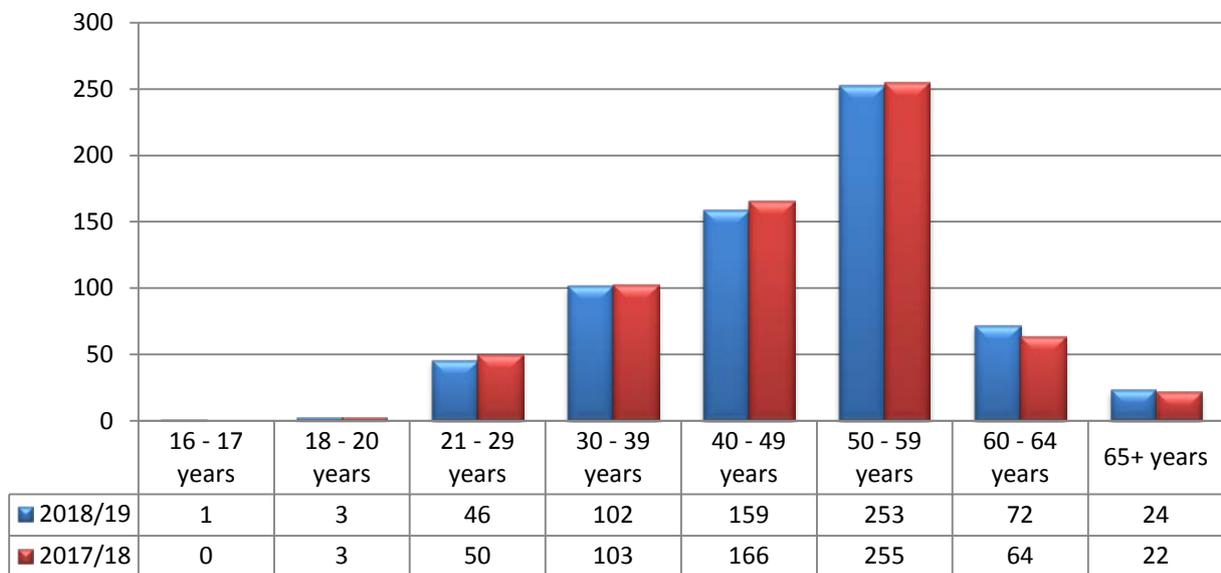
6.15 These tables show that at Scales 1 to 3, 76.3% (74.6% 2017/18) of the employees are male and 23.7% (25.4% in 2017/18) are female.

6.16 At scales PO1 - PO3, 67.2% (65.2% in 2017/18) of employees are male and 32.8% (34.8% in 2017/18) are female.

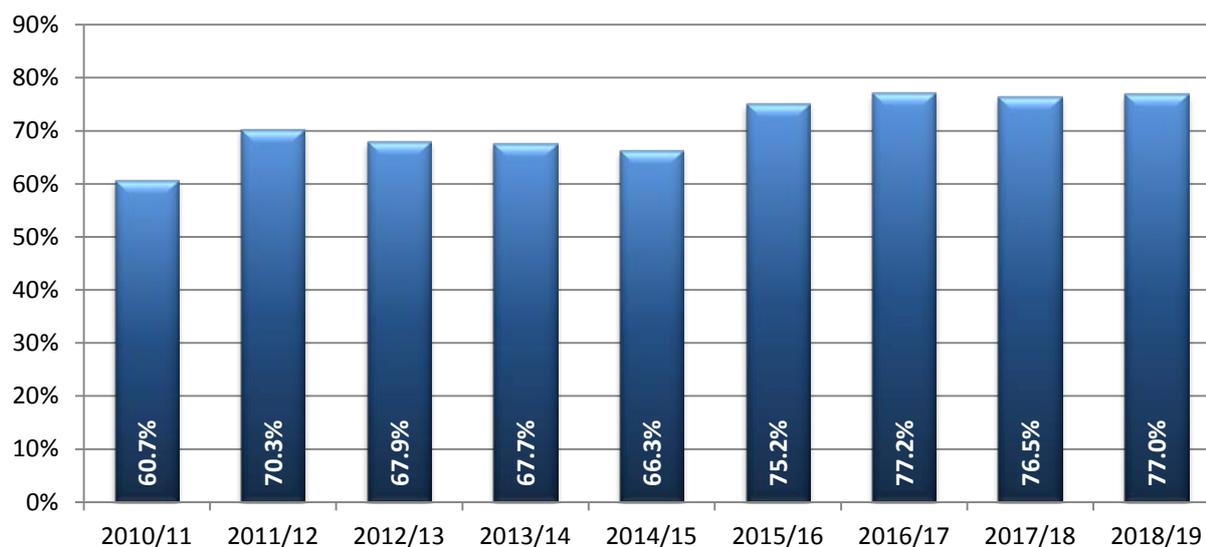
6.17 72.7% (75.0% in 2017/18) of employees at PO4 - PO6 are male and 27.3% (25.0% in 2017/18) are female.

6.18 **Age Profile**

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



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



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

6.22 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% 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.

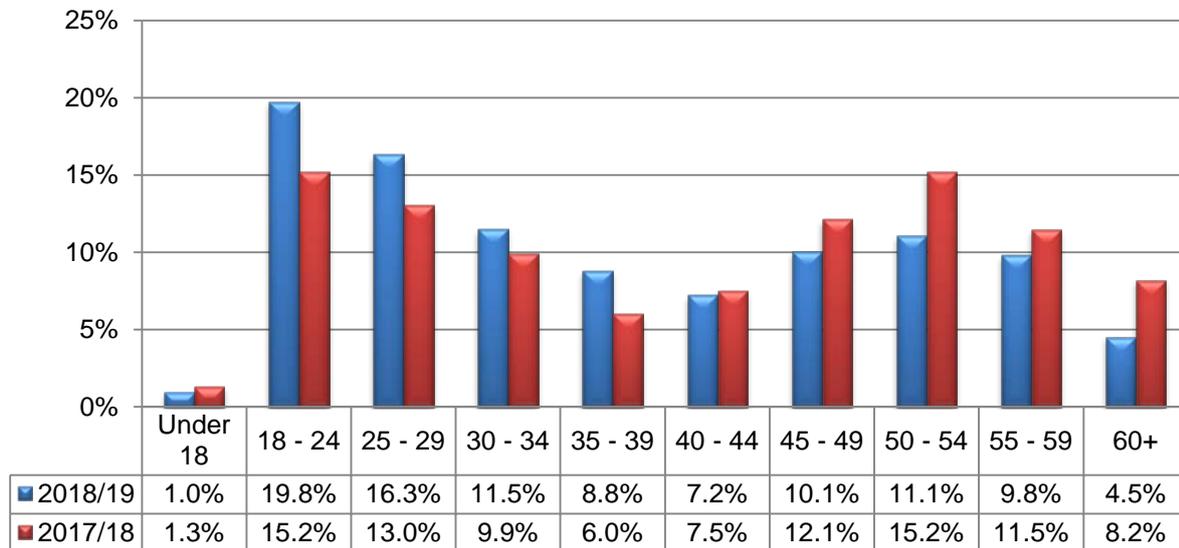
6.23 **Recruitment and selection**

6.24 Analysis has taken place of recruitment monitoring forms completed by job applicants. 1,015 forms were received and 55 appointments were made, there were also 10 jobs where no appointments were made.

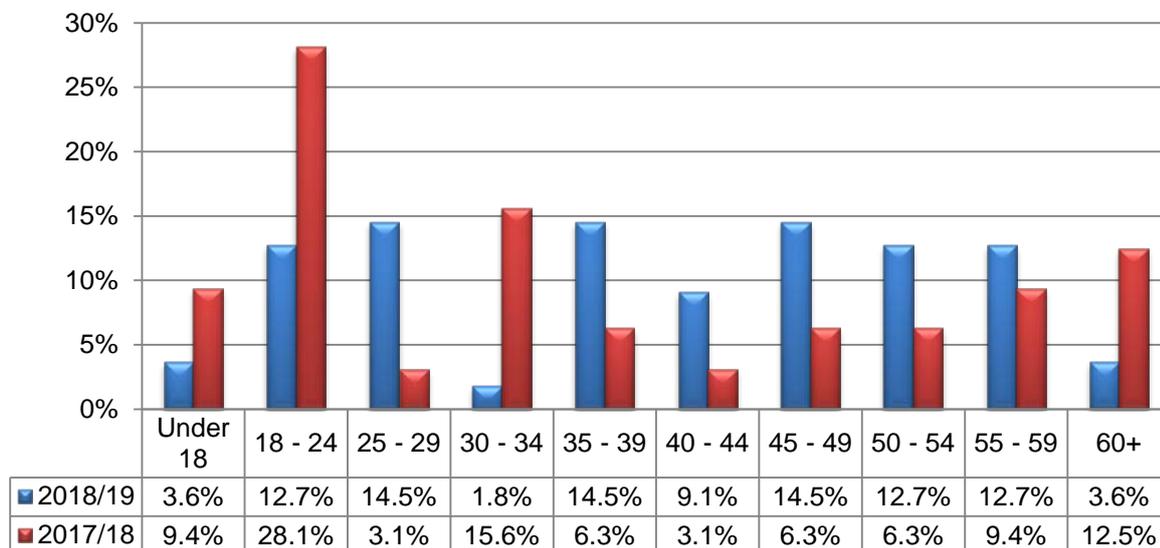
6.25 Analysis shows of the 1,015 job applicants who returned a recruitment monitoring form during 2018/19, 48.2% (37.1% in 2017/18) of applicants were female and 51.8% (62.9% in 2016/17) of applicants were male.

6.26 Of the appointments made, 52.7% (37.5% 2017/18) were female and 47.3% (62.5% 2017/18) were male, i.e., female applicants show a slightly higher success rate than male applicants.

6.27 The highest proportion of applicants for posts was in the 18 – 24 years of age band and 25 – 29 years of age band. The percentage of applicants in each age band was as follows:-



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



6.29 In terms of disability, 4.2% of applicants declared they had a disability compared to 2.6% in 2017/18.

6.30 Analysis also shows the following:

- In terms of ethnicity, 96.8% of applicants stated that they were White, 1.5% were Mixed, 1.0% were Asian, 0.7% were Black.
- Religion or belief – 43.5% of applicants stated that they were Christian, 54.1% stated they held no religious belief, 0.7% Buddhist, 0.1% Hindu, 0.7% Muslim, 0.2% Jewish and 0.7% other.
- Sexuality – 95.8% of applicants described themselves as heterosexual, 3.2% gay/lesbian and 1.0% of applicants were bisexual.

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.
- 7.3 In addition we will continue to focus on:
- 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
- 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 2015 – 2020

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
1	As a Community Leader, we will:					
1.1	<ul style="list-style-type: none"> Work to develop a culture which values the diversity of people from all sections of society, and to promote community cohesion 	Successfully complete the Government's "Our Place" programme in Castle/North bay.	Customers, Communities and Partnerships Manager	Formal Our Place programme ends on 31 March 2015. Delivery of operational plan thereafter (as per timescales)	Satisfaction with the area as a place to live	Delivery of operational plan ongoing
1.2	<ul style="list-style-type: none"> 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. 	Introduce equalities monitoring of those standing for local election; use the information to identify and address any issues	Performance and Admin Manager/ Transformation, Elections & Civic Manager	Implement for Elections in May 2015, on-going thereafter	% of candidates for local elections by equalities group; profile of Elected Members	Equalities Monitoring included on forms
		Promote awareness of Corporate Equalities scheme, including production of new leaflet	Performance and Admin Manager	Following approval of new scheme	Leaflet produced, printed and made available on website	To be published shortly
		Inclusion of Equalities in Contract documentation	Procurement Manager	On-going - to be updated as required		Completed and on-going
1.3	<ul style="list-style-type: none"> 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. 	Ensure that Equalities Impact Assessments are undertaken on financial decisions and proposed changes to service delivery	Performance and Admin Manager /Chief Accountant	On-going	EIA completed on budget proposals - March/April annually	EIA completed for budget proposals. EIAs also completed for other changes to services such as LSCT (Benefits), Review of Public Conveniences, etc

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
		Continue to analyse and monitor satisfaction and take-up with our services by protected characteristics, identify and address any adverse trends	Performance and Admin Manager	on-going	Annual Monitoring Report presented to Scrutiny Committee	Changes to Scrutiny have taken place. Report now published directly on the website.
		Continue to provide support to reduce barriers to receipt of services, including waste collection assisted collection service, Leisure Saver Scheme, range of leisure sessions to suit specific groups, etc	All SUMs	on-going	Number of junior admissions	Transfer of Leisure Services to provision by an external contractor – these indicators will continue to be monitored
	Number of visits by people aged 50 or over to leisure facilities					
	Number of visits that are Leisure Saver				These services continue to be provided	
2	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:					
2.1	• Our services are accessible;	Analyse and monitor satisfaction and take-up with our services by protected characteristics, identify and address any adverse trends	Performance and Admin Manager /SUMs	on-going	Annual Monitoring Report presented to Scrutiny Committee	Changes to Scrutiny have taken place. Report now published directly on the website.
		Provide support to reduce barriers to receipt of services, including waste collection assisted collection service, Leisure Saver Scheme, range of leisure sessions to suit specific groups, etc	All SUMs	on-going	Include information in Annual Monitoring Report	Work to deliver these services is on-going
		Submit a bid to the Sport England Community Sport Activation Fund for a 3 year multi – sport outreach project to increase participation levels in the Borough, with a specific focus on health and wellbeing and inclusive sport.	Leisure Services Manager	Bid to be submitted by March 2015. Project to be delivered thereafter	Bid submitted to Sport England. If successful, project delivered and evidence of increased participation levels	Bid was success and project was successfully delivered.

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
		Explore provision of additional services and working in partnership with other public sector organisations at Customer First sites.	Customers, Communities and Partnerships Manager	on-going		On-going work
		Deliver the Tackling the Digital Divide Plan, which aims to reduce the number of people in the Borough who are not able to use the internet to access services	Customers, Communities and Partnerships Manager	As detailed in the TDD Plan	Increase in numbers of people accessing SBC services online	Work has been undertaken to implement the Council's Digital Inclusion Plan, including the development of 3 wellbeing and community hubs, offering preventative health and wellbeing services in the heart of the three communities and services to improve residents' digital skills. A second phase of community hubs is planned.
2.2	•Our services are flexible and responsive to the needs of the community;	Deliver Transformation Programme to include improving customer access and satisfaction as a key aim	Transformation, Elections & Civic Manager	programme delivered as per project plan	Customer Satisfaction with Council Services	New Transformation Programme now being developed and implemented across the Council.

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
		Continually review and update programme of leisure activities to suit changing needs	Leisure Services Manager	on-going	Levels of participation/attendances	
		Implementation and continued development of the new Firmstep CRM, self-serve and on-line forms to deliver more services fully at the first point of contact and increase the range of access channels available to customers.	Transformation, Elections & Civic Manager	programme delivered as per project plan	project implemented % of customers using different access channels	The Firmstep product has been further developed in accordance with the Business Improvement Programme, focusing on Housing work and supporting Multi Agency working On-going development of Firmstep product, now coordinated through Transformation Project
		Development of the Customer First Centre at Scarborough to meet the changing patterns in customer demand arising from channel shift from face to face interactions to increased take-up of on-line services.	Customers, Communities and Partnerships Manager	on-going	% of customers using different access channels	We have developed the Customer First Centre at Scarborough to meet the changing patterns in customer demand arising from channel shift from face to face interactions to increased take-up of on-line services. New self service booths and screens have been installed and new ways of delivering services implemented.

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
2.3	<ul style="list-style-type: none"> Users of our services are treated fairly and all complaints are dealt with in accordance with our Equalities Scheme and Equality policies; 	Improve the Council's Complaints monitoring system; ensure that any equalities issues are highlighted and investigated	Performance and Admin Manager /Business Improvement Analyst	Dashboard in place by July 2015		Dashboard in place. Quarterly reporting of complaints Data to the Council's Cabinet has now been introduced.
2.4	<ul style="list-style-type: none"> There is consultation within the community on the way in which services are planned and delivered; 	Review the Council's Residents Panel to ensure that it matches the demographic profile of the Borough, consider consultation methods	Performance and Admin Manager	annual review	Analysis of Panel by demographic group	Review completed. Refresh undertaken. New Panel Members continually recruited
2.5	<ul style="list-style-type: none"> Systems are in place to monitor our services and plans are implemented to achieve continual improvement; 	Extend satisfaction surveys to cover additional service areas where appropriate	Performance and Admin Manager	on-going	no. of service areas covered/consultations which include equalities monitoring	On-going work to expand satisfaction surveys and analyse customer satisfaction generally.
2.6	<ul style="list-style-type: none"> The results of consultations and monitoring are published and the public has access to the information provided; 	Ensure that the results of consultation exercises are routinely published	Performance and Admin Manager	to commence from 1 April 2015	Results on website within one month of close of consultation	Results now routinely published
2.7	<ul style="list-style-type: none"> All contracts are monitored to comply with the Council's Equalities and Diversity Scheme and Equal Opportunities Policy; 	Equalities standards and targets agreed as part of contracts to be monitored and where necessary enforced	Procurement Manager/SUMs	on-going - to be incorporated into contacts		Processes for contracts monitoring are being reviewed and enhanced to include equalities issues where appropriate.

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
2.8	<ul style="list-style-type: none"> 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. 	Review current training and develop options/training programme, ensure information on Equalities and the Council's Corporate Equalities and Diversity Scheme is included in Induction for new employees and new Members	HR Manager/Regulatory and Governance Manager	To be included in training for new Members following May 2015 elections		Training provided for new Members following the May 2019 elections. Options for on-going training for staff currently being explored.
2.9	<ul style="list-style-type: none"> Individuals and communities are encouraged to report all forms of discrimination 	Promote awareness of Whistleblowing Policy	Human Resources Manager			Whistleblowing Policy has been reviewed
		Raise awareness of the Corporate Equalities and Diversity scheme - leaflets to be revised, published and circulated	Performance and Admin Manager	Sep-15	Leaflets developed, circulated and placed on web	
3	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:					
3.1	<ul style="list-style-type: none"> Have equality of opportunity in recruitment and selection, redundancy, retirement and redeployment, grievance and disciplinary procedures, performance appraisal, career development and training; 	Continue to analyse and monitor equalities profile of our workforce and job applicants by protected characteristics, identify and address any adverse trends	Human Resources Manager/ Performance and Admin Manager	on-going - Annual Reporting	Annual Monitoring Report presented to Scrutiny Committee	Changes to Scrutiny have taken place. Report now published directly on the website.
		Promote opportunities for apprenticeships and work closely with local schools and colleges	Human Resources Manager	on-going		

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
3.2	<ul style="list-style-type: none"> Be consulted on the way in which policies are developed and implemented; 	Continue to hold regular meetings of the Joint Consultative Committee	Human Resources Manager	on-going	Number of JCC meetings held per year	Meetings continue to be held
		Consult employees, Members and trade unions on policy development and implementation through the Joint Consultative Committee, and Resources Scrutiny Committee	Human Resources Manager	on-going		Changes to Scrutiny have taken place. The Council's new Scrutiny Board will be consulted as appropriate.
		Ensure Consultation on policies, etc, is undertaken with staff and trade unions as appropriate	Human Resources Manager	on-going		Completed and ongoing
3.3	<ul style="list-style-type: none"> Have any complaints fairly and properly investigated; 	Continue to analyse and monitor disciplinaries, grievances, to identify and address any adverse trends	Human Resources Manager	on-going	Details within Annual Monitoring Report	Completed and ongoing
	We will:					
3.4	<ul style="list-style-type: none"> Ensure policies are in place to meet the varying needs and work/life responsibilities of employees. 	Ensure that the programme of reviews of Human Resources policies and procedures is completed, new policies are developed in response to any changes to legislation	Human Resources Manager	on-going	Programme completed by target dates	Completed and ongoing
3.5	<ul style="list-style-type: none"> Work to achieve a workforce which is representative of the community we serve. 	Ensure the continued development and application of fair and consistent recruitment policies. Monitor and report through Annual Monitoring Report	Human Resources Manager	on-going	Percent of top paid 5% of staff who are women	Completed and ongoing
					Percent of top paid 5% of staff who are from ethnic minority	
					Percent of top paid 5% of staff who have a disability	

	Equality Objective	Action	Responsible Officer	Timescale	Measure of Performance/ Performance Indicators	Progress to Date
					Percent of employees with a disability	
					Percent of employees from an ethnic minority	
		Ensure good practice in recruitment and selection processes, including provision of training for Managers. Monitor and report through Annual Monitoring Report	Human Resources Manager	on-going	as above	Completed and ongoing
		Participate in the 'Two Ticks' (Positive about disability) scheme	Human Resources Manager	on-going	as above	Completed and ongoing
		Provide information in alternative formats as required	Human Resources Manager	on-going	as above	Completed and ongoing