**Carlisle City Council Annual Equality Report 2014/15**

**Introduction**

Under the Equality Act (2010), the Council must provide information about how equality is considered in decision making, policy development and engagement. This report presents our key equality issues by analysing the following information from April 2014 to March 2015:

* equality objectives
* equality impact assessments
* customer satisfaction
* complaints
* consultation and engagement
* workforce profile

We use this information to identify equality issues and develop areas for action or improvement. We aim to publish information in an accessible format and ensure it follows the principles of our Data Quality Policy, giving confidence to the users of the information. We give details as to what we publish and why, explaining how the information is used. We also acknowledge gaps in our data and explain how we can improve this.

This document is reported to our Senior Management Team, the Executive, Overview and Scrutiny, and published on our website.

**Equality objectives 2012-15**

The Council’s equality objectives for 2012-2015 are:

* Improve the quality and volume of our customer information.
* Improve access and inclusion for all our services and across our partnerships.
* Diffuse community tensions and promote understanding.

Progress of the equality objectives was provided to the Community Overview and Scrutiny Panel meeting on 11 September 2014[[1]](#footnote-1). Work has continued on these objectives throughout 2014/15 has resulted in the development of revised equality objectives for 2016-2019. These will form part of the new Equality Policy and will build on the work of the previous objectives.

**Equality impact assessments**

We undertake impact assessments of our policies and services to help inform our decision making. An impact assessment is always proportionate to the proposed change and the potential impact on equality. For example, we provided an impact assessment regarding changes to the policy on a local knowledge test for taxi drivers on request from a local organisation.

The impact assessment of the new Local Plan (2015-30) was published as part of the consultation on the Council’s website. Please see Core Document SD012 in the Examination Document Library:

<http://www.carlisle.gov.uk/planning-policy/Local-Plan-Examination/Examination-Document-Library>

**Customer satisfaction**

We have developed a baseline measure of customer satisfaction with Council services through a combination of survey work undertaken through the website, Focus magazine and face to face interviews. We will continue to measure this to identify how satisfied our customers are in future.

*Overall satisfaction with Council services in 2014/15 was 61.25% very or fairly satisfied[[2]](#footnote-2).*

Our online satisfaction surveys include optional equality monitoring questions. These provide information about the equality characteristics of people using our services in relation to their level of satisfaction. The number of respondents to the equality monitoring sections for 2014/15 was too small to provide a statistical sample. We will look at ways to boost the sample size for 2015/16 to provide a baseline figure if possible.

We are working on improved means of measuring customer satisfaction, recording activity through the Customer Relationship Management (CRM) system and the website. There is an opportunity to apply a consistent approach to recording equality information across Council services by streamlining data processes and improving data quality. This will ensure that the Council is regularly reporting accurate data.

**Complaints**

The Council’s Complaints and Feedback Policy contains details of how complaints are managed. Formal corporate complaints are received in writing and recorded through the Council’s Customer Relationship Management system. The figures for September 2014 to March 2015 are provided in the table below. Figures for 2013 up to August 2014 are available on the Council’s website.

At present, the equality monitoring does not identify if the complaint is linked to an equality issue or characteristic. The complaints form will be revised to include questions about if the complainant felt that the issue was related to equality.

|  |
| --- |
| **Corporate Complaints** |
| **September 2014 to March 2015 - 15 in period** |
|  |
| **Gender** | **Count** | **%** |
| Female | 6 | 47 |
| Male | 7 | 40 |
| Transgender | 0 | 0 |
| Undeclared | 2 | 13 |
|  |
| **Age** | **Count** | **%** |
| 0-15 | 0 | 0 |
| 16-24 | 0 | 0 |
| 25-34 | 2 | 13.3 |
| 35-44 | 4 | 26.6 |
| 45-59 | 3 | 20 |
| 60-74 | 5 | 33.3 |
| 75+ | 0 | 0 |
| Undeclared | 1 | 6.6 |
|  |
| **Sexuality** | **Count** | **%** |
| Heterosexual | 12 | 80 |
| Homosexual | 1 | 6.6 |
| Lesbian | 0 | 0 |
| Bi-Sexual | 0 | 0 |
| Undeclared | 2 | 13.3 |
|  |
| **Religion**  | **Count** | **%** |
| Buddhist | 0 | 0 |
| Christian | 6 | 40 |
| Hindu | 0 | 0 |
| Jewish | 0 | 0 |
| Muslim | 0 | 0 |
| Sikh | 0 | 0 |
| Non Religious | 5 | 33.3 |
| Other: (Please State) | 1 | 6.6 |
| Undeclared | 3 | 20 |
|  |
| **Disability** | **Count** | **%** |
| None | 10 | 67 |
| Registered Disabled under DDA Definition | 1 | 7 |
| Disabled under DDA definition but not registered | 0 | 0 |
| Long term limiting condition that affects health | 2 | 13 |
| Long term limiting condition that does not affect health | 0 | 0 |
| Undeclared | 2 | 13 |
|  |
| **Ethnicity** | **Count** | **%** |
| White | British | 12 | 80 |
| Irish | 0 |  |
| Gypsy Traveller / Roma | 0 |  |
| Irish Traveller | 0 |  |
| Polish | 0 |  |
| Lithunian | 0 |  |
| Other White background | 2 | 13.3 |
| Asian or Asian British | Indian | 0 |  |
| Pakistani | 0 |  |
| Bangladeshi | 0 |  |
| Other Asian background:  | 0 |  |
| Mixed | Caribbean | 0 |  |
| African | 0 |  |
| Asian | 0 |  |
| Other mixed background: (Please State) | 0 |  |
| Black or Black British | Caribbean | 0 |  |
| African | 0 |  |
| Other Black background | 0 |  |
| Chinese or other Ethnic Groups | Chinese | 0 |  |
| Philippine | 0 |  |
| Other | 0 |  |
| Undeclared |   | 1 | 6.67 |

**Consultation and engagement**

Discussions with service managers across the Council were held in Summer 2014 to gauge awareness of the Public Sector Equality Duty (PSED), identify areas of good practice and give managers the chance to raise issues. A follow up workshop on the PSED was held for managers in October 2014. This workshop gave an overview of the Equality Act, PSED obligations and an understanding of the role of the manager in embedding this into services, policies and procurement activities.

Managers commented that general implications of policy changes would be considered as part of policy development. If there were specific proposals or changes to service provision that were likely to affect groups, an impact assessment would be undertaken on the proposals. Assessments should act as a critical challenge and help improve the service. Although awareness of the equality duty was good, managers commented on the impact of reduced resources on the ability to provide alternative service provision or make adjustments. The Council has to respond proportionately given the constraints placed upon its services.

Information about customers’ needs was also mentioned by managers as a barrier to improving services. This could be due to lack of awareness of problems, difficulty in accessing different groups of people or the small numbers of people with specific needs. There is also a need to improve access to information the Council holds across the authority and services that are available to support staff. These concerns are being reviewed as part of the Council’s project to improve customer data through the Management Information System (MIS). The Council also plans to review its communication, consultation and engagement policies.

The Council undertakes a wide range of consultation on various issues to inform decision making. A sample of consultations undertaken in 2014/15 are shown in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Start date** | **End date** | **Internal/External Use** |
| Recycling Survey 2015 | 17/02/2014 | 17/07/2015 | External |
| Entertainment City Centre | 26/02/2014 | 25/05/2015 | Internal; External |
| Carlisle Arts Centre | 07/04/2014 | Ongoing | External |
| Talkin Tarn Visitors | 21/05/2014 | Ongoing | External |
| Carlisle Focus Communications Summer Autumn | 01/06/2014 | 31/08/2014 | External |
| Carlisle Visitors Survey | 01/07/2014 | 30/09/2014 | External |
| Food Charter | 08/07/2014 | Ongoing | External |
| Carers Survey | 01/08/2014 | 18/03/2015 | Internal |
| Neighbourhood Services | 07/08/2014 | Ongoing | External |
| Member Involvement Survey 2014 | 15/10/2014 | 18/11/2014 | Internal |
| Carlisle Focus Recycling Winter Spring | 01/11/2014 | 31/01/2015 | External |
| Disability Survey | 01/11/2014 | 31/01/2015 | Internal |
| Christmas Lights Switch on Survey | 01/11/2014 | 30/11/2014 | External |
| Discover Carlisle Events Guide | 01/11/2014 | 31/01/2015 | External |
| Carlisle Food City | 06/02/2015 | Ongoing | External |

**Workforce profile**

Bringing the information together for the equality report and workforce profile highlighted issues with data quality. These issues are being addressed through the development of the Council’s Human Resources system, iTrent, to capture workforce data.

Our workforce has reduced by 15% from January 2012 to March 2015 due to local government budget cuts and the impact of transformation plans. Recruitment has also been limited over recent years as the Council implements efficiency savings, and makes it more difficult for the authority to target recruitment at specific groups. Workforce data showed some inaccuracies due to missing information or being undeclared, and systems duplicating data and not integrating effectively. Any inaccurate information, including recruitment and selection figures, has not been included in the equality profile. The Council is working to improve the data and will encourage employees to self-declare their information.

Staff health and wellbeing is promoted in the workplace and we undertake a range of actions and initiatives to support this, including an attractive and flexible benefits package to suit the life stages and lifestyles of employees. The findings of the employee opinion survey reflect this as 90.8% rated the Council as a good employer in 2014, compared with 89.4% in 2013. In 2014, 61.7% of staff said they felt valued at work, compared to 53% in 2013 and 46% in 2012. The survey will be undertaken again in summer 2016.

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| --- |
| **Workforce Profile as of 31 March 2015** |
| **No of staff** | **531** |
|  |
| ***Age Range***  | ***Proportion of Workforce %*** |
| 16-24 | 2.8 |
| 25-35 | 18.1 |
| 36-45 | 24.3 |
| 46-59 | 46.3 |
| 60-65 | 7.5 |
| 65+ | 0.9 |
|  |
| ***Marital Status*** | ***Proportion of Workforce %*** |
| Civil Partner | 0.4 |
| Divorced | 5.6 |
| Married | 50.8 |
| Separated | 1.5 |
| Single | 32.6 |
| Undeclared | 8.7 |
| Widowed | 0.4 |
|  |  |
|  |
| ***Ethnicity*** | ***Proportion of Workforce %*** |
| Asian or Asian British  | 0.2 |
| Black or Black British  | 0.2 |
| Chinese | 0.2 |
| Prefer not to say | 0.2 |
| Undeclared | 11.7 |
| White British | 86.4 |
| White Irish | 0.4 |
| White Other | 0.6 |
| White - Other European | 0.2 |
|  |
| ***Gender*** | ***Proportion of Workforce %*** |
| Female | 55.9 |
| Male | 44.1 |
|  |
| ***Disability (self declared)*** | ***Proportion of Workforce %*** |
| No | 77.4 |
| Yes | 2.6 |
| Not Known | 20 |
|  |
| ***Sexuality*** | ***Proportion of Workforce %*** |
| Heterosexual | 11.9 |
| Lesbian or Homosexual | 0.2 |
| Prefer not to say | 0.4 |
| Undeclared | 87.6 |
|  |
|   ***Religion*** | ***Proportion of Workforce %*** |
| Christian | 6.6 |
| No Religion | 5.6 |
| Prefer not to say | 0.8 |
| Undeclared | 87.0 |

|  |
| --- |
| **Pregnancy and Maternity**The number of employees who commenced their maternity leave in 2014/15 was 21.3 employees were granted a reduction in working hours and 1 was pending a decision as of June 2015. |
|  |
| **Grievances** 3 formal grievances were received from April 2014 to March 2015.

|  |  |  |
| --- | --- | --- |
| Gender | Count | % |
| Male | 2 | 66.7 |
| Female | 1 | 33.3 |
|  |  |  |
| Marital status |  |  |
| Married | 2 | 66.7 |
| Single | 1 | 33.3 |
|  |  |  |
| Disability |  |  |
| No | 2 | 66.7 |
| Yes | 1 | 33.3 |
|  |  |  |
| Ethnicity |  |  |
| White British | 3 | 100.0 |
|  |  |  |
| Age  |  |  |
| 25-35  | 1 | 33.3 |
| 36-45 | 1 | 33.3 |
| 46-64 | 1 | 33.3 |

1 grievance was upheld and 2 were not upheld. A number of informal grievances have been received and dealt with on a regular basis. Managers have undergone significant management development activities in the previous three years and this may have had an impact on the number of formal grievances received by the Council.  |

**Carlisle and Cumbria profiles**

Carlisle and Cumbria profiles are included for reference. This information is taken from the Census 2011 and the profile will have changed since then, however, it acts as a general guide to the population in the local area.

See the Cumbria Intelligence Observatory for further details on local profiles: <http://www.cumbria.gov.uk/eLibrary/Content/Internet/536/642/1750/4130310250.pdf>

|  |  |
| --- | --- |
| **Carlisle** | **Cumbria** |
| ***Age Range (years)*** | ***% Persons*** | ***Age Range (years)*** | ***% Persons*** |
| 0-15 | 17.2 | 0-15  | 16.7 |
| 16-64 | 64.3 | 16-64 | 62.7 |
| 65+ | 18.5 | 65+ | 20.6 |
|  |
| ***Marital Status*** | ***% Persons*** | ***Marital Status*** | ***% Persons*** |
| Married | 47.3 | Married | 50.8 |
| Single | 32.2 | Single | 29.1 |
| Divorced | 9.7 | Divorced | 9.5 |
| Unknown |  | Unknown |  |
| Separated | 2.5 | Separated | 2.0 |
| Widowed | 8.2 | Widowed | 8.4 |
| Civil Partner | 0.2 | Civil Partner | 0.2 |
|  |
| ***Ethnicity*** | ***% Persons*** | ***Ethnicity*** | ***% Persons*** |
| White British | 95.0 | White British | 96.5 |
| White Other | 3.1 | White Other | 2.0 |
| Asian or Asian British | 1.2 | Asian or Asian British | 0.8 |
| Black or Black British | 0.1 | Black or Black British | 0.1 |
| Chinese |  | Chinese |  |
| Mixed | 0.5 | Mixed | 0.5 |
| White - Other European |  | White - Other European |  |
| White Irish |  | White Irish |  |
| Prefer not to say |  | Prefer not to say |  |
| Not Declared |  | Not Declared |  |
| Other Ethnic Group | 0.1 | Other Ethnic Group | 0.1 |
|  |
| ***Gender*** | ***% Persons*** | ***Gender*** | ***% Persons*** |
| Female | 51.2 | Female | 50.8 |
| Male | 48.8 | Male | 49.2 |
|  |
| ***Disability and health – day to day activities limited?*** | ***% Persons*** | ***Disability and health - day to day activities limited?*** | ***% Persons*** |
| No | 80.8 | No | 79.7 |
| Yes a lot | 9.2 | Yes a lot | 9.7 |
| Yes a little | 10.0 | Yes a little | 10.6 |
|  |
| ***Religion*** | ***% Persons*** | ***Religion*** | ***% Persons*** |
| Christian | 69.1 | Christian | 71.9 |
| Buddhist | 0.26 | Buddhist | 0.27 |
| No religion | 22.9 | No religion | 20.3 |
| Other | 0.95 | Other | 0.7 |
| Undeclared | 6.8 | Undeclared | 6.9 |

1. [PC 09/14 Public Sector Equality Duty review](http://cmis.carlisle.gov.uk/cmis/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=0fQloWoffqovH6Itoz%2f1mM14I%2fO4o2nkWjXpnKGrl4SMSfJkTsz5kA%3d%3d&rUzwRPf%2bZ3zd4E7Ikn8Lyw%3d%3d=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9) [↑](#footnote-ref-1)
2. PC10/15 End of year Performance report 2014/15 [↑](#footnote-ref-2)