

Annual Equality Report 2019/20

Equality Action Plan 2020



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Introduction

Under the Equality Act (2010), we must provide information about how equality is considered in decision making, policy development and engagement. This report presents our equality information between 1 April 2019 and 31 March 2020.

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 about 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.

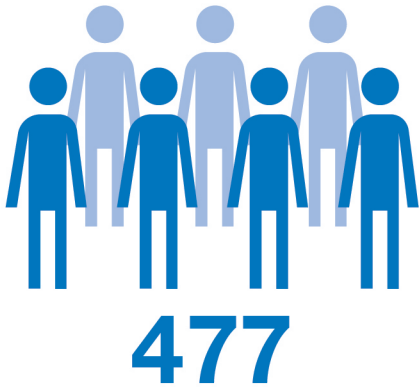
This document is reported to our Senior Management Team, Executive, Scrutiny Panels and published on our website.

Key data - workforce profile

The following key information about our workforce provides a quick reference and comparative data from previous years. The full workforce profile is provided in Appendix 1.

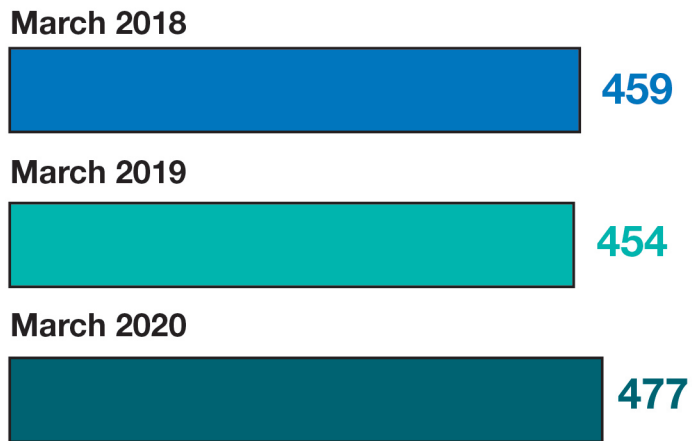
As at 31 March 2020

Number of employees¹

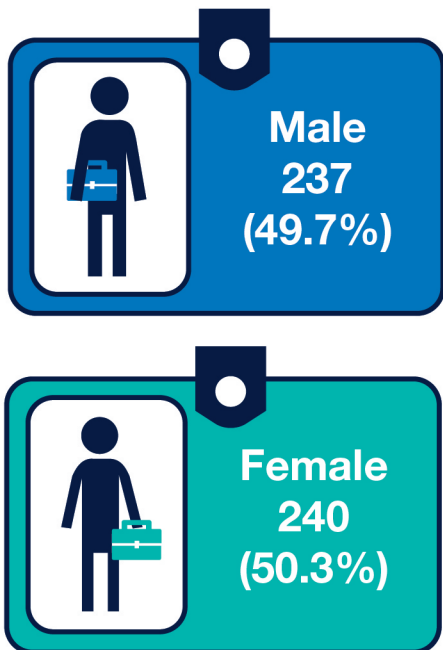


¹ Staff who have multiple posts are counted twice.

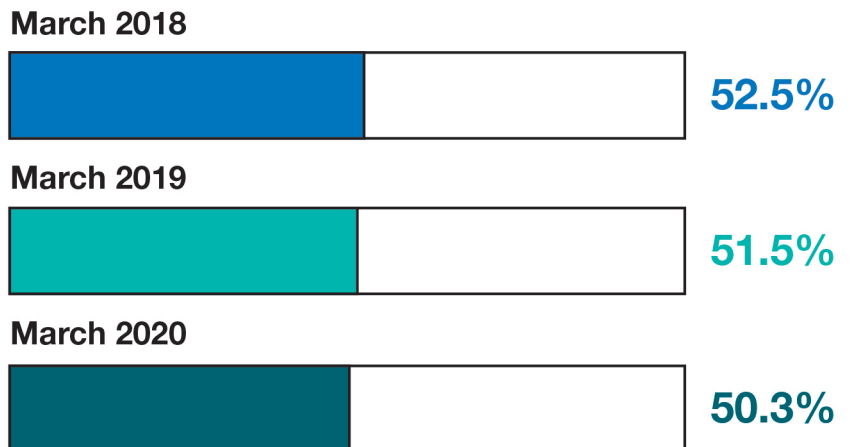
Number of employees



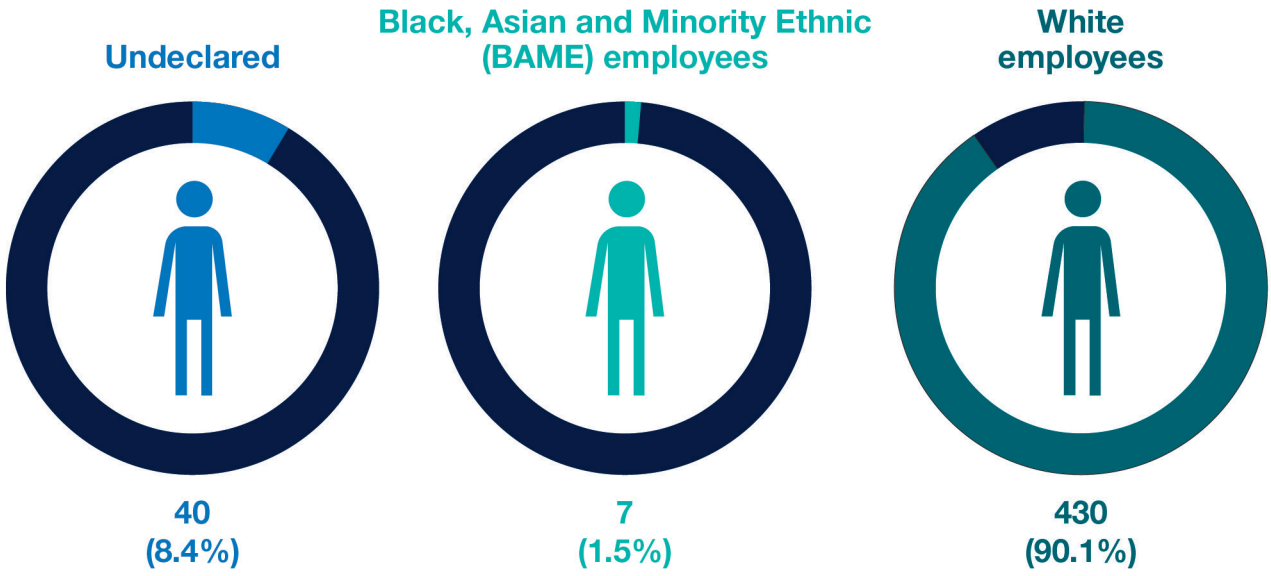
Gender of employees



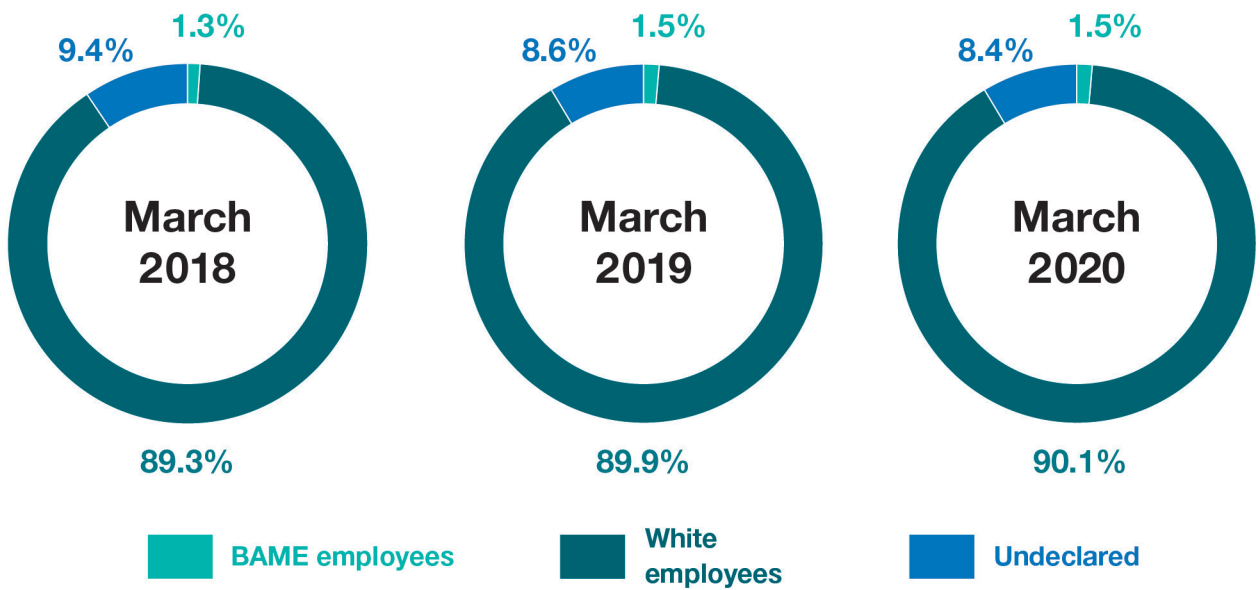
% Female Employees



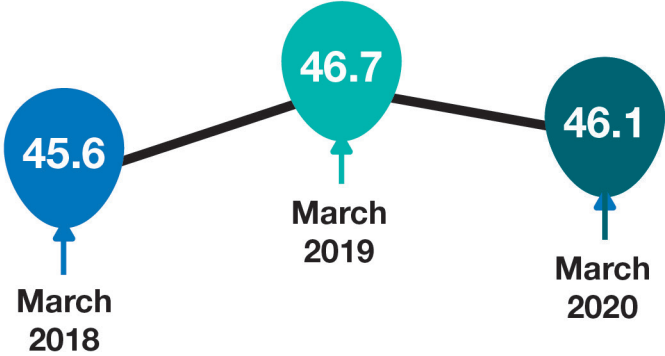
Broad ethnicity



% Broad ethnicity



Average age of employees



Employees aged between 45-64

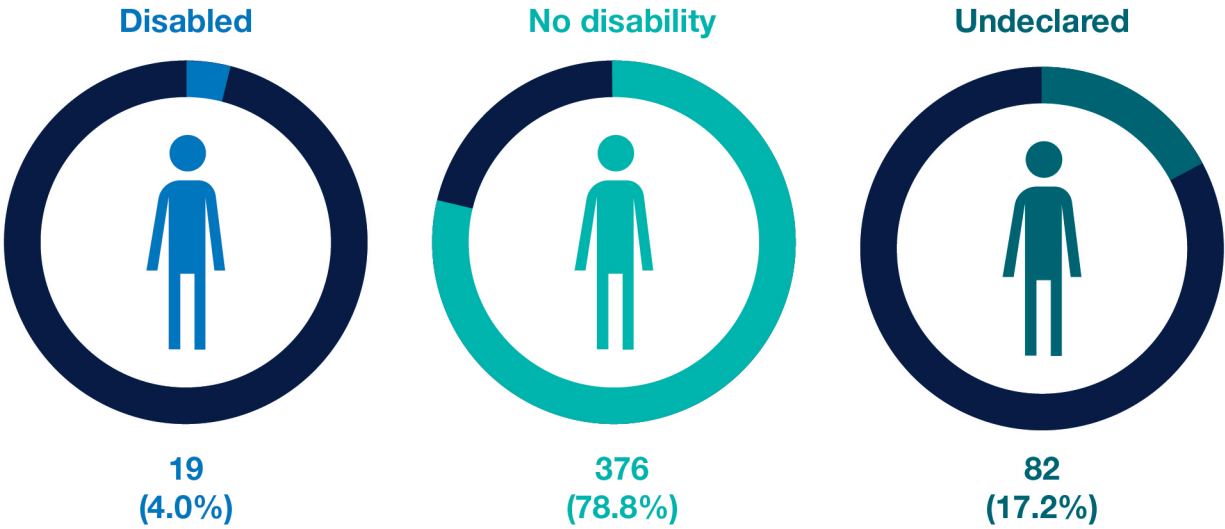


56.2%

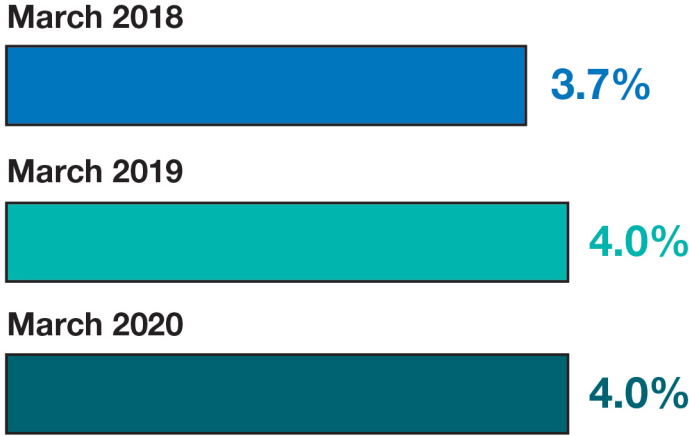


56.0%

Employees with self-declared disabilities



% of disabled employees



Workforce profile

We have a duty under the Equality Act (2010) to publish information about the protected characteristics of our employees. Staff provide this information voluntarily; we aim to create an environment where employees feel comfortable and confident to do this. It is of great benefit to be aware of the needs of our workforce, enabling us to adjust or provide for different needs. It also assists us with workforce planning and how we can support and develop staff. We use other mechanisms to supplement this information, such as surveys and occupational health figures.

The full workforce profile and the latest comparative data for Carlisle is shown in Appendix 1. Recent data is not available for some characteristics (eg ethnicity, religion, sexuality) making it difficult to compare our workforce with the local population in all areas.

Our Workforce Development Plan includes a number of actions to support the ongoing development of the workforce including improved apprenticeship provision, progression opportunities and wellbeing. The current apprenticeship offer has been extended to include more opportunities at advanced and higher levels. 18 employees are now on an advanced or higher apprenticeship with plans to increase further next year.

The Government's Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 implemented a mandatory gender pay gap reporting requirement for public sector employers with more than 250 employees. Appendix 2 shows our gender pay data for 2018, 2019 and 2020, and the average local government figures for 2018/19. Our mean and median gender pay data compares favourably to the local government average. The pay quartile data shows that our two lower quartiles differ in gender balance to the average, particularly the lower quartile where we have a bigger proportion of male employees.

Employee support

The 2020 Employee Opinion Survey³ found that 90.7% of staff rate the Council as a very good or good employer compared to 86% in 2018. The report is positive for employee satisfaction and wellbeing, and highlights that staff continue to be aware of and understand their role in delivering the Council's priorities.

Following feedback from previous staff surveys, Staff Competency Standards have been developed, linking to a review of the existing Management Competency Standards. These provide clear guidance to staff on what is expected of them whilst contributing to the success of the organisation. All staff had the opportunity to feed into the development of these standards by way of focus groups, drop-in events and a survey. The competency standards were circulated with payslips in June 2019 and we are looking at how these can be developed to relate to colleagues in their roles. Standard questions will also be incorporated into interviews to help assess individual values and how they match to those of the organisation. We will also be incorporating more support into induction, and the Appraisal process has also been reviewed to align it with the Staff Competency Standards. The Managers Competency Standards development programme has been amended to include the new standards and includes a session focusing on wellbeing and environmental awareness.

We continue to support the Time to Change Employers Pledge and are committed to changing how we think and act about mental health. Our 'Time to Change' Champions support mental health initiatives, including promotion of Mental Health Awareness Week (May 2019), World Mental Health Day (October 2019) and a Time to Talk drop in session (February 2020). We have introduced a Wellbeing and Mental Health Statement and a Workplace Healthy Eating Statement to help embed this within the organisation.

We have achieved the Silver Better Health at Work Award and are now working towards the Gold Award. The award recognises our achievement in supporting employees to maintain their own wellbeing through raising awareness and providing access to wellbeing activities. Health advocates have a proactive role in promoting and encouraging health and wellbeing amongst colleagues. Examples of the events and initiatives they have set up include a staff football tournament (September 2019), a 10k in 10 days walking challenge (June 2019), and weekly lunchtime walks. As part of working towards the Gold Award we undertook a further survey to help define where we should focus wellbeing initiatives and awareness sessions. Staff have indicated that they would like more information regarding the menopause and digestive conditions. Our health advocates held a drop-in session in October 2019 to find out which digestive conditions staff would like to focus on and look at setting up an action group.

In January 2020, we were invited to present at the North West Employers Health and Wellbeing conference to share our experience of delivering wellbeing initiatives within the Council. Over 60 delegates from other local authorities across the north west attended.

Examples of other support and training offered to staff included:

- Health and wellbeing activities throughout the year: mental health awareness, yoga, physio Pilates, meditation, bio-resilience, mindful craft classes.
- Discounted gym membership.
- Promotion of the Council's Employee Assistance Programme (EAP), the EAP monthly newsletter and launch of the smartphone app.
- Referral to physiotherapy.
- Counselling support.
- Mental Health Awareness for managers.
- Promotion of Stress Awareness Month (April 2019).
- Healthy eating promotion activities including free fruit for all staff every month.
- Menopause support sessions (June 2019).
- Big Lunch (June 2019).
- Cholesterol checks (June 2019).
- Outdoor Gym fitness session (September 2019).
- Health and Wellbeing event (November 2019) providing health checks, cooking demonstrations, exercise sessions, Cardiopulmonary resuscitation (CPR) instruction, reiki sessions, information and advice on a range of health issues.

Training and development

We provide a range of training and development for staff through courses, e-learning, briefings, toolbox talks, information and employee development. Management training sessions for recruitment and selection, disciplinaries and grievances, and attendance management all include equality briefings and discussions on the impact of these on employees. The training aligned to the management competency standards also refers to equality duties and legislation as appropriate. Staff are encouraged to undertake self-development through advice and guidance available on our Intranet. This can be used to refresh or develop an individual's knowledge as required. Coaching and mentoring are also available for staff and managers. New starters receive a safeguarding leaflet with information about our safeguarding policies and responsibilities. There is also a regulatory eLearning programme and toolbox talks sessions to be completed by all staff.

We have an agreement in place with our supplier that all agency workers should have an induction before working for the authority. This includes briefings on our Code of Conduct, Dignity and Respect, and Safeguarding Policies to ensure that all staff are aware of their equality responsibilities.

We continuously develop our training programme, for example, following positive feedback from the Self-Empowerment programme, this course has continued this year. The Every Day Leaders course supports talent and progression planning within the Council. The current programme is made up of over 90% female delegates, which is a direct response to the self-empowerment programme and an action within the Workforce Development Plan; supporting female progression. It aims to help staff to get the most out of their job and develop new skills to aid progression and flexibility. The current Level 3 course ends in June 2020 and a new course will target two different levels. Level 3 will focus on developing the individual, broadening their capabilities, and Level 5 will support the development of management skills.

Details of equality related training and staff participation in 2019/20 are provided in the tables below. In total, 238 staff attended an equality training course and 436 equality e-learning modules were completed, with a number of staff completing more than one course. Some e-learning modules are mandatory and require completion every 3 years (eg Prevent), meaning they will not show in this year's figures.

Overall equality training (April-19 to March-20)

80.3% employees undertook an equality training course or engaged with an equality e-learning module⁴

Equality training courses (April-19 to March-20)

35.6% unique employees undertook an equality training course⁵

Course	Course description	Date(s)	Numbers attended
ASIST Suicide	A skills building workshop that prepares participants to provide suicide first aid interventions to help people with thoughts of suicide.	06/06/2019	1
Dementia - Step inside dementia	To improve knowledge and understanding of dementia and enable attendees to feel more confident in supporting people with dementia.	11/03/2020	13
Domestic Abuse	This course provides in-depth training on coercive control, the dynamics of an abusive relationship, how to speak to someone about domestic abuse, and a robust response/referral pathway. This programme was opened up to other businesses in Carlisle to promote awareness of the issue.	18/12/2019	8
MCF 2 - Promote Personal Wellbeing & Environmental Responsibility	This focuses on increased awareness of behaviours and strategies providing support and guidance to others while maintaining personal health.	09/01/2020	10
Meditation	Sessions to focus on meditation, relieving stress, mindfulness and positive thinking.	06/09/2019	34
Menopause Awareness Workshop	This workshop shows how to spot signs of the menopause, understand the impact it has, offer advice and signpost.	01/10/2019	19
Mental Health First Aid	Aims to teach how to spot the early signs of a mental health problem, increase confidence in helping someone experiencing a problem and reduce the stigma of mental health problems.	16/04/2019	2

4 If an employee attended more than one course and/or completed more than one module they are only counted once.

5 If an employee attended more than one course they are only counted once.

Course	Course description	Date(s)	Numbers attended
Mental Health & Workplace Wellbeing	Improved knowledge of best practice.	22/11/2019	2
Mental Health Awareness for Managers	To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.	23/01/2020	12
Mental Health Awareness in Young People	Provides basic awareness on young people's mental health in general and more specifically about self harm and suicide, tips on wellbeing and what resources are available.	02/04/2019	21
Self Empowerment	Aimed at developing staff with the skills to challenge their career choices and aspirations and equip them with the confidence and self-belief to achieve their goals.	08/05/2019	6
Suicide Alertness Training	To help you recognise when a person might be having thoughts of suicide and show you how to provide practical help.	15/05/2019	10
Tool Box Talk - Safeguarding Adults	Improve awareness of safeguarding and staff responsibilities to report.	08/05/2019	14
Tool Box Talk - Safeguarding Children	Improve awareness of safeguarding and staff responsibilities to report.	08/05/2019	62
Understanding Autism	To provide a practical knowledge of autism, including co-facilitation by individuals on the autism spectrum.	26/02/2020	18
Understanding Equality & Diversity for Managers & Members	Equality is considered and incorporated into relevant policies and procedures ensuring that the Council meets its obligations regarding the law. This workshop also aims to look at how equality and diversity can positively affect behaviours in the workplace.	29/10/2019	6

Equality e-learning modules in SkillGate (April-19 to March-20)

65.7% unique employees engaged with an equality e-learning module⁶

Module Name	Number completed
The Importance of Equality Diversity and Inclusion	303
Safeguarding Adults at Risk ⁷	38
Safeguarding Children and Young People ⁸	30
General equality related modules	65

Members training

Members attended a range of equality related training courses:

- Homelessness (11)
- Time to Change Awareness for Members (1)
- Understanding Autism (2)
- Understanding Equality & Diversity for Managers & Members (1)

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct. Members also have access to SkillGate modules.

⁶ If an employee completed more than one module they are only counted once.

⁷ Mandatory course completed by relevant staff every 3 years (171 completed 2017/18, 24 completed 2018/19)

⁸ Mandatory course completed by relevant staff every 3 years (123 completed 2017/18, 19 completed 2018/19)

Recruitment and selection

As part of our recruitment process, applicants can complete a diversity monitoring form when applying for a job. The tables below provide a summary of equality monitoring information for applicants for vacancies advertised between 31 March 2019 and 1 April 2020. This is the first year we have published this data. We intend to build on this information and undertake analysis as it develops each year.

	Applications total: 376		Shortlisted total: 155		Successful total: 51	
	Applications		Shortlisted		Successful	
Gender						
Female	172	45.7%	71	45.8%	19	37.3%
Male	148	39.4%	66	42.6%	28	54.9%
Undeclared	56	14.9%	18	11.6%	4	7.8%
Age						
16-24	59	15.7%	20	12.9%	8	15.7%
25-35	104	27.7%	47	30.3%	14	27.5%
36-45	57	15.2%	28	18.1%	10	19.6%
46-64	95	25.3%	41	26.5%	15	29.4%
65+	3	0.8%	0	0.0%	0	0.0%
Undeclared	58	15.4%	19	12.3%	4	7.8%
Disability						
Yes	33	8.8%	22	14.2%	2	3.9%
No	276	73.4%	114	73.5%	45	88.2%
Undeclared	67	17.8%	19	12.3%	4	7.8%

	Applications		Shortlisted		Successful	
Ethnicity						
Asian/Asian British: Chinese	0	0.0%	0	0.0%	0	0.0%
Asian/Asian British: Chinese Other	0	0.0%	0	0.0%	0	0.0%
Black/Black British: African	1	0.3%	1	0.6%	0	0.0%
Mixed/Dual Heritage: White & Asian	0	0.0%	0	0.0%	0	0.0%
Mixed/Dual Heritage: White & Arabic	0	0.0%	0	0.0%	0	0.0%
Mixed/Dual Heritage: White & Black	0	0.0%	0	0.0%	0	0.0%
Other Mixed Background	2	0.5%	2	1.3%	0	0.0%
White: British	297	79.0%	129	83.2%	46	90.2%
White: German	1	0.3%	0	0.0%	0	0.0%
White: Irish	1	0.3%	0	0.0%	0	0.0%
White: Italian	0	0.0%	0	0.0%	0	0.0%
White: Norwegian	3	0.8%	1	0.6%	0	0.0%
White: Other	1	0.3%	1	0.6%	0	0.0%
White: Polish	3	0.8%	1	0.6%	1	2.0%
White: Portuguese	6	1.6%	0	0.0%	0	0.0%
Undeclared	58	15.4%	20	12.9%	4	7.8%

	Applications		Shortlisted		Successful	
Sexual Orientation						
Heterosexual	290	77.1%	126	81.3%	46	90.2%
Homosexual	7	1.9%	1	0.6%	0	0.0%
Lesbian	0	0.0%	0	0.0%	0	0.0%
Bisexual	8	2.1%	2	1.3%	0	0.0%
Undeclared	71	18.9%	26	16.8%	2	9.8%

Equality impact assessment, consultation and engagement

We undertake a wide range of consultation and impact assessment to inform decision making and service delivery. The nature of these varies, depending on the proposed change and the potential impact on equality. Examples of engagement undertaken include:

- **St Cuthbert's Garden Village (September - October 2019)**

Public consultation on the draft masterplan options, building on the past consultation work in developing the proposals. This included several drop in events held across Carlisle, online consultation and access to the proposals at the Council's Customer Contact Centre and Carlisle Library.

- **Borderlands development consultation - Carlisle Station Gateway (September - October 2019, January - February 2020)**

The Station Gateway project aims to improve the station and its facilities, encourage visitors, stimulate investment in Carlisle and improve access and connectivity. It is being developed jointly by Carlisle City Council and Cumbria County Council, working with key partners across the Borderlands region.

The first stage of consultation was undertaken in September 2019, to validate the project objectives and high-level proposals. Following feedback from this consultation, two design options were developed to form the second stage consultation in January 2020. This was undertaken online and through events hosted by the project team at the Railway Station and the Lanes Shopping Centre. A display was also in place throughout the consultation in Carlisle Railway Station, and students and staff from the University of Cumbria were consulted on campus in Carlisle.

- **Screening the 2020/21 Budget (December 2019 - January 2020)**

Consultation on the 2020/21 Budget was undertaken with the public, staff, business rate payers and trade unions. As part of the budget process, we carried out an equality impact assessment of the Budget Book. Our initial screening identified potential impacts on protected characteristics which were assessed and addressed by service managers. Following this mitigation work, there were no further changes required within the key documents listed in the Budget Book.

- **St James' Park (June 2019)**

Following the public consultation, improvements will include refurbishing the paths and street furniture. A new flight of steps will be built for access from St James' Road, new seats and litter bins will be installed across the park, including a new circular seat and a central tree in memory of a former councillor.

• Carloli Drive Play Area (September – October 2019)

We are planning to install new play and outdoor exercise equipment following successful consultation on the proposed refurbishment. Feedback from residents has informed our plans as follows:

- to provide a variety of robust items which are suitable for use by as wide a range of individuals as possible and children of all ages.
- to provide suitable seating as part of the scheme.
- to ensure that any new play equipment installed is as accessible as possible to children of any ability.
- to investigate the provision of fencing around the play equipment.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2019/20 is shown in the table below.

Title	Start date	End date	Internal / external use
Keeping You Informed	Apr-18	Ongoing	External
Movers Survey	Apr-18	Ongoing	External
Walker Health	Nov-18	Ongoing	External
Recycling Survey	Jan-19	Ongoing	External
Listening Council	Feb-19	June-19	External
Equality Monitoring (Complaints)	Apr-19	Mar-20	External
Old Fire Station	Apr-19	Apr-19	External
Customer Satisfaction Survey	Apr-19	Mar-20	External
St James' Park Development	June-19	June-19	External
Yewdale Outdoor Exercise Equipment	June-19	July-19	External
Free after 3 Car Park Impact	Aug-19	Ongoing	External
Carloli Drive Play Area Development	Sept-19	Oct-19	External
St Cuthbert's Garden Village: Draft Options	Sept-19	Oct-19	External
IT User Survey	Nov-19	Nov-19	Internal
Cummersdale Village Survey	Dec-19	Dec-19	External
Wellbeing Survey	Jan-20	Feb-20	Internal
Employee Opinion Survey	Feb-20	Feb-20	Internal

We provide events to engage residents and visitors in a full range of cultural, sporting and historical activities. We aim to develop a local sense of place and pride in Carlisle, celebrating our communities. Events held in 2019/20 included Easter and Summer International Markets, Upperby Gala, International Markets, Carlisle Fringe, Fireshow and Christmas Lights Switch-on.

We also support local events that promote diversity and community spirit. Examples of this include sponsorship of the Diverse Cumbria Awards (May 2019) and celebration of Armed Forces Week with stalls, exhibitions, music and a parade in Carlisle city centre to celebrate Armed Forces Day (June 2019). We promoted volunteering through Give a Day to the City (July 2019) and supported Carlisle Unity Festival (July 2019), which was hosted by AWAZ Cumbria to celebrate diversity and community networks.

The theme of the Carlisle Puppet Pageant Parade (September 2019) was 'The Kaleidoscope of Carlisle Life' to celebrate the people and achievements of the city. The parade was organised by Prism Arts and the puppets were created in conjunction with local schools and groups in Carlisle. Cumbria Pride (September 2019) celebrated LGBT⁹ communities through music and performances. Other supported events included the Chinese New Year Festival (February 2020), the Cultural Bazaar (February 2020) and the first City of Lights (February 2020). This new event created displays and light installations across the city, in partnership with Cumbria County Council and a range of local organisations.

Service provision

We provide many different services to our customers and strive to improve access for all. Examples of our work to make services more accessible include:

- **Homeless Prevention and Accommodation Services (HPAS)**

The HPAS teams assisted 978 households with housing and homelessness advice. It also accommodated and supported 241 households in temporary accommodation; 70% of households were supported to move on positively within an average of nine weeks. The service delivered homeless awareness and prevention talks to 1275 young people in schools and community venues such as cadets. Ongoing term time projects were delivered with Carlisle College, including students producing fine art textile pieces as part of their course work to add warmth and character to our family accommodation services.

- **Refuse and recycling collections**

In 2019/20, we responded to 523 requests for assisted collections. We also collected waste from additional containers for 867 households with large families or situations where more waste is produced because of disability or personal circumstance.

- **Riverside Housing services (from April 2019)**

Carlisle City Council is working in partnership with Riverside to provide accessible services from the Civic Centre. Customers are able to access face to face contact and be supported to access Riverside's services (including Freephone services and Cumbria Choice application forms). We also provide a self-service computer to access online content associated with a Riverside tenancy or any ongoing Cumbria Choice query.

Partnership working

Partnership working enables us to engage with different organisations and groups to build closer links with all communities. Examples of work undertaken are:

- **Rough Sleeping Project**

Carlisle City Council led Cumbria's successful partnership bid for this funding. Cumbrian local authorities are using the funding to increase housing options/pathways and deliver targeted support to those people identified as rough sleeping or at risk of rough sleeping, whom are not owed any statutory duty under the Homeless Reduction Act 2017. The funding will be used across Cumbria to fund:

- 9.5 full time equivalent members of staff. They will support 76 Supported Lettings placements and tenancies (in all districts except Barrow).
- One full time member of staff who will work in Barrow to support individuals with complex needs in 11 units.
- One full time member of staff who will support 16 tenancies via a local lettings agency (specifically across Eden and South Lakeland).
- Two full time members of staff. The Rough Sleeping Co-ordinators will work across Carlisle, Allerdale and Copeland.

In addition, Carlisle were successfully awarded £10,000 from the Ministry of Housing, Communities and Local Government through the Cold Weather Fund, to support the provision of a Winter Shelter for single people whom the Council owed no statutory duty. The Winter Shelter established 6 beds (with separate provision for men and women) from 1st December 2019 to 31st January 2020. It also accommodated and provided support to 12 individuals, all of whom have been supported to access alternative housing options.

- **Community Neighbours (launched February 2020)**

Carlisle City Council and Electricity North West are working in partnership to set up a Community Neighbours scheme to support isolated residents in the district. The funding refreshes a previously successful volunteer befriending project which creates one-to-one opportunities linking volunteers with elderly and/or disabled people experiencing loneliness and isolation. The scheme is further enhanced by helping both volunteers and people accessing the project for support to help reduce fuel poverty and encourage energy efficiency.

The project will link with the other services provided by the Council's Home Improvement Agency, Homelife Carlisle. Homelife Carlisle provide specialist support and advice to elderly and disabled people, as well as those on low incomes, for maintaining, adapting and improving their homes.

- **Carlisle and Eden Armed Forces Support Co-ordination Project (April 2019 onwards)**

This project aims to provide co-ordinated support for ex-armed forces veterans within Carlisle and Eden districts. The funding has been used to employ a co-ordinator to oversee the project and has focused on the following areas:

- Activities to support prevention of mental health and social isolation.
- Veteran friendly GP practices.
- Ex-Service Supporters network to feed into the Armed Forces Covenant.
- Improve access to information about services, support and events on Council websites. Link to the Forces Connect App and information about upcoming events.
- Promotion of the Defence Employers Recognition Scheme.

- **Improving The Private Rented Sector - Tackling Rogue Landlords (2017-19)**

Carlisle City Council made a successful bid to the Controlling Migration Fund in March 2017 to deliver outcomes around rogue landlords and food businesses in the Botchergate area of the city. The funding related to one additional post within Regulatory Services for two years. The project was able to continue until October 2019 and the final report was submitted to Councillor Nedved, portfolio holder for Economy Enterprise and Housing on the 10th July 2020 and a copy has been sent to the Ministry of Housing, Communities and Local Government who funded the project.

While the project met with a range of challenges it was able to develop a network of partners and use improved intelligence to target properties where fire safety, crime and migration issues were relevant. In particular, liaison with the Local Police Hub greatly assisted multi-agency working and community tasking approach.

This project has improved the condition of privately rented properties, ensured that landlords and owners do not take advantage of vulnerable tenants and helped counteract illegal immigration. A total of 48 properties were visited which provide homes to over 130 residents. The majority of those visits were with colleagues from other enforcement agencies including Cumbria Fire and Rescue Services, Cumbria Constabulary, Immigration Compliance and Enforcement team and in one case the Gangmaster and Labour Abuse Authority.

The use of proactive enforcement has had a disruptive influence on poor housing and criminal activity and helps to create a level playing field where good landlords and providers who provide decent and safe homes are not disadvantaged by people who flout the rules and have a negative impact on the market. This view is shared by the National Landlord Association who with Carlisle City Council support the Cumbria Landlord Accreditation Scheme.

The proactive engagement with food businesses to provide bespoke food hygiene training where language was a potential barrier has seen improved catering and hygiene standards, improved understanding of food law, develop better working relationship with council officers and develop the skills of those who work and live with Carlisle. This in-turn will improve the chances of integration within the community.

There has been a decrease in food establishments in the area of the project over the two years, with business failing and shops remaining empty. Businesses also change hands on a regular basis. It has been noted that there has been a significant increase in the number of Turkish barbers/hairdressers, nail bar business and small continental shops, run by foreign nationals.

The final report considers the impact of Covid 19 on this style of intervention and notes that a hidden consequence of the pandemic is that tenants of rogue landlords will face unsafe and poor conditions until safe working practices and procedures have been identified.

Customer satisfaction

We measure customer satisfaction with how well we are running things and report on this annually. We have deferred this measure until later in 2020 due to the ongoing response to the Covid-19 pandemic and it will be reported to Scrutiny and the Executive.

The Customer Service Charter sets out what customers can expect when contacting us and aims to increase customer satisfaction. Progress with Customer Services improvement was reported to the Business and Transformation Scrutiny Panel¹⁰ and aims are continuing to be measured where possible (reporting has been impacted by service changes during the Covid-19 response). We are also continuing to develop our systems, which will enable us to measure two of the aspirational aims when the appropriate arrangements are in place.

Complaints

Our 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 equality monitoring form attached to the complaints form is voluntary.

The figures for April 2019 to March 2020 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (34 complaints were received in 2019/20). We monitor the responses to screen for equality issues and any concerns are reported to relevant service managers. We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2019/20, a full response to complaints was issued to 95% of customers within 15 days of receipt at each stage.¹¹

Apr 2019 - March 2020	Context	
	Date	Number of complaint equality monitoring forms
Number of complaint equality monitoring forms 17	Apr-17 to Mar-18	23
	Apr-18 to Mar-19	12
	Apr-19 to Mar-20	17

10 CE05/19 Customer Services Update, Business and Transformation Scrutiny Panel, 3 October 2019

11 PC14/20, Performance Report Quarter 4 2019/20, Executive, 22 June 2020

April 2019 - March 2020

Gender

Gender	Number	%
Male	10	58.8
Female	7	41.2
Undeclared	0	0

Context

Date	% Male	% Female	% Undeclared
Apr17-Mar18	47.8	52.2	0
Apr18-Mar19	42.0	58.0	0
Apr19-Mar20	58.8	41.2	0

Ethnicity

Ethnicity	Number	%
White British	16	94.1
White Other	0	0
BAME ¹²	1	5.9
Undeclared	0	0

Context

Date	% White British	% White Other	% Undeclared
Apr17-Mar18	87.0	4.3	4.3
Apr18-Mar19	75.0	0	25.0
Apr19-Mar20	94.1	5.9	0

Age

% of equality form complainants aged 45-74

April 17 - March 18



April 18 - March 19



April 19 - March 20



Sexuality

Sexuality	Number	%
Heterosexual	15	88.2
Lesbian, Homosexual or Bisexual	0	0
Undeclared	2	11.8

Context

Date	% Heterosexual	% Lesbian, Homosexual or Bisexual	% Undeclared
Apr17-Mar18	91.3	0.0	8.7
Apr18-Mar19	66.7	8.3	25.0
Apr19-Mar20	88.2	0.0	11.8

Disability

Disability	Number	%
No	12	66.7
Yes	4	33.3
Undeclared	1	5.9

% with a disability or health condition

April 17 - March 18



April 18 - March 19



April 19 - March 20



Equality objectives 2020-24

Our equality objectives were agreed by the Executive in May 2020. They are:

- a) Break the cycle of inequality and improve health, wellbeing and economic prosperity
- b) Support a diverse workforce by improving the equality data of the recruitment and retention processes
- c) Ensure all people have access to the services they need
- d) Celebrate the diversity of our communities and bring people together

The actions below have been identified to help deliver the equality objectives 2020-24 and respond to issues identified in this report. They are reviewed and developed annually.

Equality Action Plan 2020			
Equality objective	Action	Progress	Lead Team(s)
Break the cycle of inequality and improve health, wellbeing and economic prosperity	1) Deliver the Carlisle Plan priorities and work in partnership to achieve these across the district.	2019/20 End of Year Performance Report reported to Executive 22 June 2020. ¹³ This report includes detailed progress on the Carlisle Plan on a Page actions and projects.	All Council services
Break the cycle of inequality and improve health, wellbeing and economic prosperity	2) Deliver the Healthy City Strategy actions.	Healthy City Strategy and actions under development.	All Council Services, Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	3) Explore the impact the use of Council land, assets and planning has on communities and supporting equality and diversity, and how these can be developed.	The draft Healthy City Strategy will explore the use of Council land/ assets for community development.	Healthy City Team

¹³ PC14/20, Performance Report Quarter 4 2019/20, Executive, 22 June 20

Equality Action Plan 2020

Equality objective	Action	Progress	Lead Team(s)
Break the cycle of inequality and improve health, wellbeing and economic prosperity	4) Support third sector partners addressing priority needs of local communities.	To develop a greater understanding of the needs of the local community, working with service users, volunteers and trustees.	Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	5) Include equality within all Portfolio Holder reports to Council to help promote understanding and awareness to members.	To be developed.	Policy and Communications
Break the cycle of inequality and improve health, wellbeing and economic prosperity	6) Include the equality objectives in Council reports to help improve consideration of equality implications in decision making.	To be developed.	Policy and Communications
Support a diverse workforce by improving the equality data of the recruitment and retention processes	7) Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment.	iTrent recruitment module under development to include equality reporting requirements, the target date for implementation is December 2020. The Job application form was updated in May 2020 to standardise equality information questions and include details of Armed Forces service.	Human Resources, Policy and Communications

Equality Action Plan 2020

Equality objective	Action	Progress	Lead Team(s)
Support a diverse workforce by improving the equality data of the recruitment and retention processes	8) Screen gender pay information for issues and identify actions that may need to be taken in response to these.	Data for 2018, 2019 and 2020 included in this report. Further work being undertaken to assess the information and what action may be required.	Human Resources, Policy and Communications
Ensure all people have access to the services they need	9) Assess responses to satisfaction survey and equality questions to identify issues for further development. Review complaint equality monitoring form responses to screen for equality.	This measure has been deferred until later in the year due to the Covid-19 pandemic and it will be reported to Scrutiny and the Executive. Optional equality responses will be monitored to identify areas for investigation. Complaint equality monitoring form responses are referred to in the Complaints section of this report.	Customer Services, Policy and Communications
Ensure people have appropriate access to the services they need	10) To keep the assumptions employed in the Gypsy and Traveller Accommodation Assessment (GTAA) relating to the turnover of Gypsy and Traveller pitches under review	The Cumbrian district councils had agreed to update the GTAA during 2020; however, the tendering process to appoint a consultant to carry out the research has been delayed due to the Covid-19 situation.	Investment and Policy
Ensure people have appropriate access to the services they need	11) To continue developing support to the Armed Forces community and our commitment to the Armed Forces Covenant, including achieving the silver award of the Defence Recognition Scheme.	We achieved the silver award of the Defence Employer Recognition Scheme in August 2020 and will continue to develop our work.	Policy and Communications, Human Resources

Equality Action Plan 2020

Equality objective	Action	Progress	Lead Team(s)
Ensure people have appropriate access to the services they need	12) Develop an accessible version of the Equality Policy.	To be developed by December 2020.	Policy and Communications
Ensure people have appropriate access to the services they need	13) Review available data to identify who is accessing Council services and where.	Data review to be undertaken by July 2021.	Policy and Communications, Customer Services
Celebrate the diversity of our communities and bring people together	14) Continue to review and develop events programme to help celebrate different communities in Carlisle.	The events programme is reviewed and developed annually to continue to celebrate diversity.	Healthy City Team
Celebrate the diversity of our communities and bring people together	15) Ensure children and young people are included in engagement and consultation. Learning from successful consultations to be shared and developed across the Council.	Review Healthy City Team's models for engagement and how these can be developed and shared across the Council.	Policy and Communications, Healthy City Team

Appendix 1

Workforce profile as at 31 March 2020 and latest comparative data for Carlisle

Workforce profile 31 March 2020		Carlisle	
Number of employees 477		Population of Carlisle ¹⁴ 108,678	
Age range	%	Age range ¹⁴	%
0-15		0-15	16.7
16-24	3.6	16-24	10.1
25-34	15.1	25-34	11.6
35-44	23.1	35-44	11.6
45-54	29.1	45-54	14.0
55-64	26.8	55-64	14.2
65+	2.3	65+	21.9
Marital status	%	Marital status ¹⁵	%
Civil Partner	1.3	Civil Partner	0.2
Divorced	3.6	Divorced	9.7
Married	49.1	Married	47.3
Separated	2.3	Separated	2.5
Single	32.9	Single	32.2
Undeclared	9.9	Undeclared	
Widowed	1.0	Widowed	8.2
Ethnicity	%	Ethnicity ¹⁵	%
BAME ¹⁶	1.5	BAME	1.9
White	90.1	White	98.1
Undeclared	8.4	Undeclared	

¹⁴ 2019 Office for National Statistics

¹⁵ Census 2011

¹⁶ Black, Asian and Minority Ethnic. A detailed profile is used for workforce planning.

Workforce profile 31 March 2020		Carlisle	
Gender	%	Gender ¹⁴	%
Female	50.3	Female	51.2
Male	49.7	Male	48.8
Disability (self-declared)	%	Disability and health – day to day activities limited? ¹⁵	%
No	78.8	No	80.0
Yes	4.0	Yes a lot	9.2
Undeclared	17.2	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	65.0		
Lesbian, Homosexual, Bisexual or Gay	1.9		
Undeclared	33.1		
Religion	%	Religion ¹⁵	%
Buddhist	0.4	Buddhist	0.3
Christian	37.1	Christian	69.1
Hindu	0	Hindu	0.2
Jewish	0	Jewish	0
Muslim	0	Muslim	0.4
No religion	27.0	No religion	22.9
Other	0.8	Other	0.3
Sikh	0	Sikh	0
Undeclared	34.6	Undeclared	6.8

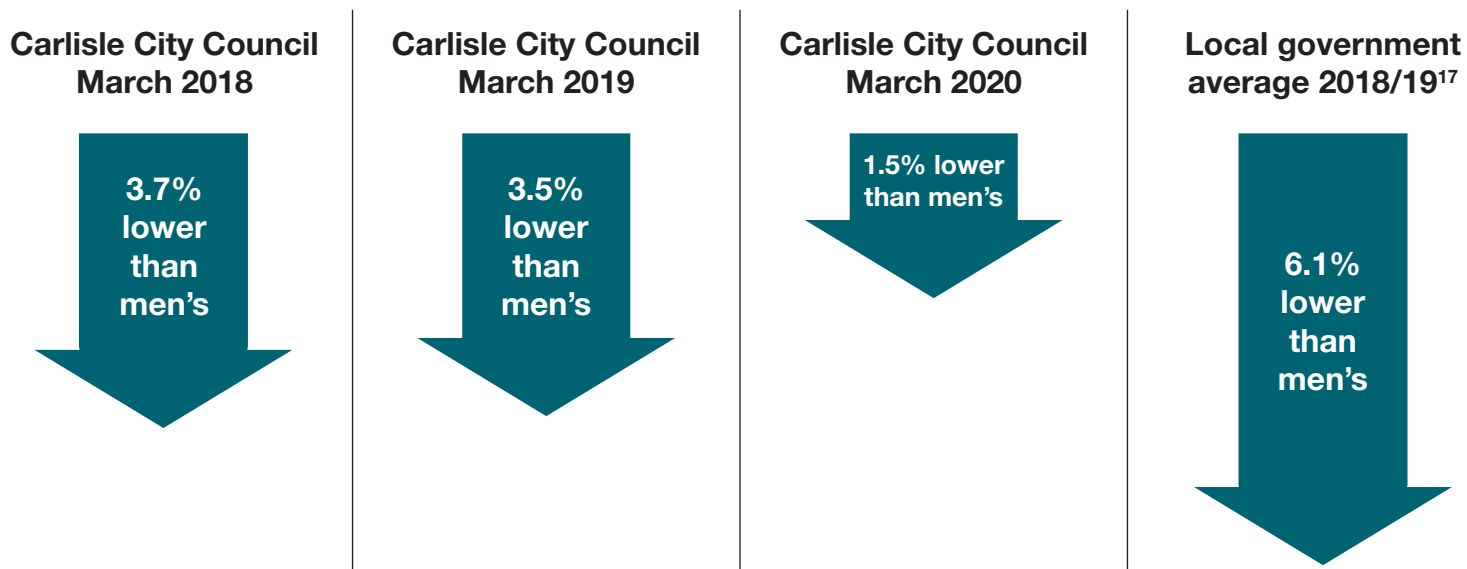
Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2019/20 was 6.

Appendix 2

Gender pay figures March 2018, 2019 and 2020

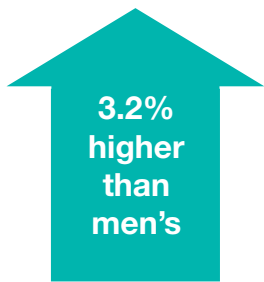
Women's mean hourly rate*



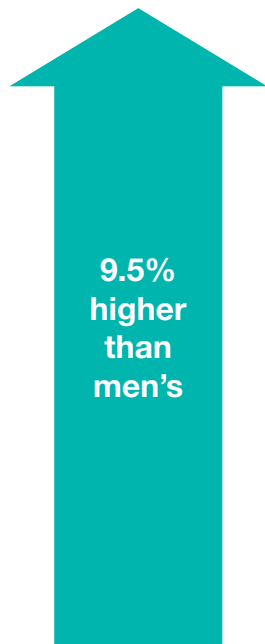
* The mean hourly rate is the average hourly wage across the entire organisation. The mean gender pay gap is a measure of the difference between women's mean hourly wage and men's mean hourly wage.

Women's median hourly rate**

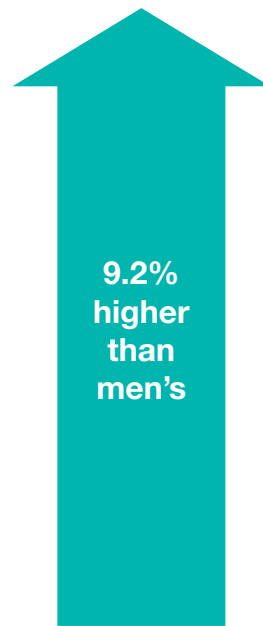
Carlisle City Council
March 2018



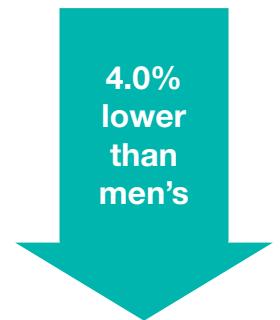
Carlisle City Council
March 2019



Carlisle City Council
March 2020



Local government
average 2018/19¹⁷



** The median hourly rate is calculated by ranking all employees from the highest paid to the lowest paid, and taking the hourly wage of the person in the middle. The median gender pay gap is the difference between women's median hourly wage (the middle paid woman) and men's median hourly wage (the middle paid man).

For further information on Gender Pay please visit <https://gender-pay-gap.service.gov.uk/>

Gender pay gap quartile figures

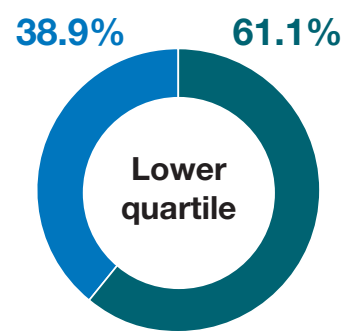
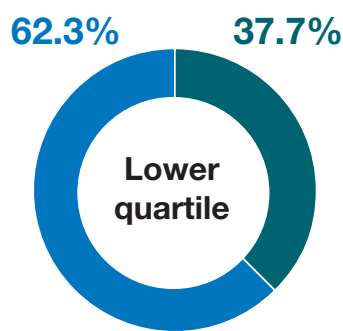
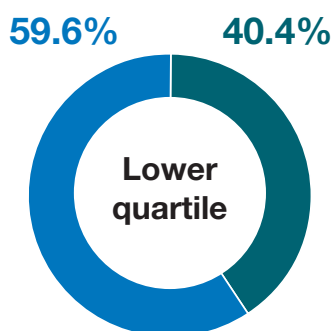
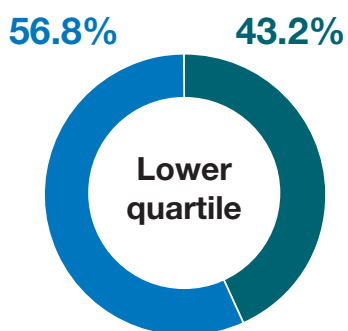
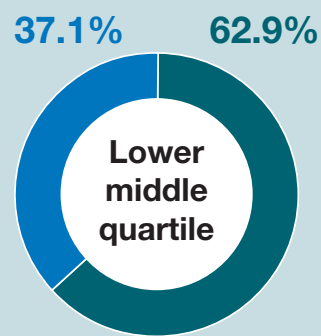
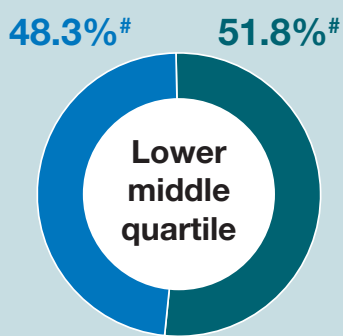
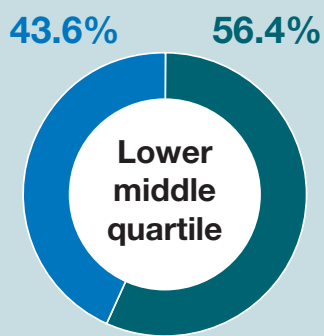
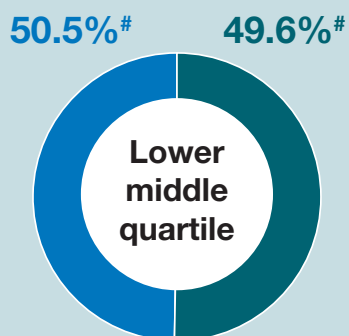
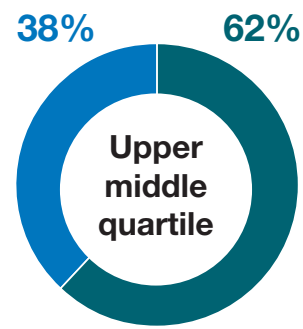
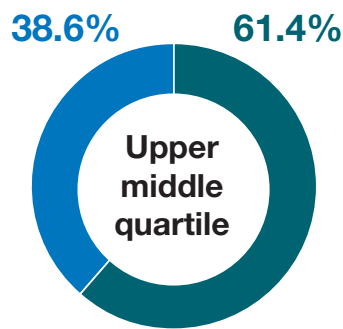
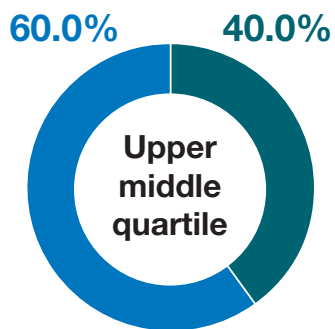
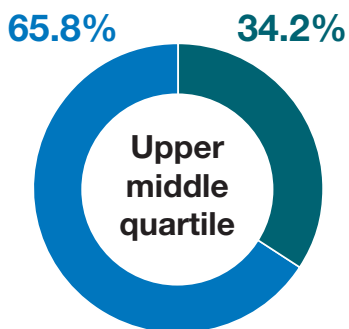
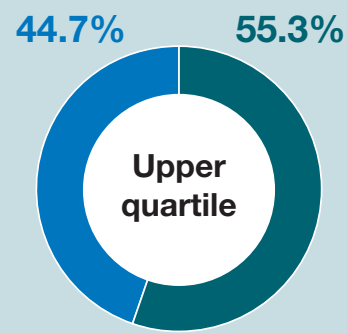
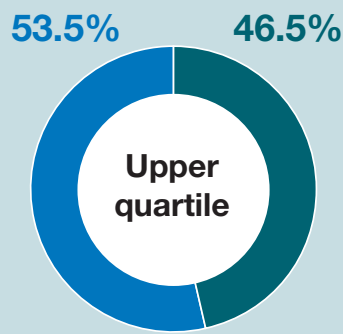
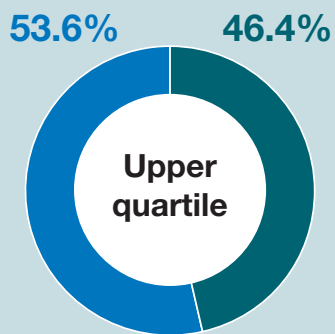
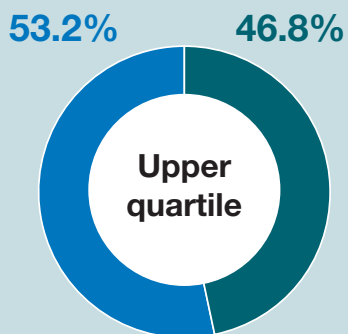
Male Female

Carlisle City Council
March 2018

Carlisle City Council
March 2019

Carlisle City Council
March 2020

Local government
average 2018/19¹⁷



Due to rounding, percentages may not always appear to add up to 100%.