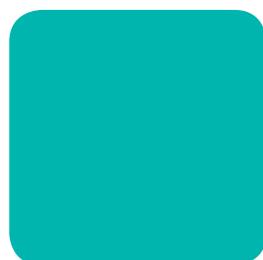
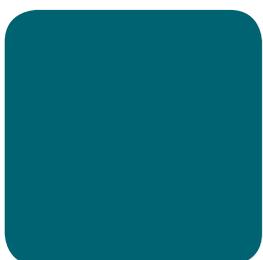
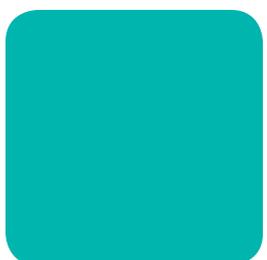
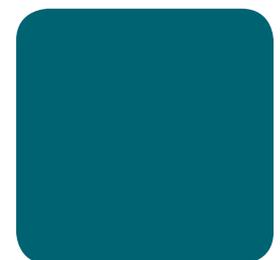
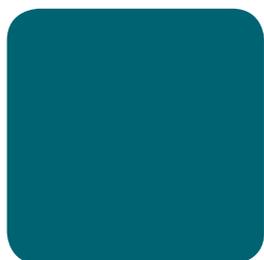
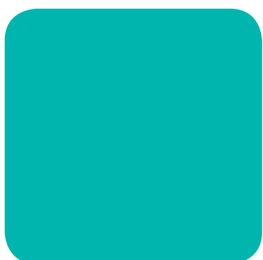
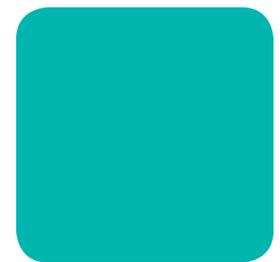
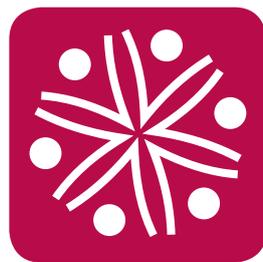
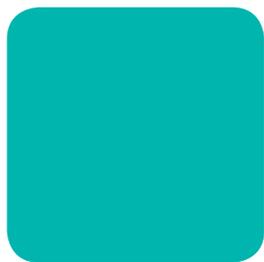
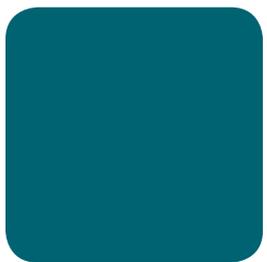


# Annual Equality Report 2016-17 and Equality Action Plan 2017-18



# Carlisle City Council

## Annual Equality Report 2016/17 and Equality Action Plan 2017/18

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### 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 equality information from April 2016 to March 2017.

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.

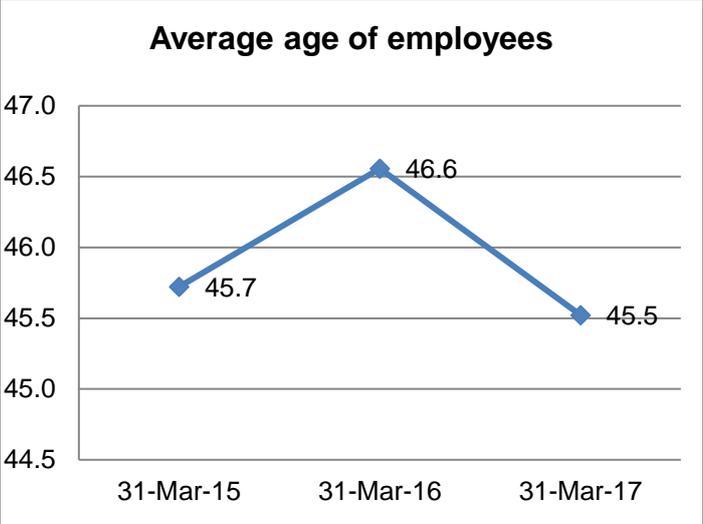
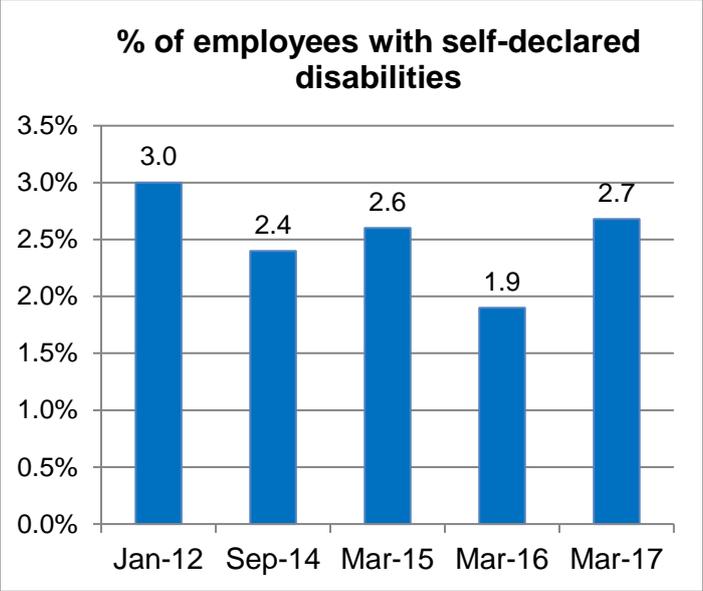
This document is reported to our Senior Management Team, Executive, Overview and Scrutiny and published on our website.

## Key data - workforce profile

The details below pull out some key information about the workforce to provide a quick reference and to give context by looking at details from previous years where comparisons can be made. The full workforce profile is provided in Appendix 1.

As at 31 March 2017			Context																																							
<b>Number of employees<sup>1</sup></b>			<table border="1"> <caption>Number of employees</caption> <thead> <tr> <th>Date</th> <th>Number of employees</th> </tr> </thead> <tbody> <tr> <td>Jan-12</td> <td>625</td> </tr> <tr> <td>Sep-14</td> <td>550</td> </tr> <tr> <td>Mar-15</td> <td>531</td> </tr> <tr> <td>Mar-16</td> <td>467</td> </tr> <tr> <td>Mar-17</td> <td>448</td> </tr> </tbody> </table>				Date	Number of employees	Jan-12	625	Sep-14	550	Mar-15	531	Mar-16	467	Mar-17	448																								
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<sup>1</sup> Number of employees based on the number of posts. Staff who have multiple posts are counted twice.

<p><b>As at 31 March 2017</b></p> <p><b>Age</b></p> <p>Average age of employees</p> <p>45.5</p> <p>Employees aged between 45-64</p> <p>56.5%</p>	<p><b>Context</b></p>  <p>Employees aged between 45-64 (31.03.16)</p> <p>59.3%</p>									
<p><b>Employees with self-declared disabilities</b></p> <table border="1" data-bbox="178 1124 699 1258"> <thead> <tr> <th>Disability</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Disabled</td> <td>12</td> <td>2.7</td> </tr> <tr> <td>Undeclared</td> <td>84</td> <td>18.8</td> </tr> </tbody> </table> <p><b>Training</b></p> <p>Employees undertaking an equality training course (Apr-16 to Mar-17)<sup>2</sup></p> <p>25.7%</p>	Disability	Number	%	Disabled	12	2.7	Undeclared	84	18.8	 <p>Employees undertaking an equality training course (Apr-15 to Mar-16)<sup>3</sup></p> <p>24.4 %</p>
Disability	Number	%								
Disabled	12	2.7								
Undeclared	84	18.8								

<sup>2 3</sup> If an employee attended more than one course they are only counted once. For detailed information please see the Training and development section from page 6.

## Workforce profile

The Council has 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 the Council to be aware of the needs of its workforce, enabling us to make adjustments or provision for different needs. It also assists us with workforce planning and how we can support and develop staff. We are working to improve the data in terms of how it is recorded and reported, and we will continue to monitor how the workforce changes and look at areas for action.

The [2015/16 Annual Equality Report](#) identified gaps in our workforce data, with age and gender the only characteristics being fully declared. The Council aims to create an environment where employees feel comfortable and secure in providing this information, although individuals are not obliged to do so. Identifying methods to encourage employees to report sensitive data was an action in the Equality Action Plan 2016/17.

All employees received a personal data form attached to their February 2017 payslip, requesting that they complete and return the details to Personnel and Payroll. Information provided has been added to employee details and the percentage of undeclared information has reduced for all characteristics (please see Appendix 1 for the full workforce profile). Sexuality and religion have the largest increase in information declared, from over 80% of information missing to just under 40%. This demonstrates that the approach to encourage employees to declare information was partly successful. The personal data form reflected the codes within our Personnel and Payroll system, iTrent, however some staff found this information confusing. The Council will continue to explore ways in which to ensure staff feel comfortable in providing this data and are able to update this as circumstances change. We will consider the use of other mechanisms to supplement this information, such as surveys and occupational health figures.

In areas where we have information declared, the diversity of our employees for some of the protected characteristics has slightly increased. Our workforce has also changed following the voluntary redundancy and early release programme in 2016/17. The average age of employees has reduced, due to an increase in the number of employees aged 16-24 and a reduction in staff aged 45+. The continued transformation of the Council through service reviews has identified improved strategies for recruitment and career growth opportunities for existing staff. This is evidenced by an increase in career grade posts across the Council; currently 81 individuals are on a career grade. The new apprenticeship levy has

had an impact on generating younger talent and we recruited four apprentices in 2016/17. The number of apprentices recruited is expected to increase during 2017/18, current plans include an additional four apprentices. The apprenticeship levy will also provide additional internal training and potential career enhancement for current employees. Recruitment and selection figures will be transferred into iTrent and will be provided in future reports when available.

The Government has published the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. These implement a mandatory gender pay gap reporting requirement for public sector employers by 30 March 2018. The Government considers that the reduction in the gender pay gap is progressing too slowly and aims to improve transparency and commit to closing the gender pay gap through these measures. The development of this information to meet the regulation requirements is included as an action in the 2017/18 Equality Action Plan.

## **Employee support**

As part of our Timewise accreditation, we have continued to develop flexible working through our Agile Working Strategy. We have raised awareness across the Council by:

- Setting up a working group to progress the objectives of agile working
- Holding an agile working session at June 2016 Management Briefing
- Delivering 'bite size' training events to managers on agile working topics
- Developing an Intranet site
- Updating our Homeworking Policy
- Adopting the Timewise logo on our website and documentation.

The Council also completed a staff survey regarding agile working which highlighted the following:

- 52% of staff have used agile working in some way, of which 83% is adhoc
- 60% of staff felt that the use of agile working had increased within the last 12 months.

The Council was certified as a Disability Confident Employer (Level 2) in August 2016 (this has replaced the positive about disabled people 'two ticks' scheme). We have been successfully assessed as taking positive actions against the two themes: getting the right people for our business; and keeping and developing our people. A presentation about Disability Confident was given at Management

Briefing in November 2016 to ensure managers are aware of the Council's commitment.

The staff disability awareness group has continued to meet to discuss what action can be taken too improve the Council's approach to disability. Their work has included supporting the promotion of mental health and meeting with a Disability Employment Specialist to discuss what support can be offered to employees/employers through the Department for Work and Pensions and Job Centre.

Mental health and wellbeing has been a key focus for the Council throughout the year. Examples of support and training offered to staff included:

- Promotion of Mental Health Awareness Week (May 2016)
- Mental Health presentation to Management Briefing and staff promotion of MIND (national charity for mental health issues) (October 2016)
- Mental Health First Aider Training and Mental Health Awareness Training
- Health and Wellbeing day (November 2016)
- Promotion of the Council's Employee Assistance Programme (December 2016 payslip)
- Development of Health Advocates to help us work towards The Better Health at Work Award (March 2016).

The results of the [2016 Employee Opinion Survey](#) were reported to the Resources Overview and Scrutiny Panel in October 2016. Overall, 89.8% of employees rate the Council as a good or very good employer compared to 90.8% in 2014. The report is positive for employee satisfaction and well-being, and also highlights areas for further action and development. These findings are supported by our sickness absence figures. 2016/17 has seen a 14% annual decrease in sickness absence compared to 2015/16<sup>4</sup>. We have also seen a reduction in stress related conditions, coinciding with an improved awareness of the conditions and the introduction of intervention and wellbeing initiatives.

## **Training and development**

We provide a range of training and development for staff through courses, e-learning, briefings, information and employee development. Management training sessions for recruitment and selection, disciplinary and grievances, and attendance management all include equality briefings and discussions on the

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<sup>4</sup> [CE 06-17, 2016/17 Sickness Absence End of Year, Resources Overview and Scrutiny Panel, 13 June 2017](#)

impact of these on employees. In addition to this, managers attended in-depth sessions on equality and diversity. Staff are encouraged to undertake self-development through advice and guidance available on the Council's Intranet. This can be used to refresh or develop an individual's knowledge as required. Coaching and mentoring is also available for staff and managers.

The Council has an agreement in place with its 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 employed by the Council are aware of their equality responsibilities.

Details of equality related training and attendance by staff in 2016/17 are provided in the tables below. In total, 182 staff attended an equality training course, with a number of staff attending more than one course. Feedback is encouraged for all courses to assist the Council in developing the corporate training programme. The Council has changed the provider for the delivery of eLearning to Skillgate. This will enable us to access more functions and increased support to enhance learning. Modules are currently being developed within the package and hope to be finalised by the Summer. As eLearning was only available for part of the year, the figures have not been included in this report.

<b>Equality training courses (Apr-16 to Mar-17)</b>			
25.7% unique employees completed an equality training course <sup>5</sup>			
<b>Course</b>	<b>Course description</b>	<b>Date(s)</b>	<b>Numbers attended</b>
ASIST Training (Suicide)	To equip individuals to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide	22/09/2016	5
Dementia Friends	To broaden awareness on this health condition and provide details of the Dementia Friends project	21/09/2016	6
Dignity & Respect	To ensure that staff are aware of the Council's Encouraging Mutual Dignity and Respect Policy	25/07/2016, 26/07/2016 & 11/10/2016	21
Domestic Violence Champions	To provide training and support to champions to improve community	10/01/2017	14

<sup>5</sup> If an employee attended more than one course they are only counted once.

<b>Equality training courses (Apr-16 to Mar-17)</b>			
	and organisational responses to domestic abuse and sexual violence		
Equality & Diversity Training	To introduce Equality and Diversity and how it can positively affect behaviours in the workplace	14/07/2016, 5/07/2016 & 18/10/2016	60
Mental Health Awareness for Managers	To help managers spot the early signs of a mental health problem and feel confident helping someone experiencing a problem	07/03/2017	14
Mental Health First Aid	To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem	26/05/2016	6
Suicide Alertness Training	To assist employees to recognise the signs that someone may be thinking of suicide and raise awareness of what resources are available to help prevent it	09/11/2016	13
Stress Management	To provide information on how to identify and deal effectively with the symptoms of stress	22/11/2016	8
Timewise - Flexible Working & Diversity	Opportunities for supporting a diverse workforce and case studies on how flexible working can achieve goals	02/02/2017	11
Timewise - Know the Policy	Introduction to policies, check understanding, improve appreciation of worker rights when considering flexible working requests	08/02/2017	9
Timewise - Managing Agile Working	Onus on managers to effectively manage and include agile workers	23/03/2017	9
Timewise - Recruitment	Policy and options for using flexibility to improve diversity	02/03/2017	6

### **Member training**

Eleven members attended the Equality and Diversity sessions and three members attended the Suicide Alertness training. Equality is incorporated into other training and information provided to members including the employment panel (five members) and code of conduct (six members).

## Equality impact assessments, consultation and engagement

The Council undertakes 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 impact assessments and consultation undertaken include:

- [Cumbria Choice \(Choice Based Lettings\) policy](#) (approved by the Executive November 2016)

Two phases of stakeholder consultation were conducted and the Council provided the Cumbria Choice Project Board with a list of relevant consultees. The policy was reviewed by Andy Gale Housing Consultancy - a nationally recognised expert on choice based lettings policies - to check it was robust. The policy was also cross-referenced to ensure it complied with the Council's Governance arrangements and Policy Framework. A detailed Equality Impact Assessment was carried out in partnership with the Housing Quality Network.
- Budget Consultation 2017/18

Due to feedback from the budget consultation, the proposal to remove the allotments pensioner discount for anyone over 60 years of age was deleted. The proposed price increase for annual parking permits at Talkin Tarn was removed, and it was agreed that up to ten complementary parking permits would continue to be provided for the Talkin Tarn Club. These amendments demonstrate the Council's commitment to health and wellbeing and recognition of the valuable social contribution that clubs and allotments make to the community.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2016/17 is shown in the table below.

Title	Start date	End date	Internal / external use
Customer Satisfaction Survey	09/03/2016	31/03/2107	External
Visitor Survey	11/03/2016	01/06/2016	External
Carlisle Spring Fayre	27/04/2016	16/08/2016	External
Upperby Gala Survey	08/06/2016	16/08/2016	External
Discover Carlisle Summer Events Guide 2016	09/06/2016	04/10/2016	External
Review Of Agile Working	10/06/2017	05/04/2017	Internal
Employee Opinion Survey 2016	16/06/2016	16/08/2016	Internal

Title	Start date	End date	Internal / external use
Tourist Information Centre Visitors Survey 2016	30/06/2016	31/03/2017	External
Probation Policy & Procedure Review	03/08/2016	06/09/2016	Internal
IT User Survey	24/08/2016	28/09/2016	Internal
Old Fire Station What's On	22/09/2016	Ongoing	External
Carlisle Visitors Survey Autumn 2016	20/10/2016	27/11/2016	External
Discover Carlisle Winter Events Guide 2016	21/10/2016	17/01/2017	External
Employee Skills & Qualification Audit 2017	09/02/2017	12/04/2017	Internal
Carlisle City Council Events Survey 2016	15/02/2017	12/04/2017	External

The Council provides events to engage local people in a full range of cultural, sporting, historic and fun activities. We aim to develop a local sense of place and pride in Carlisle, celebrating our communities. Events held in 2016/17 included Upperby Gala, International Markets, Carlisle Pageant and the Fireshow.

We also support local events that promote diversity and community spirit. Examples of this include Cumbria Pride (July 2016), which celebrated LGBT communities through music and performances. AWAZ Cumbria, in partnership with Carlisle One World Centre and a range of other organisations, hosted the first Carlisle Unity Festival (August 2016). This celebrated diversity and community networks, with a focus on empowering the voices of Black and Minority Ethnic (BME) people and other marginalised groups living in Carlisle. The Harbin Performance Troupe visited Tullie House Museum and Art Gallery and the Old Fire Station as part of a 2017 Oversees Tour Project in January. The Chinese troupe performed live music, dance and martial arts events as part of their programme.

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

- Carlisle Dementia Action Alliance (formed October 2016, launched May 2017)  
The Alliance joins together a number of organisations working to help people affected by dementia throughout the district. The Council has

committed to ensuring that as an organisation we are dementia friendly, aware and supportive to individuals and families. We also have a role to work with and encourage our partners to be more dementia aware. We have pledged four actions we will take to be more inclusive of people with dementia.

- Carlisle New Horizon Project (bid submitted January 2017)  
Working with AWAZ and the Carlisle Equality and Diversity Partnership, a bid was submitted to the Communities Fund. The project aimed to tackle social isolation within disadvantaged communities by fostering positive relationships and safeguarding vulnerable people. The proposed activity included rehabilitation and preventative work by developing a partnership between representative community groups and public sector service providers. Although the bid was unsuccessful, it demonstrates the Partnership's commitment to challenge prejudice and promote equality in Carlisle.
- Support for victims of domestic abuse (February 2017)  
The Council submitted a partnership bid as the lead local authority for Cumbrian local councils to support victims of domestic abuse. The successful funding bid to the Department for Communities and Local Government resulted in revenue funding over the next two years. Cumbrian local authorities will use the funding to improve access to specialised accommodation and support based services for those people /households with more complex needs who have been identified as being at high risk.
- Ministerial Visit to Cumbria (March 2017)  
The Council hosted a Ministerial visit from Lord Bourne of Aberystwyth, Parliamentary Under Secretary of State for Faith and Integration, Department for Communities and Local Government. A Council representative also attended a meeting with partners from diverse communities to discuss advancing race equality and community integration in Carlisle.
- Improving The Private Rented Sector -Tackling Rogue Landlords (March 2017)  
The Council has secured funding from the Controlling Migration Fund to support this project. It will improve compliance levels for businesses and landlords, leading to a better standard of accommodation, retail

and hospitality, and helping to ensure that every resident has a warm and safe place to live. The project will be delivered in partnership with Cumbria Fire and Rescue Services, Cumbria Constabulary and the Local UK Border Agency and Immigration Compliance and Enforcement team.

- The Lanes Shopping Centre toilets and Changing Places facility (completed Spring 2017)  
The new facility will include two accessible toilets accessed from the main toilet entrance area. Funding has been provided by the Council and Carlisle Shopping Centre Limited. There will also be a Changing Places facility, funded by Cumbria County Council, to provide facilities for people who are unable to use standard accessible toilets.

## Customer satisfaction

Overall satisfaction with Council services was 57% 'very satisfied' or 'satisfied' in 2016/17. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 54.1% and 60.0%.

This was measured through a combination of survey work undertaken through the website, Carlisle Focus magazine and within the Customer Contact Centre. Our satisfaction survey includes optional equality monitoring questions. This records information about the equality characteristics of people using our services in relation to their level of satisfaction. We are continuing to develop our satisfaction monitoring to identify areas for further work and link this to our consultation and engagement programme.

## 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 equality monitoring form attached to the complaints form is optional. The figures for April 2016 to March 2017 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (59 complaints were received in 2016/17).

The complaints equality monitoring form was revised last year to include questions about if the complainant felt that the issue was related to equality. Information is voluntary, however, it should help us to identify if there are equality issues that need to be addressed. The revised equality monitoring form was attached to the hard copy complaint form from June 2016. It was added to the online complaint form in May 2017 to ensure that all complainants can access the form. As the form changed during 2016/17, some information is not comparable. We will continue to develop our monitoring of responses to screen for equality issues. The Council is committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2016/17, a full response to complaints was issued to 95% of customers within 15 days of receipt at each stage.<sup>6</sup>

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<sup>6</sup> [PC 09-17 End of Year Performance Report 2016/17, Resources Overview and Scrutiny Panel, 13 June 2017](#)

**Apr 2016 - March 2017**

Number of complaint equality monitoring forms

20

**Gender**

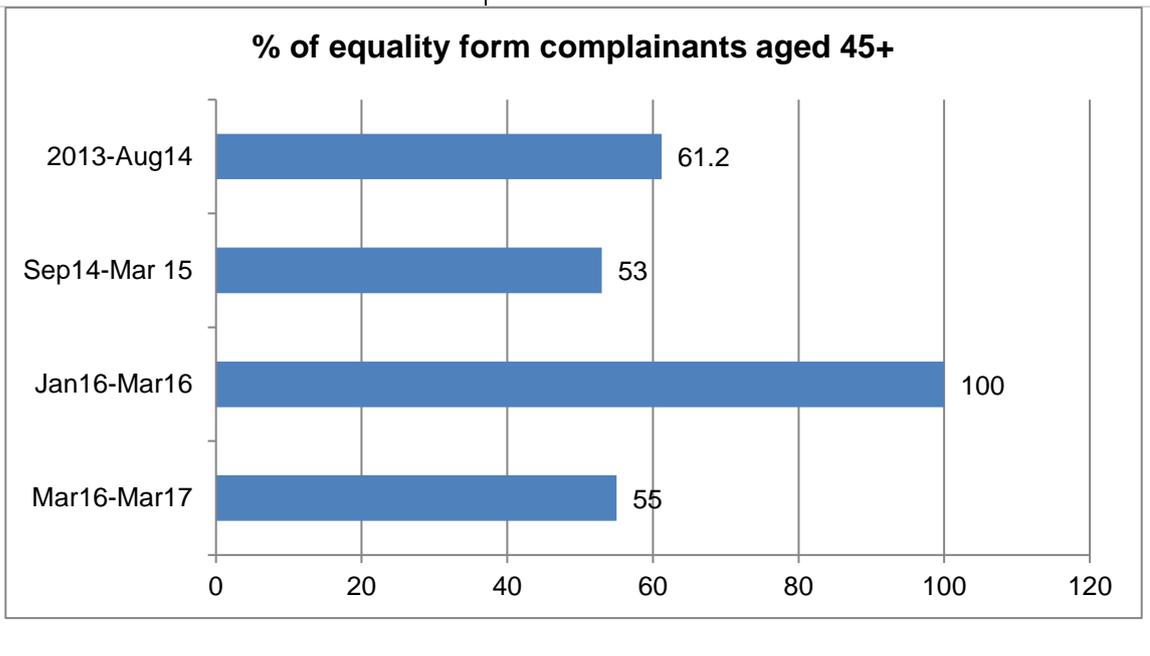
Gender	Number	%
Male	10	50
Female	10	50
Undeclared	0	0

**Age**

**Context**

Date	Number of complaint equality monitoring forms
2013 to Aug-14 <sup>7</sup>	36
Sep-14 to Mar-15	15
Jan-16 to Mar-16 <sup>8</sup>	6
Apr-16 to Mar-17	20

Date	% Male	% Female	% Undeclared
2013-Aug14	50	39	11
Sep14-Mar 15	47	40	13
Jan16-Mar16 <sup>9</sup>	33	33	33
Apr16-Mar17	50	50	0



<sup>7</sup> Data collection was standardised as April-March (annual) from April 2015 onwards

<sup>8,9</sup> Information from April 2015 to December 2015 was lost during the December 2015 flood

**Apr 2016 - March 2017**

**Ethnicity**

Ethnicity	Number	%
White British	20	100
White Other	0	0
BME	0	0
Undeclared	0	0

**Sexuality**

Sexuality	Number	%
Heterosexual	16	80
Homosexual	0	0
Lesbian	0	0
Bi-Sexual	0	0
Undeclared	4	20

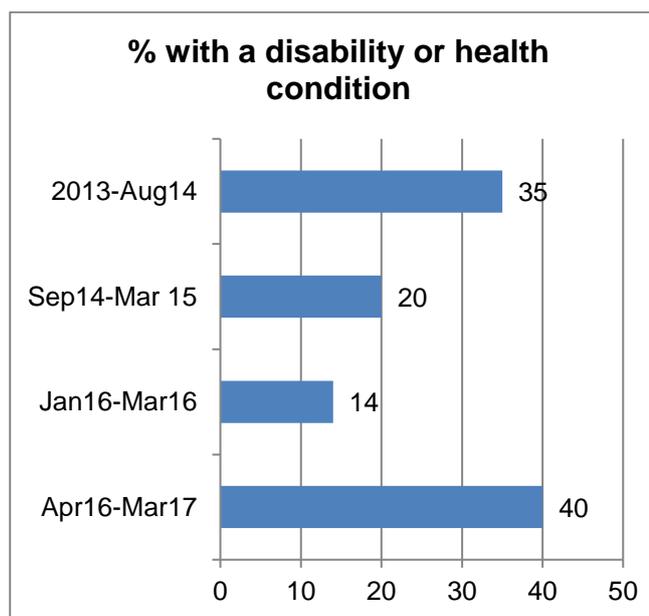
**Disability**

Disability	Number	%
No	12	60
Yes	8	40
Undeclared	0	0

**Context**

Date	% White British	% White Other	% Undeclared
2013-Aug14	88.9	2.8	8.3
Sep14-Mar 15	80.0	13.3	6.7
Jan16-Mar16 <sup>10</sup>	100.0	0.0	0.0
Apr16-Mar17	100.0	0.0	0.0

Date	% Hetero - sexual	% Homo - sexual	% Undeclared
2013-Aug14	69.4	0.0	30.6
Sep14-Mar 15	80.0	6.7	13.3
Jan16-Mar16 <sup>11</sup>	83.3	0.0	16.7
Apr16-Mar17	80	0.0	20



<sup>10 11</sup> Information from April 2015 to December 2015 was lost during the December 2015 flood

## Equality objectives 2016-19

The Council's equality objectives were agreed by the Executive in March 2016 as:

- a) Improve health, wellbeing and economic prosperity in Carlisle
- b) Improve quality of workforce profile and report recruitment and selection data
- c) Ensure people have appropriate access to the services they need
- d) Foster good relations between different people by celebrating communities.

The actions have been identified to help deliver the equality objectives 2016-19 and respond to issues identified in this report. They are reviewed and developed annually.

<b>Equality Action Plan 2017/18</b>				
<b>Equality objective</b>	<b>Action</b>	<b>Progress</b>	<b>Due date</b>	<b>Lead team(s)</b>
Improve health, wellbeing and economic prosperity in Carlisle	Deliver the Carlisle Plan 2015-18 priorities and work in partnership to achieve these across the district	<a href="#">2016/17 End of Year Performance Report</a> reported to Executive 03/07/17. Includes detailed progress on the Carlisle Plan on a Page actions and projects.	Ongoing	All Council Services
Improve quality of workforce profile and report recruitment and selection data	Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment model	iTrent recruitment module under development to include equality reporting requirements.	Ongoing	Human Resources, Policy and Communications, Personnel and Payroll
Improve quality of workforce profile and	Promote self-declaration within iTrent for staff to increase data	Employees were given a window to update their information in	Ongoing	Human Resources, Personnel and Payroll

<b>Equality Action Plan 2017/18</b>				
<b>Equality objective</b>	<b>Action</b>	<b>Progress</b>	<b>Due date</b>	<b>Lead team(s)</b>
report recruitment and selection data	for all equality characteristics within the workforce profile	February 2017, and will be given further opportunities to update and review this in future.		
Improve quality of workforce profile and report recruitment and selection data	Develop information to meet the gender pay gap reporting regulations (2017)	Information being prepared against reporting requirements.	30 March 2018	Human Resources, Policy and Communications, Personnel and Payroll
Ensure people have appropriate access to the services they need	Assess responses to satisfaction survey and equality questions to identify issues for further development	Overall satisfaction figure survey for 2016/17 reported. Monitor responses for 2017/18 to build upon the baseline figure and identify areas for investigation.	March 2018	Policy and Communications
Ensure people have appropriate access to the services they need	Review complaint equality monitoring form responses to screen for equality issues to help determine if action is needed to address these	The revised complaint equality monitoring form is now available in hard copy and online. Responses will be monitored to identify any issues.	Ongoing	Customer Services, Policy and Communications
Ensure people have appropriate access to the services they need	Review intranet equality information, including customer information, consultation and access to impact assessment resources. This will include information about partners that can be engaged in consultation	Intranet equality information has been reviewed and updated with relevant information for staff.	Completed	Policy and Communications

<b>Equality Action Plan 2017/18</b>				
<b>Equality objective</b>	<b>Action</b>	<b>Progress</b>	<b>Due date</b>	<b>Lead team(s)</b>
	and engagement work with communities across Carlisle			
Ensure people have appropriate access to the services they need	Review communications and accessibility policy, and related engagement and consultation policies	Work completed in February 2017	Completed	Policy and Communications
Ensure people have appropriate access to the services they need	Review our suppliers' framework for equality related goods and services, ensuring that relevant and appropriate partners are consulted on the procurement process.	Suppliers' framework has been updated in line with our communications and accessibility guidance.	Completed	Policy and Communications
Ensure people have appropriate access to the services they need	Continue to support the development of the Smarter Service Delivery project	The second phase of the project focuses on the installation of a Salesforce platform including the replacement of the Customer Relationship Management (CRM) system. This will enhance the delivery of excellent customer care and help to ensure customers are treated fairly and equally according to need. The project is looking at how partnership working in the Civic	Ongoing	Customer Services, IT Services, Policy and Communications

<b>Equality Action Plan 2017/18</b>				
<b>Equality objective</b>	<b>Action</b>	<b>Progress</b>	<b>Due date</b>	<b>Lead team(s)</b>
		Centre can be developed to provide a community hub for Carlisle.		
Ensure people have appropriate access to the services they need	Ensure that service managers are briefed about the new policy, action plan and resources available to them to support equality work.	Equality training sessions for all managers and supervisors held in 2016. This is supported by online learning and training sessions as needed.	Ongoing	Policy and Communications
Ensure people have appropriate access to the services they need	Continue to engage appropriately with relevant groups and communities on policy development and service delivery, to ensure that the Council considers equality in decision making.	Evidence of continued engagement on proposed changes and service delivery in annual report (impact assessments, consultations and engagement).	Ongoing	All Council Services
Ensure people have appropriate access to the services they need	To keep the assumptions employed in the Gypsy and Traveller Accommodation Assessment (GTAA) relating to the turnover of Gypsy and Traveller pitches under review.	Appropriate methodology still being determined.	Ongoing	Investment and Policy
Celebrate communities to foster good relations between different people	Continue to review and develop events programme to help celebrate different communities	Carlisle Unity festival held in 2016 and scheduled for 2017. Events programme is reviewed and developed annually to continue to	Ongoing	Contracts and Community Services

<b>Equality Action Plan 2017/18</b>				
<b>Equality objective</b>	<b>Action</b>	<b>Progress</b>	<b>Due date</b>	<b>Lead team(s)</b>
	<p>in Carlisle. Explore the possibility of:</p> <ul style="list-style-type: none"> <li>• a cultural bazaar/world cinema event to celebrate the art and culture of an increasingly diverse Carlisle</li> <li>• providing further recognition or an award, as a way of acknowledging that in times of crisis communities support each other, following the recent flooding in Carlisle.</li> </ul>	celebrate diversity. The Council also support community events such as the Diverse Cumbria awards (May 2017).		
Celebrate communities to foster good relations between different people	Work with partners to reduce the incidence and impact of hate crime on the local community	The Council continues to support hate crime reporting, including in Community Centres. The Clean Neighbourhood Team delivers coordinated action where emerging issues are identified. The Council will work with partners to achieve relevant objectives within the Carlisle and Eden Community Safety Partnership Plan.	Ongoing	All Council Services

Appendix 1 – Workforce profile as at 31 March 2017

<b>Workforce profile 31 March 2017</b>		<b>Carlisle Census 2011</b>	
Number of staff	448	Population of Carlisle	107,524
<b>Age Range</b>	<b>%</b>	<b>Age Range (years)</b>	<b>%</b>
16-24	4.2	0-15	17.2
25-34	12.3	16-64	64.3
35-44	25.4		
45-54	34.8		
55-64	21.7		
65+	1.6	65+	18.5
<b>Marital Status</b>	<b>%</b>	<b>Marital Status</b>	<b>%</b>
Civil Partner	1.8	Civil Partner	0.2
Divorced	4.2	Divorced	9.7
Married	50.7	Married	47.3
Separated	2.7	Separated	2.5
Single	30.8	Single	32.2
Undeclared	8.9	Undeclared	
Widowed	0.9	Widowed	8.2
<b>Ethnicity</b>	<b>%</b>	<b>Ethnicity</b>	<b>%</b>
Asian or Asian British	0.2	Asian or Asian British	1.2
Black or Black British	0.2	Black or Black British	0.1
Chinese	0.4	Chinese	
Other Ethnic Group	0.2	Other Ethnic Group	0.1
Mixed	0.2	Mixed	0.5
Undeclared	9.2	Undeclared	
White British	88.2	White British	95.0
White Irish	0.2	White Irish	
White Other	0.7	White Other	3.1
White - Other European	0.4	White - Other European	
<b>Gender</b>	<b>%</b>	<b>Gender</b>	<b>%</b>
Female	51.1	Female	50.8
Male	48.9	Male	49.2
<b>Disability (self-declared)</b>	<b>%</b>	<b>Disability and health – day to day activities limited?</b>	<b>%</b>
No	78.6	No	80.8

Appendix 1 – Workforce profile as at 31 March 2017

Workforce profile 31 March 2017		Carlisle Census 2011	
Yes	2.7	Yes a lot	9.2
Undeclared	18.8	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	59.6		
Lesbian or Homosexual	0.4		
Undeclared	39.1		
Religion	%	Religion	%
Buddhist	0.4	Buddhist	0.26
Christian	37.9	Christian	69.1
No religion	21.4	No religion	22.9
Other	0.7	Other	0.95
Undeclared	39.5	Undeclared	6.8

**Pregnancy and Maternity**

The number of employees who commenced their maternity leave in 2016/17 was 6.

Grievances - April 2016 to March 2017			
Number of grievances		6	
Age Range	%	Disability	%
16-24	0	Yes	0
25-34	0	No	83.3
35-44	16.7	Undeclared	16.7
45-54	50		
55-64	33.4		
65+	0		
Ethnicity	%	Gender	%
White British	83.3	Male	50
Undeclared	16.7	Female	50