

North Norfolk District Council



Annual Equality Report

2009 / 2010

Contents

| Section | Page |
|-------------------------|-------------|
| Improvements in 2009-10 | 3 |
| Environmental Health | 3-4 |
| Communities | 4 |
| Leisure | 5 |
| Customer Services | 6 |
| Housing | 6 |
| Employment | 7 |
| Community relations | 8 |
| Work Force Profile | 9-24 |
| Looking Ahead | 25 |
| Contact Us | 26 |

Improvements in 2009-10

North Norfolk District Council aims to treat people fairly, justly and with respect in both employment and service provision. We also aim to find ways to support those groups who are disadvantaged or excluded and promote inclusivity and celebrate diversity.

This report tells you about the improvements we have made to our services in the last 12 months and our plans for 2010.

We have provided Equality & Diversity Training for all staff and members and further Equality Impact Assessment Training to staff.

We have completed 30 impact assessments this year. A summary of these results is provided below.

Environmental Health

North Norfolk District Councils Environmental Health Service covers a wide range of enforcement and service delivery activities on a proactive and reactive basis including; food safety, infectious disease control, health & safety, waste enforcement and disposal, nuisance complaints, air quality and other pollution incidents, pest and dog control and licensing. The service works closely with other internal departments, notably the planning service, and external agencies such as the Food Standards Agency, Health & Safety Executive, Environment Agency, Police, Parish & Town Councils and a number of contractors. The service provides 24 hour emergency cover for the above services and others within the Authority.

The assessments found that:

1. Waste collection from Gypsy and Traveller camps is dealt with informally, which could lead to inconsistency of collections.
2. Anecdotally it was considered that people with mental health problems were more likely to come to the attention of enforcement agencies. No search for studies to corroborate this view has been undertaken at this time. It was considered that the support processes in place for dealing with such cases are not clearly defined.
3. No procedures relating to how to deal with offences committed or witnessed by Minors.
4. The Taxi and Private Hire Policies could lead to adverse impacts in relation to applications to drive from people with disabilities and persons over age 50

Therefore we are going to:

- Formalise the procedure for waste collections from Gypsy and Traveller encampments
- Develop partnerships with agencies and others in relation to mental health.
- Review taxi and private hire policies against current national best practice and amended if appropriate.
- Integrate national guidance on working with minors into enforcement procedures.

Communities Team

The Supporting Communities Service undertook EQIA's of:

- Community Support
- Youth Forum
- Migrant Workers Support
- Community Empowerment and Youth Inclusion Strategies (in development)
- Child Protection and Vulnerable Adults procedures

The main issues that were identified throughout the process included:

- Weakness in effectively engaging with communities/interest groups.
- Lack of targeted support through the community development process

We will address these by:

- Developing the Empowerment and Consultation Strategy action plan to deliver marked improvements in how we and partners are engaging with our communities
- Developing a criteria checklist for initial group contact, and working through the Community Development framework to target resources where most needed (and wanted)

Leisure

When we reviewed our Leisure services in 2008 we found that:

1. More men than women use leisure services.
2. Disabled people have difficulty using the beaches and parks and using our literature.
3. People with young families have difficulty using the parks and need buggy friendly routes and baby changing facilities.
4. Disabled people have difficulty using the Pier Theatre as there is no disabled parking on the promenade.
5. Rural isolation and lack of transport, private / public means some people can't access leisure facilities.
6. We could use the service more to help promote good relations between people of different backgrounds the community.

In the last year all our leisure staff received equality and diversity training and we have:

1. Met with disability groups and in response to their concerns we have made our Sports Centre literature easier to read and started sports sessions for Disabled people at Cromer Sports Centre.
2. Secured external funding from Sport England to offer sports to families in isolated villages across North Norfolk and are currently
3. Discussed transgender issues at our Leisure & Cultural Services meeting to examine ways of ensuring good access to this group.

In the coming year we will:

1. Continue with our bid for funding to make it easier for women to use our services at our leisure centres.
2. Work to improve the accessibility of our country parks.
3. Continue to try to attract funding for beach wheelchairs
4. Complete an Access Audit of Cromer and Stalham Dual Use centres, particularly with reference to the location and access to disabled toilets.
5. Review prices for carers / supporters accompanying a disabled person.
6. Update our literature.
7. Continue to train our leisure centre staff.

Customer Services

Customer Services completed Equality Impact Assessments for the following in October 2009;

- The Customer Services Strategy
- The Customer Charter Protocol
- Our Standards, Our Commitment, Our Promise Protocol

Whilst completing the assessments information gaps were identified, an action plan with timescales was developed. Activities within the action plan included;

- A review of the above strategy and protocols
- Analyse current data in more depth
- Develop consultation focus groups
- Develop and implement a Customer Service training program for the organization
- Investment in technology
- Utilise our TEN performance management tool
- Review our environment

An EQIA will be completed for the Compliments, Complaints and Suggestions Process within the next 12 months.

Housing

An Equality Impact Assessment has been completed for the Your Choice Your Home scheme and this will be reviewed along with the Strategic Housing Service assessment as part of the Your Choice Your Home scheme review which starts in January 2010

Following our assessment of the North Norfolk Lettings Scheme and Housing Register Policy, we have:

- Widely promoted the new lettings scheme and housing register policy prior to implementation.
- Brought in a new IT system which enables the Council to report against equality and diversity measures for the Housing Register and for lettings.

In 2010 we will be improving the information we have to complete Equality Impact Assessments.

Employment at NNDC

Assessments of the main functions of HR/ Organisational Development were carried out as well as separate assessments of several of the supporting documents. These are listed below.

- Training and Development
- Recruitment and Selection
- Pandemic Flu Policy
- Discipline Procedure
- Grievance Procedure
- Guidelines for Managers on the Recruitment Process
- Maternity Scheme
- Maternity Support Leave Scheme
- Equal Opportunities Policy
- People Strategy and Development Plan
- Attendance Policy
- Bullying Policy/Procedure
- Employee Adjustment Procedure

The main issues were that

1. We are unable to assess the impact of our employment policies and practice with regards a person's religion and belief and sexual orientation.
2. Existing monitoring data needs updating.
3. The percentage of disabled employees at NNDC is disproportionate to the proportion of disabled employees in the local community.

Therefore, in 2010 we will be:

1. Updating our monitoring data and including Sexual Orientation and religion and belief.
2. Working with the Shaw Trust and disabled residents to test our recruitment tools e.g. adverts, application forms etc and identify potential barrier to finding employment.

Community Relations

In June 2009 the Multi Agency Hate Crime Protocol (MAP) was launched. The Council became a signatory of the MAP. This means that we will receive reports of Hate crime, monitor them and actively work to prevent it.

A Community Cohesion research project, commissioned jointly with our partners in the Community Cohesion Network, reported on BME, Gypsy and Traveller, Migrant Worker, White British and disabled residents experience of community cohesion, the barriers to and ways to build it and we participated in Black History Month.

Work force profile Statistics 01/04/2008 – 31/3/2009

North Norfolk District Council has a statutory obligation to monitor, and make available to the public, certain information regarding employment and recruitment by ethnicity. This information is contained in this report alongside some general workforce profile information.

The information which is required on a statutory basis under the 'Race Equality Employment Duty' regarding ethnicity is listed below:

- People in post by ethnicity
- People applying for jobs with us by ethnicity
- People short-listed by ethnicity
- People obtaining jobs with us by ethnicity
- People being promoted by ethnicity
- Applications for training by ethnicity
- People receiving training by ethnicity
- People receiving appraisals by ethnicity
- People involved in grievances by ethnicity
- People who have had disciplinary action taken against them by ethnicity
- Leavers from the service of the Council by ethnicity

This information can be found below in Section 1.

The workforce profile is being monitored and analysed against a number of criteria for the purpose of carrying out 'Equality Impact Assessments' for policies, procedures and functions across the Council. These assessments will be made available on the Council's webpage (www.northnorfolk.org) once they are complete. This report contains a snapshot of the key data on the workforce profile at North Norfolk District Council in Section 2, in addition to this, specific data on disability and gender at North Norfolk District Council can be found in sections 3 and 4.

Section 1: Statutory Data

The following data is correct for the year 01 April 2008 – 31 March 2009, unless otherwise stated. (Where static workforce profile figures are used as comparisons, these are taken at 01 April 2008)

a. People in post by ethnicity (correct as at 01 April 2008)

Chart 1 below clearly shows that the majority of employees as at 01/04/2008 were of White British Origin.

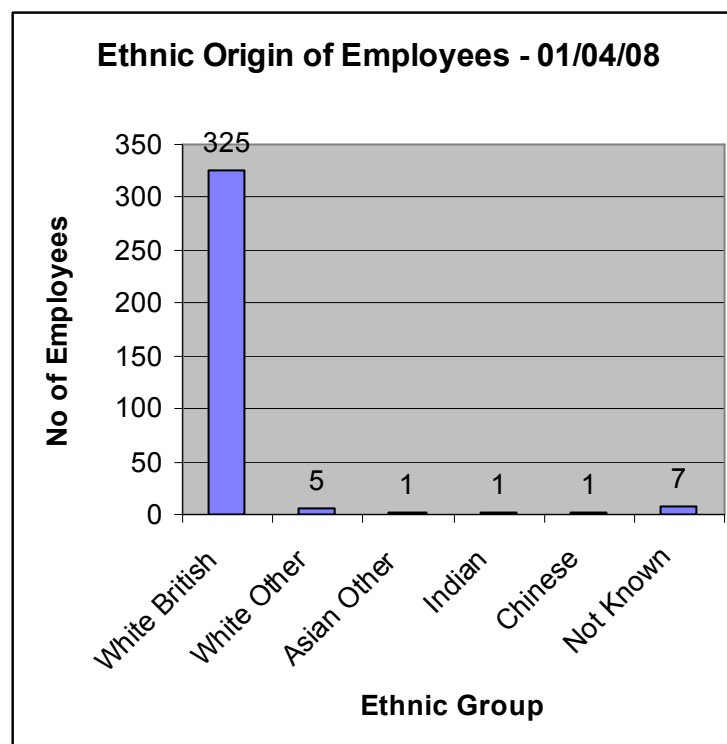


Chart 1: Ethnic origin of staff as at 01/04/08

- b. People applying for jobs with us by ethnicity
- c. People short-listed by ethnicity
- d. People obtaining jobs with us by ethnicity

| | Applications | | Shortlisted | | Application Withdrawn | | Successful | |
|-------------------------------------|--------------|------------|-------------|------------|-----------------------|------------|------------|------------|
| | Number | Percentage | Number | Percentage | Number | Percentage | Number | Percentage |
| Total of original applicants | 626 | 100% | 186 | 29.71% | 35 | 5.59% | 41 | 6.55% |
| White British | 548 | 87.54% | 170 | 91.40% | 28 | 80% | 39 | 95.12% |
| White Other | 19 | 3.04% | 5 | 2.69% | 1 | 2.86% | 1 | 2.44% |
| Black Caribbean | 2 | 0.32% | 1 | 0.54% | 1 | 2.86% | 0 | 0 |
| Black African | 3 | 0.48% | 2 | 1.08% | 2 | 5.71% | 0 | 0 |
| Chinese | 1 | 0.16% | 0 | 0 | 0 | 0 | 0 | 0 |
| Indian | 2 | 0.32% | 0 | 0 | 0 | 0 | 0 | 0 |
| Irish | 1 | 0.16% | 0 | 0 | 0 | 0 | 0 | 0 |
| Mixed other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mixed white Asian | 1 | 0.16% | 1 | 0.54% | 1 | 2.86% | 0 | 0 |
| Mixed white Black Caribbean | 2 | 0.32% | 0 | 0 | 0 | 0 | 0 | 0 |
| Asian other | 1 | 0.16% | 0 | 0 | 0 | 0 | 0 | 0 |
| Pakistani | 1 | 0.16% | 1 | 0.54% | 0 | 0 | 0 | 0 |
| Not stated | 45 | 7.19% | 6 | 3.26% | 2 | 5.71% | 1 | 2.44% |

Table 1: Recruitment information for period 01/04/08-31/03/09

As Table 1 above shows, the large majority of those applying for a position with us, being shortlisted and being successful are of White British origin. This reflects the ethnic composition of our district community as recorded by the 2001 census.

e. People being promoted by ethnicity

In the period 01/04/08-31/03/09 there were no internal promotions.

Applications for training and training received via the Corporate Training Plan for period 01/04/08 – 31/03/09

- f. Applications for training by ethnicity
- g. People receiving training by ethnicity

At North Norfolk District Council, applications for training are made via the appraisal process. These training needs are then collated and form the basis for the 'Corporate Training Plan'. Table 2 below shows the number of requests made and the number of training opportunities offered as a result of these requests. As the figures show, 86.46% of those who requested training were offered this training. Reasons for training not being offered would include absence through sickness or maternity leave or through business reasons such as cost or time commitments not allowing.

| | | Workforce Totals – 01/04/08 | | Training Requested – 2008 | | Training Offered – 2008 | | Training offered & declined – 2008 | | Training Offered & Received - 2008 | |
|------------------|--------------------------|--------------------------------|---------------|---------------------------------|---------------|----------------------------|---------------|--|---------------|--|---------------|
| | | Number | % | Number | % | Number | % | Number | % | Number | % |
| Total | | 340 | 100 | 96 | 28.24% | 83 | 86.46% | 18 | 18.75% | 65 | 67.71% |
| Ethnicity | White British | 325 | 95.59% | 95 | 98.96% | 82 | 98.80% | 18 | 100% | 64 | 98.46% |
| | White Other | 5 | 1.47% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Chinese | 1 | 0.29% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Indian | 1 | 0.29% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Asian Other | 1 | 0.29% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Not known | 7 | 2.06% | 1 | 1.04% | 1 | 1.20% | 0 | 0 | 1 | 1.54% |

**Table
2:**

Applications for training and training received via the Corporate Training Plan for period 01/04/08 – 31/03/09

- f. Applications for training by ethnicity
- g. People receiving training by ethnicity

In addition to this, employees may undertake a professional or technical qualification. This is covered by a training indemnity and the data for these courses by ethnicity is shown below in Table 3.

| | | 2008/9 | | | |
|------------------|----------------------|------------------|--------|----------------------|---------------|
| | | Workforce Totals | | Training Indemnities | |
| | | Number | % | Number | % |
| Total | | 340 | 100 | 12 | 100 |
| Ethnicity | White British | 325 | 95.59% | 11 | 91.70% |
| | White Other | 5 | 1.47% | 0 | 0 |
| | Chinese | 1 | 0.29% | 0 | 0 |
| | Indian | 1 | 0.29% | 0 | 0 |
| | Asian Other | 1 | 0.29% | 0 | 0 |
| | Not known | 7 | 2.06% | 1 | 8.30% |

Table 3: Professional/technical training courses covered by an indemnity by ethnic group (01/04/08-31/03/09)

There are additional training activities which occur at a department level, which are not part of the Corporate Training Plan or not covered by a training indemnity. Central records are not currently kept on this so it is not possible to report on this data.

h. People receiving appraisals by ethnicity

For the 2008 appraisal cycle, only 16 members of staff did not receive an appraisal – this is 4.71% of staff according to the workforce totals for 01/04/2008. All of these staff were of White British origin. 12 of these appraisals were not carried out due to maternity leave or long term sickness, and for the remaining 4 the reason for non-completion is not known.

i. People involved in grievances by ethnicity

Very few staff use the Grievance Procedure, meaning that trends are hard to identify. Two employees took up a grievance between 01/04/2008-31/03/2009; both were White British; however this is unsurprising given the ethnic profile of the workforce which is in the majority (95.59%) White British.

j. People who have had disciplinary action taken against them by ethnicity

The data on disciplinary cases since April 2008 at North Norfolk District Council (NNDC) shows that only one member of staff has gone through the procedure. The majority (95.59%) of employees at NNDC are White British, which was the ethnic origin of the employee who went through the procedure.

k. Leavers from the service of the Council by ethnicity

As Table 4 below shows, in the period 01/04/08 – 31/03/09 there were 26 people who left the authority. This data does not include temporary staff.

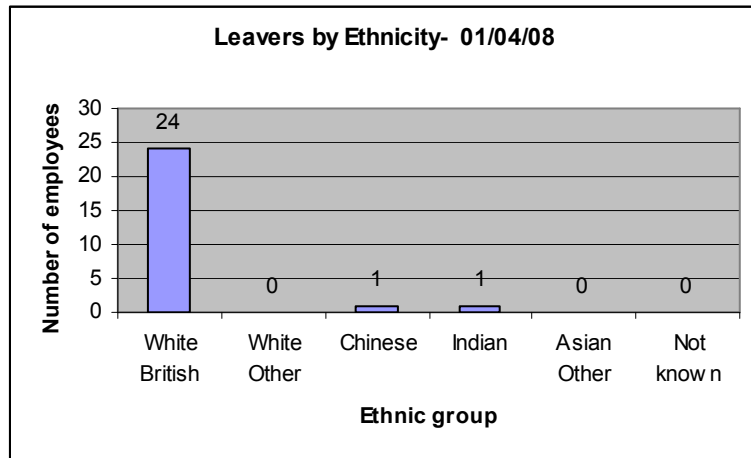
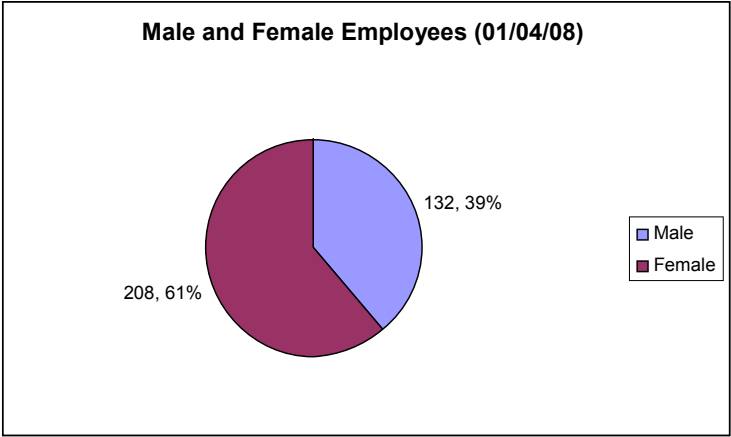


Table 4: Leavers by ethnicity

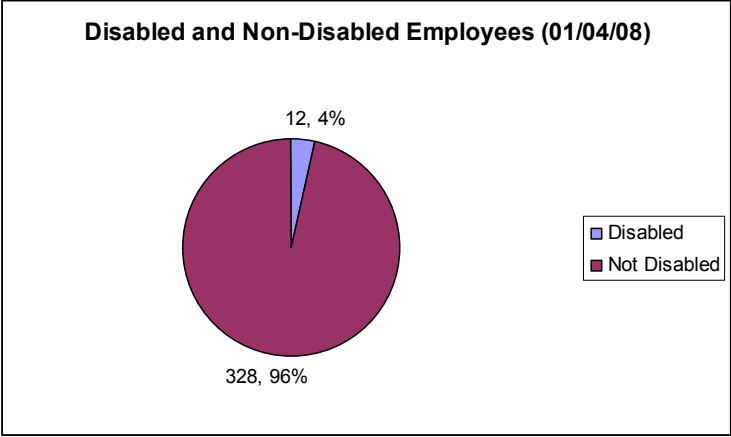
| | Leavers 01/04/08- 31/03/09 | |
|----------------------|----------------------------------|-------------|
| | Number | % |
| White British | 24 | 92.31% |
| White Other | 0 | 0 |
| Chinese | 1 | 3.85% |
| Indian | 1 | 3.85% |
| Asian Other | 0 | 0 |
| Not known | 0 | 0 |
| Total | 26 | 100% |

Section 2: Additional Workforce Data

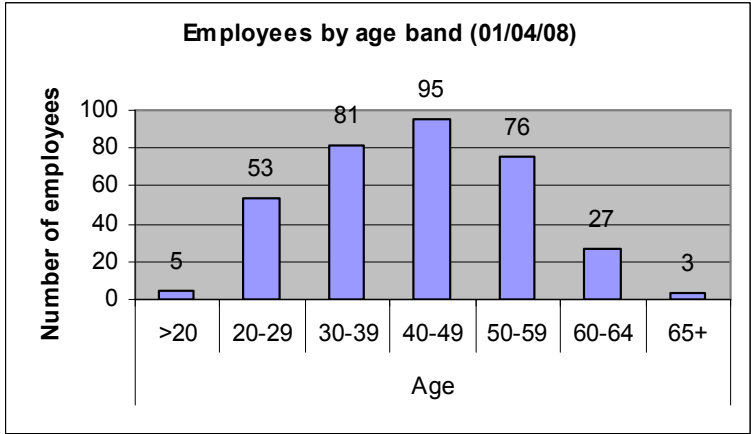
Gender



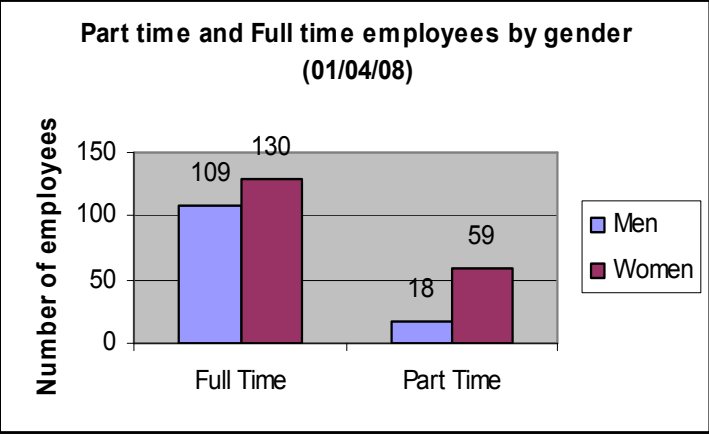
Disability



Age

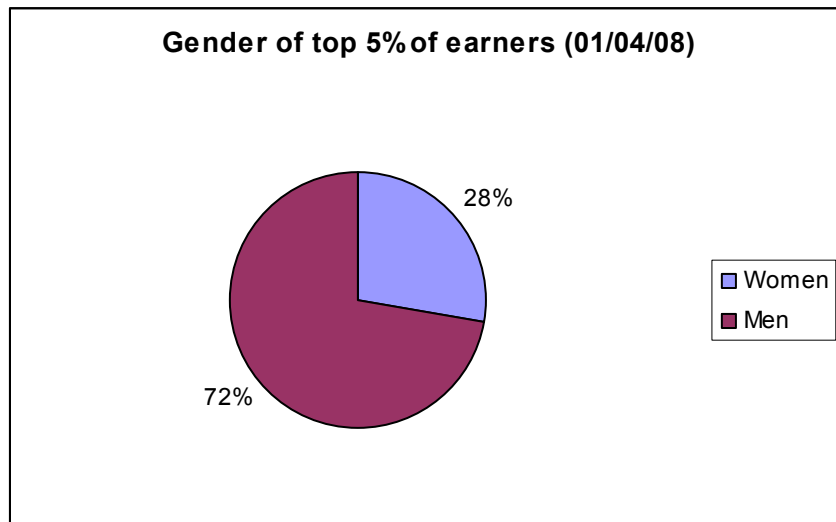


Part/Full Time staff*



*Full time is 37 hours or 1.00 FTE (Full Time Equivalent), and Part time is counted as anything less than 37 hours or 1.00 FTE

Gender of top 5% of earners



Labour turnover by gender

The total labour turnover for the period 01/04/08-31/03/09 was 7.62%.

In total there were 26 leavers (this does not include seasonal or 'temp' workers).

Of these 26, 11 were male and 15 were female.

When the turnover is broken down by gender, the turnover of males is higher at 8.37% compared to turnover of female employees which was 7.16%

Section 3: Data on Disability status of employees

i. Proportion of disabled people at various levels in the organisation

| Grade | SCP Range | Total people | Disabled People | % of people in grade who are disabled | % of total disabled people at that grade |
|--------------|-----------|--------------|-----------------|---------------------------------------|--|
| New entrants | 4-7 | 20 | 0 | 0 | 0 |
| 1 | 8-12 | 8 | 0 | 0 | 0 |
| 2 | 13-17 | 84 | 3 | 3.57% | 25% |
| 3 | 18-21 | 67 | 3 | 4.48% | 25% |
| 4 | 23-26 | 36 | 1 | 2.78% | 8.33% |
| 5 | 28-31 | 50 | 1 | 2% | 8.33% |
| 6 | 33-36 | 37 | 1 | 2.70% | 8.33% |
| 7 | 37-40 | 27 | 2 | 7.41% | 16.66% |
| 8 | 42-45 | 26 | 0 | 0 | 0 |
| 9 | 46-49 | 16 | 1 | 6.25% | 8.33% |
| 10+ | 50+ | 9 | 0 | 0 | 0 |

Table 5: Disabled people by grade

ii. Disabled people at different stages in the recruitment process

| | Applications | | Shortlisted | | Application Withdrawn | | Successful | |
|---------------------|--------------|------------|-------------|------------|-----------------------|------------|------------|------------|
| | Number | Percentage | Number | Percentage | Number | Percentage | Number | Percentage |
| Disabled - Y | 30 | 4.79% | 9 | 4.84% | 2 | 5.71% | 1 | 2.44% |
| Disabled - N | 596 | 95.21% | 177 | 95.16% | 33 | 94.29% | 40 | 97.56% |

Table 6: Disabled applicants at each stage of the recruitment process for 01/04/08 – 31/03/09

iii. Promotions

In the period 01/04/08-31/03/09 there were no internal promotions.

iv. Discipline

The data on disciplinary cases since April 2008 at North Norfolk District Council (NNDC) shows that only one member of staff has gone through the procedure. There have been no cases in this period brought against a disabled employee. However, because the numbers are so small it is not possible to analyse this further.

v. Grievance

There have been only two grievance cases since April 2008, but neither employee had declared themselves as disabled. However, because the numbers are so small it is not possible to analyse this further.

vi. Appraisals

For the appraisal year 2008, there were no outstanding appraisals for disabled employees. At the time the appraisals took place, 12 employees (3.53% of staff) were disabled, and all of these people received an appraisal.

vii. Training

None of the training indemnities in place for 2008/9 covered employees who had declared themselves as disabled.

| | | Workforce Totals as at 01/04/08 | | Training Indemnities - 01/04/08-31/03/09 | |
|--------------------------|-------------------|---------------------------------|---------------|--|------------|
| | | Number | % | Number | % |
| Total | | 340 | 100 | 12 | 100 |
| Disability Status | Disabled Y | 12 | 3.53% | 0 | 0 |
| | Disabled N | 328 | 96.47% | 12 | 100 |

Table 7: Training indemnities by disability status for 2008/9

Information on corporate training (that which is determined through training needs identified at appraisal) is shown below, broken down by disability status.

| | | Workforce Totals - as at 01/04/08 | | Training Requested - 2008 | | Training Offered - 2008 | | Training offered, but declined - 2008 | | Training Offered and Received - 2008 | |
|--------------------------|-------------------|-----------------------------------|---------------|---------------------------|---------------|-------------------------|---------------|---------------------------------------|---------------|--------------------------------------|---------------|
| | | Number | % | Number | % | Number | % | Number | % | Number | % |
| Total | | 340 | 100 | 96 | 28.24% | 83 | 86.46% | 18 | 18.75% | 65 | 67.71% |
| Disability Status | Disabled Y | 12 | 3.53% | 5 | 5.21% | 5 | 6.02% | 1 | 5.56% | 4 | 6.15% |
| | Disabled N | 328 | 96.47% | 91 | 94.79% | 78 | 93.98% | 17 | 94.44% | 61 | 93.85% |

Table 8: Corporate Training by disability for 2008/9

33.33% of requests by disabled people were met, compared to 18.59% of requests by non-disabled people. It is important to note that decisions on corporate training are made based on business case and level of demand.

Section 4: Data on Gender

i. Recruitment

| | Applications | | Shortlisted | | Application Withdrawn | | Successful | |
|-------------------------------------|--------------|------------|-------------|------------|-----------------------|------------|------------|------------|
| | Number | Percentage | Number | Percentage | Number | Percentage | Number | Percentage |
| Total of original applicants | 626 | 100 | 186 | 29.71% | 35 | 5.59% | 41 | 6.55% |
| M | 329 | 52.56% | 85 | 45.70% | 14 | 40% | 14 | 34.15% |
| F | 297 | 47.44% | 101 | 54.30% | 21 | 60% | 27 | 65.85% |

Table 9: Males and Females at different stages of the recruitment process 01/04/08 – 31/03/09.

ii. Promotions

In the period 01/04/08-31/03/09 there were no internal promotions.

iii. Discipline

The data on disciplinary cases since April 2008 at North Norfolk District Council (NNDC) shows that only one member of staff has gone through the procedure, this employee was male. However, because the numbers are so small it is not possible to analyse this further.

iv. Grievance

There have been only two grievance cases since April 2008, one from a male employee, one from a female employee. However, because the numbers are so small it is not possible to analyse this further.

v. Training

| | | Workforce Totals as at 01/04/08 | | Training Indemnities - 01/04/08-31/03/09 | |
|--------|--------------|---------------------------------|--------|--|------------|
| | | Number | % | Number | % |
| Gender | Total | 340 | 100 | 12 | 100 |
| | M | 132 | 38.82% | 6 | 50% |
| | F | 208 | 61.18% | 6 | 50% |

Table 10: Male and female employees with training indemnities for 2008/9

This table shows that 12 employees had a training agreement that was covered by a training indemnity. These were equally split between male and female employees.

| | | Workforce Totals - as at 01/04/08 | | Training Requested - 2008 | | Training Offered - 2008 | | Training offered, but declined - 2008 | | Training Offered and Received - 2008 | |
|--------|--------------|-----------------------------------|--------|---------------------------|--------|-------------------------|--------|---------------------------------------|--------|--------------------------------------|--------|
| | | Number | % | Number | % | Number | % | Number | % | Number | % |
| Gender | Total | 340 | 100 | 96 | 28.24% | 83 | 86.46% | 18 | 18.75% | 65 | 67.71% |
| | M | 132 | 38.82% | 17 | 17.71% | 15 | 18.07% | 4 | 22.22% | 11 | 16.92% |
| | F | 208 | 61.18% | 79 | 82.29% | 68 | 81.93% | 14 | 77.78% | 54 | 83.08% |

Table 11: Corporate training by gender 2008/9

This table shows the breakdown of requests and training received by gender. This 'Corporate Training' is requested at appraisal. 64.71% of males who requested training received it, compared to 68.35% of females. It is important to note that decisions on corporate training are made based on business case and level of demand.

vi. Appraisals

| | Workforce totals - 01/04/08 | | Appraisals received - 2008 | | Appraisals not received - 2008 | |
|--------------|------------------------------------|--------|-----------------------------------|--------|---------------------------------------|--------|
| | Number | % | Number | % | Number | % |
| Total | 340 | 100 | 324 | 95.29% | 16 | 4.71% |
| M | 132 | 38.82% | 122 | 37.65% | 10 | 62.50% |
| F | 208 | 61.18% | 202 | 62.35% | 6 | 37.50% |

Table 12: Appraisals received for 2008 cycle by gender

Looking Ahead

In 2010 we will:

1. Continue to encourage and train staff to use the Equality Impact Assessment process and continue with our programme of impact assessments.
2. Engage with disabled residents to look at the accessibility of the public space in our main offices, employment, reporting hate incidents and quality of life and accessibility of services.
3. Report on performance indicators.
4. Update the equality priorities for the district.
5. Participate in Black History Month, Lesbian, Gay, Bisexual and Transgender month and pride events.
6. Train staff to improve equalities monitoring.
7. Introduce exit surveys and interviews for staff.
8. Implement our Hate crime reporting procedure.
9. Hate crime training for all staff and members plus specific training for members of staff who will take reports.
10. Campaign to encourage residents to report hate crime.
11. Work with scrutiny to encourage use of Equality Impact Assessments in Scrutiny and encourage equality challenge in the scrutiny process.
12. Publish our updated Combined Equality scheme.
13. Update population profile for the district.

Contact Us

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