

Equality information report

January 2016

Contents

1. IntroductionPages 3 and 4
2. What do we know?Pages 5 to 8
3. Norwich City Council as an employerPages 9 to 13
4. Customer complaints and satisfaction ratesPages 14 to 18
5. How we demonstrate we carry out our equality dutiesPages 19 to 22

1. Introduction

This report provides information about the people who live in Norwich, who work at the council and who use its services. It allows all those who design services for the city's population to do so with the latest information to hand. Publishing information in this way is a specific public sector duty as laid out in the Equality Act (2010), which requires that public bodies publish annual data by 31 January each year.

This report demonstrates how we show due regard to the three general equality duties across our functions:

- Advancing equality of opportunity between people who share a protected characteristic and those who do not
- Eliminating discrimination, harassment, and victimisation and other conduct prohibited by the act
- Promoting good relations between people who share a protected characteristic and those who do not.

The council has four equality objectives, which are aligned with the revised 2015-2020 corporate priorities:

Equality objective	corporate priority
Tackling hate incidents and crimes	Safe, clean and low carbon city
Access to quality information, advice, and advocacy including financial capability	Prosperous and vibrant city
Treating people with dignity and respect	Core values
Accessible and safe housing	A healthy city with good housing

The council's corporate priorities were updated in 2015 and the equality objectives were due to be reviewed in 2016. However, given both the challenges in delivering services within reducing budgets, the new reducing financial inequalities plan, and changes in welfare, these objectives will roll forward during the next year.

Each service area has equality actions as part of its annual service plans. Reporting is undertaken through our performance management system, on a quarterly basis. In addition, Integrated Impact Assessments are undertaken for each report submitted to cabinet, and Equality Impact Assessments accompany major decisions made at the council. These are all published with committee reports or in the equality section of the website.

A councillor from cabinet is the portfolio holder for equalities, and receives regular updates from officers. This is currently Councillor Vaughan Thomas.

Glossary of terms

Protected characteristic	This is a phrase used in equalities legislation to identify groups at risk of discrimination. These are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
BAME	Black and minority ethnic
Scrutiny committee	This is a group of non-executive councillors which helps to develop policy and improve performance, and holds the council's cabinet to account for their decisions.

The data in this report is taken largely from the 2011 Census, the council's own statistics, and labour market statistics from the Office for National Statistics. The age of data from these sources vary but this report uses the most up-to-date statistics available at the time of publication. The report is a look back over the previous completed financial year so will again be dated in parts.

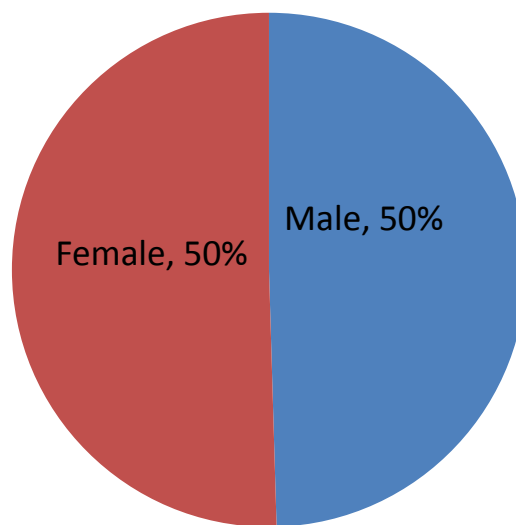
2. What do we know?

2.1 Demographics

Population

The mid-2014 population estimates indicate that **137,500** people live in Norwich, showing that Norwich continues to grow. All demographic figures are from the Office of National Statistics unless otherwise stated.

Norwich residents by gender – mid-2014 estimates



Ethnicity

Percentage of population – Ethnicity 2011 National Census statistics		
	Norwich	England
Total White	90.8	86
White non-British	6.1	5.5
Total Black, Asian or minority ethnic group	9.2	14
Asian/Asian British	4.4	7.5
Black/African/Caribbean/Black British	1.6	3.3
Mixed heritage	2.3	2.2
Other ethnic group	0.8	1.0

The National Census of 2011 gives us the most accurate figures to date regarding the ethnicity of residents of Norwich. It shows that the city is less diverse than the rest of the country on average, although it has a slightly higher proportion of white non-British residents than is the case nationally.

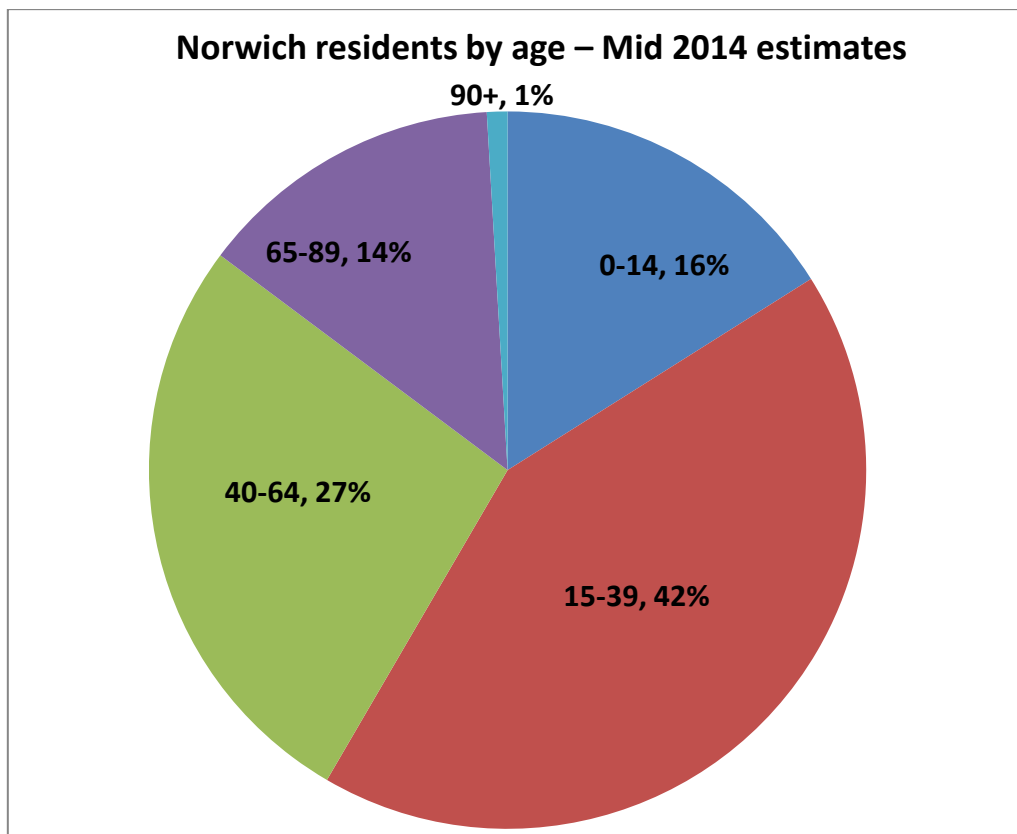
Disability

The table below provides responses 'limited a lot' and 'limited a little' to the question: 'Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?'

Disability 2011 National Census statistics by percentage			
	A little	A lot	Total
Norwich	9.8	8.6	18.4
England	9.3	8.3	17.6

The number of disabled people in Norwich has remained relatively consistent with the figures from a decade ago. These are the only reliable statistics giving a comprehensive picture of disability in Norwich.

Age



Population by broad age group in 2014 in England and Wales

Age group	0-14	15-39	40-64	65-89	90+
Percentage	18	33	32	17	1

Mid-2014 estimates (rounded figures provided)

Norwich has a youthful demographic in comparison to Norfolk and the rest of the country, with 42 per cent of residents in the 15 to 39 age group, as opposed to 33 per cent nationally. This has an impact on a range of issues such as: working age population on benefits, young people not in employment, education, and training.

2.2 Employment in Norwich

Percentage of Norwich population in employment compared with that of the region and England as a whole June 2015			
Year to June 2015	Norwich	East of England	England
Economically inactive - aged 16-64	25.2	19.9	22.3
Economically inactive - aged 16-24	43.8	35.0	37.9
Economically inactive - aged 50+	55.4	56.3	57.8
Economically inactive - aged 65+	90.4	88.2	89.3
Economically inactive - aged 16-64 - Male	25.1	13.7	16.5
Economically inactive - aged 16-64 - Female	25.3	26.1	28.1
Economically inactive - aged 16-64 - White	24.2	19.3	20.7

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Levels of the population economically inactive across the city are higher than for both England as a whole and the East of England. This is particularly true in the younger 16-24 population. In the past 12 months there has generally been a reduction in the proportion of residents economically inactive, although it has risen slightly amongst men.

The table below also suggests that a greater than average number of residents need to claim some form of benefit to support their income. This is reflected across a whole range of different benefit types and personal circumstances. The past 12 months has seen these proportions reduce, with the exception of Employment and Support Allowance (ESA) rates, which have stayed broadly static.

Percentage of working age population claiming benefits (all) May 2015

	Norwich	East of England	England
People of working age on benefits (working age client group)	13.6	9.8	11.8
All disabled/illness related benefits	7.7	4.9	6.0
All disabled/illness related benefits as percentage of working age client group	56.5	49.9	51.0
Claimant count rate (unemployed and seeking work)	1.8	1.2	1.8
ESA/Incapacity benefits (employee support allowance paid to people with disabilities)	7.7	4.9	6.0

£ Median hourly pay – residents 2015

	Norwich	East of England	Great Britain
Full-time workers	11.50	13.81	13.33
Male full-time workers	11.97	14.50	13.93
Female full-time workers	10.73	12.79	12.57

Median full-time hourly pay for residents (excluding overtime) has increased since the last equality information report. The rate of increase has been greater for men than women, meaning that the pay gap between men and women has gone up from £1.01 to £1.24. Pay for male residents has increased at a slightly higher rate than both regionally and nationally, meaning the pay gap for local men has narrowed. However, if anything, it has worsened very slightly for women in Norwich.

Another key gap is between the pay of Norwich residents and those working in Norwich but residing outside the city council's boundary. Figures from November 2015 show that median hourly earnings for people working full-time in Norwich (£11.79 per hour) are higher than those for Norwich residents (£11.50 per hour). However, whilst there is a marked difference in median earnings for male full-time workers: men working in Norwich (£13); men resident in Norwich (£11.97) - for women there is only a slight difference between average hourly median earnings based on the workplace (£10.70) and resident-based hourly earnings (£10.73). This shows that higher paid men working in Norwich are more likely than average to live outside of the city council area and commute in.

3. Norwich City Council as an employer

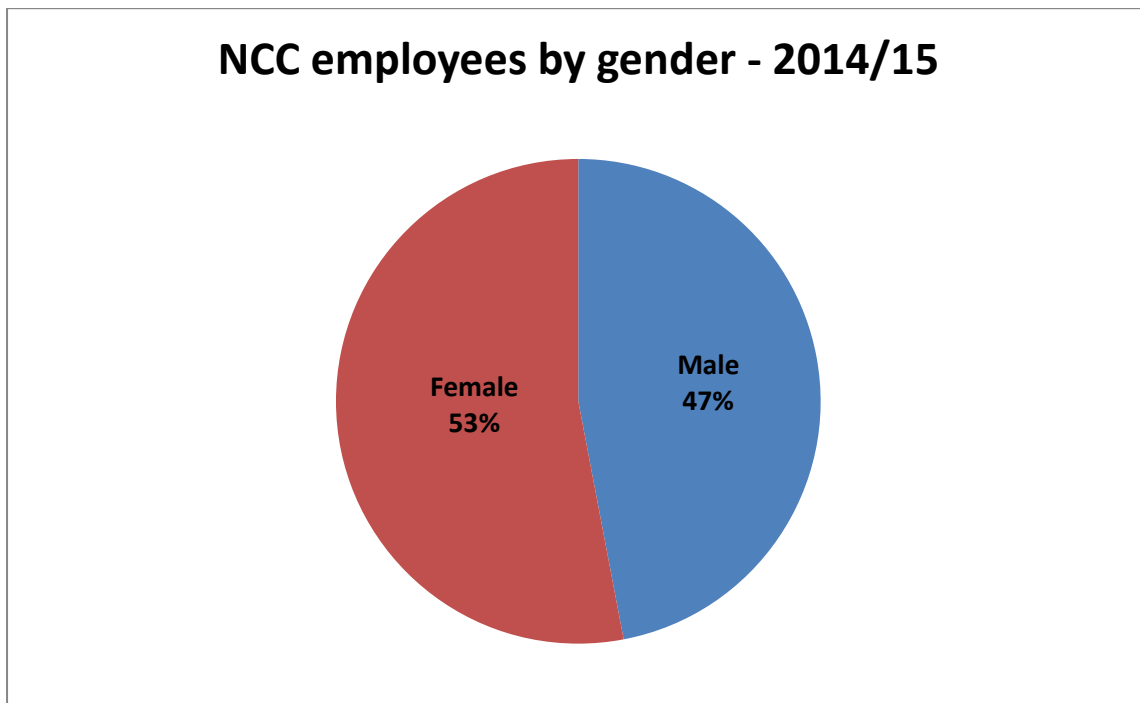
3.1 Who works here?

Statistics below are for the period from April 2014-April 2015 unless otherwise stated and are taken from internal records which employees update.

On 31 March 2015 there were **645** employees at the council, a slight decrease from the previous year.

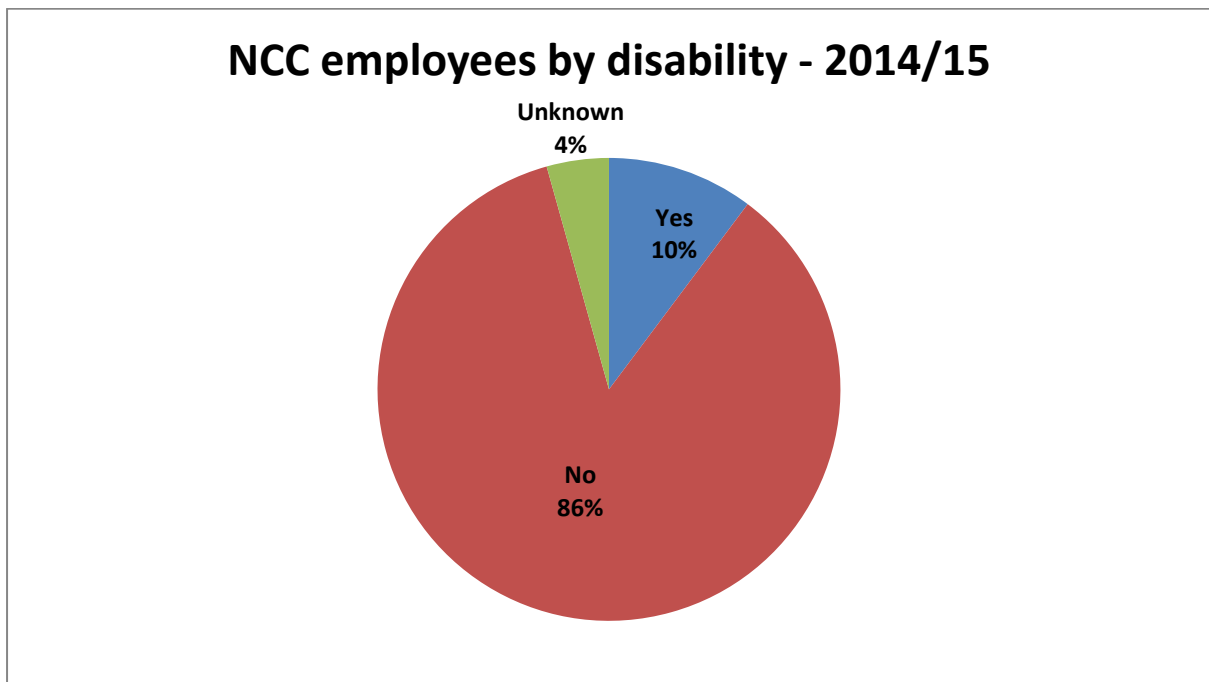
Norwich City Council's aim is for the workforce to reflect the percentage of the local community who are economically active, from an ethnic minority, have a disability and match the gender balance.

Gender of employees



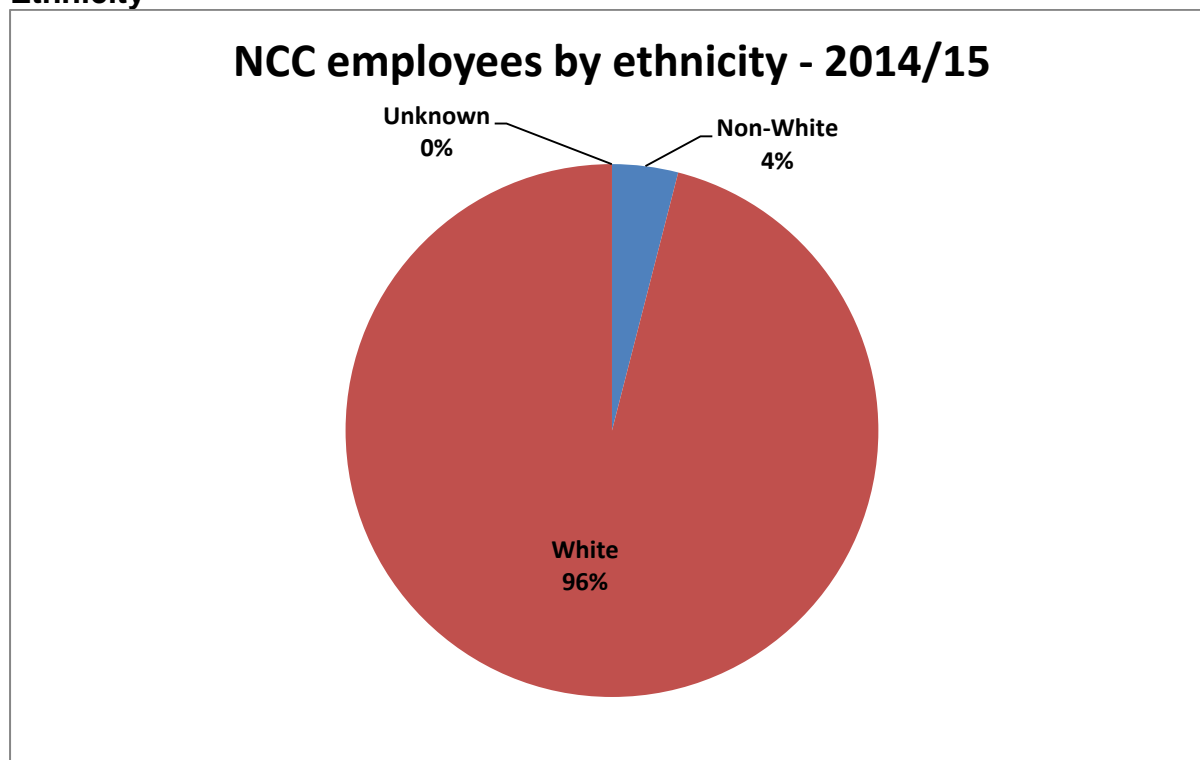
Women make up 72 per cent of part-time employees and 40 per cent of full-time employees. Therefore, very broadly, women are more likely than men to work in part-time posts and overall the gender split of total people employed by the council is broadly representative of the city as a whole. Of those on maternity leave, 84.62 per cent returned in the time stated and the other 15.38 per cent were either still on maternity leave or had not yet notified us of their intentions. No-one has resigned. The number of women taking maternity leave during the period was low (about half the number of the previous year but similar to the number in 2012/13).

Disability



The proportion of employees with a disability has stayed the same at 10 per cent. The current local profile indicates that 18.4 per cent of the population classifies themselves as having some limitation in day-to-day activity. However, the proportion of those who are economically active with a disability is closer to this employment pattern. The employee survey results in 2013 were broadly similar with 11 per cent of respondents declaring a disability and 6 per cent who didn't state whether or not they had a disability. The council operates a guaranteed interview scheme in recruitment and makes reasonable adjustments for new and existing employees to support them at work.

Ethnicity



There is still an under-representation of black and minority ethnic (BAME) employees, as the population stands at approximately nine per cent but only four per cent of employees are from a BAME background. This figure has increased by one percentage point since the previous year. Only 2.6 per cent of the top five per cent of earners are from an ethnic minority..

Percentage of employees by age

16-29	30-44	45-59	60-64	65+
6.8	38.5	45.9	7.3	1.6

The majority of employees are between 30 and 59 years old, which largely reflects the demographics of the city. There remains an under-representation of younger employees.

Other protected characteristics

Of the 424 respondents to the 2013 employee survey, we know that 44 per cent have no religion, whilst 38 per cent identify as Christian. Numbers for other religions are too small to report. This is somewhat consistent with National Census data of 2011 which states that 42.5 per cent of residents have no religion, and 44.9 per cent identify as Christian.

There is no national evidence of numbers regarding sexual orientation; we understand that about seven per cent of the population may be gay, lesbian, or bisexual. Six per cent of respondents to the employee survey identified as gay, lesbian, or bisexual. This is an encouraging figure as it means that employees are confident in responding to a survey with such personal details.

Although we have collected data regarding the gender assignment of employees, numbers are too small to report. However, we have successfully supported the transition of employees in the workplace, with positive feedback from transgender awareness advocates.

3.2 Training

Number of Training courses attended		Percentages	
Gender	Male	1106	42.5
	Female	1499	57.5
Disability	Yes	293	11.3
	No	2214	85.0
	Unknown	98	3.8
Ethnicity	Non-white	117	4.1
	White	2486	95.9
	Unknown	2	0.1
Age	16-29	271	10.3
	30-44	1041	40.4
	45-59	1132	43.7
	60-64	146	5.2
	65+	15	0.4
Totals		2,605	100

Numbers may not add to 100 due to rounding

This chart captures corporate training only. It largely reflects the general make up of employees and as such does not identify any significant issues regarding the proportion of employees who receive training.

3.3 Equal pay

Median basic salary (£) by full-time/part-time & gender March 2015			percentage difference
Full-time / part-time	Male	Female	
FT hourly rate	13.63	13.63	0%
PT hourly rate	11.89	13.19	10%

Average basic salary (£) by full-time/part-time & gender March 2015			percentage difference
Full time / Part time	Male	Female	
FT hourly rate	15.22	15.43	1%
PT hourly rate	12.45	13.19	6%

The figures provided reflect basic pay and do not include enhancements paid for shift and weekend working. As we can see, for full-time workers, there is no gender difference in the median pay received by employees. As the median denotes the midpoint in the distribution, this is due to the fact that for both genders there are a significant number of full-time workers on the same pay band. However, when we

look at average hourly rate for full-time workers, we can see that female employees earn around one per cent more on average than male.

The divide is more pronounced for part-time workers, with the median pay for female part-time employees ten per cent greater than for male, and on average six per cent more. There are a far greater number of part-time female employees than male.

Top five per cent earners:

Only 31.58 per cent of top earners are women, which is not representative of the gender split within the workforce.

3.4 Recruitment

Recruitment by age, disability, gender and ethnicity for 1 April 2014 to 31 March 2015

Applicants	Ethnicity			Disabled			Gender		
	White	Non-white	Unspecified	Yes	No	Unspecified	Female	Male	Unspecified
Applicants	949	78	27	96	800	158	517	514	23
Shortlisted	247	12	3	41	187	34	128	130	4
Offered	74	5	0	3	71	5	42	37	0

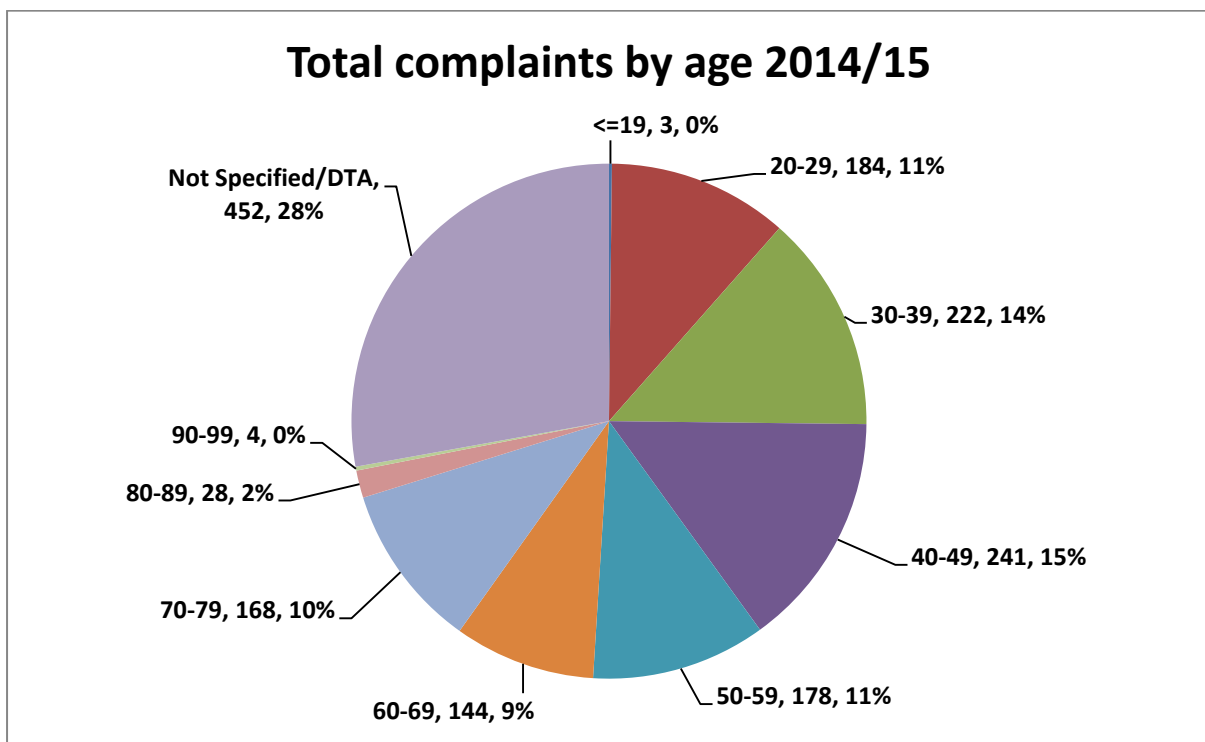
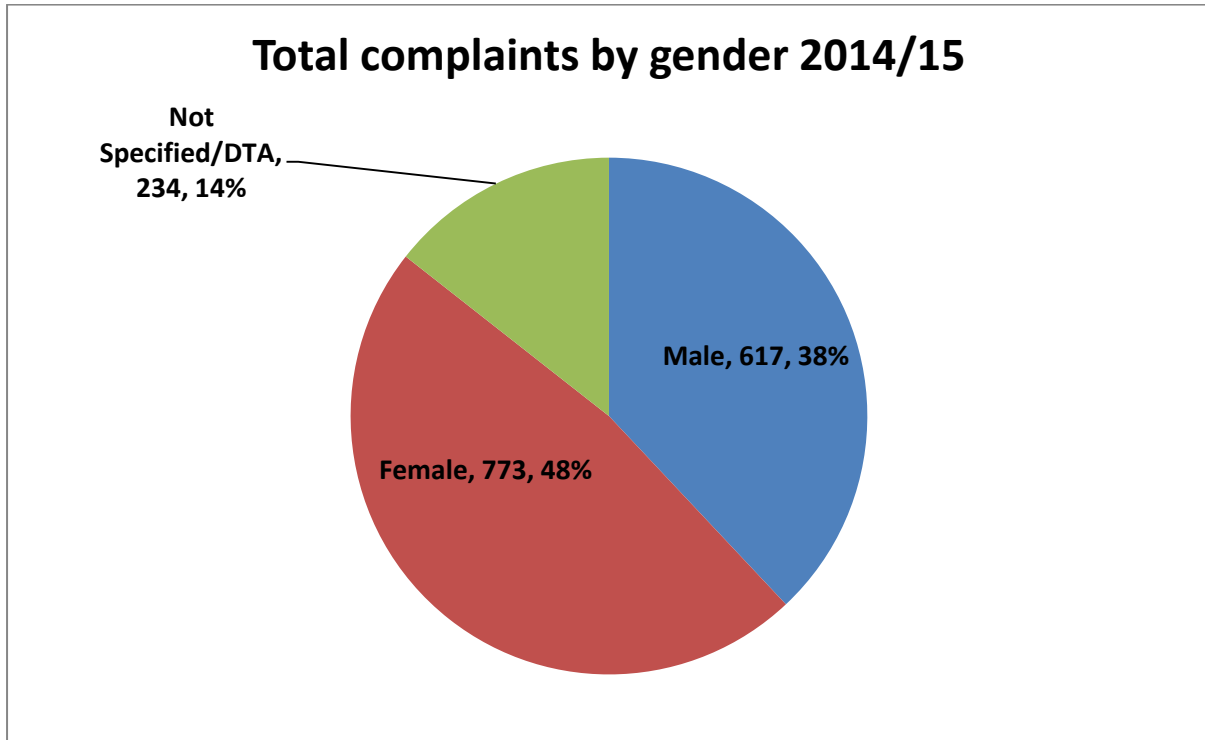
3.5 Disciplinary/Grievances

The data available regarding disciplinary, grievance, leavers, and promotions for April 2014-15 is not appropriate to publish as some data sets are fewer than ten employees at a time which may suggest trends that do not exist. Low numbers also pose a threat to the confidentiality of employees.

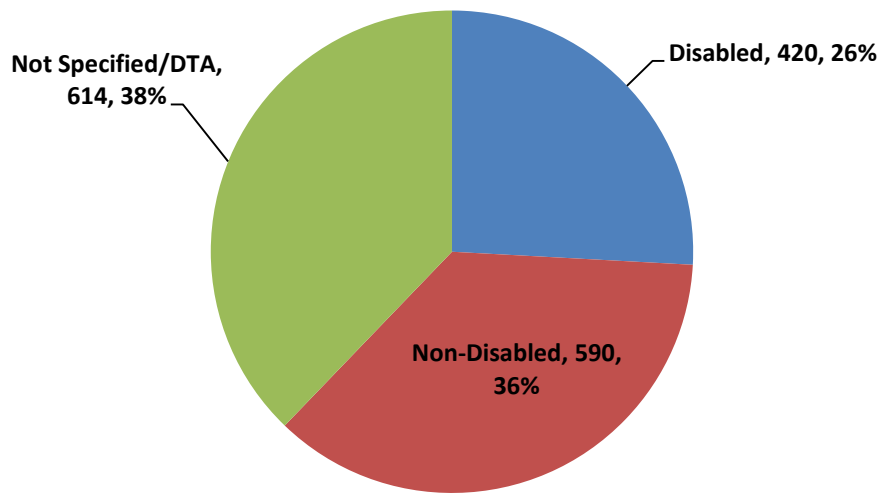
4. Customer complaints and satisfaction rates

4.1 Complaints

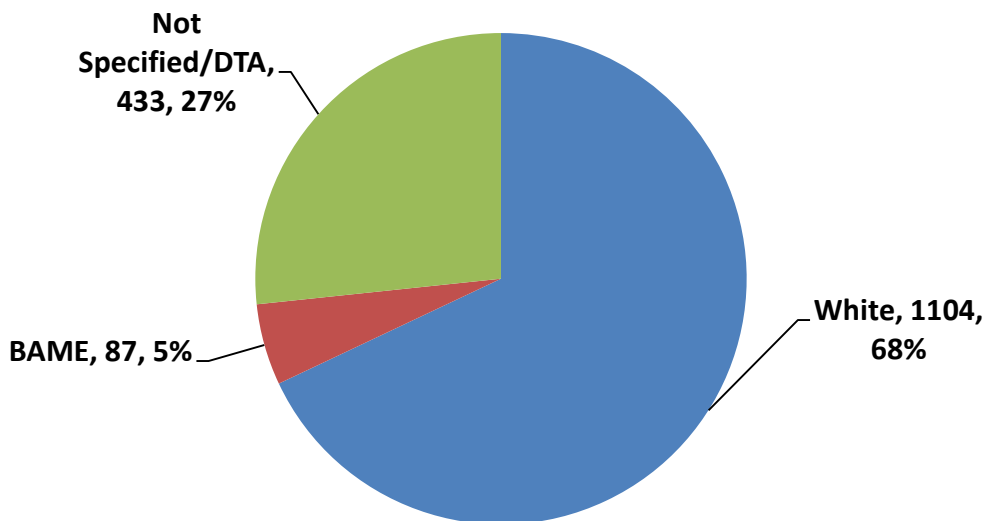
There were **1,624** complaints from April 2014 to March 2015.



Total complaints by disability 2014/15



Total complaints by ethnicity 2014/15



At first glance this suggests that residents with a disability are more likely to complain about our services. However, with a large number of unknown/did not answer responses it may be that responses more generally reflect the population of the city. Furthermore satisfaction data (see 4.2 below) does not indicate a significant difference in satisfaction levels between residents with or without a disability.

4.2 Customer satisfaction

Once a quarter the customer contact team asked questions relating to customer satisfaction. This survey is an aggregate of the four quarterly surveys carried out in 2013-14.

Please note that in some cases, numbers of responses are dependent on a combination of questions being answered. Total responses to a given question will therefore not always add up to the total number of customers surveyed.

A total of 2,124 surveys were completed.

The table below indicates respondent's satisfaction levels by ethnicity:

Ethnic Group	Ethnic composition - population of Norwich (%)	Ethnic composition of survey	Good %	Satisfactory %	Poor %	Overall satisfaction %
Black Asian Minority Ethnic group	9.2	6	77	15	8	91.74
White (including non British groups)	90.8	94	83	13	4	95.71

Numbers may not add to 100 due to rounding. Not all respondents stated their ethnic group – this is based only on those who did.

Gender: The table below indicates satisfaction levels by gender.

Gender	Number of survey responses	Good %	Satisfactory %	Poor %	Overall Satisfaction %	Overall satisfaction % (13/14)
Female	1208	81	16	4	96.18	94.48
Male	916	83	11	5	94.70	93.95

Numbers may not add to 100 due to rounding. Not all respondents stated their gender – this is based only on those who did.

Age: The table below indicates satisfaction levels by age.

Age Group	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %	Overall satisfaction % (13/14)
<=19	29	79	17	3	96.55	91.48
20-29	474	88	9	3	96.62	95.85
30-39	432	83	13	4	95.83	95.15
40-49	395	82	14	4	96.20	93.72
50-59	291	81	12	7	93.47	93.56
60-69	305	80	15	4	95.74	92.10
70-79	125	73	18	10	90.40	91.35
80-89	53	74	21	6	94.43	94.66

Numbers may not add to 100 due to rounding. Not all respondents stated their age – this is based only on those who did.

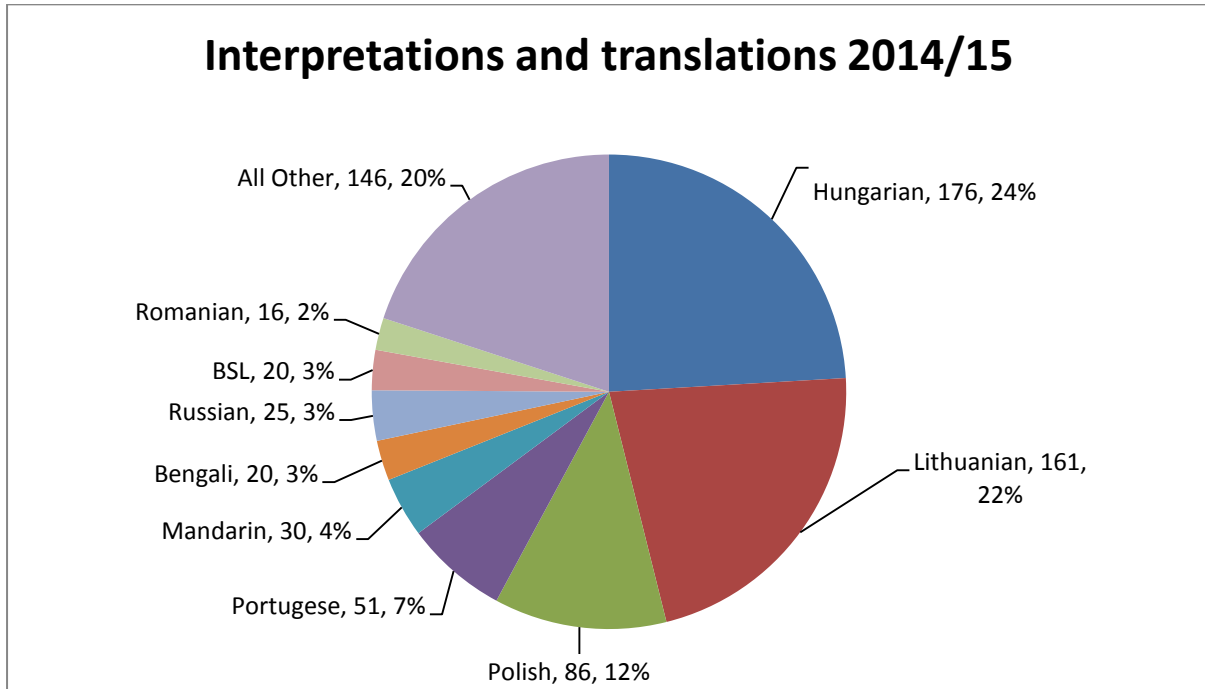
The table below indicates satisfaction levels by disability:

Disability	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %	Overall satisfaction % (13/14)
Non-disabled	1722	83	12	4	95.53	95
Disabled	376	78	16	5	94.68	90

Numbers may not add to 100 due to rounding. Not all respondents stated whether or not they had a disability – this is based only on those who did.

4.3 Interpretation and translations

We are part of INTRAN, which is a multi-agency partnership providing language services throughout the Eastern Region. INTRAN interpretation and translation requests for Norwich City Council 2014-2015 were:



This chart shows the numbers of interpreters and translators used by the council for the top most commonly requested languages during the period. The category 'other' includes all languages not otherwise listed.

We do not have precise numbers for requests for interpretation and translation, so these figures give a general idea of trends. The numbers of requests are always quite low so any conclusions about patterns are tentative. The main languages represented are broadly the same as in the previous report.

We ensure that we promote the use of professional translation services and issue reminders for employees to use them as needed.

5 ■ How we demonstrate we carry out our equality duties

5.1 Tackling hate incidents and crimes

We are members of the Hate Free Norfolk network, a Norfolk wide response to hate crimes and incidents where partner agencies work together to improve reporting and responses to incidents and crimes. This has developed in tandem with the Norfolk Community Relations and Equality Board. As part of this partnership, we have participated in and promoted the 'Hate Free Norfolk' campaign, attempting to ensure that people understand what a hate crime or incident is and how they can report it. We are organisational signatories to the Hate Free Norfolk pledge.

Hate incidents and hate crimes in Norwich and Norfolk

A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. It may or may not be a crime. A hate crime is a crime committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation.

(Q2) July 2014 - (Q1) June 2015		
Hate incidents	Norwich	Norfolk
Race	161	342
Homophobic/Transphobic	59	134
Faith	20	36
Disabled	31	78
Hate Other	3	50
Total hate incident indicators	274	640
<i>Total number of hate incidents</i>	261	598
Hate crimes	Norwich	Norfolk
Race	161	401
Homophobic/Transphobic	51	107
Faith	20	36
Disabled	28	78
Hate Other	2	39
Total hate crime indicators	262	661
<i>Hate crime totals without indicators</i>	262	661

A crime or incident can be marked with a multiple number of relevant indicator flags (this means that it could be a race and faith crime and marked as both) which is why there are two figures for totals in the period reviewed.

As noted in previous equality information reports, it is likely that the majority of hate crimes or incidents are not reported, so what we seek are higher, not lower figures. In the last period the numbers of reported incidents actually went down but the number of reported crimes went up (in both Norwich from 160 to 262 and Norfolk from 493 to 661).

For the period April 2014-March 2015, the highest category of hate incidents reported to the council related to ethnicity with 60 per cent of reports.

5.2 Domestic abuse

The council is an active partner in the Domestic Abuse Sexual Violence Board (DASVB); which as a sub group of the Norfolk Community Safety Partnership, co-ordinates partners' approaches to domestic abuse and sexual violence and ensures lessons are learned from domestic homicide reviews locally.

Employees have, as a result of this partnership, the opportunity to undertake free training on domestic abuse awareness; domestic abuse, the stalking and harassment risk model, 'honour' based abuse, female genital mutilation (FGM); domestic abuse briefing sessions, online abuse, 'sexting' and grooming available to statutory and voluntary agencies across Norfolk.

DASVB also delivers an annual domestic abuse conference for practitioners and strategic managers and co-ordinates the annual week long 'Norfolk Says No' campaign to raise awareness of domestic abuse and sexual violence, promoting healthy relationships and the support services available. This is a high profile campaign involving local dignitaries and ambassadors and involves activities and events delivered by, for, and through voluntary, statutory and corporate sector partners. This year the campaign was launched at Norwich City Council's City Hall with the message that anyone can suffer from domestic abuse. A wide range of activities took place in all four Norwich neighbourhoods, as well as the city centre, to help raise awareness of the issues and support services available. In addition, this year, a strand of the campaign called 'Norfolk Men Say No' was launched, to increase involvement of men and boys in standing up to say no to domestic abuse and sexual violence.

DASVB has also developed a 'model' domestic abuse workplace policy, as guidance for organisations to use to support employees and volunteers who are subject to domestic abuse. It holds a web page on the Norfolk County Council website with links to resources for individuals and partner organisations.

Norwich City Council was awarded white ribbon status in August 2014, following the 'Norfolk Says No' campaign, highlighting the ongoing services it provides to support victims of domestic abuse and the non acceptance of abusive behaviours by perpetrators.

Norwich City Council has been involved this year in a transformational project led by the Norfolk Community Safety Partnership to improve the county's response to domestic abuse. Four work streams have been identified for implementation this year; to provide a more co-ordinated partnership approach to commissioning, improve workforce capabilities; improve service delivery; and increase marketing and awareness. The aim of the domestic abuse change programme is: to provide more cohesive, comprehensive services which are consistent across the county; to ensure all voluntary and public sector staff are trained to have a 'public welfare responsibility'; to change how we talk about domestic abuse by reducing the stigma, making it easier to both ask about and tell about domestic abuse and then communicate this effectively across the county. Norwich City Council leads one of

these work streams and contributes to the overall programme as a partner in the change programme board.

5.3 Training undergone by Norwich City Council employees

- Leading equality and diversity (mandatory for managers)
- Equality and diversity training (mandatory for all employees)
- Mental health awareness for managers (mandatory)
- Raising mental health awareness (for employees)
- Customer Service Excellence face-to-face training (including a human rights element - mandatory)
- Human Library event
- Child sexual exploitation awareness
- Recruitment and selection training for managers (mandatory)
- Hate crime e-learning package
- Equalities and diversity e-learning package (mandatory for all new employees)
- Bullying and harassment
- Community safety problem solving
- INTRAN training
- Management training programme – modular
- Safeguarding
- Tackling drug and alcohol abuse
- Tackling hate crime
- Welfare reform act
- Warm and welcome in Norfolk
- Workshop to raise awareness of the national Prevent programme

5.4 Working with communities

We support a range of voluntary and community sector activities either through funding, support, advice or signposting, as well as undertaking some activities ourselves:

- We have held the launch of the annual Refugee Week here at City Hall for the past five years (launch attended by the Lord Mayor of Norwich or the Sheriff of Norwich and councillors).
- We have funded numerous community groups from minority communities, often applying for any funding for the first time, for activities in the city through small grants.
- We have provided grants for Norwich Mind Festival of Cultures to be held in the city centre celebrating cultural diversity in Norwich.
- Norwich Asylum Seekers and Refugees Forum (Nasref) hold regular meetings in our meeting rooms.
- We commissioned a Human Library event in The Forum to promote dialogue, reduce prejudices and encourage understanding.

- We are members of the Norfolk Community Relations and Equality Board (CREB), a new county-wide network which replaces the former county cohesion network.
- We send out regular community and neighbourhood bulletins which enable those who might not otherwise get a chance for a wider audience, e.g. media/councillors/other groups, to be aware of opportunities available to them.
- We run regular City Hall tours for communities to meet employees and councillors and gain an understanding of how the council and the democratic process works.
- LGBT History Month – we have hosted events at City Hall for three years running
- Norwich Access Group regularly receives a grant. They are a local pressure group of disabled people who are actively involved in trying to improve access for disabled people to all aspects of life in the city of Norwich and its surrounding area. This group liaises with the council's food safety team on the Business Merit scheme, which recognises firms which provide added benefits for the health and wellbeing of their customers.
- When updating our website we used the feedback from disabled volunteers with visual impairments and learning disabilities.
- We support the Women's Institute, which runs annual International Women's Day events.
- We provide financial and in-kind support to the Norwich Older People's Forum.
- We have held the launch of annual Black History Month here at City Hall for the last five years (launch attended by the Lord Mayor or Sheriff and councillors).
- Norwich Door-to-Door receive a grant to fund core costs delivering subsidised on demand ('dial a ride' type) accessible bus transport, for disabled and mobility-impaired residents.
- Age UK Norwich received a grant to provide an income maximisation service aimed at a vulnerable section of the Norwich community.
- We organise regular networking sessions for individuals, groups, organisations, agencies, and councillors from or serving communities of interest city-wide and those active in neighbourhoods
- We organise workshops and one-to-one work focusing on capacity building of community groups from communities of interest to strengthen community leadership and to support community groups from communities of interest to take action themselves.
- We organise workshops on applying for funding and improving funding applications in partnership with Voluntary Norfolk, as well as workshops on specific funds and meeting those funders, for example The Big Lottery, Tudor Trust, Norfolk County Council and Norfolk Community Foundation.
- On-going community engagement at a neighbourhood level and specifically for communities of interest working across the city.

If you would like further information about the contents of this report please contact the council by calling 01603 212368 or via email at performance@norwich.gov.uk