



# Equality Information Report 2020



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**NORWICH**  
City Council

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# Introduction

- Norwich has a long history of being a radical, innovative city. We are increasingly recognised for our strong economy, quality of life and vibrancy. But we know there are some parts of our city where there is inequality and poverty that we must continue to challenge and tackle.
- The [Norwich 2040 City Vision](#) brings the whole city, its people, businesses and institutions working together to make the Norwich of 2040 the best place to be. It will be a fair city where people care about equality; there is a fair system; and communities are diverse.
- Norwich City Council is at the heart of the city. We work creatively, flexibly and in partnership with others to create a city of which we can all be proud. We provide good services to our residents, visitors and businesses, whilst enabling people to help themselves and ensuring that those who need extra help can access it.
- Equality is a theme running throughout our [Corporate Plan 2019-22](#) which supports our vision to make Norwich a fine city for all by putting people and the city first. [The State of Norwich](#) provides statistical information about Norwich - people, place, economy and wellbeing.
- This Equality Information Report 2020 forms part of Norwich City Council's demonstration of its legal compliance against the Public Sector Equality Duty (PSED) which is part of the Equality Act 2010.





# Equality Act 2010

As part of the **Equality Act 2010**, the council must demonstrate due regard to three general equality duties across its 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.

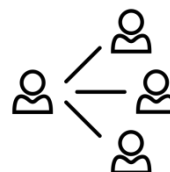
The council must also publish **equality data** about the people:

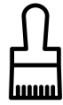


who **live** in Norwich

who **work** at the council

who **use** its services.

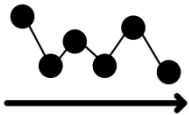
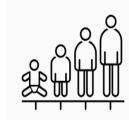




# Report format



The **report** has been **revised** to make it more **infographic** lead, so that the key messages are **clearer**.



It includes brief **commentary** on some of the **key data**, especially where there are notable **changes** or local **variances**.



**Information** is mainly provided at a **city level**, where data is also available at **regional** and **national levels**, this has been **included**.



Data sources are referenced at the end of the report.



## Further information

If you would like further information about the contents of this report please:



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If you would like this report in another format:



language



braille



audio CD



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[www.norwich.gov.uk/intran](http://www.norwich.gov.uk/intran)



0344 980 3333

# Our residents





# Our residents



## Ethnicity

	Norwich	Norfolk	England
<b>Total White</b>	<b>90.8%</b>	<b>96.4%</b>	<b>86.0%</b>
White non-British	6.1%	4.0%	5.5%
<b>Total Black, Asian or minority ethnic group</b>	<b>9.2%</b>	<b>3.5%</b>	<b>14.0%</b>
Asian/Asian British	4.4%	1.6%	7.5%
Black/African/Caribbean/Black British	1.6%	0.6%	3.3%
Mixed heritage	2.3%	1.1%	2.2%
Other ethnic group	0.8%	0.2%	1.0%

## Age



	Norwich	Norfolk	England
<b>0-14</b>	16.2%	16.0%	18.2%
<b>15-39</b>	42.9%	28.1%	32.0%
<b>40-64</b>	26.0%	31.8%	31.7%
<b>65-84</b>	12.5%	21.0%	15.7%
<b>85+</b>	2.3%	3.4%	2.4%

## Gender



<b>Female</b>	50.40%
<b>Male</b>	49.60%

**141,137 people live in Norwich**

## Disability

Day to day activity limited due to disability (all ages)

### Physical Disability 18-64 year olds

	Moderate	Serious
<b>Norwich</b>	6.8%	1.9%
<b>England</b>	7.8%	2.3%



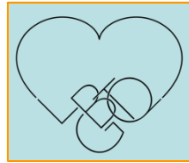
	A little	A lot	Total
<b>Norwich</b>	9.8%	8.6%	18.4%
<b>Norfolk</b>	11.0%	9.3%	20.3%
<b>England</b>	9.3%	8.3%	17.6%



# Our residents

## Sexual orientation

At least 2/5 respondents to the national LGBT survey 2018 had experienced verbal harassment or physical violence due to their sexual orientation in last 12 months. More than 9/10 of the most serious incidents went unreported as they felt, "it happens all the time".



	East	England	UK
<b>Heterosexual or straight</b>	95.3%	92.7%	93.2%
<b>Gay or lesbian</b>	0.8%	1.3%	1.3%
<b>Bisexual</b>	0.7%	0.8%	0.7%
<b>Other</b>	1.0%	0.6%	0.6%
<b>Don't know or refuse</b>	2.3%	4.5%	4.1%

% Estimates based on Annual Population Survey



## Religion or belief

	Norwich	Norfolk	England
<b>Christian</b>	44.9%	61.0%	59.4%
<b>Buddhist</b>	0.7%	0.3%	0.5%
<b>Hindu</b>	0.8%	0.3%	1.5%
<b>Jewish</b>	0.2%	0.1%	0.5%
<b>Muslim</b>	2.0%	0.6%	5.0%
<b>Sikh</b>	0.1%	0.1%	0.8%
<b>Other</b>	0.7%	0.5%	0.4%
<b>No religion</b>	42.5%	29.6%	24.7%
<b>Not stated</b>	8.2%	7.6%	7.2%



## Marriage and civil partnership

	Norwich	England
<b>Single (never married or never registered a same-sex civil partnership)</b>	46.9%	34.6%
<b>Married</b>	33.4%	46.6%
<b>In a registered same-sex civil partnership</b>	0.3%	0.2%
<b>Separated (but still legally married or still legally in a same-sex civil partnership)</b>	2.6%	2.7%
<b>Divorced or formerly in a same-sex civil partnership which is now legally dissolved</b>	10.7%	9.0%
<b>Widowed or surviving partner from a same-sex civil partnership</b>	6.1%	6.9%



# Our residents

## Gender reassignment



No reliable data is available but it is estimated that around 1% of the UK population is to be gender variant.

## Pregnancy and maternity



### Births in 2018

Norwich	1,530
Norfolk	8,436
England and Wales	657,076

### Age of birth mothers in England and Wales

	Under 20	20 to 24	25 to 29	30 to 34	35 to 39	40 and over
England & Wales	3.0%	14.4%	28.0%	31.9%	18.4%	4.3%

## Looked after children

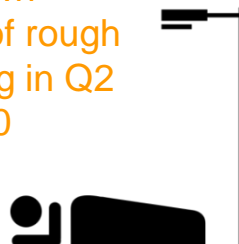


Number and rate per 10,000 children aged under 18 as at 31 March 2019

	Number	Rate
Norfolk	1,188	70
East of England	6,740	50
England	78,150	65

## Rough sleepers

60 known cases of rough sleeping in Q2 2019/20



## Carers

	Norwich	England
1-19 hours of unpaid care	5.7%	6.5%
20-49 hours of unpaid care	1.1%	1.4%
50+ hours of unpaid care	2.2%	2.4%



# Our residents

## Socio-Economic Classification (NS-SEC)

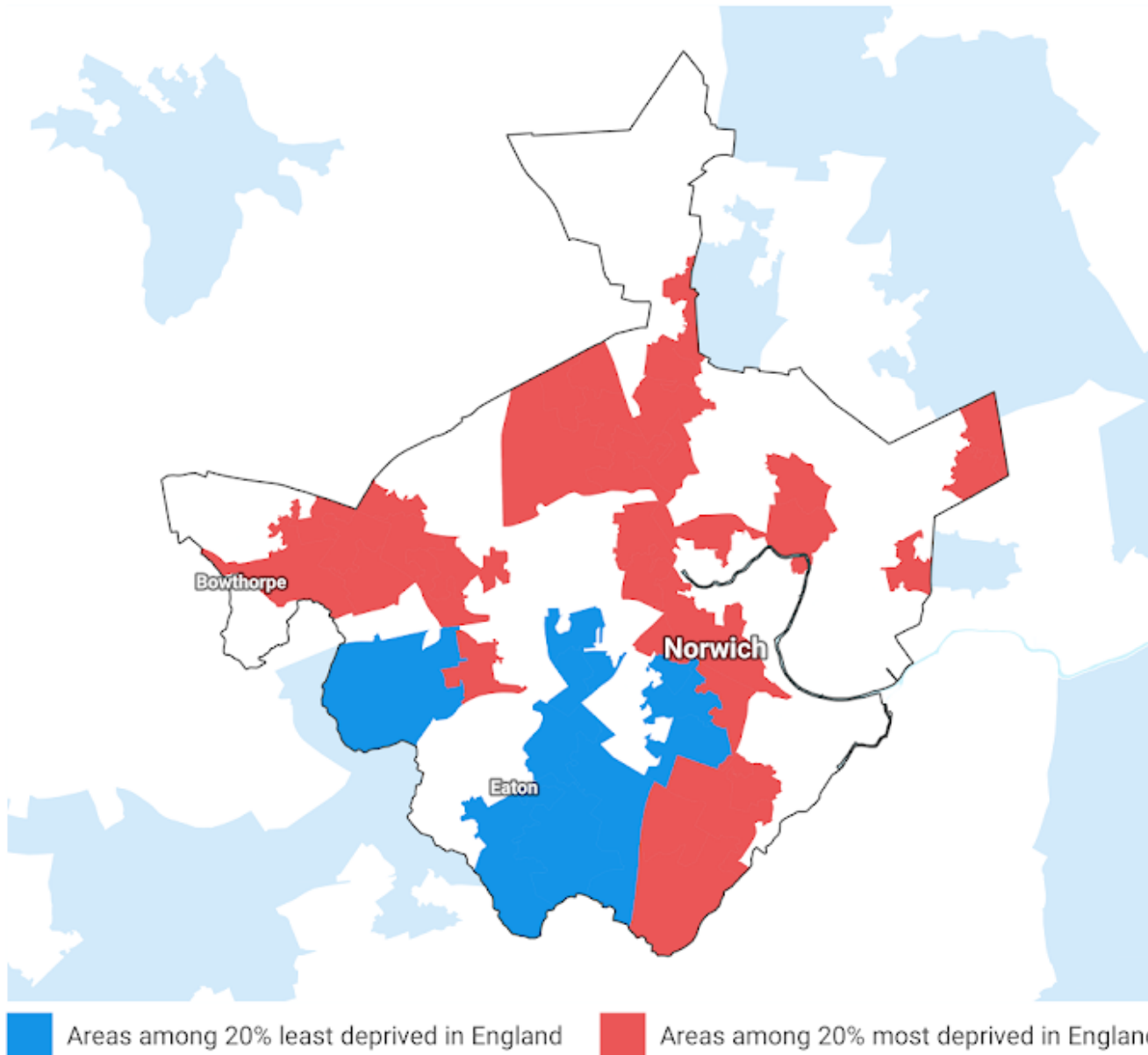


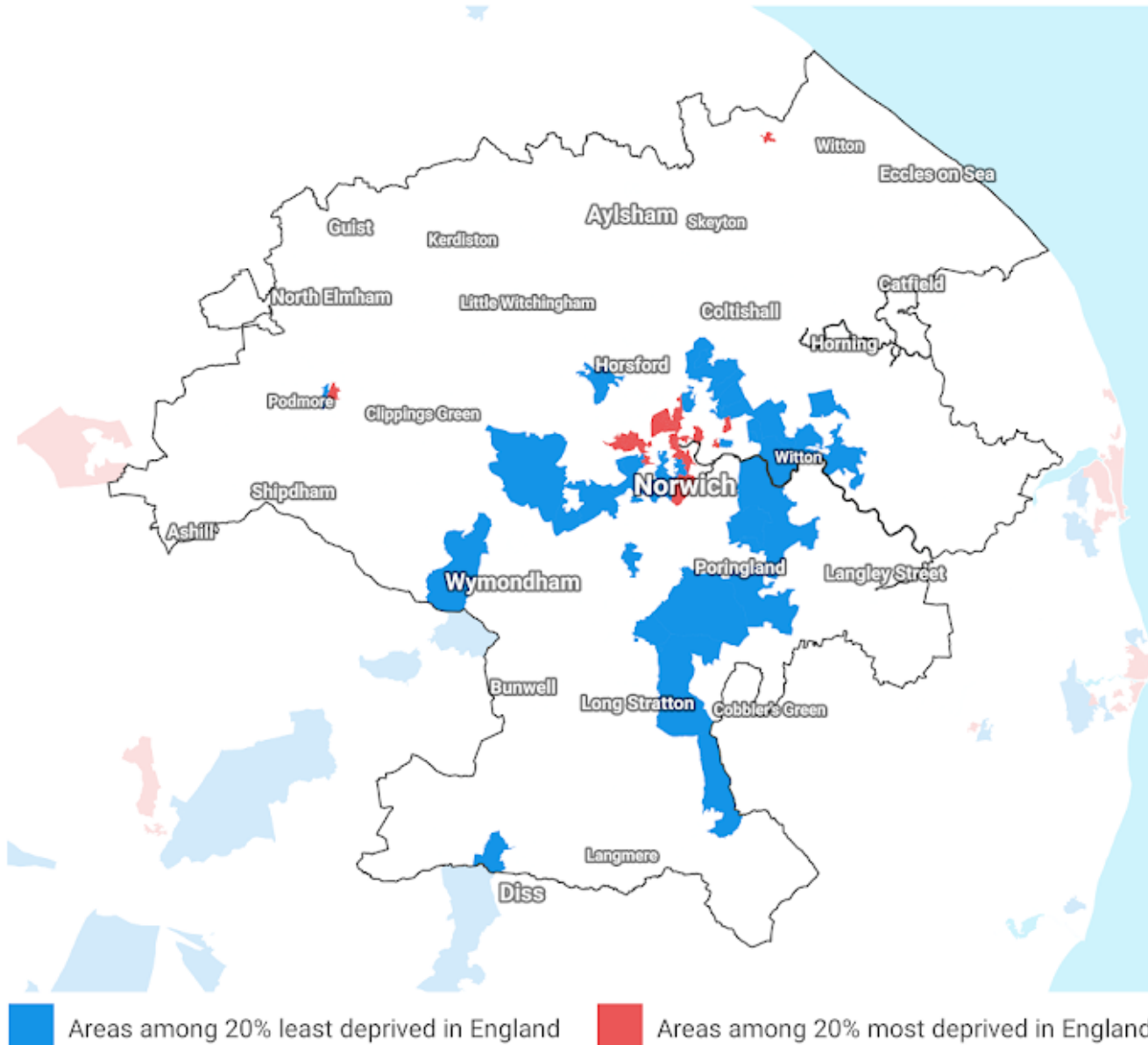
Socio-Economic Classification (2011)									
	1	2	3	4	5	6	7	8	L15
<b>Norwich</b>	9.3%	18.4%	10.9%	6.8%	6.5%	15.3%	12.6%	5.4%	14.8%
<b>Norfolk</b>	8.3%	19.7%	12.5%	11.2%	8.0%	17.1%	12.4%	3.9%	6.8%
<b>England</b>	10.4%	20.9%	12.8%	9.4%	6.9%	14.0%	11.0%	5.6%	9.0%

Socio-Economic Classification Key	
1.	Higher managerial and professional occupations (e.g. directors, clergy and medical practioners)
2.	Lower managerial and professional occupations (e.g. teachers, nurses and journalists)
3.	Intermediate occupations (e.g. travel agents, medical secretaries and police officers)
4.	Small employers and own account workers (e.g. taxi-cab drivers, product designers)
5.	Lower supervisory and technical occupations (e.g. electricians, train drivers, bakers)
6.	Semi-routine occupations (e.g. traffic wardens, dental workers and scaffolders)
7.	Routine occupations (e.g. cleaners, waiters/waitresses)
8.	Never worked and long-term unemployed
L15.	Full-time students

# 11:33

This is the 20:20 Index which shows the ratio of small areas (LSOAs) within the Local Authority that are among the 20% least (blue) or 20% most (red) deprived nationally based on income, showing local economic imbalance.





**47:35**

This is the 20:20 Index which shows the ratio of small areas (LSOAs) within the Travel to Work Area that are among the 20% least (blue) or 20% most (red) deprived nationally based on income, showing local economic imbalance.



# Our residents - commentary



A revised method for calculating **population** estimates provides more accurate figures, shown in the table below:

	Norwich	East of England	Great Britain	% increase in Norwich on previous year
<b>2014</b>	136,600	6,017,300	62,756,300	
<b>2015</b>	138,100	6,076,000	63,258,400	1.1%
<b>2016</b>	139,900	6,129,000	63,785,900	1.3%
<b>2017</b>	140,400	6,168,400	64,169,400	0.4%
<b>2018</b>	141,137	6,201,214	64,553,900	0.5%



**Disability** figures remain relatively **consistent**. This year estimated figures for those with a moderate or serious disability are included, showing Norwich to have **below** the national average in both cases.



Over the last year there has been a rise in the number and rate of **Looked after children** at a national, regional and local level. However, the local rate remains higher than both the regional and national rate.



The number of individual rough sleepers found sleeping rough in quarter 2 has risen, however this could be due to Pathways reaching more people.



As can be seen, at the time of the most recent census, the proportion of full-time **students** was **higher** in Norwich than in Norfolk or England.

# Hate Crimes & Incidents



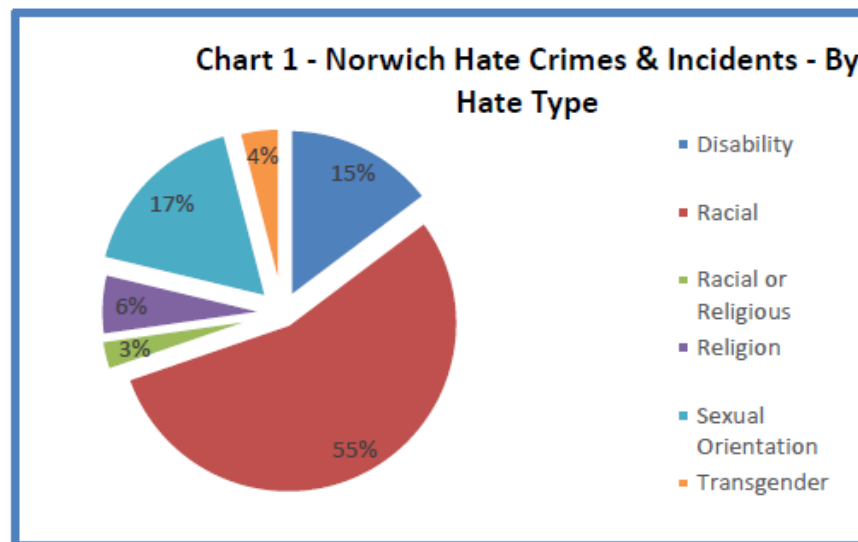


# Hate crimes and incidents

Type of Hate Crime or Incident		Norwich Total	Norfolk Total	% of crime and incident types in Norwich as a proportion of Norfolk
Crimes	Hate Crime – Disability**	70	185	37.8%
	Hate Crime - Racial	271	653	41.5%
	Hate Crime - Racial or Religious*	18	48	37.5%
	Hate Crime - Religion	26	55	47.2%
	Hate Crime - Sexual Orientation	82	160	51.2%
	Hate Crime - Transgender	11	36	30.5%
<b>Crimes Total</b>		<b>478</b>	<b>1137</b>	<b>42.0%</b>
Incidents	Hate Incident - Disability**	18	60	30.0%
	Hate Incident - Racial	58	143	40.5%
	Hate Incident - Religion	10	19	52.6%
	Hate Incident - Sexual Orientation	21	48	43.7%
	Hate Incident - Transgender	13	20	65.0%
<b>Incidents Total</b>		<b>120</b>	<b>290</b>	<b>41.3%</b>

Data covers the period:

**01/04/18 – 31/03/19**





# Hate crimes and incidents - commentary

	<p>A <b>hate incident</b> is any incident which is <b>perceived</b> by the person, or any other person as being <b>motivated</b> by <b>prejudice</b> or hatred. It may or may not be a crime. A <b>hate crime</b> is a crime <b>committed</b> against someone because of their <b>protected characteristic</b>.</p>
	<p>There is an overall <b>drop</b> in the number of <b>hate crimes and incidents</b> being recorded in <b>Norwich</b> (10%) and Norfolk (15%) compared with last year.</p>
	<p>However, whilst the figures overall have fallen, the percentage of crime and incidents taking place in Norwich as a proportion of Norfolk has <b>increased</b> slightly from 40% to 42% during the last year.</p>
	<p>The slight <b>increases</b> by hate crime or incident type are for <b>sexual orientation</b> and <b>racial or religious</b>, with a <b>fall</b> in <b>transgender</b> and <b>disability</b>.</p>
	<p>It is likely that the majority of hate crimes or incidents are not reported; therefore <b>higher figures do not always represent more crime</b>, but possibly more reported crime due to more awareness or confidence in reporting. However, if a trend of significant increases continues year on year high, further investigation should be considered to determine whether more can be done across our communities to bring about behavioural change.</p>

# Supporting Communities

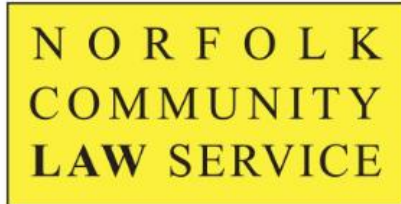




# Supporting Communities



The council has funded and/or supported the following projects, and organisations over the last year. This is not a complete list.



Creating Connections | Building Communities



NORWICH INDEPENDENT LIVING GROUP

# Our Customers





## Our customers (tenants)



### Gender

<b>Male</b>	41.6%
<b>Female</b>	58.4%

### Disability



<b>Not disabled</b>	67.6%
<b>Disabled</b>	30.9%
<b>Unknown</b>	1.1%

The data on this page relates to the named Norwich City Council tenant, and not all occupants of the household, as of November 2019.

### Ethnicity



<b>Total white</b>	<b>94.0%</b>
White British	86.3%
White non-British	7.7%
<b>Total black, asian or minority ethnic group</b>	<b>6.1%</b>
Black/African/Caribbean/Black British	2.0%
Asian/Asian British	1.3%
Mixed heritage	1.0%
Other ethnic group	1.8%

### Age



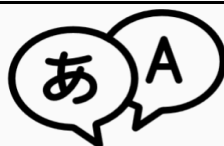
<b>15-24</b>	4.7%
<b>25-34</b>	17.2%
<b>35-44</b>	17.8%
<b>45-54</b>	19.4%
<b>55-59</b>	8.0%
<b>60-64</b>	6.6%
<b>65-74</b>	13.2%
<b>75-84</b>	8.4%
<b>85+</b>	4.6%



# Our customers (all services)

## Translations & interpretations

LANGUAGE	BOOKINGS	% OF BOOKINGS
LITHUANIAN	89	18.3%
HUNGARIAN	54	11.1%
ARABIC	51	10.5%
PORTUGUESE	42	8.6%
VIETNAMESE	40	8.2%
KURDISH - SORANI	37	7.6%
MANDARIN	33	6.8%
POLISH	18	3.7%
BENGALI	12	2.5%
RUSSIAN	12	2.5%
BENGALI-SYLHETI	12	2.5%
FARSI	11	2.3%
TURKISH	11	2.3%
ROMANIAN	10	2.1%
BULGARIAN	10	2.1%
SPANISH	10	2.1%
OTHER	35	7.2%
<b>TOTAL</b>	<b>487</b>	



## Complaints

	Number	Percentage
<b>Ethnicity</b>		
White	829	50.8%
BAME	33	2.0%
Not specified / DTA	771	47.2%
<b>Gender</b>		
Female	634	38.8%
Male	465	28.5%
Not specified / DTA	534	32.7%
<b>Disability</b>		
Non disabled	540	33.1%
Disabled	212	13.0%
Not specified / DTA	881	53.9%
<b>Age</b>		
<=19	0	0.0%
20 - 29	121	7.4%
30 - 39	168	10.3%
40 - 49	182	11.1%
50 - 59	172	10.5%
60 - 69	105	6.4%
70 - 79	94	5.8%
80 - 89	22	1.3%
90 - 99	5	0.3%
Not specified / DTA	764	46.8%
<b>Total no of complaints 2018-19</b>	<b>1947</b>	



## Our customers- commentary



Information relating to **Norwich City Council tenants** has seen very little change over the last 12 months. However, please note that the figure given in last year's report for the Ethnicity of tenants: Total black, Asian or minority ethnic group was reported as 5.3%, but this should be 6%.



The council has provided slightly more translations and interpretations for its customers this year, with the number of languages increasing from 10 to 16 plus other.



This year sees **no increase** in the number of **complaints** received.



The **ethnicity breakdown** of complainants remains largely **unchanged** from last year, as does the **gender split**. However almost half of complainants did not specify or declined to give their ethnicity, along with 32% of complainants not providing information regarding their gender.



There are marked changes compared with last year in the number of **complainants** who do (from 25% to 13%) and do not (from 33.7% to 53.9%) specify or decline to say whether they have a disability. This is also the case with the **age** of complainants between **90** and **99 dropping from 10% to 0.3%**, and those not specifying an age **increasing** from 31.6% to 46.8%. More research needs to be carried out to see what the main issues were and if they are related to the change in how customers can access help and support.

# Our Economy





# Our economy

## Pay



	Median hourly pay (Residents)		
	Male full-time	Female full-time	Total full-time
Norwich	£13.07	£11.90	£12.83
East of England	£16.06	£14.26	£15.33
Great Britain	£15.44	£13.99	£14.88

	Median hourly pay (Workplace)		
	Male full-time	Female full-time	Total full-time
Norwich	£13.57	£12.50	£13.10
East of England	£15.11	£13.42	£14.41
Great Britain	£15.43	£13.98	£14.87

## Employment

Claimant count by gender (October 2019)			
	Norwich	East of England	Great Britain
All people	3.1%	2.2%	2.9%
Males	3.8%	2.4%	3.3%
Females	2.5%	2.0%	2.4%

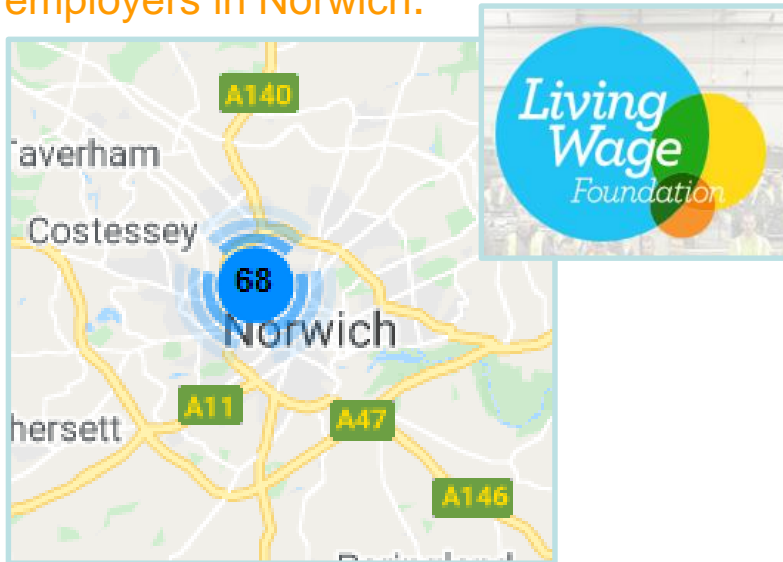
Claimant count by age group (October 2019)			
	Norwich	East of England	Great Britain
Aged 16+	3.1%	2.2%	2.9%
Aged 16 to 17	0.4%	0.2%	0.3%
Aged 18 to 24	2.9%	3.3%	4.0%
Aged 18 to 21	3.0%	3.6%	4.3%
Aged 25 to 49	3.4%	2.3%	3.1%
Aged 50+	3.2%	1.8%	2.4%



# Our economy

## Living Wage

There are **68** accredited living wage employers in Norwich.



100% of employees working on contracts with a value over £25k tendered by Norwich City Council are paid the Living Wage Foundation's living wage.



## Digital Inclusion

**People supported from October 2018 to September 2019**

### Age group

Under 25	18
25-65	236
65+	78

### Type of Support/Activity

Foundation skills	66
Problem solving skills	100
Communicating skills	120
Handling info & content skills	36
Transacting skills	247
Being safe, legal & confident online	20



# Our economy - commentary



The median full-time hourly pay for **residents** in Norwich has **increased** in line with national and regional figures since the last report.



The **pay gap** between males and females **working** in Norwich, which includes those residing outside the city council's boundary, has **decreased** by **55%** (from £2.36 to £1.07 per hour). In the previous report, this gap had seen a significant increase of 35% over the 12 month period.



For **every indicator** relating to **pay**, Norwich is **below** the East of England and national **average**.



In the past 12 months there has generally been an **increase** in the proportion of **residents economically inactive**. Therefore in Norwich, a greater than average number of residents need to claim benefit to support their income, compared with both at a regional and a national level.

A caveat to the district level data for pay and employment is that due to a smaller sample size, some of the results contain a reasonably large margin of error.



Please note that the claimant count data has been updated to include Universal Credit claimants. However, the statistics are currently classed as experimental.

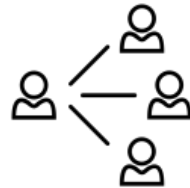


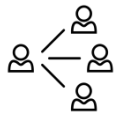
There has been an **increase** in the number of **living wage employers** from 57 to 68.



There has been an 121% **increase** in the number of residents receiving digital support over the last year, with the type of support /activity provided also **increasing** by 224%.

# Council Employees





# Council Employees

## Gender



Male	42%
Female	58%

## Disability



Yes	12%
No	75%
Unknown	14%

The data from this page is for the period April 2018 - March 2019 & taken from internal records.

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, who have a disability and match the gender imbalance.

As of 31<sup>st</sup> March 2019, there were **651** employees of Norwich City Council



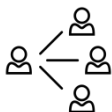
## Ethnicity

Non-white	3%
White	92%
Unknown	5%

## Age



16-29	6%
30-44	36%
45-59	46%
60-64	9%
65+	2%



# Council Employees

## Training

**2631** corporate training sessions attended



<b>Male</b>	40%
<b>Female</b>	60%
<b>Disability</b>	9%
<b>No Disability</b>	70%
<b>Unknown</b>	21%
<b>Non-white</b>	3%
<b>White</b>	88%
<b>Unknown</b>	9%

### Age

<b>16-29</b>	10%
<b>30-44</b>	43%
<b>45-59</b>	41%
<b>60-64</b>	5%
<b>65+</b>	1%



## Gender pay gap (snapshot date 31 March 2018)

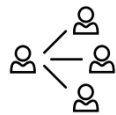
**Hourly wages pay gap:** Women earn £1 for every £1 that men earn when comparing median hourly wages. Women's median hourly wage is 3% higher than men's. Women's mean hourly wage is 3% lower than men's due to the higher prevalence of part-time female workers.



## Recruitment

	Ethnicity			
	White	Non-white	Unspecified	Totals
Applicants	609	60	41	710
Shortlisted	387	44	24	455
Offered	95	4	14	113
	Disabled			
	Yes	No	Unspecified	Totals
Applicants	64	460	186	710
Shortlisted	48	284	123	455
Offered	9	71	33	113
	Gender			
	Female	Male	Unspecified	Totals
Applicants	336	338	36	710
Shortlisted	204	228	23	455
Offered	53	50	10	113

	Women	Men
<b>Top quarter (highest paid)</b>	55.3%	44.7%
<b>Upper middle quarter</b>	65.2%	34.8%
<b>Lower middle quarter</b>	57.8%	42.2%
<b>Lower quarter (lowest paid)</b>	55.9%	44.1%



# Council Employees - commentary



	The data for disciplinary, grievance, leavers and promotions for the year 2018/19 is not appropriate to publish as the datasets are based on fewer than ten employees and the lower number poses a threat to employee confidentiality.
	Overall there has been a small <b>increase</b> in the number of posts recruited to, 110 last year and 113 this year.
	The proportion of employees with a <b>disability</b> remains largely <b>unchanged</b> , and there is still an <b>under-representation</b> of Black, Asian and Minority Ethnic (BAME) employees.
	The percentage of employees by <b>age</b> range again remains largely <b>unchanged</b> with the majority of employees between 30 and 59 years old which reflects the working age population. However, there continues to be an <b>under representation</b> of <b>younger employees</b> .
	There are no further updates in terms of the other protected characteristics since the last report.
	Employees attending corporate training courses has <b>increased</b> by 35%.
	From 2017, organisations with 250 or more employees have been legally obliged to publish and report specific figures on their gender pay gap. Data for 31 March 2019 is due to be reported by 30 March 2020 on our website and GOV.UK <a href="https://gender-pay-gap.service.gov.uk/">https://gender-pay-gap.service.gov.uk/</a>


















# Data Sources



# Data sources






## Our residents

	<b>Population</b>	Mid-year population estimates 2018, ONS
	<b>Ethnicity</b>	Census 2011
	<b>Disability</b>	Census 2011 & ONS estimated physical disability 18-64 year olds (2016)
	<b>Gender</b>	Mid-year population estimates 2018, ONS
	<b>Age</b>	Mid-year population estimates 2018, ONS
	<b>Sexual orientation</b>	Annual Population Survey (2017)
	<b>Religion</b>	Census 2011
	<b>Marriage/ Civil P'ship</b>	Census 2011
	<b>Gender reassignment</b>	NHS Gender Dysphoria
	<b>Looked After Children</b>	Department of Education, children looked after 2018-19
	<b>Pregnancy/ maternity</b>	Birth summary statistics 2018, ONS
	<b>Rough sleepers</b>	St Martin's Housing Trust Q2 statistical report 2019-20
	<b>Carers</b>	Census 2011
	<b>Socio-Economic Classification</b>	Census 2011
	<b>Hate crime</b>	Norfolk Police: Hate Crimes & Incidents in Norwich 01/04/2018 – 31/03/2019

# Data sources



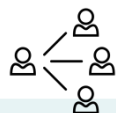
## Our customers

	<b>Our tenants</b>	All data based on our lead tenants as of November 2019
	<b>Complaints</b>	Formal complaints received by the council for 2018-19
	<b>Translations</b>	Data from INTRAN for 2018-19



## Our economy

	<b>Pay</b>	Annual hours and earnings survey, ONS, 2018
	<b>Employment</b>	Claimant Count rate unemployment, Oct 2019, ONS
	<b>Living wage</b>	Living Wage Foundation Accreditation list November 2019 & Internal procurement records November 2019
	<b>Digital inclusion</b>	Internal digital inclusion records November 2019



## Norwich City Council employees

	<b>Our employees</b>	Internal Human Resources data for 2018-19 and as at 31/03/2019
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