



Equality Information Report 2021



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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 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.

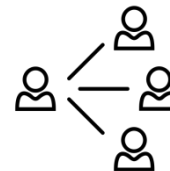
The council must also publish **equality data** about the people:



who **live** in Norwich

who **work** at the council

who **use** its services.

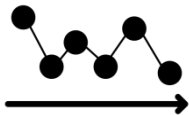




Report format



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



large print



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0344 980 3333

Our residents





Our residents



Age

	Norwich	Norfolk	England
0-14	16.1%	16.0%	18.1%
15-39	42.9%	27.8%	31.8%
40-64	26.0%	31.7%	31.7%
65-84	12.7%	21.1%	15.9%
85+	2.4%	3.4%	2.5%



Population

Norwich	Norfolk	England
140,573	907,760	56,286,961



Gender

	Norwich	Norfolk	England
Male	49.6%	49.1%	49.4%
Female	50.4%	50.9%	50.6%



Ethnicity

	Norwich	Norfolk	England
Total White	90.8%	96.4%	86.0%
White non-British	6.1%	4.0%	5.5%
Total Black, Asian or minority ethnic group	9.2%	3.5%	14.0%
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%

Our residents



Disability

Equality Act disability

	Norwich	Norfolk	England
Disabled aged 16-64	16.7%	13.3%	12.1%
Work-limiting disabled aged 16-64	16.4%	10.7%	10.0%
Disabled or work-limiting disabled aged 16-64	19.3%	14.7%	13.3%
Not disabled aged 16-64	47.5%	42.8%	48.2%

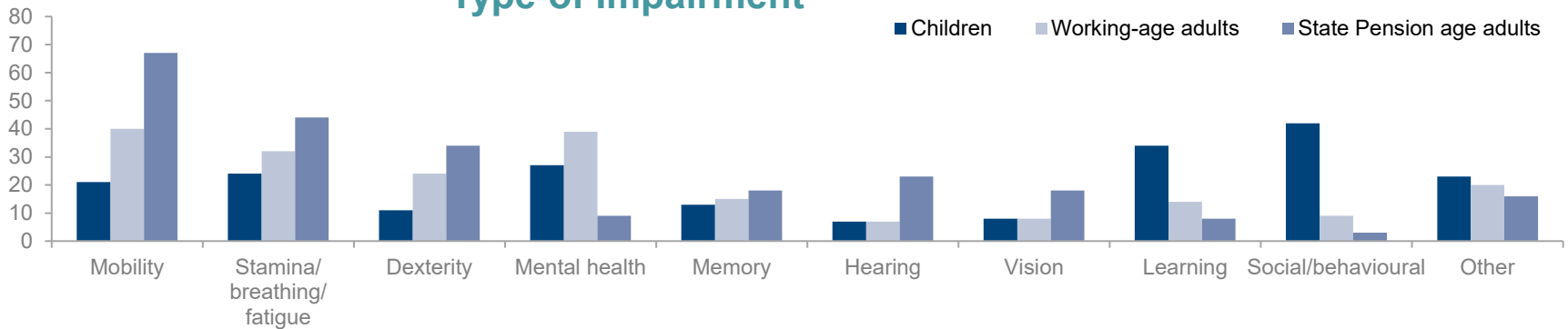
Mental health

	Norwich	Norfolk	England
Population aged 16 to 64 with common mental disorders	15.7%	13.0%	13.5%
Population aged 65 + with common mental disorders	1.7%	2.4%	1.80%

Day to day activities

	Norwich	Norfolk	England
Limited a lot	8.6%	9.1%	8.3%
Limited a little	9.8%	11%	9.3%
Not limited	81.6%	79.9%	82.4%

Percentage of disabled people UK



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Our residents



Religion or belief

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

Marriage + civil partnership

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

Sexual orientation



	Norwich*	Norfolk*	East	England
Heterosexual/straight	94.1%	96.3%	96.1%	94.4%
Gay or lesbian	2.6%	1%	1.1%	1.4%
Bisexual	2.9%	0.8%	1%	0.9%
Other	u**	0.2%	0.5%	0.6%
Don't know or refuse	u**	1.6%	1.4%	2.8%

* based on 3 year pooled APS dataset for 2016 to 2018

** values suppressed as based on sample of less than 3 people & considered unreliable



Our residents

Gender reassignment



No reliable data is available until Census 2021 but it is estimated that around 1% of the UK population is to be gender variant.

Pregnancy and maternity



Births in 2019

Norwich	1,471
Norfolk	8,083
England	610,505
England & Wales	640,209

Age of birth mothers in England

2019	Under 20	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 and over
East	2.4%	12.5%	27.4%	33.8%	19.3%	4.3%	0.3%
England	2.7%	13.4%	27%	32.9%	19.3%	4.3%	0.4%

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

Known rough sleepers

Q3 2019/20	49
Q4 2019/20	65
Q1 2020/21	51
Q2 2020/21	44



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)

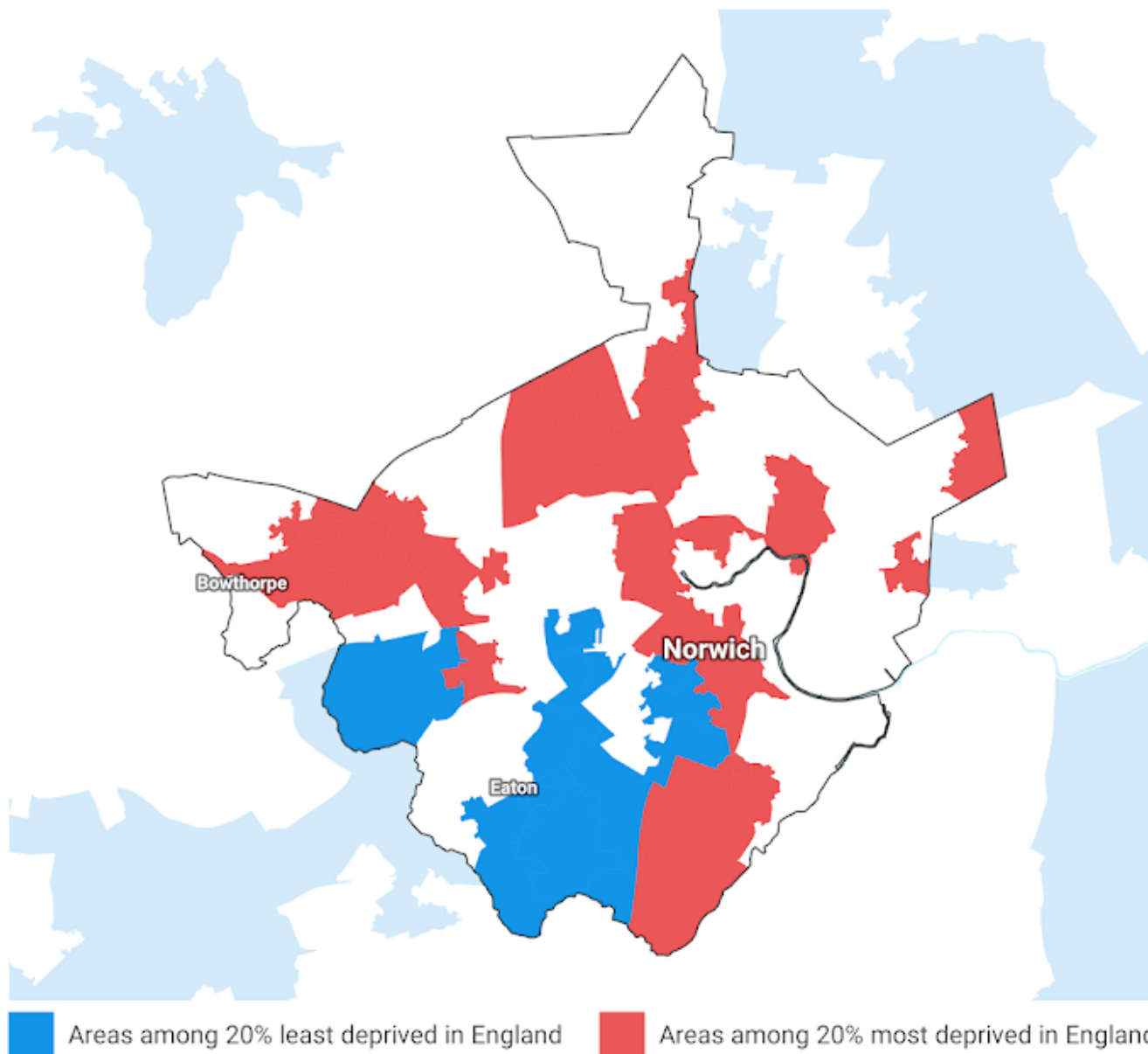


Socio-Economic Classification (2011)									
	1	2	3	4	5	6	7	8	L15
Norwich	9.3%	18.4%	10.9%	6.8%	6.5%	15.3%	12.6%	5.4%	14.8%
Norfolk	8.3%	19.7%	12.5%	11.2%	8.0%	17.1%	12.4%	3.9%	6.8%
England	10.4%	20.9%	12.8%	9.4%	6.9%	14.0%	11.0%	5.6%	9.0%

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

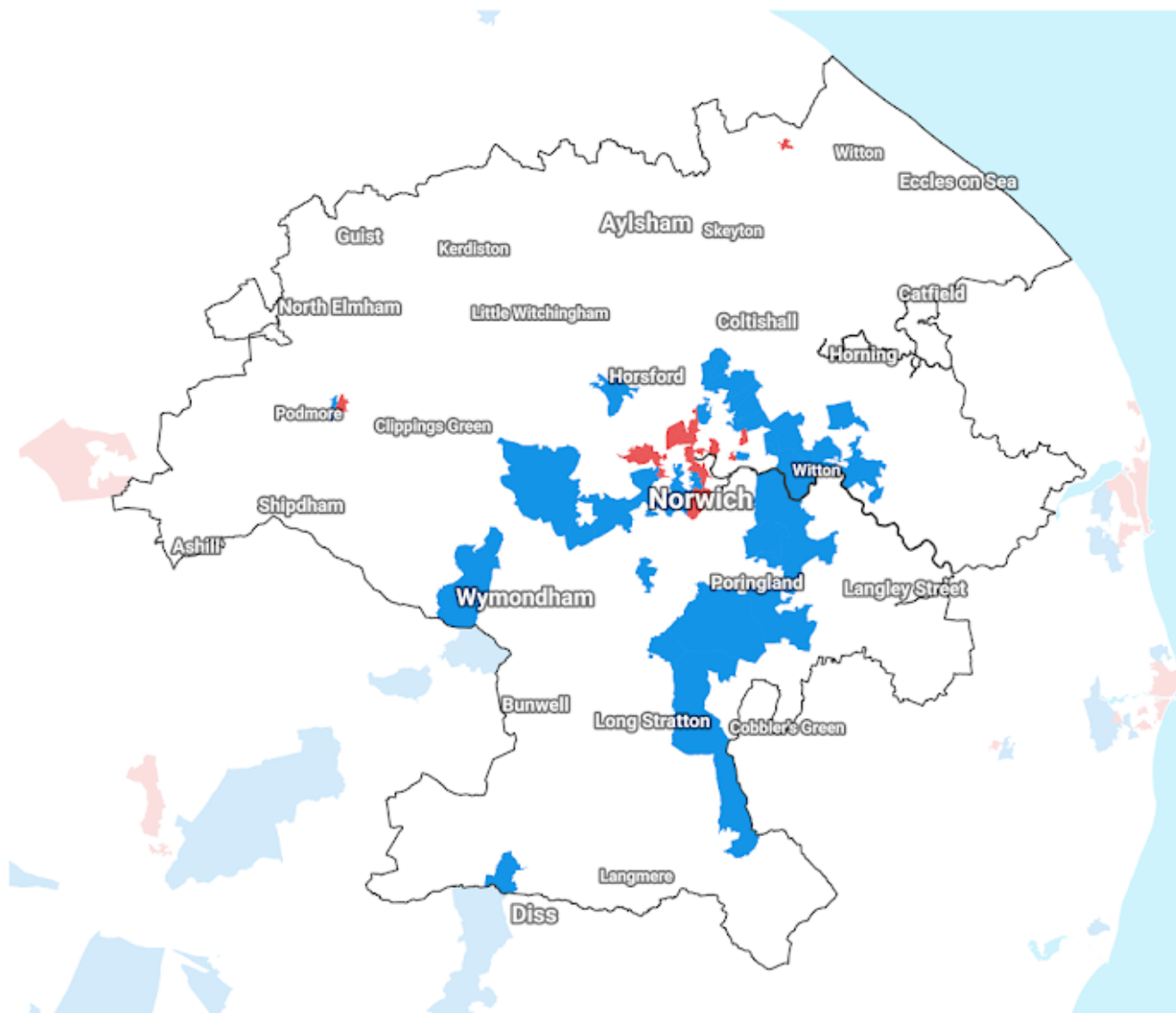
This is the 20:20 Index which shows the ratio of small areas within the Local Authority that are among the 20% least (blue) or 20% most (red) deprived nationally based on income, showing local economic imbalance.



NORWICH

Economic imbalance

TRAVEL TO WORK AREA



47:35

This is the 20:20 Index which shows the ratio of small areas 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.

■ Areas among 20% least deprived in England ■ Areas among 20% most deprived in England



Our residents - commentary



There is slight drop in population figures for Norwich, see population estimates table below, with less births in the last year but slight growths in the higher age brackets, reflecting the national trend that people are living longer (see Age table on page 8 and Births table on page 10).

-	Norwich	East of England	Great Britain	% increase in Norwich
2015	138,100	6,076,000	63,258,400	1.1%
2016	139,900	6,129,000	63,785,900	1.3%
2017	140,400	6,168,400	64,169,400	0.4%
2018	141,137	6,201,214	64,553,900	0.5%
2019	140,573	6,236,072	64,903,140	-0.4%



Disability data now includes information on mental health, those classed as disabled under the Equality Act 2010 and national picture of the types of impairment. Norwich is more likely to have working age residents with a common mental disorder compared with Norfolk and England. This is also the case across disability as defined under the Equality Act.



Last year's report showed a rise in the number and rate of **Looked after children** at a national, regional and local level. The latest data is not available at the time of writing this report, Nov 2020.



There has been significant funding to help rough sleepers throughout the pandemic through the 'Everybody In' initiative. This allowed the council to accommodate 120 rough sleepers, or those at risk of rough sleeping.



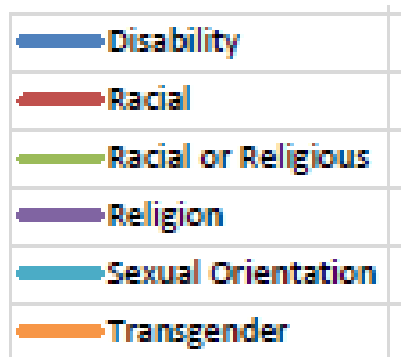
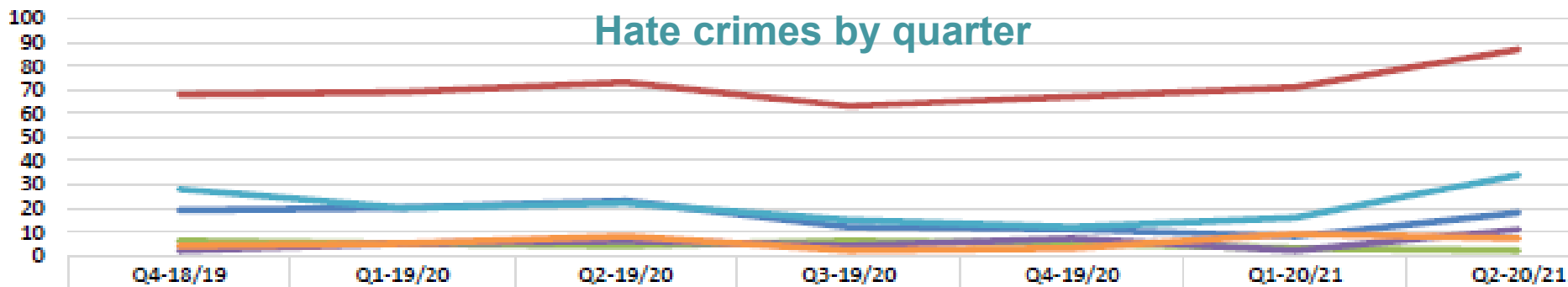
Sexual orientation data has been expanded to include Norwich figures based on 3 year pooled Annual Population Survey datasets from 2016 to 2018 by Office for National Statistics (ONS).



The **socio-economic** table on page 12 show the proportion of full-time **students** was **higher** in Norwich than in Norfolk or England. These figures will be updated after the Census 2021 along with a number of other data sets used to inform this report.

Hate Crimes & Incidents





Type		Norwich	Norfolk	Norwich as % of Norfolk
Crimes	Disability	49	220	22%
	Racial	285	931	31%
	Racial or Religious	17	46	37%
	Religion	23	69	33%
	Sexual Orientation	77	264	29%
	Transgender	21	69	30%
	Sub-total	472	1599	30%
Incidents	Disability	10	31	32%
	Racial	57	149	38%
	Religion	7	9	78%
	Sexual Orientation	9	41	22%
	Transgender	0	13	0%
	Sub-total	83	243	34%
Total		555	1842	30%



01/10/19 – 30/09/20



Hate crimes and incidents - commentary

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 **protected characteristic**.



There is an overall **drop** in the total number of **hate crimes and incidents** being recorded over the last year in **Norwich** despite a rise overall across Norfolk compared with last year.



The percentage of crime and incidents taking place in Norwich as a proportion of Norfolk has also **decreased** from 40% to 30% during the last year.



However, the quarterly totals for hate crimes shown in the chart on page 17 appear to show an upward trend for most hate types compared to the previous quarter. Numbers of disability and sexual orientation hate crimes have more than doubled since the previous quarter.

It is likely that the majority of hate crimes or incidents are not reported; therefore **higher figures do not always represent more crime**, 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.

Supporting Communities



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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



Male	41%
Female	58.3%
Unknown	0.7%

Disability



Not Disabled	66.4%
Disabled	31.8%
Unknown	1.8%

The data on this page relates to the named Norwich City Council tenant, and not all occupants of the household, as of September 2020.

Ethnicity



Asian/Asian British	1.3%
Black/African/Caribbean/Black British	1.9%
Mixed heritage	0.9%
Other ethnic groups	0.7%
Unknown ethnicity	0.7%
White-British	85.4%
White-non British	9.0%

Age



15-24	4.2%
25-34	16.9%
35-44	18.1%
45-54	19.1%
55-59	8.5%
60-64	7%
65-74	13.1%
75-84	8.5%
85+	4.5%



Our customers (all services)

Complaints

Translations & interpretations

LANGUAGE	BOOKINGS	%
ARABIC	87	16
LITHUANIAN	75	14
POLISH	62	11
PORTUGUESE	38	7
KURDISH - SORANI	33	6
HUNGARIAN	30	6
ROMANIAN	26	5
BENGALI	19	3
AMHARIC	18	3
RUSSIAN	18	3
FARSI	17	3
MANDARIN	16	3
BULGARIAN	14	3
BSL	12	2
SWAHILI	9	2
BENGALI-SYLHETI	8	1
LATVIAN	8	1
CANTONESE	7	1
FRENCH	7	1
OTHER (16 languages)	40	7
TOTAL	544	



	Number	Percentage
Ethnicity		
Asian/Asian British	8	0.45%
Black/African/Caribbean/Black British	8	0.45%
Mixed heritage	14	0.79%
Other ethnic groups	10	0.56%
White-British	658	36.97%
White-non British	50	2.80%
Unknown/declined to answer	1032	57.98%
Gender		
Female	714	40.11%
Male	562	31.57%
Unknown/declined to answer	504	28.31%
Disability		
Disabled	236	13.26%
Non-disabled	613	34.44%
Unknown/declined to answer	931	52.30%
Age		
<=19	4	0.22%
20-29	156	8.76%
30-39	226	12.70%
40-49	211	11.85%
50-59	209	11.74%
60-69	109	6.12%
70-79	91	5.11%
80-89	23	1.29%
90-99	2	0.11%
Unknown/declined to answer	749	42.08%
Total number of complaints 2019-2020	1780	



Our customers- commentary



Information relating to **Norwich City Council tenants** has seen very little change over the last 12 months. There has been a slight shift in the **ethnicity** of tenants with a drop from 6.1% to 4.8% for those who are not white. Until the Census 2021 we will not know if this is reflective of ethnicity changes across the city as a whole.



The council has provided 11.7% more translations and interpretations for its customers this year, with the number of languages increasing to 35. Big increases are in Arabic (+36), Polish (+44) with drops in Lithuanian (-14), Hungarian (-24) and Mandarin (-17). Vietnamese was fifth in the table of requests last year with 40 requests to just 3 this year.



NEW



This year a breakdown in **ethnicity** is included in the complaints analysis. There has been slight rise in complaints from non-white customers, with a drop in complaints from white customers but a 10% increase in customers' ethnicity not being recorded. This likely reflects the move to more digital contact from customers. Data collection will form part of the forthcoming council wide Equalities review.



The **gender split** of complainants remains largely **unchanged** from last year, with the gender of the complainant not being known in almost a third of cases, similar to last year. Again this likely reflects the move to more digital contact from customers. Data collection will form part of the forthcoming council wide Equalities review.



The **disability** and **age** split remains largely unchanged from last year, which saw marked differences. Overall, the number of complaints has reduced by 8.6%.

Our Economy



Our economy

Pay

	Median hourly pay (residents) £		
	Male full time workers	Female full time workers	Total full time workers
Norwich	13.24	14.48	13.50
New Anglia LEP	13.97	12.74	13.50
East of England	16.01	14.65	15.38
Great Britain	15.64	14.42	15.18

	Median hourly pay (workplace) £		
	Male full time workers	Female full time workers	Total full time workers
Norwich	15.06	13.95	14.36
New Anglia LEP	13.62	12.64	13.27
East of England	14.75	13.73	14.37
Great Britain	15.63	14.41	15.17



Employment

	Claimant count by gender November 2020		
	Males	Females	Total
Norwich	3,730	2,465	6,195
New Anglia LEP	28,090	20,470	48,560
East of England	117,535	86,510	204,050
Great Britain	1,510,360	1,041,795	2,552,155

	Claimants as % of residents aged 16-64 November 2020		
	Males	Females	Total
Norwich	7.8	5.2	6.5
New Anglia LEP	5.8	4.2	5.0
East of England	6.2	4.5	5.4
Great Britain	7.5	5.1	6.3

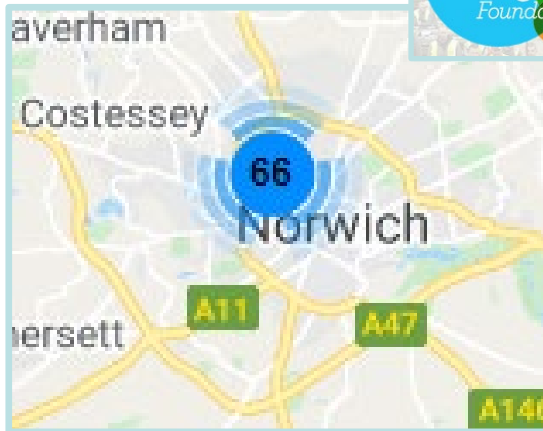


Our economy

Living Wage

Living Wage Foundation Employers

Norwich	66
Norfolk	132
East of England	265
UK	6970



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

New learners supported

Oct 2019 - Mar 2020 Apr 20 - Sept 2020

Ages of learners

Under 25	4	2
25 - 65	130	12
Over 65	26	2

Activities

Foundation skills	24	8
Problem solving skills	53	3
Communicating skills	76	8
Handling info & content skills	37	5
Transacting skills*	128	3
Being safe, legal & confident online	7	0

Total	325	27
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* inc help with Universal Credit	68	4
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* Inc help with Council business	11	0
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Our economy - commentary



Whilst the median full time hourly pay for **residents** in Norwich, and the New Anglia Local Enterprise Partnership (LEP) area has **increased** at a higher rate than the national and regional figures since the last report, it still remains a lower hourly pay.



The median full time hourly pay for resident **females** has **increased** by 22% meaning that they get paid £1.24 per hour more than males and 6p more than the national rate.



The **pay gap** between males and females **working** in Norwich, which includes those living outside the city, has **increased** by 3.7% this year with men being paid £1.11 per hour more than women. This goes against the regional and national trends which show a reduction in pay gap.



In the past 12 months the proportion of **residents economically inactive** has **more than doubled** with Covid-19 being a key factor in this increase. This is the case at a local, regional and national level. 7.8% of men (105% increase) and 5.2% of women (108% increase) are economically inactive in Norwich. The age breakdown for claimants is no longer available.

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.

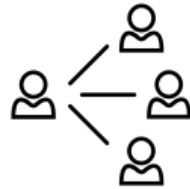


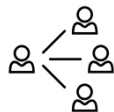
There has been an **decrease** in the number of **living wage employers** from 68 to 66. Note **many** employers pay the living wage who are not accredited with Living Wage Foundation.



There has been a slight **increase** in the number of residents receiving digital support over the last year. The figures have been split into two parts showing how Covid-19 has affected the ability to deliver the service. Based on the first half of the year, it is likely that the service would have helped a further 80% of people. The digital inclusion is covered in the council's Covid-19 blueprint for recovery, along with the economic, financial and employment impacts.

Council Employees





Council Employees

Gender



Male	43%
Female	57%

Disability



Yes	11%
No	78%
Prefer not to say	11%

The data on this page is for the period April 2019 - March 2020

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.

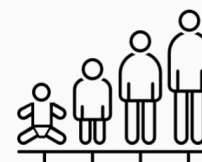
As of 31st March 2020, there were **638** employees of Norwich City Council



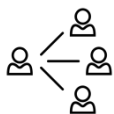
Ethnicity

Non-white	3%
White	92%
Prefer not to say	5%

Age



16-29	7%
30-44	35%
45-59	46%
60-64	10%
65+	2%



Council Employees



Training

2651 corporate training sessions attended



Age	
16-29	14%
30-44	37%
45-59	40%
60-64	8%
65+	1%

Male	39%
Female	61%
Disability	9%
No Disability	76%
Unknown	15%
Non-white	2%
White	97%
Unknown	7%



Gender pay gap (snapshot date 31 March 2019)

Hourly wages pay gap: Women earn £1 for every £1 that men earn when comparing median hourly wages. Women's median hourly wage is the same as men's. Women's mean hourly wage is 3.4% lower than men's due to the higher prevalence of part-time female workers.

Recruitment

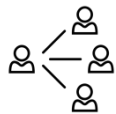
	Ethnicity			Totals
	White	Non-white	Unspecified	
Applicants	999	98	955	2052
Shortlisted	278	22	48	348
Offered	98	7	3	108
	Disabled			Totals
	Yes	No	Unspecified	
Applicants	75	883	1094	2052
Shortlisted	21	248	79	348
Offered	3	88	17	108
	Gender			Totals
	Female	Male	Unspecified	
Applicants	562	545	945	2052
Shortlisted	158	153	37	348
Offered	55	52	1	108

	Women	Men
Top quarter (highest paid)	55.8%	42.2%
Upper middle quarter	58.3%	41.7%
Lower middle quarter	56.7%	43.1%
Lower quarter (lowest paid)	57.7%	42.3%




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Council Employees - commentary

	<p>The data for disciplinary, grievance, leavers and promotions for the year 2019/20 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.</p>
	<p>Overall there has been a small decrease in the number of posts recruited to, 113 last year and 108 this year. The figures for applicants relates to everyone who started the recruitment process including those who did not then submit their application and those who submitted an application but withdrew it prior to short-listing.</p>
	<p>The proportion of employees with a disability remains largely unchanged, and there is still an under-representation of Black, Asian and Minority Ethnic (BAME) employees.</p>
	<p>The percentage of employees by age range again remains largely unchanged with the majority of employees between 30 and 59 years old which reflects the working age population. However, there continues to be an under representation of younger employees.</p>
	<p>There are no further updates in terms of the other protected characteristics since the last report.</p>
	<p>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 2020 is due to be reported by 30 March 2021 on our website and GOV.UK https://gender-pay-gap.service.gov.uk/</p>

















Data Sources



Data sources






Our residents

	Population	Mid-year population estimates 2019, ONS
	Ethnicity	Census 2011
	Disability	Census 2011, Annual Population Survey 2019, Norfolk Insight Health Profiles
	Gender	Mid-year population estimates 2019, ONS
	Age	Mid-year population estimates 2019, ONS
	Sexual orientation	Annual Population Survey (2016-2018), ONS
	Religion	Census 2011
	Marriage/ Civil P'ship	Census 2011
	Gender reassignment	NHS Gender Dysphoria
	Looked After Children	Children Looked After March 2019, Department of Education
	Pregnancy/ maternity	Birth summary statistics 2019, ONS
	Rough sleepers	St Martin's Housing Trust statistical reports 2019-20 and 2020-21
	Carers	Census 2011
	Socio-Economic Classes	Census 2011
	Economic imbalance	Atlas of Inequality 2019, University of Sheffield
	Hate crime	Norfolk Police: Hate Crimes & Incidents in Norwich 2019-20 and 2020-21

Data sources




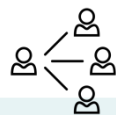
Our customers

	Our tenants	All data based on our lead tenants as of September 2020
	Complaints	Formal complaints received by the council for 2019-20
	Translations	Data from INTRAN for 2019-20



Our economy

	Pay	Annual hours and earnings survey 2020, ONS
	Employment	Claimant Count rate unemployment, Oct 2020, ONS
	Living wage	Living Wage Foundation Accredited Employers November 2020 & Internal procurement records November 2020
	Digital inclusion	Internal digital inclusion records October 2019 to September 2020



Norwich City Council employees

	Our employees	Internal Human Resources data for 2019 - 2020 and as at 31/03/2020
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