



# Equality information report

January 2018

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# 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) Specific Duties Regulations (2011), which requires that public bodies publish equalities data annually.

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:

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

The council's corporate priorities were updated in 2015 and the current equality objectives remain aligned to these. Any future changes to the corporate priorities will necessitate a review of the equality objectives.

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 Karen Davis.

## 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.

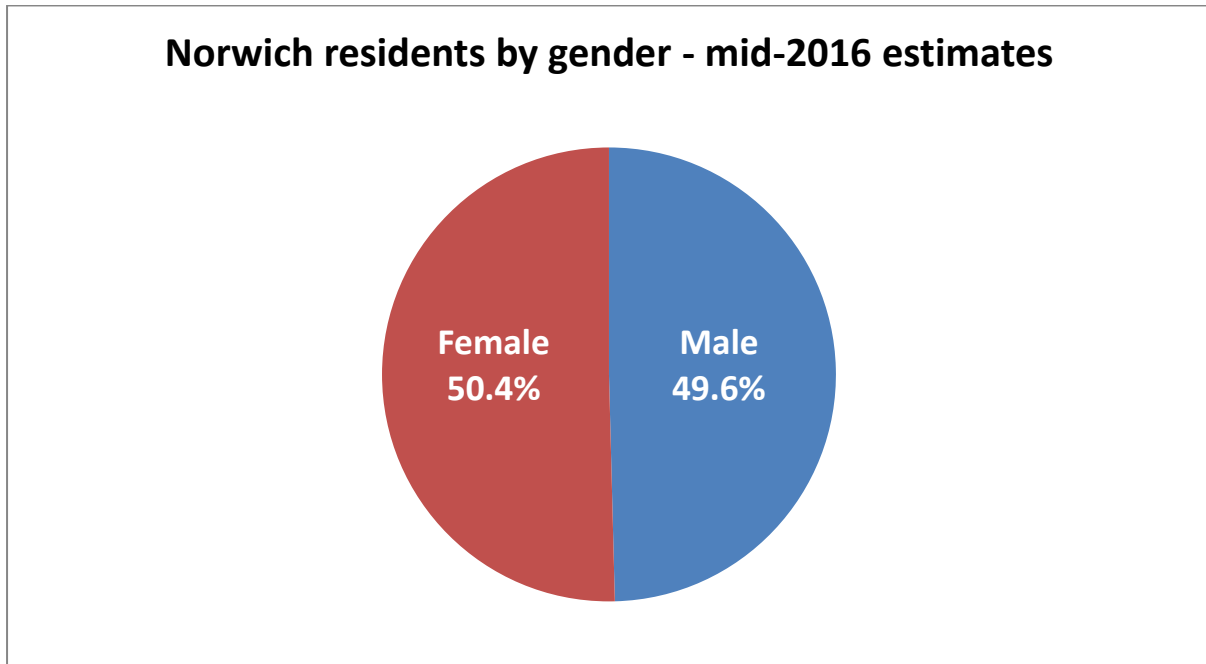
The data in this report is taken largely from the 2011 Census, the council's own statistics, and labour market statistics from the Office for National Statistics. The age of data from these sources vary but this report uses the most up-to-date statistics available at the time of publication. The report also looks 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-2016 population estimates indicate that **141,000** people live in Norwich, showing that Norwich continues to grow (1.5% annually). All demographic figures are from the Office of National Statistics unless otherwise stated.



#### Ethnicity

Percentage of population – Ethnicity 2011 National Census statistics		
	Norwich	England
<b>Total White</b>	<b>90.8</b>	<b>86</b>
White non-British	6.1	5.5
<b>Total Black, Asian or minority ethnic group</b>	<b>9.2</b>	<b>14</b>
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. It must be noted that census data is now over 6 years old, so recent changes may well have occurred since publication.

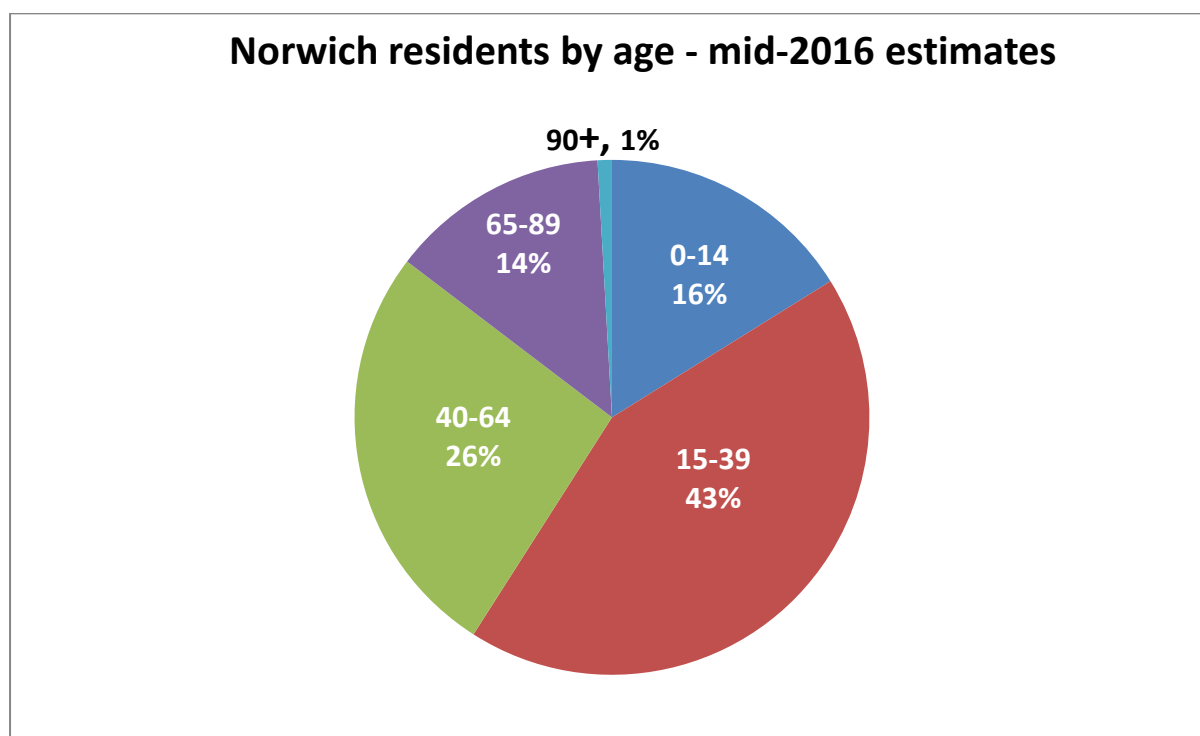
## Disability

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?'

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

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 2016 in England and Wales

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

Mid-2016 estimates (rounded figures provided)

Norwich has a youthful demographic in comparison to Norfolk and the rest of the country, with 43 per cent of residents in the 15 to 39 age group, as opposed to 32 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

<b>Percentage of Norwich population economically inactive compared with that of the region and England as a whole June 2017</b>			
<b>Year to June 2017</b>	Norwich	East of England	England
Economically inactive - aged 16-64	21.1	19.8	21.7
Economically inactive - aged 16-24	31.4	34.5	38.7
Economically inactive - aged 50+	53.8	56.9	57.1
Economically inactive - aged 65+	86.4	88.4	89.4
Economically inactive - aged 16-64 - Male	23.8	14.5	16.3
Economically inactive - aged 16-64 - Female	18.5	25.0	27.1
Economically inactive - aged 16-64 - White	18.2	19.1	20.1

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Levels of the population economically inactive across the city have converged over the previous 12 months to align with regional and national averages. In the past 12 months there has generally been an increase in the proportion of residents economically inactive, although it has decreased slightly amongst those aged 65+ as well as among female residents. It should be noted that the figures above at a district level come with larger margins of error; this is particularly true of those aged 16-24 with a margin of error +/-14%. This means that some of the in-year changes are not statistically significant.

The table on page 8 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.

**Percentage of working age population claiming benefits (all) Nov 2017**

	Norwich	East of England	England
People of working age on benefits (working age client group)	12.3	9.0	10.7
All disabled/illness related benefits	8.0	5.3	6.3
All disabled/illness related benefits as percentage of working age client group	65	58.8	58.8
Claimant count rate (unemployed and seeking work)	1.6	1.3	1.9
ESA/Incapacity benefits (employee support allowance paid to people with disabilities)	7.4	4.6	5.5

**£ Median hourly pay – resident in Norwich 2017**

	Norwich	East of England	Great Britain
Full-time workers	12.41	14.51	14.00
Male full-time workers	13.36	15.24	14.56
Female full-time workers	10.81	13.45	13.18

Median full-time hourly pay for male residents in Norwich (excluding overtime) has increased since the last equality information report. The rate for females has not changed enough to be statistically significant. This means that the pay gap between men and women in Norwich has risen from £1.30 to £2.55. Pay for a full time male resident has increased at a higher rate (10.8%) than regionally (1.6%) and nationally (2.2 %). This effect is more severe for full time females, with a pay decrease of 0.8% compared to pay increases of 2.5% regionally and 2.6% nationally.



### £ Median hourly pay – working in Norwich 2017

	Norwich
Full-time workers	12.68
Male full-time workers	13.80
Female full-time workers	12.05

Another key gap is between the pay of Norwich residents and those working in Norwich, which includes those residing outside the city council's boundary. Figures from November 2017 show that median hourly earnings for people working full-time in Norwich (£12.68 per hour) are higher than those for Norwich residents (£12.41 per hour). There is a marked difference in median earnings for male full-time workers: men working in Norwich (£13.80); men resident in Norwich (£13.36) although this gap has significantly decreased over the last 12 months. The same is evident for women full time workers: female working in Norwich (£12.05); female resident in Norwich (£10.81). This shows that higher paid men and women working in Norwich are more likely than average to live outside of the city council area and commute in. Females working in Norwich full time have seen an annual increases in pay of 4.9%, compared to a 1.3% decrease for males. A caveat to the above district level data is that due to a smaller sample size, some of the results contain a reasonably large margin of error, in particular, full time female workers in Norwich, with a margin of error of +-10%.

### 3. Norwich City Council as an employer

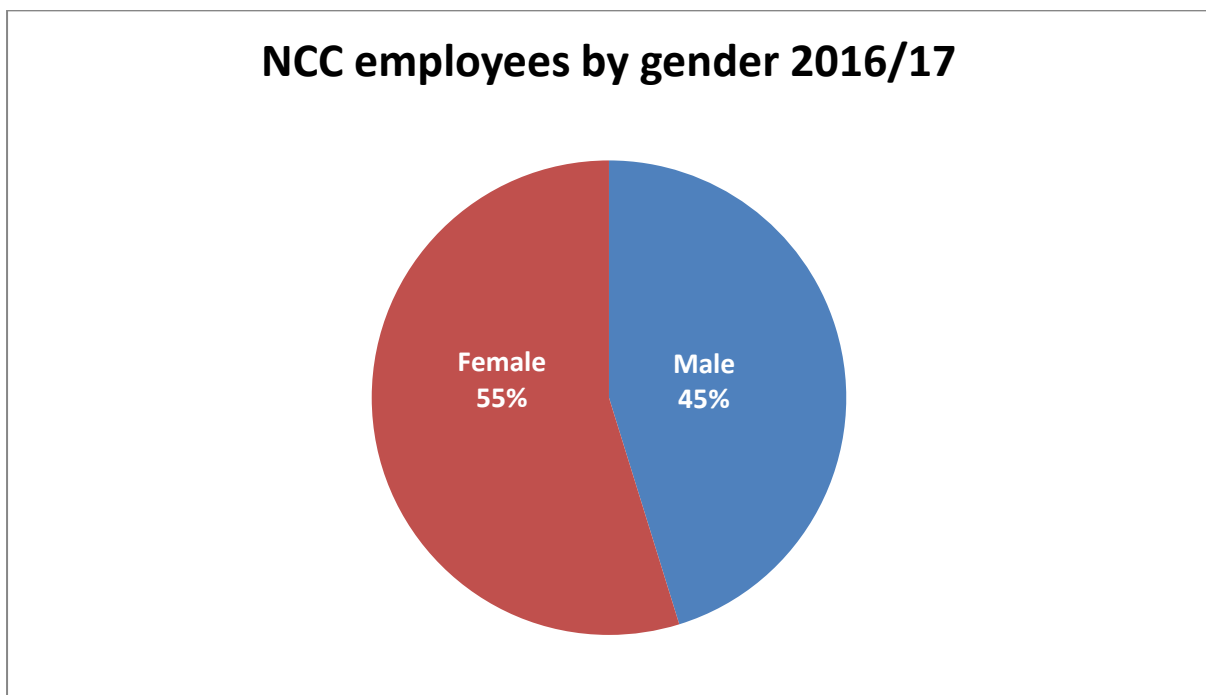
#### 3.1 Who works here?

Statistics below are for the period from April 2016-March 2017 unless otherwise stated and are taken from internal records which employees update.

On 31 March 2017 there were **595** employees at the council, a decrease from the previous year (-6%).

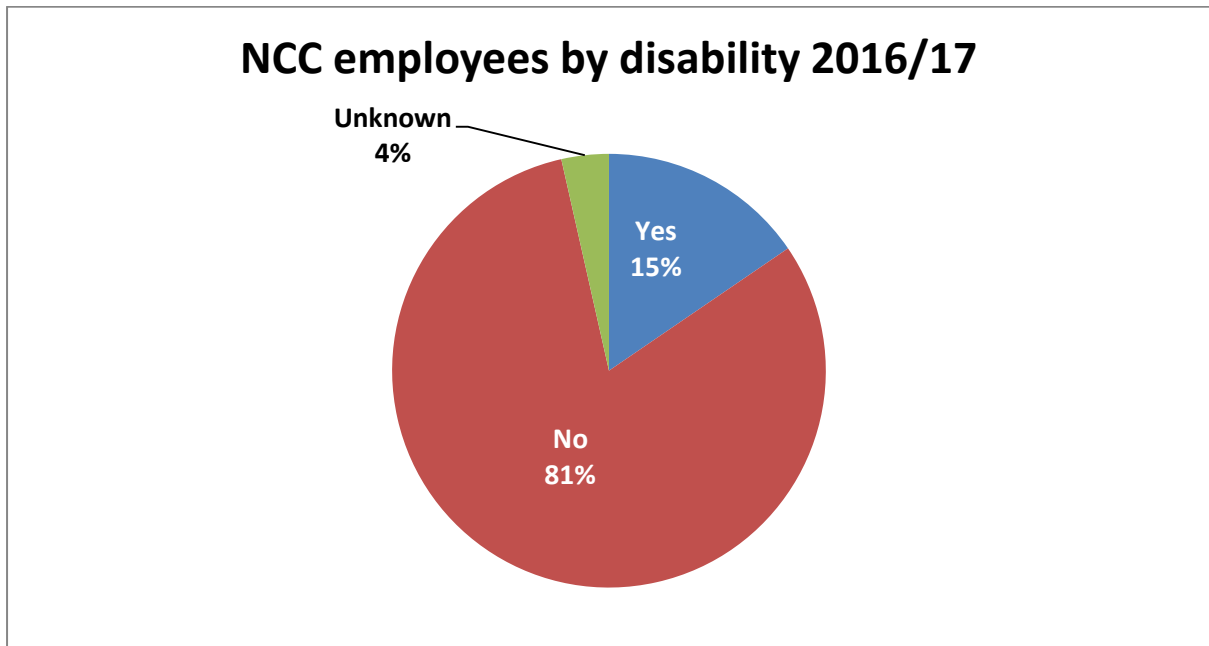
Norwich City Council's aim is for the workforce to reflect the percentage of the local community who are economically active, from an ethnic minority, have a disability and match the gender balance.

#### Gender of employees



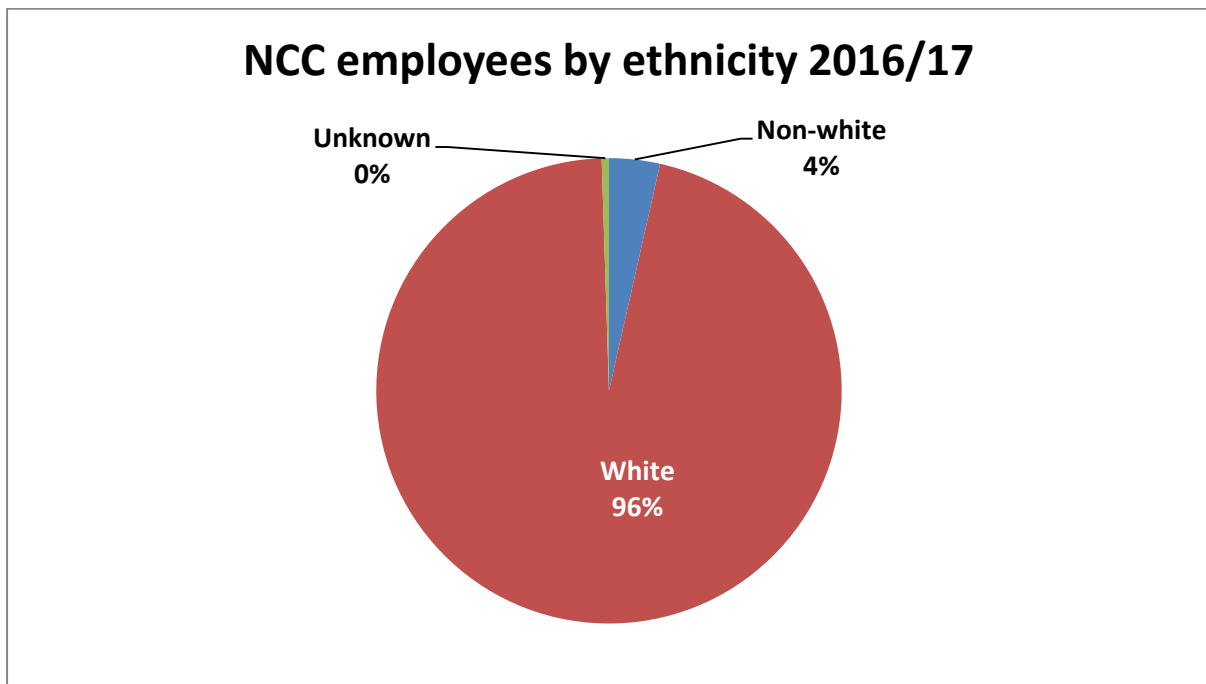
Women make up 70 per cent of part-time employees and 44 per cent of full-time employees. Therefore, very broadly, women are more likely than men to work in part-time posts and overall the gender split of total people employed by the council is broadly representative of the city as a whole. Of those on maternity leave, 50 per cent returned in the time stated and the, 42.85 per cent were either still on maternity leave or had not yet notified us of their intentions. 7.1% have resigned. The number of women taking maternity leave during the period was low.

## Disability



The proportion of employees with a disability has remained the same at 15%. 2011 Census data 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 2016 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 working age population stands at approximately ten per cent but only four per cent of employees are from a BAME background. This figure has remained static since the previous year. Only 3.4 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+
6.7	36.3	48.9	6.7	1.3

The majority of employees are between 30 and 59 years old, which largely reflects the demographics of the working age population city. There remains an under-representation of younger employees, only 6.7% of the workforce are aged 16-29 compared to 27.2% of Norwich residents, though a large student population in the city explains this.

### Other protected characteristics

Of the 422 respondents to the 2016 employee survey, we know that 49 per cent have no religion, whilst 36 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 identify as gay, lesbian, or bisexual. Seven percent 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	659	39.5
	Female	1010	60.5
Disability	Yes	270	16.2
	No	1340	80.3
	Unknown	59	3.5
Ethnicity	Non-white	48	2.9
	White	1645	96.8
	Unknown	6	0.4
Age	16-29	172	10.3
	30-44	640	38.4
	45-59	755	45.2
	60-64	91	5.5
	65+	11	0.6
<b>Totals</b>		1669	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

Under The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 we are required to publish specific information on the difference in pay of employees based on their gender. The following data is based on the statutory 'snapshot' date of 31<sup>st</sup> March 2017 using the calculations specified in the statutory guidance:

Difference in mean hourly rate of pay	Woman's hourly rate is 0.9% lower
Difference in median hourly rate of pay	Woman's hourly rate is 0% lower
Difference in mean bonus pay	Woman's bonus pay is 100% lower
Difference in median bonus pay	Woman's bonus pay is 100% lower

There is only one instance of bonus payment during the relevant period, which was related to a relocation allowance. This equates to 0.4% of male employees and 0% of female employees receiving bonuses, although the scheme criteria applies equally to male and female employees.

The proportion of employees by gender within each pay quartile as of March 31<sup>st</sup> 2017 is as follows:

Pay quartile	% of male workers	% of female workers
Top quartile	43.8%	56.2%
Upper middle quartile	43.2%	56.8%
Lower middle quartile	45.9%	54.1%
Lower quartile	48.3%	51.7%

### 3.4 Recruitment

#### Recruitment by disability and ethnicity for 1 April 2016 to 31 March 2017

Applicants	Ethnicity			Disabled		
	White	Non-white	Unspecified	Yes	No	Unspecified
Applicants	378	31	6	45	301	69
Shortlisted	161	6	3	19	120	31
Offered	61	0	0	4	48	9

#### Recruitment by gender and age for 1 April 2016 to 31 March 2017

Applicants	Gender			Age					
	Male	Female	Unspecified	16-29	30-44	45-59	60-64	65+	Unspecified
Applicants	211	203	1	91	179	111	16	2	16
Shortlisted	90	80	0	26	87	44	6	0	7
Offered	26	35	0	10	31	17	1	0	2

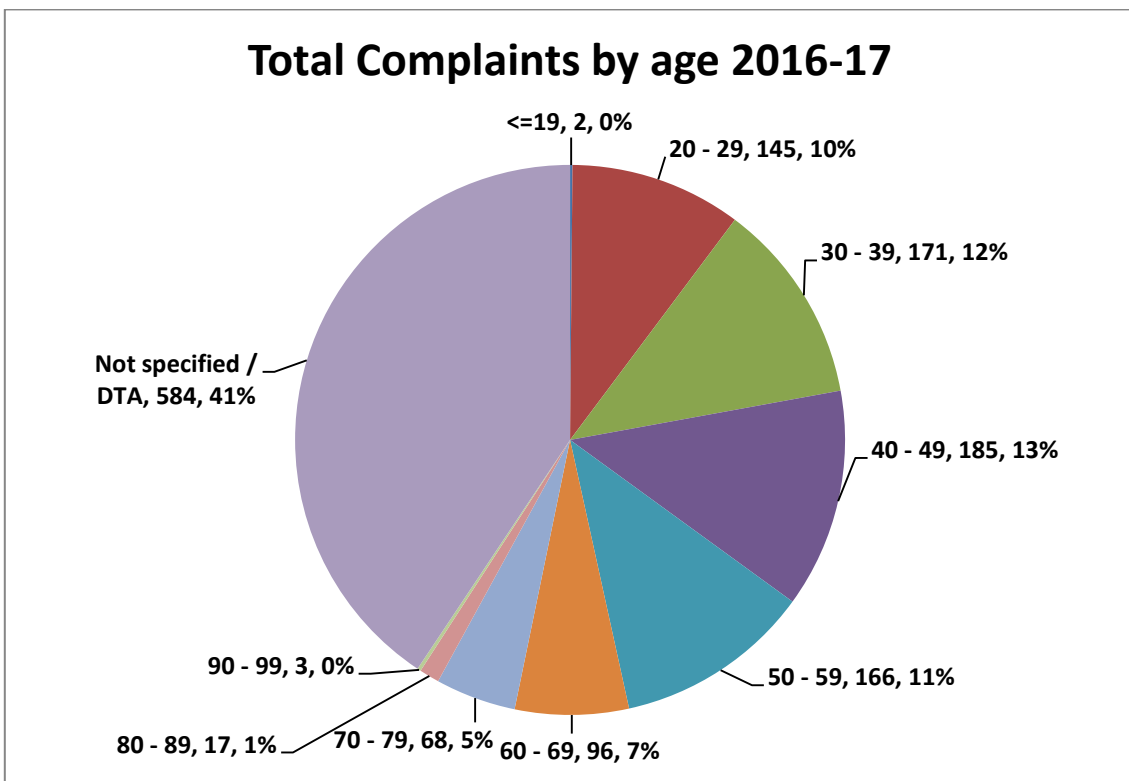
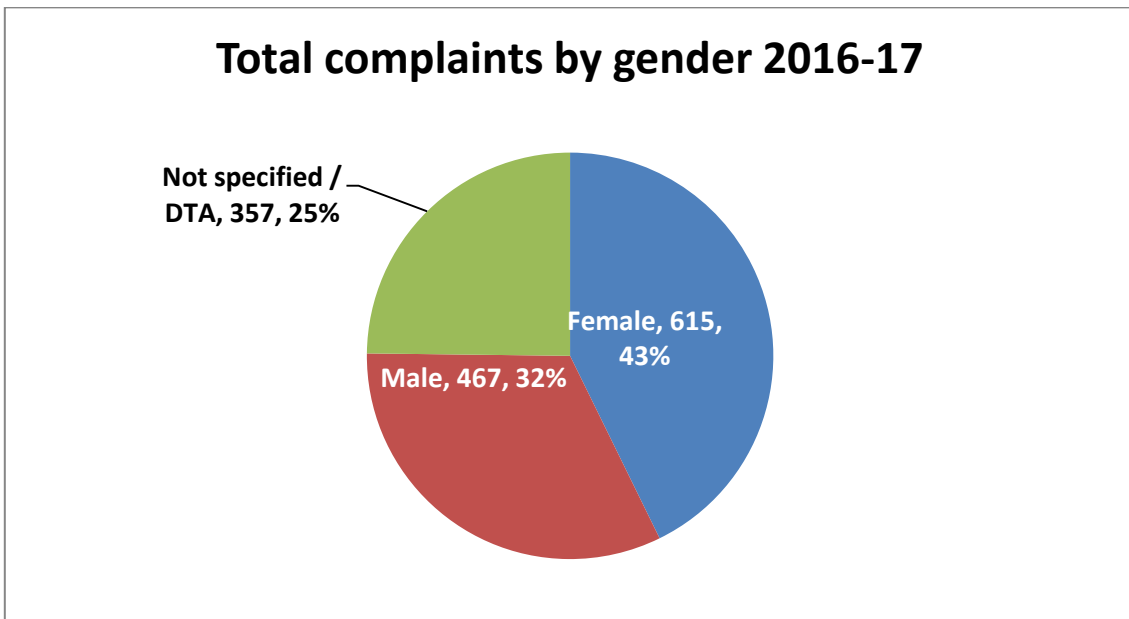
### 3.5 Disciplinary/Grievances

The data available regarding disciplinary, grievance, leavers, and promotions for April 2016-17 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

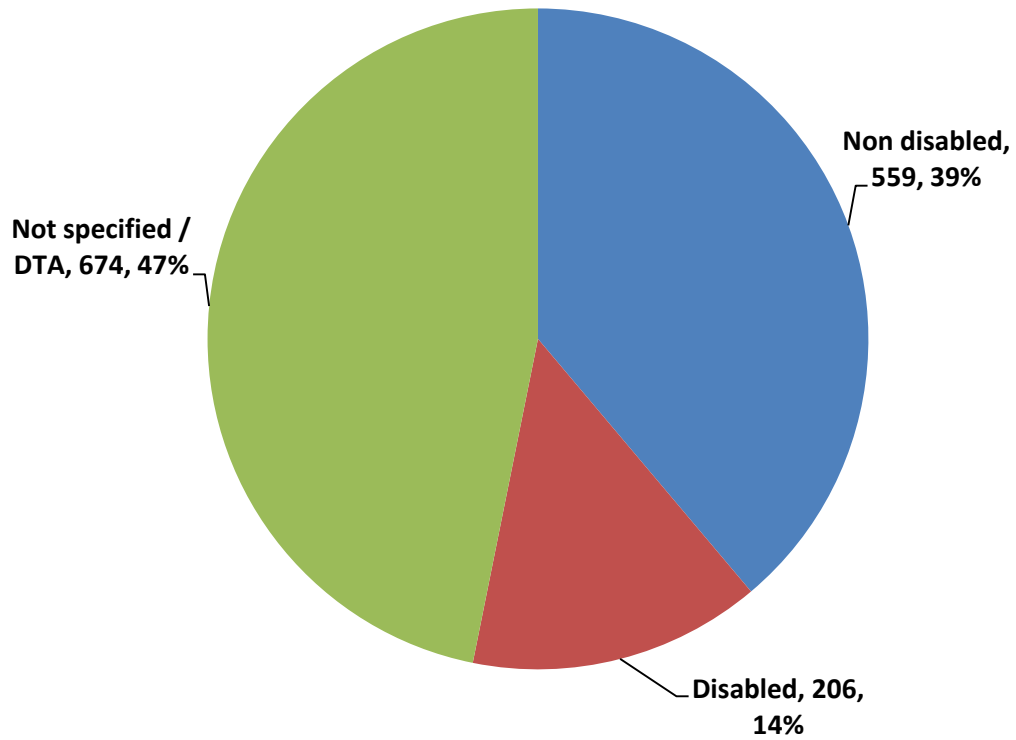
## 4.1 Complaints

There were **1,439** complaints from April 2016 to March 2017, which is a slight decrease from the previous year.

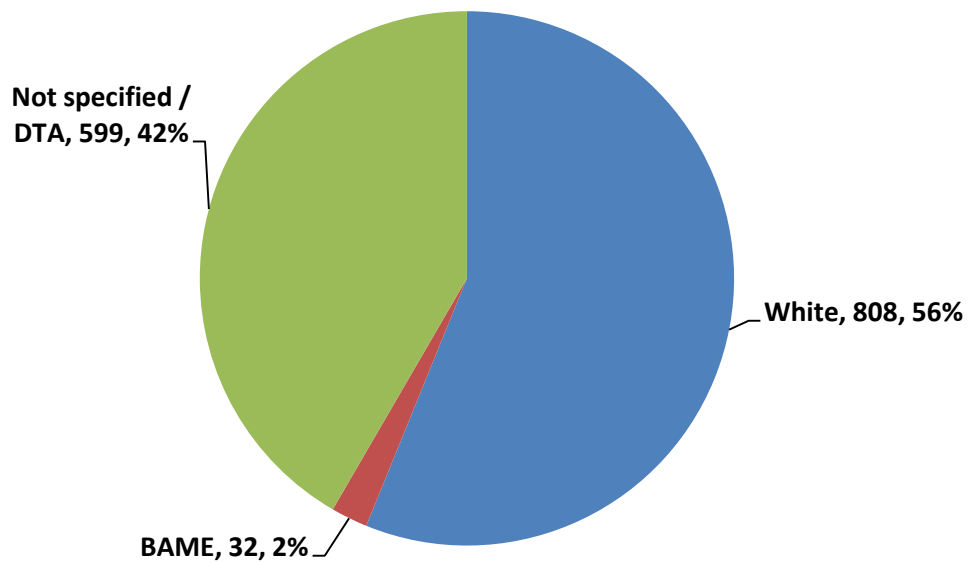




### Total complaints by disability 2016-17



### Total complaints by ethnicity 2016-17



## 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 2016-17.

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 3,888 surveys were completed.

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

<b>Ethnic Group</b>	<b>Ethnic composition - population of Norwich (%)</b>	<b>Ethnic composition of survey</b>	<b>Good %</b>	<b>Satisfactory %</b>	<b>Poor %</b>	<b>Overall satisfaction %</b>
Black Asian Minority Ethnic group	9.2	6.0	82	17	1	99.56
White (including non British groups)	90.8	94.0	89	10	1	99.43

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.

<b>Gender</b>	<b>Number of survey responses</b>	<b>Good %</b>	<b>Satisfactory %</b>	<b>Poor %</b>	<b>Overall Satisfaction %</b>	<b>Overall satisfaction % (15/16)</b>
Female	2340	89	11	0	99.57	97.29
Male	1498	89	10	1	99.27	96.70

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.

<b>Age Group</b>	<b>Number of survey responses</b>	<b>Good %</b>	<b>Satisfactory %</b>	<b>Poor %</b>	<b>Overall satisfaction %</b>	<b>Overall satisfaction % (15/16)</b>
<=19	44	84	11	5	95.45	100
20-29	751	91	9	0	99.87	98.98
30-39	786	90	10	0	99.36	98.04
40-49	731	88	12	1	99.32	96.26
50-59	557	89	11	1	99.10	96.97
60-69	503	90	10	0	99.80	96.02
70-79	286	91	9	0	99.65	93.03
80-89	137	82	17	1	99.27	95.45

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:

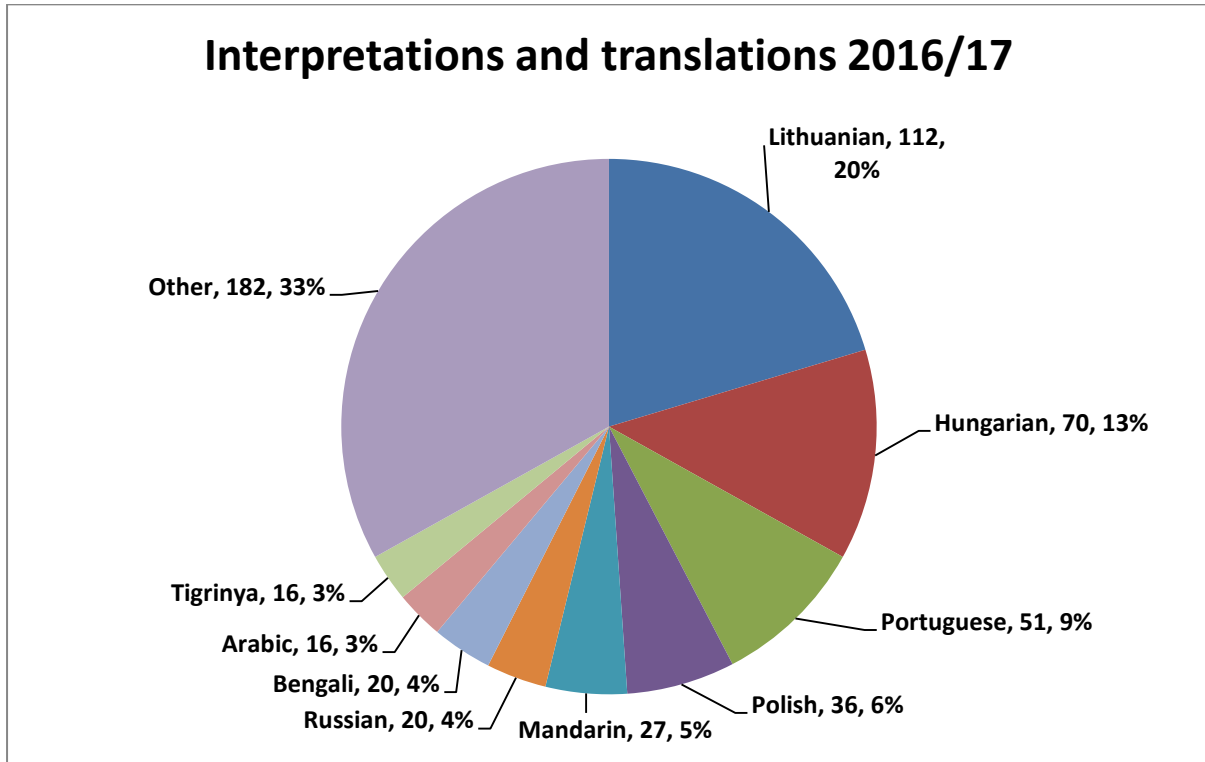
<b>Disability</b>	<b>Number of survey responses</b>	<b>Good %</b>	<b>Satisfactory %</b>	<b>Poor %</b>	<b>Overall satisfaction %</b>	<b>Overall satisfaction % (15/16)</b>
Non-disabled	3047	89	10	1	99.54	97.28
Disabled	755	88	11	1	99.07	95.96

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.

It should be noted that our survey methodology has recently changed, therefore future figures will not be comparable with this year's, or previous years' figures.

### 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 2016-2017 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.

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. 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.

The system for gathering data by Norfolk Constabulary on hate crimes and incidents has changed since the last Equalities Information Report. This makes it difficult to compare directly with previous data. Due to the reporting changes at Norfolk Constabulary, the time period for which the data below was collected partially overlaps with last years’ report. This explains why both last year and this year would include any effects from the EU referendum.

<b>01/04/2016 - 31/03/2017</b>		
<b>Hate incidents</b>	<b>Norwich</b>	<b>Norfolk</b>
Race	114	240
Homophobic/Transphobic	43	89
Religion	18	30
Disabled	16	43
<b>Total hate incident indicators</b>	<b>190</b>	<b>396</b>
<b>Hate crimes</b>	<b>Norwich</b>	<b>Norfolk</b>
Race	224	515
Homophobic/Transphobic	67	162
Religion	24	49
Disabled	59	336
<b>Total hate crime indicators</b>	<b>372</b>	<b>1064</b>

*Norfolk Constabulary*

As noted in previous equality information reports, it is likely that the majority of hate crimes or incidents are not reported; therefore higher figures don’t always represent more crime, but possibly more reported crime, which could reflect more awareness or confidence in reporting. The data does not prove that there was an increase in hate crimes or incidents due to the EU referendum in Norwich, although July 2016 saw the marginally highest number of both hate crimes and incidents in this period in Norfolk. This also coincides with the council’s own hate case and community tension

data. The data cannot prove or disprove causality, and owing to the change in reporting discussed above, cannot be compared directly with previous years.

For the period April 2016-March 2017, the highest category of hate incidents reported to the council related to ethnicity with 65 per cent of reports.

Since the last report, we note the adoption by the UK of the International Holocaust Remembrance Alliance working definition of anti-Semitism, and we adopt this as the council's working definition:

“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.”

Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.

Manifestations might include the targeting of the state of Israel, conceived as a Jewish collectively. However, criticism of Israel similar to that levelled against any other country cannot be regarded anti-Semitic. Anti-Semitism frequently charges Jews with conspiring to harm humanity, and it is often used to blame Jews for “why things go wrong.” It is expressed in speech, writing, visual forms and action, and employs sinister stereotypes and negative character traits.

Contemporary examples of anti-Semitism in public life, the media, schools, the workplace, and in the religious sphere could, taking into account the overall context, include, but are not limited to:

- Calling for, aiding, or justifying the killing or harming of Jews in the name of a radical ideology or an extremist view of religion.
- Making mendacious, dehumanising, demonising, or stereotypical allegations about Jews as such or the power of Jews as collective — such as, especially but not exclusively, the myth about a world Jewish conspiracy or of Jews controlling the media, economy, government or other societal institutions.
- Accusing Jews as a people of being responsible for real or imagined wrongdoing committed by a single Jewish person or group, or even for acts committed by non-Jews.
- Denying the fact, scope, mechanisms (e.g. gas chambers) or intentionality of the genocide of the Jewish people at the hands of National Socialist Germany and its supporters and accomplices during World War II (the Holocaust).
- Accusing the Jews as a people, or Israel as a state, of inventing or exaggerating the Holocaust.

- Accusing Jewish citizens of being more loyal to Israel, or to the alleged priorities of Jews worldwide, than to the interests of their own nations.
- Denying the Jewish people their right to self-determination, e.g., by claiming that the existence of a State of Israel is a racist endeavour.
- Applying double standards by requiring of it behaviour not expected or demanded of any other democratic nation.
- Using the symbols and images associated with classic antisemitism (e.g., claims of Jews killing Jesus or blood libel) to characterise Israel or Israelis.
- Drawing comparisons of contemporary Israeli policy to that of the Nazis.
- Holding Jews collectively responsible for actions of the state of Israel.

Antisemitic acts are criminal when they are so defined by law (for example, denial of the Holocaust or distribution of antisemitic materials in some countries).

Criminal acts are antisemitic when the targets of attacks, whether they are people or property – such as buildings, schools, places of worship and cemeteries – are selected because they are, or are perceived to be, Jewish or linked to Jews.

Antisemitic discrimination is the denial to Jews of opportunities or services available to others and is illegal in many countries.

The guidance can be found at:

[https://www.holocaustremembrance.com/sites/default/files/press\\_release\\_document\\_antisemitism.pdf](https://www.holocaustremembrance.com/sites/default/files/press_release_document_antisemitism.pdf)

## **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, the domestic abuse, stalking and harassment risk assessment process, so called 'honour' based abuse, female genital mutilation (FGM), online abuse, 'sexting' and grooming.

DASVB co-ordinates partners' activity on campaigning to raise awareness of domestic abuse and sexual violence, promoting healthy relationships and the support services available. Annual campaigning takes place on or close to White Ribbon Day on 25 November; the International Day for the Elimination of Violence Towards Women. As a council awarded White Ribbon status for work in support of this agenda, Norwich City Council leads on a range of campaigning activities across Norwich and has this year targeted campaigning with the business community.

Norwich City Council has provided managers and team leaders with full guidance to enable them to support employees and colleagues experiencing domestic abuse. The council recognises the significant impact domestic abuse can have on an individual and seeks to protect and support them to be safe.

Norwich City Council was last year successful in achieving DCLG funding for a two year project to establish a new Safe House in Norwich, along with targeted support for domestic abuse victims that subsequently have additional challenges of mental ill health and / or substance misuse. The Safe House has dedicated space for domestic abuse victims that have no recourse to public funds, so are especially vulnerable.

Norwich City Council is one of six local funders that is match funding with [SafeLives](#), an innovative £1.7million programme to bring new domestic abuse support services to Norwich for four years. The programme, called Connect, takes a holistic approach to tackling domestic abuse; supporting perpetrators to change behaviour and victims and witnesses to rebuild healthy, flourishing lives and stay safe. The programme was developed with support services across the UK and with people with lived experience of abuse – as victim and abuser. Connect has been designed to align with local provision, to address current gaps in service as well as embed new, more effective ways of working in current support services. Connect launches in July 2018.

Norwich City Council has 27 White Ribbon Ambassadors and Advocates, including council members, MPs and the County Chief Constable, all working to address the stigma associated with domestic abuse to better safeguard people. In addition, the council now has 16 fully trained Domestic abuse champions amongst its employees and members, all supporting colleagues to be better informed about domestic abuse, to feel more confident in asking those difficult questions of individuals they suspect are being abused and fully knowledgeable on which support services to refer them to.



### 5.3 Training undergone by Norwich City Council employees

- Leading equality and diversity (mandatory for managers)
- Equality and diversity training (mandatory for all employees)
- Equalities and diversity e-learning package (mandatory for all new employees)
- Equality and diversity training for councillors
- Customer Service Excellence face-to-face training (including a human rights element - mandatory)
- Recruitment and selection training for managers (mandatory)
- Hate crime e-learning package
- Management training programme
- Safeguarding
- Tackling hate crime **e-learning**
- Welfare reform act **e-learning**
- Warm and welcome in Norfolk **e-learning**
- Dementia awareness training

The following are part of our portfolio of training but no events were held in the period:

- Mental health awareness for managers
- Raising mental health awareness (for employees)
- Child sexual exploitation awareness
- Bullying and harassment
- INTRAN training
- Tackling drug and alcohol abuse
- Deaf awareness training
- Visual impairment awareness training

### 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 six years (launch attended by the Lord Mayor of Norwich or the Sheriff of Norwich and councillors).
- We have worked in partnership with the Women's Institute to showcase across Norfolk the giant white ribbon created last year to bring attention to domestic abuse week, specifically engaging with communities of interest to help them interact with the project.
- The 2017 White Ribbon project centred on "White Ribbon Windows" in partnership with local artists and businesses. Multiple businesses will be displaying painted ribbons and these will be toured around the city and county after the initial period. They will then be auctioned for Leeway in 2018. The project aims to raise awareness in men and encourage people to learn more and talk about domestic abuse.

- 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 and are supported by our officers.
- 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 bulletins which enable those who might not otherwise get a chance for a wider audience, to be aware of opportunities available to them including training opportunities, shared activities and events, and success stories.
- Multiple projects under the Get Involved programme are investing in community developed infrastructure to help communities meet and collaborate more such as a digital sharing platform and neighbourhood based workshops for VCSE groups co-delivered with local organisations.
- 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 four years running and support groups working on related activities.
- 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.
- Officers have supported a partnership of organisations who work around disability issues to collaborate in planning "Ability Pride" which is being led by Equal Lives. This event aims to explore and celebrate disabilities.
- When updating and developing our websites we used the feedback from disabled volunteers with visual impairments and learning disabilities. Our digital sharing platform has an external steering group and is aiming to achieve a AA rating for accessibility.
- 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, including giving a small grant (£500) in 2017 and additional support with this in training the group in evaluating their practices.
- We have held the launch of annual Black History Month here at City Hall for the last six years (launch attended by the Lord Mayor or Sheriff and councillors) and supported groups working on events for this week. In 2016 this has included the Norwich Chinese community centre running a cultural exchange for Black History month which was a unique opportunity.
- 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 via a consortium that Norwich City council help fund to provide social welfare advice, casework and representation services in order to reduce financial and social exclusion and inequalities
- 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, as well as workshops on specific funds and meeting those funders.
- On-going community engagement at a neighbourhood level and specifically for communities of interest working across the city, supporting them to feel part of the city and its wider VCSE community.
- Ensuring communities of interest are represented in the co-design and development of new projects and are aware of opportunities available to engage with the council.
- We have recently received a grant for £150,000 from Sport England to develop a project which aims to understand and mitigate the barriers marginalised groups find when volunteering in local activities which promote physical activity.

**If you would like further information about the contents of this report please contact the council by calling 01603 212273 or via email at [strategy@norwich.gov.uk](mailto:strategy@norwich.gov.uk)**

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