

North East Derbyshire District Council

Single Equality Scheme 2015-19 Review

Public Sector Equality Duty

Some examples of how we are meeting our equality duty:

Eliminating discrimination, victimisation and harassment
Hate crime reporting
<p>In 2017, the Council reviewed its response to hate incidents.</p> <ul style="list-style-type: none">• Launched a new form and online reporting tool to encourage reporting of hate incidents in our community.• Publicised our reporting methods through our website, social media and <i>The News</i> which is delivered to every household in the District.• Issued new guidance to support staff reporting hate incidents.• Trained 58 frontline staff to respond to hate incidents.• Delivered awareness sessions for Councillors.• Environmental and Licensing services designed a new leaflet and card to raise awareness of hate crime and how to report it among taxi drivers and those who work in local businesses such as fast food takeaways.
Safeguarding
<ul style="list-style-type: none">• Basic safeguarding awareness training now forms part of corporate training which all new employees are required to attend and current employees who require refresher training. This is delivered by three officers of both Councils (NEDDC/BDC) who have attended safeguarding training provided by Derbyshire County Council in order to deliver this. This training has also been delivered to Elected Members.• Safeguarding training was delivered by Safeguarding Children Training and Consultancy to front line officers in 2015, 16 and 17. Updated refresher training is due to be delivered in March 2019 and exploration of delivering Safeguarding Awareness via alternative methods such as online is underway to ensure accessibility to information for all.• All employees who require a Disclosure & Barring Service (DBS) check as part of their job role, are now required to register onto the DBS Update Service which allows us to do an online check on an annual basis to see if there has been any change in status. In terms of our safeguarding practice, this is an improvement on having a DBS recheck every 3 years and supports candidates in facilitating the recruitment process as registering with the update service enables portability of DBS status between employers.• The Council has created and established a Countywide safeguarding group. The group is chaired by the Council's safeguarding lead which has since become a sub group of both the Derbyshire Safeguarding Children's Board and the Derbyshire Safeguarding Adults Board – a significant addition to the safeguarding network.

Antisocial behaviour

- The Council's Anti-Social Behaviour Policy has been reviewed to reflect changes in legislation and in particular the Anti-Social Behaviour, Crime and Policing Act 2014 which came into effect in October 2014. The policy reinforces the legislation and is published on our website.
- We have assisted partners in reducing crime and antisocial behaviour by supporting 55 targeted crime reduction campaigns.

As an employer

- Delivered corporate equality training to over 140 staff across the Strategic Alliance (North East Derbyshire District Council and Bolsover District).
- Several policy and procedure reviews have been undertaken including sickness absence, disciplinary, Disclosure & Barring Service, recruitment and reflecting equalities and diversity best practice has been a key feature of these reviews.
- A workforce profiling exercise has been undertaken and each Head of Service has been provided with information regarding their service areas to identify any patterns or trends that need to be addressed.
- The Human Resources (HR) Team have rolled out a corporate internal training programme delivering a range of support to managers and employees such as Supporting Employees at Work, Sickness Management.
- The HR & Payroll Team have undertaken a significant corporate project to upgrade and improve the HR & Payroll Systems including reviewing and improving equalities monitoring data.

Perceptions

In November 2018 we asked our citizen panel questions about equality and diversity in the local area. (The full Citizen Panel report is available on [Ask Derbyshire](#). We previously asked these questions in November 2014.

- In 2018 - 93% (197 respondents) advised they have received no discrimination when accessing council services. This compares to 86% (415 respondents) in 2014.
- In 2018 – 95% of respondents advised they have not experienced discrimination living within the district. 10% of residents commented on facing discrimination with the highest areas being age and disability. This compares to 86.5% of respondents advised they have not experienced discrimination in 2014 with 9% of residents commented on facing discrimination with the highest areas being disability and age.

Advancing equality of opportunity

Health & wellbeing

- NEDDC Leisure Satisfaction survey November 2018, respondents were most satisfied with easy access to the building and facilities (83.6%)
- To date we have delivered to 3449 adults, health intervention programmes with a personal exercise plan delivered via the exercise referral scheme.

- During the past 3 years over 85% of primary schools in the district have received child focused health intervention programme to Key Stage 2 year groups each academic year.

Access

- Customer Service Satisfaction Survey 2018 – satisfaction with access by contact channel, 89.30% for telephony service, 83.41% for the email service and 95.96% for face to face service.
- Customer service staff have received British sign language training, lip reading training and dementia awareness training.

Apprenticeships

- 2017/2018 - 7 apprenticeships (Public Sector target – 9) 1 was a new apprentice post and 6 came from existing staff.
- 2018/2019 - 13 apprenticeships (exceeded Public Sector target of 11) 4 were new apprentice posts and 9 came from existing staff.

Fostering good relations

Promoting understanding

The Council has taken part in nation-wide charitable campaigns and local events to promote understanding:

- **Holocaust Memorial Day**, January 2018– display of promotional material at Mill Lane raising awareness of the power of words in shaping our views.
- **Tupton Carnival** - 70 people attended this community event. Information and advice available. Promotional material also handed out.
- **Tupton Youth Activities** - over 100 young people attended and age appropriate advice given.
- **Men in Sheds** - where local residents – men and women – can come together to participate in woodworking, skills sharing and socialising, which has now constituted as a group in its own right.
- The establishment of the Grassmoor Fun Day, an event open to all in the community (held annually, usually in July).
- **The Pitstop Diner**, a monthly Community Café and social eating project where people from all backgrounds can access a cheap nutritious meal.
- **Dadding About** project in Mickley, an area of higher deprivation and anti-social behaviour, which engaged local males by bringing them together to build strong relationships with each other, with their children, with the school and within their immediate community.
- **Eckington Together Event**, which aimed to reduce social isolation and increase access to local support services for local residents from a range of backgrounds, age groups and personal needs.
- **Shirland Community Café** which is targeted to all local people over 50 to socialise, take part in a range of games (e.g. kurling, boccia, quizzes and bingo) and enjoy tea, coffee and scones together.

We provide a financial contribution towards local older people's clubs and luncheon clubs and funding the local Community Voluntary Service (CVS) to ensure community and voluntary groups are supported in their establishment and development within the District.

Perceptions

- The November 2018 Citizen panel found 93% agree that their local area is a place where people from different backgrounds get on well together. This compares to 92% in 2016.

Equality objectives

How we have met our specific objectives during 2015 – 2019:

Objective	Supporting information
Ensure that decision making processes and policy development are fair and compliant with statutory equalities duties	We have produced a Joint Equality Policy for Service Delivery, reviewed our equality monitoring form and guidance, and the reasonable adjustments form for customer information.
Service improvements identified via Equality Impact Assessment	<p>Improved services online including self-serve and webchat.</p> <p>Installed 3 accessible toilets in reception at our offices at Mill Lane, Wingerworth.</p> <p>Chair and facilitate a Derbyshire wide safeguarding group.</p> <p>Completed equality impact assessments on significant changes to services including Relocation to Mill Lane, Local plan and the Joint Corporate Enforcement Policy. A total of 30 impact assessments have been conducted by North East Derbyshire District Council or jointly with stakeholders.</p>
Transforming services through the use of technology	<p>A total of 1488 self-accounts have been created with 5316 service requests submitted via our self-service option. Services online include paying bills, setting up direct debits and new benefits claims. Residents can request services including litter, dog fouling, registering to vote etc.</p> <p>We have developed web chat to support customers and residents using our website.</p>
Promote specific information needs system to encourage disabled and older people to register and equalities generally	We have promoted our reasonable adjustments form for customer information within our contact centres and through the NEWs magazine.

<p>Identify any specialist equality & diversity training needs and consider providing training</p>	<p>Equalities and diversity is a key element of all training delivered and the Council ensures any training provider sourced does meet the organisations expectation in this area.</p> <p>All new employees receive equalities training as part of their induction with the Council. This training is also provided to Elected Members.</p> <p>Customer service staff have received British sign language training, lip reading training and dementia awareness training.</p>
<p>Produce and publish report analysing findings from Citizens Panel equalities surveys</p>	<p>We ask our Citizen Panel a suite of questions to monitor perceptions of fairness every two years. This information is published below:</p> <p>Citizen Panel November 2018</p> <p>Citizen Panel November 2016</p>