

## **Monitoring our equality duties – 2007/08**

### **INTRODUCTION**

1. The purpose of this document is to set out information that the Authority collects concerning the monitoring of our policies and functions for adverse impact under the various strands of the equalities legislation, and where appropriate, to show how we are acting on that information. This paper provides a 'snapshot' of activity, and the wide range of monitoring which takes place. It sets the monitoring information in the wider social and demographic context of the District as a whole for comparison purposes, and fulfils the requirement placed upon the Council under the Race Relations (Amendment) Act 2000 to publish monitoring data in respect of its employment duties. In addition, the report aims to provide comprehensive equality monitoring information across the areas of race, gender and disability for completeness.

### **OUR RESPONSIBILITIES UNDER THE VARIOUS STRANDS OF EQUALITY LEGISLATION**

#### **Our responsibilities under the Race Equality Duty**

2. Under the Race Relations Amendment Act 2000 (RR(A)A) the Council is required to have arrangements in place for the monitoring of its policies and functions for adverse impact. There are a range of ways in which the Council carries out monitoring, as follows:

- Statistical analysis of ethnic monitoring data;
- Satisfaction surveys (analysed by the racial or other minority groups to which the people surveyed belong);
- Random or targeted surveys; and
- Meetings, focus groups and other consultation events.

3. In addition, the Act requires the Council to undertake specific monitoring with respect to its employment duties. By reference to the racial groups to which they belong, the Council monitors the following:

- (a) the numbers of -
  - I. staff in post, and
  - II. applications for employment, training and promotion, from each such group, and
- (b) the numbers of staff from each such group who -
  - I. receive training;
  - II. benefit or suffer detriment as a result of performance assessment procedures;
  - III. are involved in grievance procedures;
  - IV. are the subject of disciplinary procedures; or
  - V. cease employment with the Council.

#### **Our responsibilities under the Gender Equality Duty**

4. Although less specific than the duties placed upon the Council under the Race Equality Scheme, the Council is required to gather information on the effects of its policies and practices on men and women in employment, services and the performance of its functions. It is also required to consult relevant employees, service users and others.

### **Our responsibilities under the Disability Equality Duty**

5. There are a number of responsibilities placed upon the Council:
- a) To set out arrangements in the Disability Equality Scheme for the gathering of information on the effect of its policies and practices on disabled persons (this includes applicants for posts and training opportunities, the effects of performance reviews, grievances and disciplinaries on disabled staff, and termination of employment);
  - b) To set out arrangements in the Disability Equality Scheme for the gathering of information on the effect of its policies and practices on the recruitment, development and retention of its disabled employees;
  - c) To set out arrangements in the Disability Equality Scheme for the gathering of information on the extent to which the services it provides, and those other functions it performs, take account of the needs of disabled persons.
6. The provisions described in paragraphs 2 – 5 above require the monitoring of Council services and policies for adverse impact.

### **THE DISTRICT EQUALITIES PROFILE**

7. The appendix to this report sets out the distribution of our minority ethnic communities, people with disabilities and men/women across the district, using 2001 census information, or more recent data where available. This information can be summarised as follows:
- a) The 'White' or 'White British' population is the largest ethnic group in the District and is evenly distributed;
  - b) The second largest ethnic group is 'Asian' or 'Asian British', with a concentration in the south of the District;
  - c) The District's gender split conforms to the national pattern (ie slightly more women than men), but in 3 wards the proportion of women is higher. This is likely to be due to the presence of single elderly women; and
  - d) There is a concentration of populations with limiting long term illness in the suburban areas of the District.
8. These considerations provide a useful background to the monitoring information contained in this report.

### **OUR MONITORING ARRANGEMENTS AND OUTCOMES – 2006/07**

9. In December 2007 Management Board agreed a policy for the carrying out of ethnic, gender, disability and age – related monitoring. This policy brought together our existing approach to monitoring in a framework of best practice and core

organisational standards. Directors are now using this framework to assess the adequacy of existing monitoring arrangements, supplementing or amending these where necessary.

10. This section sets out details of the current monitoring which is in place across the District, and the outcomes that result from this activity.

#### a) Human Resources Monitoring

11. Although monitoring information in this area has been collected for a number of years, it has not been consistently reported. Therefore, this section sets out monitoring outcomes for the financial years 2005/06 and 2006/07. A detailed analysis of this data is provided below.

**Table 1: Baseline data about the make up of the Council workforce, 2005/06 and 2006/07**

Indicator	2005/06 Outturn	2006/07 Outturn
Number of staff in post (FTE)	658	653
Number of males in post	300 (45.59%)	292 (44.72%)
Number of females in post	358 (54.41%)	361 (55.28%)
Number of staff declaring they have a disability (males and females)	51 (7.75%)	37 (5.67%)
Number of males declaring they have a disability	23 (3.50%)	22 (3.37%)
Number of females declaring they have a disability	28 (4.25%)	15 (2.29%)
Number of staff declaring an ethnic origin other than White (British/English/Welsh/Scottish) or 'White other'	21 (3.19%)	24 (3.68%)
Number of males declaring an ethnic origin other than White (British/English/Welsh/Scottish) or 'White other'	8 (1.22%)	9 (1.38%)
Number of females declaring an ethnic origin other than White (British/English/Welsh/Scottish) or 'White other'	13 (1.98%)	15 (2.30%)

**Table 2: Applicants for posts and promotions by gender, ethnicity and disability, 2005/06 and 2006/07**

Indicator	2005/06 outturn	2006/07 outturn
Applicants for posts by gender:		
<b>Male</b>	754	427
<b>Female</b>	684	478
Shortlisted applicants by gender:		
<b>Male</b>	165	94
<b>Female</b>	205	119
Successful appointments by gender		
<b>Male</b>	35	29
<b>Female</b>	38	36
Applicants for posts by disability		
<b>Disabled</b>	31	16
<b>Able bodied</b>	1372	892

<b>Unspecified</b>	80	52
Shortlisted applicants by disability		
<b>Disabled</b>	3	10
<b>Able bodied</b>	367	203
<b>Unspecified</b>	0	0
Successful appointments by disability		
<b>Disabled</b>	0	5
<b>Able bodied</b>	73	36
<b>Unspecified</b>	0	0
Applicants for posts by ethnicity		
<b>White British</b>		
White English	986	685
White Scottish	13	7
White Welsh	9	5
British Other	6	2
<b>Irish</b>	16	6
Any other white background	56	24
<b>White Mixed</b>		
White and Black Caribbean	15	3
White and Black African	3	5
White and Asian	5	3
Any other mixed background	10	0
<b>Asian</b>		
Asian Indian	55	29
Pakistani	27	16
Bangladeshi	11	6
Any other Asian background	21	12
<b>Black</b>		
Black Caribbean	29	14
Black African	87	51
Any other black background	8	1
<b>Chinese</b>	15	6
Any other Chinese background	1	1
<b>Other Ethnic Group</b>	8	19
<b>Unspecified</b>	102	65
Shortlisted applicants by ethnicity		
<b>White British</b>		
White English	303	181
White Scottish	5	4
White Welsh	1	0
British Other	0	0
<b>Irish</b>	2	2
Any other white background	10	1
<b>White Mixed</b>		
White and Black Caribbean	0	0
White and Black African	0	0
White and Asian	0	0
Any other mixed background	3	0
<b>Asian</b>		
Asian Indian	7	2
Pakistani	6	1
Bangladeshi	3	2
Any other Asian background	2	3
<b>Black</b>		

Black Caribbean	3	2
Black African	12	4
Any other black background	2	0
<b>Chinese</b>	2	0
Any other Chinese background	0	0
<b>Other Ethnic Group</b>	1	2
Unspecified	8	6
Successful appointments by ethnicity		
<b>White British</b>		
White English	69	56
White Scottish	0	3
White Welsh	0	0
British Other	0	0
<b>Irish</b>	0	0
Any other white background	0	1
<b>White Mixed</b>		
White and Black Caribbean	0	0
White and Black African	0	0
White and Asian	0	0
Any other mixed background	0	0
<b>Asian</b>		
Asian Indian	2	0
Pakistani	0	0
Bangladeshi	0	0
Any other Asian background	0	1
<b>Black</b>		
Black Caribbean	1	0
Black African	0	1
Any other black background	0	0
<b>Chinese</b>	0	0
Any other Chinese background	0	0
<b>Other Ethnic Group</b>	0	0
Unspecified	1	3
Number of existing male staff promoted internally as a result of a recruitment exercise	0	3
Number of existing female staff promoted internally as a result of a recruitment exercise	1	6
Number of existing ethnic minority staff promoted internally as a result of a recruitment exercise		0
Number of existing disabled staff promoted internally as a result of a recruitment exercise		1 female

**Table 3: Staff who have received PDRs by race, gender and disability, 2005/06 and 2006/07**

Indicator	2005/06 outturn	2006/07 outturn
Number of staff who received a PDR	372 (56.33% of staff)	324 (49.62%)
Male staff who received PDRs	142 (38.17% of staff receiving PDRs were male. 47.33% of male staff in the Council received a PDR.)	137 (42.28% of staff receiving PDRs were male. (46.92% of male staff in the Council received a PDR)
Female staff who received	230 (61.82% of staff	187 (57.72% of staff

PDRs	receiving PDRs were female. 64.25% of female staff in the Council received a PDR.)	receiving PDRs were male. (51.80% of female staff in the Council received a PDR)
Ethnic minority staff who received PDRs	13 (3.49% of staff receiving PDRs were from an ethnic origin other than 'White British', 'White Other', 'Irish', 'Any other white background'). 37.14% of ethnic minority staff in the Council received a PDR).	8 (2.47% of staff receiving PDRs were from an ethnic background other than 'White British', 'White other', 'Irish', 'Any other white background'). 33.33% of ethnic minority staff in the Council received a PDR).
Disabled staff who received PDRs	12 (3.23% of staff receiving PDRs declared themselves as disabled. 23.53% of disabled staff in the Council received PDRs.)	23 (7.10% of staff receiving PDRs declared themselves as disabled. 62% of disabled staff in the Council received PDRs).

**Table 4: Applicants for staff training by race, gender and disability, 2005/06 and 2006/07**

<b>Indicator</b>	<b>2005/06 outturn</b>	<b>2006/07 outturn</b>
Number of staff who applied for training	606 (92.10% of staff applied for training.)	457 (69.98% of staff applied for training.)
Male staff who applied for training	196 (32.34% of applicants for training were male. 65.33% of male staff applied for training)	185 (40.48% of applicants for training were male. 63.35% of male staff applied for training).
Female staff who applied for training	410 (67.66% of applicants for training were female. 114.53% of female staff applied for training ie. a number of individuals made more than one application).	272 (59.52% of applicants for training were female. 75.35% of female staff applied for training.
Ethnic minority staff who applied for training	10 staff who applied for training were from an ethnic origin other than 'White' or 'White Other' (1.65% of all applicants for training were from an ethnic minority. 28.57% of ethnic minority staff applied for training.)	4 staff who applied for training were from an ethnic origin other than 'White', 'Irish or 'White other'. (0.87% of all applicants for training were from an ethnic minority. 15.38% of ethnic minority staff applied for training.)
Disabled staff who applied for training	11 disabled staff applied for training (1.82% of all	16 disabled staff applied for training (3.50% of all

	applicants for training were disabled. 21.57% of ethnic minority staff applied for training).	applicants for training were disabled. 43.24% of disabled staff applied for training).
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**Table 5: Recipients of staff training by race, gender and disability, 2005/06 and 2006/07**

<b>Indicator</b>	<b>2005/06 outturn</b>	<b>2006/07 outturn</b>
Total number of staff who received training	613 (93.16% of staff received training).	654 (100% of staff received training – some were multiple applications).
Male staff who received training	259 (42.25% of recipients of training were male. 86.33% of male employees received training)	388 (59.32% of recipients of training were male. 132.88% of males received training ie. some males attended more than one training event.)
Female staff who received training	354 (57.75% of recipients of training were female. 98.88% of female employees received training).	266 (40.67% of recipients of training were female. 73.68% of female employees received training).
Ethnic minority staff who received training	24 (3.92% of recipients of training were from an ethnic origin other than 'White' or 'White other'. 68.57% of ethnic minority employees received training).	15 (2.29% of recipients of training were from an ethnic origin other than 'White British', 'White other' or 'Irish'. 62.50% of ethnic minority employees received training).
Disabled staff who received training	5 (0.82% of recipients of training were disabled. 9.80% of disabled employees received training)	16 (2.45% of recipients of training were disabled. 43.24% of disabled employees received training).

**Table 6: Staff subject to disciplinary action by gender, ethnicity and disability, 2005/06 and 2006/07**

<b>Indicator</b>	<b>2005/06 outturn</b>	<b>2006/07 outturn</b>
Male staff who were subject to disciplinary action	0	4
Female staff who were subject to disciplinary action	2	0
Ethnic minority staff who were subject to disciplinary action	0	0
Disabled staff who were subject to disciplinary action	0	0

**Table 7: Staff raising grievances at stage 2 or above by gender, ethnicity and disability, 2005/06 and 2006/07**

Indicator	2005/06 outturn	2006/07 outturn
Male staff who raised a grievance	0	1
Female staff who raised a grievance	0	0
Ethnic minority staff who raised a grievance	0	0
Disabled staff who raised a grievance	0	0

**Table 8: Staff raising issues under the Harassment and Bullying Procedure by gender, ethnicity and disability, 2005/06 and 2006/07**

Indicator	2005/06 outturn	2006/07 outturn
Male staff who raised an issue under this procedure	1	0
Female staff who raised an issue under this procedure	0	0
Ethnic minority staff who raised an issue under this procedure	0	0
Disabled staff who raised an issue under this procedure	0	0

**Table 9: Staff leaving the Authority on grounds of resignation, non renewal of a fixed term contract or redundancy, by gender, ethnicity and disability, 2005/06 and 2006/07**

Indicator	2005/06 outturn	2006/07 outturn
Male staff who left	37	36
Female staff who left	58	47
Ethnic minority staff who left	1	6
Disabled staff who left	2	2

12. The significance of this data is now considered. (Information relating to Human Resources BVPIs is considered separately at section d below).

### **The Council as an equitable employer**

13. As an employer, the Council is committed to recruiting staff based on their skills and talents as potential employees, while at the same time ensuring that our recruitment practices do not deter or discriminate unlawfully. To ensure that the latter is not the outcome, the Council uses the employment duty (RR(A)A) to monitor and analyse the ethnic profile of our workforce and in addition to monitor the gender and disability profiles. This assists us in identifying areas that require improving and what impact policies to tackle inequality are having. General information about our workforce profile is provided above. This section considers the significance of this and related data.

***The proportion of ethnic minority employees, women and staff with disabilities joining and leaving the Council***

14. With regard to staff joining and leaving from ethnic minority backgrounds, improvement has been mixed. There exist factors that the Council will continue to monitor and address, but also considerable successes that sets Epping Forest District Council apart from our neighbouring authorities.

15. Between 2004 and 2007, the number of staff from ethnic minority backgrounds declined from 5.2% to 3% of the total number hired. This is a challenge, insofar as if we are to achieve a workforce whose ethnic profile matches that of our community, we must seek opportunities to raise the proportion of ethnic minority staff to 5% of the total workforce once again.

16. However, in contrast to this, the number of ethnic minority staff leaving the employment of the Council has almost halved, from 14.6% to 8.2% of the total number of employees leaving, over the same period. We will therefore continue to increase the retention of ethnic minority staff to levels that are proportional in terms of the ethnic profile of the workforce.

17. Although the proportion of ethnic minority staff leaving appears to be greater than those joining, in real-terms the Council has achieved significant improvement in raising the number and proportion of ethnic minority employees. Between 2004 and 2007, the proportion of staff from ethnic minority groups within the workforce increased from 2.5% to 3.8%, due to greater numbers of employees joining than leaving over this period. Because of this, the Council has been able to create a more ethnically diverse workforce. This is an achievement we are extremely proud of.

18. With respect to men and women joining and leaving the Authority, the data for 2005/06 and 2006/07 show that more women than men joined the Council in both years. This is reflected in the proportion of the workforce made up by women and men in that 55% of the workforce is female. However, as noted elsewhere in this report, this proportion is not reflected equally at all levels, and tapers off at more senior levels.

19. The picture for the appointment of staff with disabilities is mixed. In 2005/06 no disabled staff were appointed, but in 2006/07 5 staff with disabilities took up posts. There was a significant reduction in the number of female disabled staff working for the Authority, but no clearly discernable reason for this is known.

***Applications for employment from ethnic minority candidates, women and people with disabilities***

20. In 2006/07, 126 applications for employment with the Council were received by people from an ethnic minority background. This represents 14% of the 895 applications the Council received in the year.

21. Considering this proportion against the composition of ethnic minority residents within the District this compares favourably. Whereas the demographic composition of the District consists of approximately 5% of residents from ethnic minority backgrounds, the number of ethnic minority candidates applying to work at the Council is some 3 times higher than is proportionally expected.

22. From this information, the conclusion can be drawn that there exists no discernable negative view of the Council as an employer, amongst applicants from ethnic minority backgrounds that might discourage them from applying to vacancies.

23. However, considering this information alongside the proportion of ethnic minority applicants who are offered employment, the Council compares less favourably. Although 14% of applicants were of ethnic minority origin in 2006/07, only 3% of the total hired came from this group. The Council understands that research needs to be conducted to determine the cause of this disparity, and to form actions to redress this imbalance if it represents unlawful discrimination.

24. In 2005/06 applications for posts from males outnumbered those of females, but this was reversed in the following year. This trend is followed through at the shortlisting and employment offer stage, where women outnumbered men in both years. However, this has not impacted on the number of women actually appointed, and the reasons for this are not clear at present. That said, no issues of concern were raised by applicants about this process.

25. Applications from people with disabilities halved between 2005/06 and 2006/07. At this stage it is not possible to determine whether this is a trend, but will be monitored carefully.

***The pay gap between ethnic minority and non-ethnic minority employees, men and women, and staff with/without disabilities***

26. The pay gap between employees based upon factors such as race or ethnicity, are often early warning indicators that discrimination may be occurring within an organisation. Where ethnic minority employees are persistently paid less than non-ethnic minority employees, this may identify the existence of barriers to equality of opportunity.

27. The Council has previously set-out its objective to guarantee its commitment to equal pay for equal work, and this commitment has proved successful since 2003 when a job evaluation scheme was introduced for the majority of the workforce. This was extended to the whole workforce in 2004. The Council is proud of its equal pay achievements.

28. Using information recorded for monitoring purposes, the Council has learnt that by 2007, ethnic minority employees were on average more senior and paid better than the general workforce. To illustrate this, the average salary for ethnic minority staff was £25,390 compared with an average of £23,300 for the Council's general workforce.

29. However, not only is there an absence of disadvantage when it comes to salary, but by using the same monitoring data, the Council can also confirm that there exists no discernable employment segregation. Our ethnic minority employees are equally distributed horizontally across different departments and types of work, and also vertically in terms of seniority and income.

30. In these instances, not only does Epping Forest District Council have the most diverse workforce of any district in Essex, but our employees of ethnic minority origin are some of our most skilled staff and diverse in their areas of specialism.

31. With respect to pay differentials between men and women, women on average earn £21,050 per annum compared to £26,790 for men. Women's earnings

are therefore 78.6% of men's. Given the Authority's commitment over the last 5 years to equal pay, this disparity is likely to result from the nature of the work that women occupy in the Authority, and the fact that a significant number work part time in comparison to men. In order to tackle pay inequality the Authority is now running a women's development programme.

32. The differential between disabled and non disabled staff is less marked. Disabled staff earn on average £21,755 compared with £23,735 for staff without a disability, ie. disabled staff earn 91.7% of the earnings of an able bodied employee. Recently two higher earning disabled employees left the authority, which accounts for the disparity.

***The proportion of promoted staff from ethnic minority backgrounds, or who are women or disabled***

33. In both 2005/06 and 2006/07 the numbers of staff promoted internally was extremely low (1 in 2005/06 and 10 in 2006/07). 60% of internal promotions were of females.

***The proportion of ethnic minority/female/disabled staff receiving appraisals in the year***

34. Whilst 3.8% of the Council's staff is composed of employees from ethnic minority backgrounds, only 2.1% received a development appraisal of their work and performance in 2006/07. This means that 56% of the Council's ethnic minority employees currently receive their entitlement to an annual review. The Council recognises that this should be improved. However, the experience of ethnic minority employees does not differ significantly from the number of non-ethnic minority employees who have also received an annual review. For example, 58% of female staff received an appraisal, and 62% of disabled staff also.

35. The low proportion of managers conducting annual appraisals of their staffs' training and performance needs is being addressed in the Council's new Performance Development Review framework. All managers have received training to ensure that their staff will receive regular and documented reviews every 12 months.

36. This strategy intends to increase the proportion of staff receiving regular reviews, for both ethnic minority and non-ethnic minority employees, women and men, and disabled/able bodied employees, and also to ensure that no difference between these groups exists in their ability to access performance appraisals.

***The proportion of ethnic minority employees, women and staff with disabilities involved in disciplinary action***

37. The Council can report that no incidents involving ethnic minority employees resulting in disciplinary action occurred in 2006/07. Equally, no female or disabled staff were subject to disciplinary action.

38. Where disciplinary actions involve higher proportions of ethnic minority employees, this may allude to the existence of negative treatment occurring within the workplace. In addition to genuine cases of disciplinary offences, higher than expected incidences may include institutional discrimination and racism, harassment, or an unsupportive environment.

39. From the low instances of disciplinary action against the Council's staff, we can draw the conclusion that the above examples of institutional discrimination are very unlikely to exist.

### ***Training and staff development***

40. The Council recognised early on, that the requirements for equality training represented a corporate training need, and that it was not sufficient to rely on individual staff appraisals or service level plans to take forward this type of training. The Council has therefore made equality and diversity training mandatory for all posts, as the Council seeks to prevent the situation where the lack of such knowledge or skills could lead to instances of unlawful discrimination, or perceived discrimination by ethnic minority staff and service users.

41. This approach was welcomed by service managers, who indicated their support for an enhanced programme of equality training during the Council's first cycle of impact assessments in 2004. Resources for this training have been successfully allocated and training has been completed by the vast majority of staff, tailored according to seniority within the organisation and across a wide array of specialised job functions.

42. Monitoring data on this training is collected via the number of applications for training, turnout and through individual satisfaction appraisals of the course content, which includes an equal opportunities questionnaire for all attendees. This information is held digitally by the Human Resources unit.

43. In addition to mandatory equality training, courses designed to address general management and staffing issues are also mindful of equality and diversity issues. Examples of two courses in which this approach is evident is in training relating to Managing Absence and Workplace Harassment and Bullying. In all courses, as with these examples, the Council's Learning and Development Advisor ensures linkages of this nature through the procurement of bespoke EFDC-focused training, whose content can be adapted to forward the Council's equality objectives, rather than purchasing 'off the shelf' solutions.

### ***Training applications and take-up amongst ethnic minority employees***

44. 63% of staff from ethnic minority backgrounds took-up training in 2006/07. This compares with 74% of female employees, 100% of male employees and 43% of disabled staff. All staff have access to training and development opportunities via the Corporate Training Programme and the PDR process. The reasons for the disparity in training take up amongst ethnic minority, female and disabled staff are not known. However, as noted above take up of PDRs is lower than it should be. To combat this new training on the PDR process has taken place for all managers, and as a result it is expected that the take up rate will increase substantially over the next twelve months.

## **b) Housing Directorate Monitoring – 2006/07**

### **Housing applicants and new applicants housed**

45. All people applying to join the Council's Housing Register are asked to complete a housing application form. The form is also used for homelessness applications. The application form includes questions on ethnic origin. A report is produced annually for the Housing Scrutiny Panel showing a breakdown of the

ethnicity of applicants, both for sheltered and general needs housing. The form also includes questions on gender, disability and age. The responses to these questions are not reported to members but are used to assess the accommodation needs of the applicant's household.

46. The report to the Scrutiny Panel also gives a breakdown of the ethnicity of applicants that have been housed, both for sheltered and general needs housing. The report compares the ethnicity of housing applicants with new tenants housed (i.e. any mismatch between the ethnicity of applicants and those housed).

**Table 10: The breakdown of the ethnic origin of applicants on the Housing Register at 31/03/07:**

<b>Ethnic Group</b>	<b>Percentage (%)</b>
White British/Irish	78.3
Bangladeshi/Pakistani/Indian	0.8
African/Caribbean	2.0
Mixed Race	0.5
Other	2.8
Not Stated	15.6

**Table 11: The breakdown of the ethnic origin of Housing Register applicants allocated Council accommodation during 2006/2007:**

<b>Ethnic Group</b>	<b>Percentage (%)</b>
White British/Irish	75.3
Bangladeshi/Pakistani/Indian	0.4
African/Caribbean	1.3
Mixed Race	0.7
Other	2.2
Not Stated	20.10

**Table 12: The breakdown of the ethnic origin of applicants on the Housing Register awaiting sheltered accommodation at 31/03/07:**

<b>Ethnic Group</b>	<b>Percentage (%)</b>
White British/Irish	75.9
Bangladeshi/Pakistani/Indian	0.8
African/Caribbean	0
Mixed Race	0
Other	0.9
Not Stated	22.4

**Table 13: The breakdown of the ethnic origin of Housing Register applicants allocated sheltered accommodation during 2006/2007:**

<b>Ethnic Group</b>	<b>Percentage (%)</b>
White British/Irish	61.3
Bangladeshi/Pakistani/Indian	0.4
African/Caribbean	1.3
Mixed Race	0.7
Other	2.2
Not Stated	38.7

## **Existing tenants**

47. The Housing Management system (Anite) includes records of all tenants. The gender of tenants is known but the system does not currently include data on ethnicity or disabilities for all tenants. Around half of the Council's tenants (over 3,000) completed a survey form in 2007 asking a range of questions including details of ethnicity, faith, languages spoken and disabilities. This information will be loaded onto the Anite system. It can then be used to profile the customer base, for strategic purposes, and for monitoring any special client needs.

## **Tenant satisfaction survey**

48. A survey of around 1,000 council tenants is conducted by a consultant every three years, using the National Housing Federation's 'STATUS' methodology. The results currently inform two BVPIs. Tenants are asked to rate their satisfaction with the overall service provided by Housing, and on specific services such as repairs and housing management. Questions on ethnicity form part of the survey. The survey results are reported to members and to the Tenants and Leaseholders Federation.

49. In 2007, the Council carried out one of its largest user satisfaction surveys. Through consulting users on all public-facing service areas and receiving thousands of responses, this exercise has provided the Council with a great wealth of information that will assist in identifying priority areas to direct our future Race Equality Scheme.

50. One such area of interest concerns the satisfaction of ethnic minority tenants with the service provided by the Council. According to the Council's satisfaction survey, overall satisfaction with housing services amongst ethnic minority tenants was at 81.3% (unweighted) compared to 86.3% (unweighted) for non-ethnic minority households. While this small gap suggests that improvement opportunities are available with regards to increasing the equality of perceived outcomes, the results represent general equality when the potential margin for error is factored in.

## **Satisfaction with participation according to ethnic minority tenants (BV75b)**

51. The results of the satisfaction surveys conducted in 2007 also confirm that general equality exists with regards to encouraging tenants' participation in the decision-making process. Amongst ethnic minority tenants, 61.5% (unweighted) were satisfied or very satisfied with services provided to aid their participation, compared with 64.9% (unweighted) who were from non-ethnic minority backgrounds. This result satisfies the aim of providing equal perceived outcomes amongst all elements of the Council's tenants when the potential margin for error is factored in. However, the small gap between satisfaction outcomes will not be taken for granted and improvement opportunities will be sought to eliminate any difference on grounds of race or ethnicity determining outcomes.

52. In both cases of overall satisfaction with housing services (BV74b) and satisfaction with participation (BV75b) amongst ethnic minority tenants, the responses illustrate that no significant difference exists between the satisfaction between ethnicity. The Council will therefore attempt to increase satisfaction through its current improvement plans, while at the same time monitoring their affect on the perceptions of ethnic minority tenants.

**Table 14: Best Value Performance Indicator 74 - satisfaction of tenants with the overall service provided by their landlord (weighted data):**

	Percentage 'very' or 'fairly' satisfied (%)	Base number of respondents
All households	85.1	988
BME Households	78.7	16
Non-BME Households	85.0	960

**Table 15: Best Value Performance Indicator 75 - satisfaction of tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord (weighted data):**

	Percentage 'very' or 'fairly' satisfied (%)	Base number of respondents
All households	63.2	751
BME Households	55.8	13
Non-BME Households	62.8	720

### **Housing Repairs and Housing Assets**

53. Council tenants who have requested repairs to their properties are sent confirmation notices. The notice includes a satisfaction survey, to be returned when the repair is completed. Satisfaction forms are also sent to tenants when major works have been carried out such as external painting or gas maintenance. These surveys include ethnic origin questions. The responses on ethnicity are reviewed within Housing but are not reported further.

### **Careline service users and sheltered housing residents**

54. New clients are asked to complete a satisfaction form which includes ethnicity and faith monitoring. The responses on ethnicity are reviewed within Housing but not reported further.

### **House sales and leasehold services**

55. Tenants who have purchased a council property are asked to complete a satisfaction form which includes ethnicity, faith, age and disability monitoring. The responses on ethnicity and disability are reviewed within Housing but are not reported further.

### **Ad Hoc Surveys**

56. Housing has conducted a number of other surveys in recent years, on an ad hoc basis, to inform service reviews and proposed improvements. Examples are exit surveys and other client surveys. Such surveys including questions on ethnicity and disabilities (where appropriate) and the responses are considered as part of the overall review.

### **c) User Satisfaction Surveys**

57. Every three years the Council is required by the Department for Communities and Local Government to carry out User Satisfaction Surveys in the following areas:

- General Satisfaction
- Planning
- Benefits
- Housing (this is described in section b above)

58. The last surveys took place in 2006, and prior to that in 2003. A further survey was conducted in 2007 and results are awaited.

59. In all surveys the organisation carrying out the research is required to ensure that a representative sample of residents is surveyed, taking into account the demographic nature of the District. The aim of this is to ensure that the information provided reflects, as far as is practicable, all groups resident in the District, as defined by gender, age, housing tenure, disability, ethnicity and number of adults in the accommodation. Unfortunately the responses received are not analysed in a way which can identify whether any particular group of residents has specific concerns which are not shared in the same way by others. That said, the surveys provide useful information about how the Council performs across a range of indicators that have equalities implications. These are now considered for each survey in turn.

### **The General Survey**

60. This survey considers a range of 'quality of life' indicators relating to:

- The way the Authority runs things
- Complaints Handling
- Waste Collection
- Cultural and Recreational Services

### **The Planning Survey**

61. This survey measures respondents' level of satisfaction with the service provided by the Council in processing their planning application. Unlike the General Survey, it measures the satisfaction of actual customers of the Council who have received a defined service: in the General Survey some respondents may not have received some of the services they were asked about.

### **The Benefits Survey**

62. This survey measures the satisfaction of benefit claimants with the service provided by the Benefits Office. As with the Planning Survey it measures the satisfaction of those who have used the service.

## **d) Performance Indicator Monitoring Information**

### **Performance indicators and improvement between 2005-2007**

63. Performance indicators are government defined and audited measures that the Council is required to calculate and publish each year. These enable the Council to monitor its progress over time on a wide range of issues within the District. That said, the set of indicators changed substantially in 2008, but in order to ensure continuity of monitoring information many continue to be collected locally.

64. In our first Race Equality Scheme, we identified a number of performance indicators that we would monitor in order to give direction on policies whose objective

was to promote equality of opportunity for ethnic minority customers and service users. Many of these indicators are also applicable to monitoring with respect to disability and gender issues. These indicators were identified because they measure delivery outcomes and improvement in a number of key areas:

- The Council's compliance with the Equality Standard for local government
- The Council's duty to promote equality
- The Proportion of ethnic minorities/women in senior management
- The ethnic/gender composition of the workforce
- Satisfaction with the Council as a landlord
- The Council's compliance with the Code of Practice for social landlords
- The number of racially-motivated incidents of crime recorded
- The percentage of racially-motivated incidents resulting in further action

65. Since the implementation of the Council's Race Equality Scheme, we have witnessed an improvement in many of these areas when responding to the needs of our staff and service users. Details of this now follow.

### **Compliance with the Equality Standard for local government (BV2a)**

66. The Equality Standard for local government, which is split into 6 ascending levels of achievement, provides a framework for establishing a joined-up corporate and Directorate-level strategy to improve equality of opportunity for potentially disadvantaged groups.

67. Within the life-cycle of the Council's first Race Equality Scheme, between 2005 and 2008, the Council has improved from Level 1 to Level 2. To achieve continuing improvement, the Council has developed a single Corporate Equalities Action Plan covering race, gender and disability equality. This Plan aims to pull together all the equality objectives that have been developed over recent years, into a single codified document and provide a clear timetable for action.

### **The duty to promote race equality (BV2b)**

68. As a national performance indicator, the Council is annually assessed against a number of key criteria that must be accomplished in order to demonstrate that race equality is being effectively promoted in our community. These criteria include improving staff perceptions of equal opportunities within the workplace, improving satisfaction rates and service outcomes amongst ethnic minority service users and ensuring that services adequately meet the needs of minority ethnic groups.

69. Since first implementing our Race Equality Scheme in 2005, the Council has improved substantially in relation to the above criteria. At the end of 2007, the Council has achieved 89% of criteria that demonstrate our duty to promote race equality. This is a 42% increase from 2005, and our aim is to continue this improving trend in future.

### **The percentage of top 5% of earners who are women (BV11a)**

70. One of the roles of the employment duty is to assist the Council in monitoring and remedying inequality within the workplace. It identifies key areas that we must observe, and where an authority responds to an apparent employment gap successfully, the outcome is a more equal equalities profile amongst its staff at all levels of seniority. This is our aim.

71. With respect to the proportion of staff in senior management positions who are women, our performance over the last year has been between 23.45% and 24.81%. National top quartile performance (District Councils) is 31.25%. Although on face value this seems to be a significant disparity, in reality if the Council had an additional 4 female staff in the top 5% pay bracket it would be likely to achieve top quartile performance. The restructuring of the Council may provide the opportunity to achieve this.

72. Notwithstanding this, the Council is aware that it would be desirable to have an even split of women and men at the top level of the organisation. To this end, a range of development activities have been launched to enhance confidence and skills in women and men.

### **The percentage of top 5% of earners from black and ethnic minority groups (BV11b)**

73. With regards to an equitable ethnic profile across the hierarchy of the Council's employment structure, the Council has two ways of measuring these outcomes. The first method is via evaluating the number of ethnic minority employees in senior management. This is measured using the top 5% of earners bracket (BV11b), as salary and seniority are commensurate in the Council.

74. Through measuring the top 5% of earners from ethnic minority groups, the Council has the ability to monitor the representativeness of senior management. As a measurement, it enables us to ensure that the diversity of senior management is proportionally comparable with that of all staff. This acts as an early warning indicator to identify the presence of barriers to equal opportunity and career mobility.

76. In this regard, the Council has performed well in meeting its objective to ensure that the workforce is vertically representative. Council-wide, 3% of staff are from minority ethnic backgrounds, which is the same proportion of ethnic minority employees within senior management.

77. From this outcome, two conclusions can be drawn. The first is that the Council's senior management is proportionally representative of the general workforce. The second is that in terms of career mobility, the outcome of this proportional representation indicates that the Council's policy of awarding career progression based upon merit has no significant negative impact on ethnic minority employees' career opportunities.

### **The percentage of top 5% of earners with a disability (BV11c)**

78. The Authority's performance has consistently been at or near district council top quartile (5.91%) over the last year, with quarter 3 performance for 2007/08 being 5.47%. Performance has fallen over the last year due to a number of senior managers with disabilities leaving the Authority, either to take up jobs elsewhere, retirement or on grounds of ill health. This will be kept under review.

### **The percentage of employees with a disability (BV16a)**

### **The percentage of economically active people who have a disability (BV16b)**

79. Top quartile performance for 2005/06 (date of latest audited figures available) was 4.37%, and the Authority's performance at quarter 3 of 2007/08 was 7.68%,

which shows a significant representation compared with other authorities. However, the percentage of economically active people in the District who have a disability is 11.35%, indicating that the Authority is only 68% representative of the community in its employment of people with disabilities.

### **Ethnic minority representation in the workforce – employees (BV17a) and Ethnic minority representation in the workforce – local population (BV17b)**

80. Another key method of evaluating outcomes of our implementation of the employment duty comes from how representative the ethnic profile of staff is compared with the District population as a whole (BV17a & b). It is important that if we are to serve the District as a local authority, that the staff tasked with this responsibility are representative of the local community.

81. Since the Race Equality Scheme was introduced in 2005, there has been consistent improvement with regards to creating a workforce that is more representative of the District's population. Over this period, the percentage of economically active ethnic minority persons in the local population has remained at approximately 5%, whereas the proportion of persons from minority ethnic backgrounds working for the Council has risen from 2.6% in 2005 to 3.8% in 2007. This is significantly higher than the District top-quartile, placing Epping Forest District Council 38<sup>th</sup> out of the 240 District councils in the country, and first in Essex, for having the most diverse workforce.

82. These results demonstrate the outcome that as an employer, the Council's efforts have improved the ethnic diversity of our workforce, in line with our aim of developing a workforce that better reflects the communities we serve. For instance, whereas in 2005 the Council was only 55% representative of the Community in terms of the diversity of our workforce, due to the commitment made to remedy this inequality, the proportion of ethnic employees was 76% representative of the Community's ethnic profile in 2007. The Council recognises both the achievements that have been made and that greater improvement should still be sought to achieve full representation. We are committed to exploring new opportunities to do this through our policies and actions.

### **Overall satisfaction with housing services according to ethnic minority tenants (BV74b)**

83. The outcomes from this survey are considered above in Section b above 'Housing Directorate Monitoring'.

### **Compliance with the Commission for Racial Equality's Code of Practice for social landlords (BV164)**

84. The Commission for Race Equality's Code of Practice for social landlords requires the Council to demonstrate how we have met certain criteria designed to avoid potential harassment and discrimination within our renting practices.

85. Since the implementation of the Race Equality Scheme, the Council has consistently met these criteria for each year between 2005 and 2007.

### **Racially-motivated incidents recorded (BV174)**

86. In 2006, the number of racial incidents reported dropped sharply to 105.06 per 100,000 population from 144.76 the previous year. While in performance terms,

this fall is seen by the Department of Communities and Local Government as a significant performance improvement, in the interests of our commitment to equality, we remain concerned as to whether such a sharp decline is due to a genuine decline in racially motivated incidents, or whether there has been a decline in the levels of reporting amongst our ethnic minority communities.

87. The Council and Essex Police have therefore taken the challenging long-term strategy of seeking to increase confidence amongst our ethnic minority communities to report racially motivated incidents. This strategy is likely to increase the numbers of racially motivated incidents reported on paper, but this is aimed at gaining a true picture of crime and not ignoring it for the benefit of performance figures.

88. The Council recognises that there exist conflicting levels of crime published via Police records versus the British Crime Survey respectively, which imply that the number of incidents reported may not be commensurate with the number of incidents that actually occur or are reported to the Police and Council. It is therefore our intention to ensure that greater numbers of incidents are reported using less inhibiting methods such as the Epping Forest Hate Crime website, where incidents can be reported online. The objective of encouraging more, not fewer, reports is in order to assess a more accurate picture of racially-motivated crime and to form a real-world strategy to sustainably reduce this. To support this, each Directorate has a 'Hate Crime' representative who is responsible for dealing with such incidents.

#### **Racial incidents resulting in further action (BV175)**

89. Performance with regard to this indicator has consistently been at the optimum level. Since the adoption of the Race Equality Scheme, the Council and Essex Police have made the commitment to guarantee that 100% of all racial incidents result in further action.

90. At present, all reports of racial incidents are forwarded to the Hate Crime Panel, chaired by the Council, where each incident is recorded and minuted. All incidents within the District are reported to the Police or the District Council and raised for discussion at the next meeting of the Panel. Where time between the original reporting of the incident and the next available meeting is relatively long, a report of what action has been taken between the last meeting and the original time of reporting is also supplied.

#### **e) Information gained from the 2006 Staff Survey**

91. The 2006 Staff Survey sought views from staff about a range of matters relating to their employment and working conditions. A discrete section was included on equality and diversity (five questions), and also on harassment.

92. 90% of respondents said they had not witnessed or experienced any unfair discrimination in relation to service delivery, and 75% said they had not witnessed or experienced any employment discrimination. Of those who said that they had witnessed or experienced discrimination, or may have done, higher percentages of black and minority ethnic staff, and disabled respondents (30% and 18% respectively\*) felt they had personally witnessed or experienced employment discrimination, compared with 13% from all respondents. (\*Note: the numbers of BME and disabled staff responding in the affirmative to this question were small).

93. Turning to harassment, 60% of respondents said they knew about the Council's policies and procedures for dealing with harassment and bullying. The rest

were unsure or did not know. 25% of all respondents said they had personally experienced or witnessed harassment, bullying, violence or aggression at work during the last year. Much of this related to inappropriate behaviour from the public, which the Council has addressed through the introduction of a 'Violence at Work' policy.

94. 16% of all respondents said they felt harassed and the same number said that someone else had been harassed. There were higher rates amongst BME and disabled staff. There was less difference on grounds of gender, although more women experienced harassment than men. In ranking the extent of harassment suffered, BME staff experienced 'a lot' of harassment, women and disabled staff experienced 'some' harassment. The most prevalent source of harassment was managers, followed by members of the public, other employees and elected members (in descending order).

95. The issues raised here are being addressed by an action plan agreed by Management Board and the Joint Consultative Committee. In addition, a policy on Violence and Aggression at Work has been introduced, along with a course on Managing Challenging Behaviour. A new Harassment and Bullying Policy is being drafted.

#### **Section 4 – Conclusions**

96. A significant amount of equality monitoring is taking place across the Council, together with supporting actions to tackle identified inequality. In 2007 a new policy for equality monitoring was agreed by Management Board, which set a corporate framework for this activity. Directorates are now considering which new areas should be monitored and proposals will be developed to ensure that issues relating to adverse impact can be better identified.

97. Whilst much progress has been made, it is recognised that this work needs to extend further, and indeed the Council has prioritised resources for equality and diversity over the last two years in recognition of this, and continues to do so. A further report will be made in one year's time, detailing actions taken and progress.