

**Subject:**  
Equalities Update

**Status:**  
For Publication

**Report to:**  
Performance Scrutiny Committee

**Date:**  
2<sup>nd</sup> October 2007

**Report of:**  
Head of Human Resources

**Portfolio Holder:**  
A Well Managed Council

## **BACKGROUND INFORMATION**

Monitoring Report and Draft Policy

### **1. PURPOSE OF REPORT**

- 1.1 To consult with members of the Overview and Scrutiny Committee on the Equality Monitoring Policy.
- 1.2 To note the results of monitoring in relation to Employment, Complaints and Services and identify if any further action needs to be taken.

### **2. CORPORATE PRIORITIES**

- 2.1 Delivering Quality Services to our customers.

### **3. RISK ASSESSMENT IMPLICATIONS**

- 3.1 There is a current risk in relation to achieving the target for 2007/2008 of Level 3 of the Equality Standard due to capacity because of the Job Evaluation Project.

### **4. BACKGROUND/REASON FOR REPORT**

A revised Equality Monitoring Policy has been developed. Equality Monitoring is the process we use to collect, store and analyse data about individuals.

- Monitoring can be used to assist in establishing whether our services are being delivered fairly to all sectors of the community.
- To provide information about relevant groups and individuals within the Community.

- To identify whether or not areas of activity are being equality utilised or to which access is uneven.
- To investigate underlying causes in relation to possible inequalities.

The proposed Policy is attached at Appendix B. Monitoring of Council services is identified as a key feature of the Equality Standard, and a requirement of the Race Relations Amendment Act. Monitoring is an effective method of measuring the effectiveness of the Council's Equality Strategy and Policy.

#### 4.1 **Employment Monitoring**

To meet the it's legal duty under the Race Relations Amendment Act the Council monitors a number of activities in relation to Employment, these are attached at Appendix A. The report indicates:

##### **Recruitment**

From April to June 2007 the majority of applications received for vacancies within the Council are from Male White British applicants but a substantial number are also from Female White British applicants. A smaller number are from Asian and Black applicants but a still relative number compared to the population profile of Rossendale. It also positive that there are a number of disabled applicants for posts for within the Council. The majority of applicants short-listed are male and female white British. The majority of staff appointed are female white British.

##### **Warnings**

The number of warnings and grievances is comparative across gender.

##### **Exit Interviews**

Exit Interviews would indicate variance in leavers from the Council

##### **Attendance at training courses**

Attendance at training courses would indicate variance in attendees

#### 4.2 **Service Monitoring**

Monitoring is now in place in Building Control, Democratic Services, Environmental Health and in relation to the formal Complaints received.

##### **Building Control**

Monitoring with in Building Control would indicate that though the majority of individuals accessing the services are White British. The service is being accessed by members of the Asian Community, the disabled and by a variety of different ages of people.

##### **Attendance at Council meetings**

Completion of monitoring information can be a challenge and this would be indicative of monitoring information in relation to Council meetings. However, of those returns completed the monitoring would indicate that in terms of gender, age and disability, there is variance. However, the none completion of forms and possible none attendance at Council meetings by any member of the Asian community could be of concern.

##### **Environmental Health**

The Environmental Health requests for Service would indicate that there is variance in terms of age and gender in relation to those individuals accessing the service. However, the service is primarily accessed by white British members of the community.

## **Complaints**

The number of complainants would indicate variance.

### **5. COMMENTS OF THE HEAD OF FINANCIAL SERVICES**

5.1 No Financial implications

### **6. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

6.1 No Legal implications

### **7. COMMENTS OF THE HEAD OF HUMAN RESOURCES**

7.1 Equalities is a feature within the HR Business Plan

### **8. CONCLUSION**

8.1 Monitoring is now in place in a number of areas. It is essential that the results of the monitoring process are used to inform consultation and the development of policy and decision making.

### **9. RECOMMENDATION**

9.1 The Overview and Scrutiny Committee are asked to comment on the proposed Equality Monitoring Policy.

9.2 Note the outcomes of the current monitoring and recommend any action as they feel appropriate.

### **10. CONSULTATION CARRIED OUT**

<b>Contact Officer</b>	
Name	Liz Murphy
Position	Head of Human Resources
Service / Team	Human Resources
Telephone	01706 252454
Email address	lizmurphy@rossendalebc.gov.uk

No background papers

## **Appendix A**

### **Human Resources Employment Monitoring Report**

#### **Details of Job Applicants April – June 2007**

<b>Ethnicity &amp; Gender</b>	
Male White British	127
Male White Irish	2
Male White Other	1
Male Asian Pakistani	2
Male Asian Bangladeshi	1
Male Asian Indian	2
Male Asian Other	1
Male Black African	1
Male Black British	2
Male Other	3
Male Unknown	7
Female White British	92
Female White Other	1
Female Asian Pakistani	3
Female Asian Bangladeshi	1
Female Asian Other	5
Female Black African	2
Female Other	5
<b>Disability</b>	
Male	7
Female	1

#### **Details of Short-listed Applicants April – June 2007**

<b>Ethnicity &amp; Gender</b>	
Male White British	28
Male Asian Bangladeshi	1
Male Unknown	1
Female White British	28
Female Asian Other	1
Female Other	1
<b>Disability</b>	
Male	0
Female	0

#### **Details of Successful Applicants April – June 2007**

<b>Ethnicity &amp; Gender</b>	
Male White British	4
Female White British	7
<b>Disability</b>	
Male	0
Female	0

**Employment Absence Related Warning Monitoring**

**Absence Related January 2007 – June 2007**

<b>Gender</b>	Stage 1	Stage 2	Stage 3	Stage 4
Male White	4	0	0	
Female White	5	0	0	
Male White	0	0	0	
Female White	0	1	0	
Male White	0	0	0	
Female White	0	0	1	1

<b>Disability</b>	
Eight employees	
Disabled	1

**Disciplinary Related Warning Monitoring January 2007 – June 2007**

	<b>Oral</b>
<b>Male White</b>	<b>1</b>

**Grievance Monitoring January 2007 – June 2007**

	<b>Stage One, Two, Three</b>
<b>Female White</b>	<b>1</b>
<b>Male White</b>	<b>1</b>

**Employment Exit Interviews April 2007 – June 2007**

Disability	Disability	White					
Yes	No	British	Under 20	20-29 years	40-49 years	50-59 years	Over 59 Years
	6	6	1	1	2		2

**Attendance at Training Courses April 2007 – June 2007 (8 courses)**

	Disability		White		Age					Religion		
	Y	N	British	Other	20-29	30-39	40-49	50-59	Over 59	Christian	Other	No religion
Male	2	19	22		3	7	9	5	2	13		13
Female		27	28	1	9	4	11	1		16		5

## **Building Control Monitoring Report**

### **Building Control Applications March – June 07**

<b>Gender</b>		<b>Disability</b>	Yes	No	Yes	No
male	70%		7%	93%		
female	30%				0%	100%

<b>Ethnic Origin</b>	
Asian Indian	5%
White British	56%
No response	39%

<b>Religion</b>	
No religion	25%
Christian	50%
Hindu	5%
No response	20%

<b>Age</b>	
Under 20	0%
20 - 29	5%
30 - 39	30%
40 - 49	35%
50 - 59	15%
Over 59	15%

## **Democratic Services Monitoring Report**

### **Attendance at Council Meetings April – June 2007**

Meetings held: 16

<b>Name of Meetings</b>
Development Control, Annual Council, Overview and Scrutiny Management Committee, Licensing, Cabinet, Policy Scrutiny, Performance Scrutiny, Audit Scrutiny, Haslingden Neighbourhood Forum, Whitworth Neighbourhood Forum, Bacup Neighbourhood Forum, Rawtenstall Neighbourhood Forum, Accounts and Full Council

Monitoring Forms completed by individuals attending the Meetings = 11  
Nil Returns = 128

<b>Gender</b>	
Male	8
Female	3

<b>Disability</b>	
Yes	2
No	9

<b>Religion</b>	
None Stated	6
Christian	4
Baptist	1

<b>Age</b>	
20-29	3
30-39	1
40-59	2
Over 59	5

<b>Ethnic Origin</b>	
None Stated	1
British	10

**Environmental Health Monitoring Report**

**Requests For Service January – March 2007**

13 Responders

<b>Gender</b>	
Female	6
Male	7

Age		
20-29 years = 1	30-39 years = 1	40-49 years = 5
50-59 years = 3	60-69 years = 3	Over 70 years = 1

<b>Disability</b>
1

<b>Ethnic Origin</b>	
White British	13
Mixed	1

**Requests For Service April – June 2007**

29 Responders

<b>Gender</b>	
Female	20

Male	9
------	---

<b>Age</b>		
20-29 years = 1	30-39 years = 4	40-49 years = 10
50-59 years = 7	60-69 years = 6	Over 70 years = 3

<b>Disability</b>
9

<b>Ethnic Origin</b>	
White British	33
Pakistani	2
White Other	1

### **Complaints**

184 Complaints wef 1.4.2007 – 31.8.2007

<b>Gender</b>	
Male	46.7%
Female	53.3%

<b>Disability</b>	
Yes	26.7%
No	73.3%

<b>Age</b>	
Under 20	0
20-29	13.3%
30-39	26.7%
40-49	6.7%
50-59	33.3%
Over 59	20.0%

<b>Religion</b>	
Christian	46.2%
No religion	46.2%
Other	7.7%

<b>Ethnic Origin</b>	
White British	93.3%
Pakistani	6.7%

<b>Sexual Orientation</b>	
Bisexual	12.5%
Heterosexual	87.5%



## **Appendix B**

### **Equality Monitoring Policy**

#### **1. What is the purpose of Equality Monitoring**

Equality monitoring is the process we use to collect, store and analyse data about individuals.

Monitoring can be used to:

- Assist in establishing whether our services are being delivered fairly to all sectors of the community.
- To provide information about relevant groups and individuals within the community.
- To identify whether or not areas of our activity are being equality utilised or to which access is uneven.
- To investigate underlying causes in relation to possible inequalities.

Without monitoring an organisation will never know whether its equality strategy and policy is working

#### **2. What kinds of monitoring**

In general, monitoring service delivery covers the following four main activities

**Ongoing contact:** This measures people's experience over a period of time of the processes that authorities use to deliver their services for example monitoring employment procedures and processes.

**“Episodic” Contact:** This looks at what happens when contact between an authority and the service user is fairly short term, limited and occasional for example applying for planning permission

**“Usage”:** This can help to assess the resources that will be needed in future and their allocation and to develop service delivery methods that meet the needs of different groups.

**“Satisfaction or complaints”:** This kind of monitoring can be carried out by adapting routine customer satisfaction surveys. This will help to assess whether satisfaction varies between different groups.

#### **3. The scope of monitoring**

##### **3.1 Employment**

In employment, monitoring lets you examine the composition of your workforce and compare this with the data you are using as a benchmark. It also lets you analyse how your personnel practices and procedures affect different groups. The scope of the monitoring system will therefore include the recruitment process, training, appraisal, grievances, disciplinary action, dismissals and other reasons for leaving. The monitoring will be on the basis of all employees according to Age, Gender, Sexual Orientation, Race, Religious Belief and Disability.

## 3.2 Service Delivery

### 3.2 (1) Age, Gender, Sexual Orientation, Ethnic Origin, Religious Belief, Disability.

In service delivery, monitoring can tell you which group are using your services, and how satisfied they are with them. We can then consider ways of reaching under-represented groups and making sure that our services are targeted and provided fairly. The Council needs to understand its customer base and if its services are meeting all the needs of its community. In addition monitoring can indicate how individuals feel about living within their community and are they engaged in the democratic process. Consequently, customer complaints, general anonymous customer satisfaction surveys and attendance at Council Meetings will be monitored on the basis of: Age, Gender, Sexual Orientation, Race, Religious belief and Disability.

### 3.2 (2) Ethnic Origin, Religious Belief, Disability,

The Council has to meet its legal obligations in relation to the Race Relations Amendment Act and the Disability Discrimination Act. Specifically, the following specific services will be monitored according to race, religious belief and disability. The scope of monitoring will be as follows:

#### **Environmental Health:**

Request for advice

During visits/inspections

Prosecutions/Enforcement Activity

#### **Planning, Licensing and Building Control**

Applications and outcomes

Types of application

Objections

Enforcement Activity

#### **Economic Development**

Financial and other help to small businesses

Requests for advice

#### **Strategic Housing**

Applications for home-improvement grants and outcomes

#### **NEAT**

Enforcement Activity

As a commissioner of services there is an expectation that our partners who provide services will also monitor on the following basis

#### **Leisure Services due to the link with the Health Agenda - Age, Gender, Ethnic Origin, Religious Belief, Disability.**

Service Users

#### **Housing/Homelessness due to potential discrimination - Age, Gender, Sexual Orientation, Ethnic Origin, Religious Belief, Disability.**

Homelessness applications and acceptances

Time spent in temporary accommodation

Time spent on housing waiting list

Reports of harassment incidents and outcomes

## **Benefits – Age, Gender, Ethnic Origin, Religious Belief, Disability.**

Benefit applications and recipients

Time taken to process applications

Monitoring is distinct from Equality Impact Assessments which the Council applies to all its policies and functions in relation to Age, Gender, Sexual Orientation, Race, Religious belief and Disability.

## **4. Responsibility**

The responsibility of the collection of data relating to employment lies with the Human Resources Team. The collection of diversity monitoring is in order to meet the Council's statutory obligations and to make sure the Council's Human Resources processes are fair for all employees. All monitoring data is recorded on a confidential basis is accessible to the Human Resources Team who have been trained in data protection and confidentiality. This information is reported on an anonymous basis to the Overview and Scrutiny Committee.

Any monitoring in relation to the recruitment process is not available to the recruitment panel.

The responsibility of the collection of data relating to complaints lies with the Service Assurance Team. This data is compiled and stored on an anonymous basis by the Service Assurance Officer and is reported to the Senior Management Team and relevant Members of the Council

The responsibility for the collection of data relating to customer satisfaction within individual service areas lies with the relevant Manager of that specific service. This data is stored by a nominated officer and influences how services are delivered and developed.

The responsibility for the collection of data relating to general customer satisfaction surveys lies with the Head of Partnerships. The data is compiled by the specific organisation who have been commissioned to compile the survey data. This information is reported on an anonymous basis to the Cabinet and the Senior Management Team.

## **5. Related Documents**

Rossendale Borough Council, Equalities Strategy, 2007.

Stonewall Workplace Guides, How to monitor sexual orientation, 2006.

Commission for Racial Equality, Ethnic Monitoring, A guide for public authorities, 2001.

The Equality Standard for Local Government Revised, 2007.

Disability Equality Impact Assessment, the Disability Equality Duty, Disability Rights Commission, 2006.

Press For Change, Trans Equality Monitoring, 2007.

## **6. Procedure**

### **6.1 Age.**

Where information is collected in relation to age, the following categories should be utilised. Under 20 years, 20-29 years, 30-39 years, 40-49 years, 50-59 years, 60-69 years and over 70 years. These bands have been chosen as they reflect the years where individuals go through different life changing experiences. Services can amend these where it can be demonstrated that it is more appropriate to select different boundaries. E.g. where a Service wants to bench mark with neighbouring authorities.

### **6.2 Gender/Transgender.**

Information about gender should be collected as Male and Female. There is currently no legal requirement to monitor trans gender. Questions on transgender must always be optional and must always be on their own section. Where the question is used it should be on the following basis:

“Is your gender identity the same as the gender you were assigned at birth: Yes/No”. Trans people are a widely discriminated against group and consequently any monitoring needs to be fully considered. At this stage monitoring of employees on the basis of transgender will not be undertaken on the basis that individuals would be identifiable and there is danger in contravening s. 22 of the Gender Recognition Act 2004.

### **6.3 Sexual Orientation.**

Sexuality can be a personal and private issue, but it can have clear relevance in the workplace particularly where discrimination is concerned and individuals perceptions of the community in which they live.

The question should be asked in the following way:

What is your sexual orientation?

Bisexual

Gay man

Gay woman/lesbian

Heterosexual/straight

Other

Prefer not to say

### **6.4 Disability.**

The Disability Discrimination Act 2005 creates a duty on public authorities to promote disability equality, including a requirement to monitor their policy. The Council takes a Social Model approach to disability. The model, which was developed by disabled people, defines a disabled person as a person with impairment who experiences disability. Accordingly, when we monitor disability we merely ask the question: “Do you consider yourself disabled.”

However, there may be a need for some service areas to monitor the type of impairment to produce a clearer picture of the customer base or the representation within the workforce. Many individuals may be offended by this. Where this

information needs to be collated the categories used. individuals should be asked to categorise their impairment as per the DDA categories:

Mobility  
Visual Impairment  
Hearing Impairment  
Mental Health  
Learning Difficulties

## **6.2 Ethnic Origin and Religious Belief.**

Information should be collected about ethnic origin and religious belief on at least the basis of the following government census categories, and in the following order. However, there may be a need for individual service areas to expand those categories depending on the composition of the local population, where this applies the categories should be recorded on an alphabetical basis.

### Ethnic Group:

#### **Asian or Asian British**

Bangladeshi  
Indian  
Pakistani  
Any other Asian Background, please specify

#### **Black or Black British**

African  
Caribbean  
Any other Black/Black British background, please specify

#### **Chinese or other ethnic group**

Chinese  
Any other, please specify

#### **Mixed**

White and Asian  
White and Black African  
White and Black Caribbean

#### **White**

British  
Irish  
Any other white background, please specify

### Religious Belief

Buddhist  
Christian  
Hindu  
Jewish  
Muslim  
Sikh  
No religion  
Other religion

## **7. Consultation**

The Council will consult with relevant external bodies and employees in order to improve understanding of issues relating to service design, delivery and the implementation of this policy.

## **8. Equality Action Plan**

The results of monitoring will be used to inform the development of Equality Impact Assessments and the shaping of services. Where inequality is recognised appropriate strategies and actions will be developed to address that inequality and included in the Council's Equality Action Plan.

## **9. Review**

This Policy will be reviewed and updated as legislation changes and as part of the three year review of the Equalities Strategy.