

Annual Equality Report 2011-12 Appendices

Appendix 1 – Workforce & Councillor Equality Data	2
Workforce Equality Data 2011-12.....	2
Councillors Equality Data 2011-12	4
Appendix 2 – Recruitment Equality Data	5
Details of Job Applicants April 2011 to March 2012	5
Details of Short-listed Applicants April 2011 to March 2012.....	6
Details of Successful Applicants April 2011 to March 2012.....	6
Short Term Sickness Related Warning Monitoring 2011-12.....	7
Employment Termination 2011-12	8
Taking Up Training Opportunities 2011-12.....	8
Appendix 8 – Service Area Customer Satisfaction and Equality Data	10
Private Sector Housing Renewal Service Equality Data.....	10
Disabled Facilities Grants.....	10
Rossendale Borough Council Compliments and Complaints Figures	11
Building Control Services – Customer Survey 2011/12.....	11
One Stop Shop Customer Survey Feedback.....	13
Rossendale Borough Council – Over 70’s Post Election Questionnaire.....	14
Rossendale Council Customer Service Review	16

Appendix B

This Appendices of equality information should be read in conjunction with the corresponding Annual Equality Report for 2011-12.

Note on the data:

Equality data collected was not mandatory, therefore it is important to note that not all people chose to respond and of those people that did respond, not all chose to answer all questions. Further, some have made an informed choice and chosen not to disclose all or part of their equality information.

***In compliance with data protection and disclosure where equality data is below 10 this will not be published publically.**

All data in relation to recruitment where there is more than one candidate for a particular post has been published, as it is considered that there is no possibility of identification.

Appendix 1 – Workforce & Councillor Equality Data

Workforce Equality Data 2011-12

Equality Information	Number of Employees	%
FTE (Full Time 186, Part Time 23, Casual 3)	197	
Gender		
Male	124	58.5%
Female	88	41.5%
Sexual Orientation		
Gay	*	*
Lesbian		
Bisexual		
Heterosexual/Straight	154	95.1%
Prefer not to disclose	*	*
Married or in a Civil Partnership	Not disclosed/collected in 2011-12	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	144	95.4%
Prefer not to disclose	*	*
Pregnant or on maternity leave	0	
Ethnicity		
Asian or Asian British people	*	*
Black or Black British people		
Irish people		
White British	160	97%
Chinese people		
Gypsies & Travellers		
Other White	*	*
Mixed Multiple White/Asian	*	*

Appendix B

Disabled	*	*
Age		
Under 20 years		
20 – 29 years	27	12.7%
30 – 39 years	33	15.6%
40 – 49 years	59	27.8%
50 – 59 years	70	33%
60 – 69 years	22	10.4%
70+ years	*	*
Religion or Belief		
Christian	96	93.2%
Buddhist	*	*
Hindu		
Jewish	*	*
Muslim	*	*
Sikh	*	*
No Religion or Belief		

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2011 – March 2012.

Appendix B

Councillors Equality Data 2011-12

Equality Information	Number of Employees	%
Gender		
Male	16	45.7%
Female	19	54.3%
Sexual Orientation		
Gay	1 ¹	3.7%%
Lesbian		
Bisexual		
Heterosexual/Straight	17	63%
Prefer not to disclose	*	*
Married or in a Civil Partnership	Not disclosed/collected in 2011-12	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	24	85.7
Prefer not to disclose	4	14.3
Pregnant or on maternity leave	0	0%
Ethnicity		
Asian or Asian British people		
Black or Black British people		
Irish people		
White British	23	95.8%
Chinese people		
Gypsies & Travellers		
Other White	*	*
Disabled	*	*
Prefer not to disclose	*	*
Age		
Under 20 years		
20 – 29 years	*	*
30 – 39 years	*	*
40 – 49 years	*	*
50 – 59 years	*	*
60 – 69 years	13	37.1%
70+ years	*	*
Religion or Belief		
Christian	17	60.7%
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief	*	*
Prefer not to disclose	*	*

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2011 – March 2012

¹ Consent for disclosure obtained.

Appendix 2 – Recruitment Equality Data

Details of Job Applicants April 2011 to March 2012

Date	Total Applicants	Sex		Disability		Ethnic Origin
		Male	Female	Yes	No	
April to June 2011	25	13 (52%)	12 (48%)	0 (0%)	12 (100%)	White British 18 (72%) Asian Bangladeshi 2 (8%) Unknown 4 (16%) Asian Pakistani 1 (4%)
July to September 2011	39	31 (79%)	8 (21%)	0 (0%)	39 (100%)	White British 28 (72%) White Irish 1 (3%) Black African 3 (8%) Unknown 5 (13%) Asian Bangladeshi 1 (3%) Chinese 1 (3%)
October to December 2011	*	*	*	*	*	*
January to March 2012	92	92 (100%)	0 (0%)	1 (1%)	91 (99%)	White British 79 (86%) Unknown 12 (13%) Asian Pakistani 1 (1%)

% to nearest whole number

Details of Short-listed Applicants April 2011 to March 2012

Date	Total Applicants	Sex		Disability		Ethnic Origin
		Male	Female	Yes	No	
April to June 2011	12	4 (33%)	8 (67%)	0 (0%)	12 (100%)	White British 8 (67%) Asian Bangladeshi 1 (8%) Unknown 2 (17%) Asian Pakistani 1 (8%)
July to September 2011	38	30 (79%)	8 (21%)	0 (0%)	38 (100%)	White British 27 (71%) White Irish 1 (3%) Black African 3 (8%) Unknown 5 (13%) Asian Bangladeshi 1 (3%) Chinese 1 (3%)
October to December 2011	*	*	*	*	*	*
January to March 2012	30	30 (100%)	0 (0%)	1 (3%)	29 (97%)	White British 27 (90%) Unknown 2 (7%) Asian Pakistani 1 (3%)

% to nearest whole number

Details of Successful Applicants April 2011 to March 2012

Date	Total Applicants	Sex		Disability		Ethnic Origin
		Male	Female	Yes	No	
April to June 2011	2	2 (100%)	0 (0%)	0 (0%)	2 (100%)	Asian Bangladeshi 1 (50%) Unknown 1 (50%)
July to September 2011	14	13 (93%)	1 (7%)	0 (0%)	14 (100%)	White British 13 (93%) Unknown 1 (7%)
October to December 2011	*	*	*	*	*	*
January to March 2012	7	7 (100%)	0	0	7 (100%)	White British 7 (100%)

% to nearest whole number

Appendix B

Short Term Sickness Related Warning Monitoring 2011-12

Equality Information	Number of Employees	%
FTE	197	
Gender		
Male	*	*
Female	*	*
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	10	100%
Married or in a Civil Partnership	Not disclosed / collecting during 2011-12	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	10	100%
Not disclosed		
Pregnant or on maternity leave	0	0%
Ethnicity		
Asian or Asian British people		
Black or Black British people		
Irish people		
White British	10	100%
Chinese people		
Gypsies & Travellers		
Unknown		
Disabled		
Age		
Under 20 years		
20 – 29 years		
30 – 39 years	*	*
40 – 49 years	*	*
50 – 59 years	*	*
60 – 69 years		
70+ years		
Religion or Belief		
Christian	10	100%
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief		

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2011-March 2012.

Appendix B

Employment Termination 2011-12

Equality Information	Number of Employees	%
FTE	197	
Gender		
Male	11	52.4%
Female	10	47.6%
Sexual Orientation		
Gay		
Lesbian		
Bisexual		
Heterosexual/Straight	*	*
Not disclosed	*	*
Married or in a Civil Partnership	Not disclosed /collected in 2011-12	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	*	*
Not disclosed	16	76.2%
Pregnant or on maternity leave	0	0%
Ethnicity		
Asian or Asian British people		
Black or Black British people		
Irish people		
White British	16	76.2%
Chinese people		
Gypsies & Travellers		
Unknown	*	*
Disabled		
Age		
Under 20 years		
20 – 29 years		
30 – 39 years	*	*
40 – 49 years	*	*
50 – 59 years	*	*
60 – 69 years	*	*
70+ years	*	*
Religion or Belief		
Christian	*	*
Buddhist		
Hindu		
Jewish		
Muslim		
Sikh		
No Religion or Belief	*	*

Taking Up Training Opportunities 2011-12

Equality Information	Number of Employees	%
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Appendix B

FTE	197	
Gender		
Male	104	60.8%
Female	67	39.2%
Sexual Orientation		
Gay	*	*
Lesbian		
Bisexual		
Heterosexual/Straight	128	99.2%
Married or in a Civil Partnership		
Not disclosed /collected in 2011-12		
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	129	100%
Not disclosed		
Pregnant or on maternity leave		
	0	0%
Ethnicity		
Asian or Asian British people	*	*
Black or black British people		
Irish people		
White British	125	
Chinese people		
Gypsies & Travellers		
Other White	*	*
Mixed/ Multiple	*	*
Disabled		
	*	*
Age		
Under 20 years		
20 – 29 years	20	11.7%
30 – 39 years	30	17.5%
40 – 49 years	45	26.3%
50 – 59 years	55	32.2%
60 – 69 years	20	11.7%
70+ years	*	*
Religion or Belief		
Christian	83	65.4%
Buddhist	*	*
Hindu		
Jewish	*	*
Muslim	*	*
Sikh	*	*
No Religion or Belief	37	29.1%

Data supplied from the CHRIS HR system - % to one decimal place. April 2011-March 2012.

Appendix B

Appendix 8 – Service Area Customer Satisfaction and Equality Data

Private Sector Housing Renewal Service Equality Data Disabled Facilities Grants

Access to Service. April 2011 to March 2012 (58 Returns)	Yes	No, Unaware service existed	No, Unsure who to contact	No, Difficulty in finding us	No Answer
Did you find it easy to find out about the service	74.00%	12.00%	9.00%	5.00%	

Improvements to quality of life. April 2011 to March 2012 (58 Returns)	Greatly Improved	Improved	Slightly Improved	No Change	Worsened	Don't Know
	88.00%	10.00%	2.00%			

Customer Comments
Harry who suffers from Parkinson's decease has found it a big plus
No longer have to climb in and out of a bath, no worries about falling. The shower makes my life so much easier.
The fact that I can have a shower instead of struggling to have a bath (super) Thank you all so much.
Don't have to struggle getting up stairs anymore.
Feel safer, much easier to keep myself clean.
I now can shower in my house as before I went to mums as she is disabled and has a walk-in shower.
I can now have a shower and not worry that the water won't burn me. It's very nice having a lovely bathroom
We couldn't live in this house without the lift because of my wife's disability.
Being able to get up the stairs
Don't need to have a commode downstairs, I go to the bathroom and bedroom unaided.
Being able to go up and downstairs and interact with family
Work surface more on my level, able to go in to back garden.

Monitoring Service April 2011 to March 2012 (51 Returns/Completed)	
Equality Information	%
Male	34.00%
Female	66.00%
Disability Yes	94.00%
Disability No	6.00%
Ethnicity British	93.00%
Ethnicity Bangladeshi	2.00%
Ethnicity Caribbean	2.00%
Ethnicity Pakistani	3.00%
Age Group Under 20	2.00%
Age Group 20-29	2.00%
Age Group 30-39	6.00%
Age Group 40-49	16.00%
Age Group 50-59	12.00%
Age Group Over 59	62.00%
Religion Christian	73.00%
Religion Muslim	6.00%
No Religion	21.00%

Appendix B

Rossendale Borough Council Compliments and Complaints Figures

The Council received **252** Compliments during the financial year 2011/12.

The Council received **145** Complaints during the financial year 2011/12, of which 144 were closed at the end of the period with 1 remaining open.

The Council received **9** Ombudsman complaints during the financial year 2011/12, of which all were closed at the end of the period.

No equalities data was available for these figures.

Building Control Services – Customer Survey 2011/12

Return rate 2011/12 - 49%

SUMMARY OF RESPONSES:

1. Rating of Plan Vetting Service

The average score is produced by taking the number of responses in the year divided by the total responses expressing that score as a percentage. A questionnaire is sent to all service users upon completion of works.

The average scores for each question are as follows:

1	The way we handled your application	100%
2	Initial enquiry <ul style="list-style-type: none">• Polite and friendly• Helpful with enquiry	97% 97%
3	Amendments to application, initial contact	98%
4	Site inspection, overall satisfaction	100%

Service areas, how do you rate the current service?

1	Accessibility	98%
2	Reliability	100%
3	Responsiveness	100%
4	Customer care	95%
5	Competence	98%
6	Courtesy	98%
7	Communication	96%
8	Credibility	100%
9	User -friendliness	96%
10	Understanding needs of customer	98%

2. Gender - Return rate 43%

Customers were asked to declare their gender to test whether services were accessed equally between the sexes

Gender	2011/12
Male	65%
female	35%

Appendix B

3. Age

Customers were asked to report their age group

Age group (years)	2008/2009	2009/2010	2010/11	2011/12
Under 20	0%	0%	0%	0%
20 - 29	7%	3%	3%	5%
30 - 39	26%	25%	11%	14%
40 - 49	33%	28%	39%	27%
50 - 59	24%	21%	16%	34%
Over 59	10%	23%	31%	20%

The figures indicate that most development takes place where property owners are aged 30 and over, possibly where financial security and access to borrowing is less of a risk.

4. Disability

Customers were asked to declare whether they considered themselves to be disabled. Rossendale Building Control will waive the building regulation fee if the works to be carried out is for the provision of facilities to be used by persons with a disability.

2011-12

Gender / Disability	Yes	No
Male	0%	100%
Female	10%	90%

This shows more disabled female customers are accessing the service.

5. Ethnicity

Customers were asked to describe their ethnic origin so that we could determine how the services were accessed

Ethnic origin	2011/12
Asian Indian	4%
White British	96%
No response	

The figures show the service is under used by the ethnic minority groups, although it is noted that customer questionnaires tend not to be returned so may provide an inaccurate picture.

6. Religion/belief

Religion	2011/12
Christian	72%
Hindu	2%
No religion	26%

One Stop Shop Customer Survey Feedback

1. In the last two OSS Customer Satisfaction Surveys, undertaken in April 2011 and October 2011, there was a question about the convenience of the OSS location in the Borough. In both surveys, 100% of customers agreed that the current location was convenient. Feedback was received from residents in most parts of the Borough, 39 in April and a further 37 in October, specifically Bacup, Haslingden, Helmshore, Newchurch, Rawtenstall, Shawforth, Stacksteads, Stubbins, Water, Waterfoot and Whitworth.
2. Previous surveys, of 48 customers in November 2008 and a further 48 in November 2009, had posed the question in terms of the respondents' preferred location for a new OSS when Rawtenstall town centre was redeveloped. Across both surveys only 1 respondent had stated a preference for the OSS to be in a different part of the Borough, in this case Bacup. The vast majority (66%) preferred the same general area as now, followed by anywhere with car parking (19%) then anywhere accessible by public transport (14%).
3. Each survey was based on feedback from a random sample of customers who visited the One Stop Shop during a one week period.

Rossendale Borough Council – Over 70's Post Election Questionnaire

Borough Elections and Referendum held on 5 May 2011

Overview

After the local elections and referendum held on 5 May 2011 the Returning Officer asked for a questionnaire to be sent out to 100 electors over the age of 70 to ask if they had any comments or issues regarding polling cards; voting by post; or at the polling station.

A voter questionnaire was sent out to a random selection of electors identified as over 70 years of age (this group of electors is identifiable on the electoral software system used by the Electoral Team as it is information required by the Court Service) and is attached below. The questionnaire was posted out with a covering letter (below) and a pre-paid envelope was provided for its return.

Information Received

44 responses were received. 38 of these had no comment on voting, three complained about money being wasted on a survey and three issues were raised as follows: -

1. A partially blind voter said they had problems completing their postal ballot papers due to their lack of sight.
 - a. The Elections Manager wrote to the voter to explain the options available to them in order to alleviate the issues they faced.
2. A voter said that they found postal voting envelopes complicated.
 - a. The stationery used in postal voting is set in legislation and written and pictorial instructions are sent with each postal voting pack.
3. A voter said that they had mobility problems and found it difficult to walk to the polling station so they now voted by post.
 - a. Polling district reviews held every 5 years address the allocation of polling stations to ensure that residents and their representatives can comment on the provision of polling stations.

Appendix B

Rossendale Council Customer Service Review

- 84% feel they can access the Council when they need to
- Telephone is the preferred contact channel
 - But web/ e mail more heavily used when residents contact other businesses
 - Online chat facility could be a channel that meets the key needs of the web, telephone and face to face users
- Age is strongly correlated to electronic contact channels
 - Younger residents are far more receptive

Question: Are you able to contact the Council at the time that is most convenient for you?

	Total	Gender		Age				Ethnic group		Disability	
		Male	Female	16-24	25-44	45-64	65+	White	BME	Yes	No
Yes	452	234	218	48	167	148	90	422	16	64	373
	83.90%	88.60%	79.50%	72.50%	82.30%	85.40%	92.50%	84.30%	72.50%	78.40%	84.40%
No	87	30	56	18	36	25	7	79	6	18	69
	16.10%	11.40%	20.50%	27.50%	17.70%	14.60%	7.50%	15.70%	27.50%	21.60%	15.60%

Question: Overall, how satisfied or dissatisfied are you with the quality of customer service that Rossendale Council provides (please note that we are asking you to rate the service you experience from start to finish and not the actual answer to your query)?

	Total	Gender		Age				Ethnic group		Disability	
		Male	Female	16-24	25-44	45-64	65+	White	BME	Yes	No
	544	239	305	15	126	247	156	517	14	91	441
Very satisfied	96	54	42	20	36	22	18	90	4	11	83
	17.80%	20.80%	15.00%	34.90%	17.20%	12.80%	18.00%	17.90%	19.00%	13.90%	18.70%
Satisfied	269	114	154	11	106	99	52	258	3	45	216
	50.00%	44.10%	55.40%	19.70%	51.20%	56.80%	52.70%	51.60%	12.80%	56.80%	48.60%
Neither	91	54	37	11	36	29	15	86	3	8	81
	17.00%	20.80%	13.30%	19.70%	17.20%	16.70%	15.40%	17.10%	15.20%	10.20%	18.20%
Dissatisfied	35	24	12	4	16	8	8	26	8	3	30
	6.60%	9.10%	4.20%	7.60%	7.60%	4.30%	8.00%	5.20%	34.00%	3.20%	6.80%
Very dissatisfied	14	8	6	-	5	6	2	11	1	5	10
	2.60%	3.00%	2.30%	-	2.50%	3.70%	2.40%	2.30%	3.60%	5.70%	2.10%
Don't know	33	6	27	10	9	10	3	29	3	8	25
	6.10%	2.10%	9.80%	18.10%	4.30%	5.70%	3.50%	5.90%	15.40%	10.20%	5.50%