

Annual Equality Report 2015-16 Appendices

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These Appendices of equality information should be read in conjunction with the corresponding Annual Equality Report for 2015-16.

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***In compliance with data protection and disclosure where equality data is below 10 this will not be published publically unless consent has been obtained.¹**

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 2015-16

Equality Information	%
Full time	95.85%
Part time	3.65%
Casual	0.60%
Gender	
Male	63.31%
Female	36.69%
Sexual Orientation	
Gay	
Lesbian	
Bisexual	
Heterosexual/Straight	76.33%
Prefer not to disclose	23.77%
Gender Reassignment	
Not living in gender given at birth	0%
Living in gender at birth	71.00%
Prefer not to disclose	29%
Pregnant or on maternity leave	0%

¹ Prefer not to disclose data is published if not identifiable from other figures in that category.

Ethnicity	
Asian or Asian British Pakistani	1.77%
White British	75.74%
Other Ethnicity	22.42%
Disabled	1.77%
Age	
16 – 18 years	0%
19-24 years	5.91%
25-39 years	27.21%
40-49 years	23.07%
50-59 years	31.36%
60+ years	12.42%
Religion or Belief	
Christian	46.74%
Buddhist	0.59%
Jewish	0.59%
No Religion or Belief	18.34%

Data supplied from the CHRIS HR system - % to one decimal place. Date period April 2015 – March 2016.

Councillors Equality Data 2015-16

Equality Information	%
Gender	
Male	38.8%
Female	52.7%
Prefer not to disclose	8.3%
Sexual Orientation	
Gay/Lesbian	2.7%
Bisexual	2.7%
Heterosexual/Straight	80.55%
Prefer not to disclose	13.8%
Married or in a Civil Partnership	
Married or Civil Partnership	55.55%
Prefer not to disclose	22.22%
None	22.22%
Gender Reassignment	
Not living in gender given at birth	0%
Living in gender at birth	75%
Prefer not to disclose	25%
Pregnant or on maternity leave	0%
Ethnicity	
White British	36.11%
White English	30.55%
White British/English	8.33%
White Other	13.88%
Prefer not to disclose	11.11%
Disabled	
Disabled	13.88%
Not disabled	77.77%
Prefer not to disclose	8.33%
Age	
Under 20 years	0%
20 – 29 years	5.55%
30 – 39 years	0%
40 – 49 years	11.11%
50 – 59 years	19.44%
60 – 69 years	47.22%
70+	8.33%
Prefer not to disclose	8.33%
Religion or Belief	
Christian	52.77%
No Religion or Belief	16.66%
Other	8.33%
Prefer not to disclose	22.22%

Appendix 2 – Recruitment Equality Data

Details of Short-listed Applicants April 2015 to March 2016

Date	Total Shortlisted Applicants	Sex		Disabled	Ethnic Origin
		Male	Female		
April to June 2015	11	9 (81.81%)	2 (18.18%)	0	White British 10 (90.90%) Other 1 (9.10%)
July to September 2015	29	21 (72.41%)	8 (27.58%)	3 (10.34%)	White British 23 (79.31%) Asian Bangladeshi 1 (3.44%) Asian Indian 2 (6.89%) Other 4 (13.79%)
October to December 2015	55	34 (61.81%)	21 (38.18%)	4 (7.27%)	White British 43 (79.18%) Asian Pakistani 2 (3.63%) Other 9 (16.36%)
January to March 2016	7	3 (42.85%)	4 (57.14%)	0	White British 7 (100%)

Details of Successful Applicants April 2015 to March 2016

Date	Total Successful Applicants	Sex		Disabled	Ethnic Origin
		Male	Female		
April to June 2015	6	5 (83.33%)	1 (16.67%)	0	White British 6 (100%)
July to September 2015	12	11 (91.66%)	1 (8.33%)	0	White British 10 (90.90%) Other 1 (9.10%)
October to December 2015	14	6 (42.85)	8 (57.14)	1 (7.14%)	White British 11 (78.57%) Others 3 (21.42%)
January to March 2016	3	1 (33.34%)	2 (66.66%)	0	White British 3

(100%)

Employment Termination 2015-16

Equality Information	Number of Employees	%
FTE	37	100%
Gender		
Male	20	54.05%
Female	17	45.95%
Sexual Orientation		
Gay/Lesbian		
Bisexual		
Heterosexual/Straight	26	70.27%
Not disclosed	11	29.73%
Married or in a Civil Partnership	Not disclosed	
Gender Reassignment		
Not living in gender given at birth		
Living in gender at birth	37	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	31	83.78%
Chinese people		
Gypsies & Travellers		
Unknown	6	16.22%
Disabled	0	0%
Age		
Under 20 years	0	0%
20 – 29 years	7	18.92%
30 – 39 years	6	16.22%
40 – 49 years	7	18.92%
50 – 59 years	7	18.92%
60 – 69 years	10	27.02%
70+ years	0	0%
Religion or Belief		
Christian	18	48.7%
Buddhist		
Hindu		
Jewish		
Muslim	1	2.7%
Sikh		
No Religion or Belief	7	18.9%

Prefer Not to Disclose	11	29.7%
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Employment and Equal Pay

- 53.25% staff live in the borough, 32% in BB4 postcode & 21.25% in OL13 postcode areas.
- Average basic pay for females is £24,006.85 pa
- Average basic pay for males is £23,348.87 pa
- Overall average is £23,590.26 pa

Note: Data as at 2014-15 - based on actual pay not FTE

Grade	Males (No.)	%	Females (No.)	%
1 Living Wage	4	2.36%	5	2.95%
2	21	12.42%	4	2.36%
3	19	11.24%	12	7.10%
4	25	14.79%	11	6.50%
5	7	4.14%	4	2.36%
6	15	8.87%	7	4.14%
7	7	4.14%	12	7.10%
8	4	2.36%	4	2.36%
9	0	0%	1	0.59%
10	0	0%	1	0.59%
11	1	0.59%	0	0%
12	1	0.59%	0	0%
13				
14				
15				
16				
CEX -above grd16	2	1.18%	1	0.59%
NMW-below Grade1	1	0.59%	0	0%
Total	107	63.31%	62	36.69%

Appendix 3 – Service Area Customer Satisfaction and Equality Data

Rossendale Borough Council Compliments and Complaints

The Council received **142 Compliments** during the financial year 2015/16.

The Council received **86 Complaints** during the financial year 2015/16.

The Council received 3 Ombudsman complaints during the financial year 2015/16.

No equality information was disclosed or collected in relation to these figures during 2015-16.

This data is reported quarterly as part of the [Council's Performance Report](#), published on the Council's website.

Private Sector Housing Renewal Service - Disabled Facilities Grants

- The majority of customers were male (58.54%).
- The majority of customers were aged over 50 (70.73%).
- No customers accessing the service aged between 30 and 39.
- Only 4.88% of customers were from ethnic minority backgrounds.

Customer satisfaction survey. Private sector housing renewal service	
Monitoring Service April 2015 to March 2016 (Returns/Completed 50)	
Equality information	%
Male	58.54%
Female	41.46%
Disability	
Disability Yes	97.56%
Disability No	2.44%
Ethnicity	
Ethnicity British	95.12%
Ethnicity Other	4.88%
Age Group	
Age Group under 20	2.44%
Age Group 20-29	2.44%
Age Group 30-39	0%
Age Group 40-49	12.20%
Age Group 50-59	12.20%
Age Groups Over 59	70.73%
Religion	
Religion Christian	68.29%
Religion Muslim	0%
Religion Other	2.44%
No Religion	29.27%

Improvements to quality of life - April 2015 to March 2016 (50 Returns)

Greatly Improved	Improved	Slightly Improved	No Changed	Worsened	Don't Know
37 (90.24%)	4 (9.76%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Access to Service

Access to Service. April 2014 to March 2015 (50 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	34	5	2	0	0

	(82.93%)	(12.20%)	(4.88%)	(0%)	(0%)
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A selection of customer comments:

- Able to live more normally. Pleased with look of bathroom. Life is much easier.
- Path is much safer.
- I am able to shower myself without my husband helping. Having a toilet to hand has changed my life!
- I was unable to get out of the bath without help after my stroke.
- I am now able to use my bathroom to my abilities. Before I was unable to shower because I couldn't get into the bath.
- Toilet and shower are very good.
- More independence. Feels cleaner. Improved mental state, not feeling so much a burden for my wife.
- Ability to shower in safe conditions with well planned shower room including grab rails and non slip floors. Thank you.
- More room in bathroom. Shower is easily accessible for me and my wife.
- It's helped a lot.
- Excellent. Looking forward to morning shower. Huge difference accessibility wise
- Couldn't get in the bath beforehand. No longer have to go to daughters for showers
- It has made life easier having a shower in comfort and safety.
- Able to have a proper shower without having to step over the bath. Much safer - reduced fear of falling.
- It's a lot easier to shower and my wife can help more. The higher loo helps a lot too.
- Easier to get on the toilet.
- I can now get out of the house and spend some time in the garden.
- I am now able to have a shower and keep clean which is more than words can say.
- I can now shower daily without any problems of using and trying to keep clean a heavy and obsolete lifting chair and 22 year old bath.
- I feel more independent and safer.
- The work done has enabled better quality for my health to help with that and for my family easier and convenient.
- Now able to use shower instead of having to have a sponge bath.
- A lot easier to get in and out of the shower now the bath is removed.
- Husband couldn't manage the bath. He's now had his first shower in 2 years.
- I no longer have to step up into the shower.
- Having fallen down the stairs several times it has been a life saver to myself and my wife.
- I can now shower with no step.
- I can have a shower without the fear of falling.
- Increased independence and dignity for Jake in undertaking his personal use.
- Much safer when using the staircase after fitting of stair lift. Family more reassured in my ability to cope.

- I can now go out, I am mobile more safely again and I can wash my hair and keep myself clean without fuss and less risk.
- Able to maintain access to first floor bedroom and bathroom.
- I can now shower with ease - not worried about falling and my carer can now help me.

Building Control Services – Customer Survey 2015/16

Return rate 2015/16 - 32%

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	98%
2	Initial enquiry <ul style="list-style-type: none">• Polite and friendly• Helpful with enquiry	98% 98%
3	Amendments to application, initial contact	96%
4	Site inspection, overall satisfaction	99%

Service areas, how do you rate the current service?

1	Accessibility	95%
2	Reliability	95%
3	Responsiveness	96%
4	Customer care	96%
5	Competence	96%
6	Courtesy	97%
7	Communication	95%
8	Credibility	96%
9	User -friendliness	95%
10	Understanding needs of customer	97%

2. Gender - Return rate 67%

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

Gender	2015/16
Male	74%
female	26%

3. Age

Customers were asked to report their age group

Age group (years)	20010/2011	2011/12	2012/13	2013/14	2014/15	2015/16
Under 20	0%	0%	1%	0%	0%	0%
20 - 29	3%	5%	3%	4%	0%	0%
30 - 39	11%	14%	22%	22%	10%	10%
40 - 49	39%	27%	29%	25%	31%	30%
50 - 59	16%	34%	24%	33%	31%	27%
Over 59	31%	20%	20%	15%	28%	33%

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.

Gender / Disability	Yes	No
Male	12%	67%
Female	3%	18%

This shows more disabled male 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	2015/16
White British	100%

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	2015/16
Christian	59%
No religion	38%
No response	3%