

# East Cambridgeshire District Council

## Equality Monitoring Report 2020/21

### 1. INTRODUCTION

- 1.1 As a public sector organisation, the Council has a statutory duty to ensure that equality and diversity are embedded into all its functions and activities as required by the Equality Act 2010. The Equality Act legally protects people from discrimination in the workplace and in wider society. It is underpinned by the public sector Equality Duty, which supports good decision-making by ensuring public bodies (and others providing public services) consider how different people will be affected by their activities, helping them to deliver policies and services which are efficient and effective, accessible to all and which meet different people's needs.
- 1.2 The Equality Act legally protects people from discrimination in the workplace and in wider society. It introduced 9 'protected characteristics', making it unlawful to discriminate against someone on the grounds of age, disability, race, sex, sexual orientation, gender re-assignment, marriage and civil partnership, religion or belief, and pregnancy or maternity.
- 1.3 The Equality Act introduced a Public Sector Equality Duty. This Duty includes the General Duty and the Specific Duties. The General Duty requires public bodies to consider how the decisions that they make, and the services they deliver, affect people who share different protected characteristics. The General Duty has three main aims. It requires public bodies to have 'due regard' to:
- Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Act.
  - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
  - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 1.4 To ensure transparency, and to assist in the performance of this duty, the Specific Duties require public authorities to publish:
- equality objectives, at least every four years; and
  - information to demonstrate their compliance with the public sector equality duty.
- 1.5 This annual Equality Monitoring Report, is one way in which the Council is demonstrating its compliance with the duty.
- 1.6 The Annual Equality Monitoring Report 2020-21 presents an analysis of the following areas:
- Equality objectives;
  - Service delivery;
  - Equality impact assessments;
  - Complaints and satisfaction;
  - Access to information;
  - Equality in employment;
  - Gender Pay Gap;

- Progress against the 2016-2020 Equality Action Plan;
- The Council's commitments for 2021-2024

## 2. **EQUALITY OBJECTIVES**

2.1 East Cambridgeshire District Council had identified the following equality objectives for the period 2016-2020.

1	As a <b>Community Leader</b> , we are committed to working together with community partners and local residents to create a district in which inequality is tackled effectively, and where people from all backgrounds live and work together with mutual understanding and respect.
2	As a <b>Service Provider</b> , we recognise that our residents and visitors come from different communities and different circumstances, and we are committed to making use of this local knowledge to help to create a fairer society.
3	As an <b>Employer</b> , we are committed to eliminating discrimination in employment through the establishment of good employment practices applied equally to all employees.

2.2 The Council's progress against the Equality Action Plan 2016-2020 can be seen in Section 9.

2.3 In January 2021, the Council's Single Equality Scheme was replaced by a new Equality, Diversity and Inclusion Policy 2021-2024.

## 3. **SERVICE DELIVERY**

3.1 This is how the Council is actively promoting equality in the access to, and delivery of, its services:

- Providing accessible buildings and sites through dedicated disabled parking bays, ramps at entrances and exits, power assisted doors, accessible toilets, a hearing loop for people who are hearing impaired, and an accessible lift.
- All Council access points are designed to ensure there are no barriers related to disability, age, or language. All Customer Services staff are trained and supported to recognise where additional support may be needed and be aware of resources available to provide this.
- Working alongside Living Sport to support sport opportunities for people with disabilities and special needs, so that everybody, regardless of disability or additional needs, can access sport or physical activity that suits them.
- Providing a range of leisure activities for the over 50s through the Mature and Active Programme to keep active and improve their health and wellbeing.
- Promoting consultation and community engagement through the Council's Consultee Register.

- Providing translation services if a translation is required into another language or an alternative format, i.e. large print, Braille, audio cassette/CD: Translation Service
- Supporting the Cambridgeshire Equality Pledge with our local partners.
- Providing assisted collections to residents that are unable to put out their waste and recycling because of a serious long-term illness or disability.
- Providing a free of charge Clinical Waste collection service to collect and dispose of clinical waste which poses a threat of infection to humans.
- Offering assistance for Mandatory Disabled adaptations up to a maximum of £30,000 (subject to a test of resources): Disabled Adaptations
- Supporting and encouraging increased reporting of hate crime within the community at locations where victims of hate crime incidents feel safe and comfortable and specifically to extend the ways for victims of hate crime to access services through the development of 3rd party reporting centres. Currently in East Cambs there are two Hate Reporting Centres, one in Ely the other in Littleport. Our aim is to increase this to at least one Hate Reporting Centre in each Parish.
- Developing training packages for schools and businesses to prevent and deter hate crime/incidents by raising awareness of the impact of hate crime, consequences of perpetrating and building community cohesion across all communities. This will increase confidence in being able to report hate crime via the different methods available and raise awareness of local services that exist to protect and support victims and witnesses and challenge perpetrators.
- Providing advice and support for men and women affected by domestic violence (DV), including domestic abuse outreach sessions and a Domestic Violence Directory that lists contact details of organisations that can help individuals affected by this or those supporting people who are affected: Domestic Violence.
- Offering emergency refuge accommodation to women escaping abusive relationships through the Cambridge Women's Aid Refuge (CWA) and providing 'move-on' accommodation in the community for those leaving refuge.
- Providing support through the Community Hubs sited in various villages around East Cambridgeshire. The hub will provide people with support and will cover a range of topics from homelessness, debt and benefits to mental health issues and problems with anti-social behaviour.
- Delivering training and awareness to the workplace and schools through the Community Eyes and Ears Scheme, in relation to: Radicalisation, Hate Crimes, Modern Slavery, Cyber Crime and Scams, Neglect and Abuse, Exploitation, Abuse, Dementia and Loneliness.
- Producing a Live Safe leaflet for migrant workers because the district is attracting people as a place to live and work from across the world. Migrants can experience a number of different issues when working and living in the district and this leaflet informs them of their rights and responsibilities.
- The Equality Impact Assessment (EIA) process helps us to ensure services and information are accessible in relation to the nine protected characteristics (age, sex, gender reassignment, disability, race, sexual orientation, religion, marriage and civil partnership, and pregnancy and maternity).

#### **4. EQUALITY IMPACT ASSESSMENTS (EIAs)**

- 4.1 As part of any effective policy development process, it is important to consider any potential risks to those who will be affected by the policy's aims or by its implementation. The Equality Impact Assessment (EIA) process helps us to assess the implications of our decisions on the whole community, to eliminate discrimination, tackle inequality, develop a better understanding of the community we serve, target resources efficiently, and adhere to the transparency and accountability element of the Public Sector Equality Duty.
- 4.2 The word 'policy', in this context, includes the different things that the Council does. It includes any policy, procedure or practice - both in employment and service delivery. It also includes proposals for restructuring, redundancies and changes to service provision.
- 4.3 Over the financial year 2020/21, there were 20 [EIAs completed and published](#).

#### **5. COMPLAINTS AND SATISFACTION**

- 5.1 During the 2021/22 financial year, there was no evidence to indicate that any complaints were linked directly or indirectly to the prohibited conduct of discrimination, harassment or victimisation.

#### **6. ACCESS TO INFORMATION**

- 6.1 To ensure that all sections of the community have access to information about Council services and to the services that they require, many Council services are available online and customers are able to register their details to be able to track the progress of their requests.
- 6.2 For customers with no access to Internet, there are 4 self-serve kiosks in the Council's reception area available for use during office hours. From here the customer is able to access a wide range of services from the Council and our partners. All Council access points are designed to ensure there are no barriers related to disability, age, or language.
- 6.3 During 2020/21, as a result of Covid-19, the Council's reception was closed to the public, to avoid face-to-face contact and to protect our customers and our staff. Customers were asked to access services via the website where possible, or to contact the customer services team by telephone or email. The Council Reception is now open for pre-booked face-to-face appointments for essential enquiries, meetings and training.
- 6.4 The Council has a zero-tolerance approach to discrimination and harassment of Council Staff and Customers.
- 6.5 A translation and interpretation service is in place and can be requested for all Council publications to ensure all disabled groups and people with different language needs can access Council information. Provision includes foreign language interpreting and translation, Braille translation, British Sign Language interpreting, audio transcription and large print translation.

## **7. EQUALITY IN EMPLOYMENT**

- 7.1 As an employer, the Council promotes equality of opportunity in recruitment and employment. The Council's policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of the characteristics protected by the Equality Act. The Council also ensures that people are not disadvantaged by conditions or requirements which cannot reasonably be shown to be justifiable.
- 7.2 The Council promotes a welcoming environment where individual dignity is respected. When necessary the Council will take action to ensure that unwanted behaviour linked to the protected characteristics of the Equality Act 2010 is challenged and where necessary sanctions are used to support the duty to eliminate discrimination, harassment and victimisation from the workplace.
- 7.3 The Council makes reasonable adjustments to remove barriers affecting disabled employees.
- 7.4 The Council provides 'Work-life Balance' policies and guidance - including a range of flexible/alternative working patterns, parental leave and childcare scheme.
- 7.5 All employment policies and procedures are informed by equality impact assessments.
- 7.6 All disciplinary, disciplinary and capability cases are monitored to ensure that investigations and proceedings are free from any discriminatory practices.
- 7.7 The Council monitors the workforce to evidence that there is equality of opportunity in employment, and to identify and respond to issues that arise. We include a summary of the outcomes of monitoring below:
- 7.8 As at 31<sup>st</sup> March 2021, the Council employed 188 staff and the profile of the workforce can be summarised as follows:
- 128 (68%) are female and 60 (32%) are male.
  - 3.7% consider themselves to have a disability.
  - 96% are White, 2% are Black, 0.5% are Asian and 1.5% are of mixed ethnic origin.
  - 46% are Christian, 0.5% are Buddhist and the remainder have declined to state or are of no religion.
  - 5.3% are aged 20-24, 12.2% are aged 25-34, 19.7% are aged 35-44, 33.5% are aged 45-54, 24% are aged 55-64, and 5.3% are 65 and over. The average age is 47.
  - 7 females (70%) and 3 males (30%) make up the top 5% of earners.
  - There are no Black, Asian and Minority Ethnic (BAME) staff or disabled employees at senior grades.
  - the women's mean hourly rate was £15.46 per hour, 8.9% lower than the male's mean hourly rate of £16.98 per hour. In other words when comparing mean hourly rates, women earn £0.91 for every £1 that men earn (see section 8).
  - the women's median hourly rate was £13.47 per hour, 10.7% lower than the male's median hourly rate of £15.08 per hour. In other words when comparing median hourly rates, women earn £0.89 for every £1 that men earn (see section 8).

## 8. GENDER PAY GAP

- 8.1 The gender pay gap is the difference in the average hourly wage of all men and women across a workforce. If women do more of the less well-paid jobs within an organisation than men, the gender pay gap is usually bigger.
- 8.2 Gender pay reporting legislation requires employers with 250 or more employees to publish statutory calculations every year showing how large the pay gap is between their male and female employees.
- 8.3 As the Council has fewer than 250 employees, we are not required to comply with the regulations but Council Members have requested some measurable data to be provided on gender pay, including – (1) mean gender pay gap in hourly pay; (2) median gender pay gap in hourly pay; and (3) proportion of males and females in each pay quartile. Calculations are based only on employees on the Council's establishment.
- 8.4 The gender pay gap shows the difference between the **average** (mean or median) earnings of men and women. Mean is the difference between the average of men's and women's pay. Median is the difference between the midpoints in the ranges of men's and women's pay.
- 8.5 As at 31 March 2021, the women's mean hourly rate was £15.46 per hour, 8.9% lower than the male's mean hourly rate of £16.98 per hour. In other words when comparing mean hourly rates, women earn £0.91 for every £1 that men earn.
- 8.6 As at 31 March 2021, the women's median hourly rate was £13.47 per hour, 10.7% lower than the male's median hourly rate of £15.08 per hour. In other words when comparing median hourly rates, women earn £0.89 for every £1 that men earn.
- 8.7 In order to calculate the proportion of males and females in each pay quartile, employees were ranked from highest to lowest paid and divided into 4 equal parts (quartiles) – Upper Quartile; Upper Middle Quartile; Lower Middle Quartile; and Lower Quartile. Table 1 sets out the percentage of men and women in each of the quartiles.

Table 1: % of Males and Females in each Quartile as at 31/03/2021

Quartile	Males (%)	Females (%)
Upper	22 (47%)	25 (53%)
Upper Middle	10 (21%)	37 (79%)
Lower Middle	16 (34%)	31 (66%)
Lower	12 (26%)	35 (74%)

- 8.8 As at 31 March 2021, there were 188 employees on the Council's establishment, comprising of 128 females and 60 males.
- 8.9 In the last 3 years, the Council's gender pay gap has changed as follows:

Year	Mean	Median
2018/19	6.1%	4.7%
2019/20	8.8%	13.4%

2020/21	8.9%	10.7%
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- 8.10 Some conclusions that can be drawn from the evidence above are:
- The Council has effective recruitment practices in place as evidenced by the high proportion of female staff – 128 (68%) in the workforce.
  - The Council has effective promotion practices in place as evidenced by the high number of females in the Upper (53%) and Upper Middle (79%) Quartiles.
  - The Council has a very high number of female staff in the Lower Quartile – 35 (74%) compared to only 12 males (26%). This quartile includes Cleaners, Administrative Assistants and Reprographics staff which often attracts females with caring responsibilities.
  - The Council has a male Chief Executive.
- 8.11 Tables 2, 3 and 4 provide a comparison of the Council’s gender pay gap against other local authorities for the last 3 years.

Table 2: Gender Pay Gap Comparison data 2018/19

Employer	Employer Size	Difference in hourly rate		Proportion of women in each pay quartile			
		Mean	Median	Lower Quartile	Lower Middle Quartile	Upper Middle Quartile	Upper Quartile
East Cambridgeshire District Council	Less than 250	6.1%	4.7%	70.8%	66.7%	73%	57.4%
South Cambridgeshire District Council	500-999	-5.9%	-13.2%	23.1%	53.8%	62.3%	53.8%
St Edmundsbury Borough Council	250-499	-0.5%	0%	40%	53.2%	52.6%	51.2%
Cambridge City Council	500-999	3.2%	5.9%	59%	51%	47%	49%
Fenland District Council	500-999	10.9%	-9%	45%	67%	77%	49%
Huntingdonshire District Council	1000-4999	5.5%	0%	55%	51.8%	54.7%	48.6%
Cambridgeshire County Council	5000-19,999	13%	19%	85.5%	85.4%	77.3%	71.6%

Table 3: Gender Pay Gap Comparison data 2019/20

Employer	Employer Size	Difference in hourly rate		Proportion of women in each pay quartile			
		Mean	Median	Lower Quartile	Lower Middle Quartile	Upper Middle Quartile	Upper Quartile
East Cambridgeshire District Council	Less than 250	8.8%	13.4%	78%	65%	74%	57%
South Cambridgeshire District Council	500-999	-6.6%	-19.4%	25%	56.2%	61.3%	56.2%

St Edmundsbury Borough Council	250-499	-0.8%	-5.8%	37.6%	56.1%	54.8%	50.8%
Cambridge City Council	500-999	2.5	5.5	61.1	62.9	62	55.3
Fenland District Council	500-999	9.4	0	36	67	64	46
Huntingdonshire District Council	1000-4999	4.8	0	53.6	54.3	57.7	48.6
Cambridgeshire County Council	5000-19,999	8.3	8.9	82.8	81.4	77.2	72

Table 4: Gender Pay Gap Comparison data 2020/21

Employer	Employer Size	Difference in hourly rate		Proportion of women in each pay quartile			
		Mean	Median	Lower Quartile	Lower Middle Quartile	Upper Middle Quartile	Upper Quartile
East Cambridgeshire District Council	Less than 250	8.9%	10.7%	74%	66%	79%	53%
South Cambridgeshire District Council	500-999	NOT YET REPORTED					
St Edmundsbury Borough Council	250-499	NOT YET REPORTED					
Cambridge City Council	500-999	0.3%	4.8%	49%	52%	43%	47%
Fenland District Council	500-999	NOT YET REPORTED					
Huntingdonshire District Council	1000-4999	2.7%	0%	51.4%	54.3%	55.7%	52.7%
Cambridgeshire County Council	5000-19,999	7%	9%	83.3%	80.4%	78.5%	72.7%



9. Progress against the Equalities Action Plan 2016-2020

	Equality Objective	Action	Progress																						
1.	As a <b>Community Leader</b> , we will:																								
1.1	Understand the profile of our resident population and service users	Continue to collect and analyse statistical data on the local population	Achieved – data gathered on the local population as part of Equality policy update.																						
Monitor take up of information requested in other languages and formats		<p>Achieved – see the breakdown for the last 5 years:</p> <table border="1" data-bbox="1335 587 2038 1396"> <thead> <tr> <th data-bbox="1335 587 1491 651">Year</th> <th data-bbox="1491 587 1659 651">Total Requests</th> <th data-bbox="1659 587 1861 651">Languages</th> <th data-bbox="1861 587 2038 651">Alternative formats</th> </tr> </thead> <tbody> <tr> <td data-bbox="1335 651 1491 743">2016/17</td> <td data-bbox="1491 651 1659 743">14</td> <td data-bbox="1659 651 1861 743">Polish Lithuanian Greek</td> <td data-bbox="1861 651 2038 743">None</td> </tr> <tr> <td data-bbox="1335 743 1491 900">2017/18</td> <td data-bbox="1491 743 1659 900">18</td> <td data-bbox="1659 743 1861 900">Arabic Portuguese Polish Lithuanian Mandarin</td> <td data-bbox="1861 743 2038 900">None</td> </tr> <tr> <td data-bbox="1335 900 1491 1056">2018/19</td> <td data-bbox="1491 900 1659 1056">9</td> <td data-bbox="1659 900 1861 1056">Mandarin Spanish Russian Portuguese Polish</td> <td data-bbox="1861 900 2038 1056">None</td> </tr> <tr> <td data-bbox="1335 1056 1491 1212">2019/20</td> <td data-bbox="1491 1056 1659 1212">14</td> <td data-bbox="1659 1056 1861 1212">Mandarin Spanish Portuguese Polish Iranian</td> <td data-bbox="1861 1056 2038 1212">None</td> </tr> <tr> <td data-bbox="1335 1212 1491 1396">2020/21</td> <td data-bbox="1491 1212 1659 1396">27</td> <td data-bbox="1659 1212 1861 1396">Mandarin Iranian Polish Portuguese Bulgarian Romanian</td> <td data-bbox="1861 1212 2038 1396">None</td> </tr> </tbody> </table>	Year	Total Requests	Languages	Alternative formats	2016/17	14	Polish Lithuanian Greek	None	2017/18	18	Arabic Portuguese Polish Lithuanian Mandarin	None	2018/19	9	Mandarin Spanish Russian Portuguese Polish	None	2019/20	14	Mandarin Spanish Portuguese Polish Iranian	None	2020/21	27	Mandarin Iranian Polish Portuguese Bulgarian Romanian
Year	Total Requests	Languages	Alternative formats																						
2016/17	14	Polish Lithuanian Greek	None																						
2017/18	18	Arabic Portuguese Polish Lithuanian Mandarin	None																						
2018/19	9	Mandarin Spanish Russian Portuguese Polish	None																						
2019/20	14	Mandarin Spanish Portuguese Polish Iranian	None																						
2020/21	27	Mandarin Iranian Polish Portuguese Bulgarian Romanian	None																						

1.2	Continue to work to improve access to and take-up of Council services from all residents and communities	Continue to assess the equality impacts of all decisions, policies and projects which have an impact on residents and visitors	Achieved - over the financial year 2020/21, there were 20 <a href="#">EIAs completed and published</a> .
1.3	Commit publicly to improving the equality outcomes for the local community	Support the Cambridgeshire Equality Pledge with our local partners	The Equality Pledge was a simple pledge that committed signatory organisations to appreciate and value the benefits that different communities contribute to Cambridgeshire. The Council signed up to support the pledge, see here for our <a href="#">written commitment statement</a> .
1.4	Ensure that corporate and service level structures are in place to deliver and review the equalities agenda	Hold Equal Opportunities Working Group meetings every 6 months	Not achieved – the Equality group was disbanded.
		Ensure the Council has a compliant Single Equality Scheme in place	Achieved – the Council’s Single Equality Scheme was introduced in 2009 and has been updated every three years since.  In January 2021, the Council’s Single Equality Scheme was replaced by a new Equality, Diversity and Inclusion Policy 2021-2024.
		Continue to deliver equalities training to new staff and Elected Members	Not achieved, however, as part of the new policy, the Council has committed to providing training by December 2021.
		All Council publications to reflect a diverse community in terms of content and images	The Communications team created some diverse social media graphics to promote Council job vacancies on the social media channels.
		Ensure Council publications are available in accessible formats	A translation and interpretation service is in place and can be requested for all Council publications to ensure all disabled groups and people with different language needs can access Council information.

			<p>Provision includes foreign language interpreting and translation, Braille translation, British Sign Language interpreting, audio transcription and large print translation.</p> <p>See 1.1 for the breakdown of languages and formats for the last 5 years.</p>
2.	As a <b>Service Provider</b> , we will:		
2.1	Ensure our services are accessible	Continue to provide accessible buildings, facilities and open spaces to improve access for disabled people	<p>Achieved – the Council liaises with the <a href="#">East Cambridgeshire Access Group</a> for advice on accessibility issues if it is proposing to make changes to buildings and open spaces, especially for wheelchair access and visual impairment advice. The aim of the group is to promote social inclusion by good design of buildings, facilities and services.</p>
		In the development of the Council's new website, ensure that accessibility issues (e.g. access to different languages and formats) are taken into account	<p>From September 2020, all local government websites must comply with Level AA of the <a href="#">Web Content Accessibility Guidelines (WCAG)</a>. This means that the Council's website (and all documents published on it) must be accessible to all users, regardless of whether or not assistive technologies are used.</p> <p>Guidance has been circulated to all staff from the web team to ensure that any new documents that are to be published on the website are fully accessible.</p>

2.2	Consult with local residents and service users so that they feel empowered to influence decision making	Use the Council's Register of Consultees to give local residents, community groups the opportunity to get involved in local decision making	The register of consultees was used to consult with local residents and community groups 17 times between 2016 and 2020.
2.3	Provide activities to promote physical activity and help reduce the social isolation of older people in the district	Continue to run and promote the Mature and Active programme for people over the age of 55	Mature and Active sessions still run at some centres, but are operated at local level so the programme varies from site to site. There are however other activities now supported by the Healthy You programme, which similarly help to meet this objective; they include (for example) targeted walking groups, exercise classes and walking netball sessions. This programme continues to evolve and develop to meet local requirements and opportunities.
2.4	Work with local communities to reduce domestic violence and abuse	Improve responses and interventions which support victims of sexual violence including DV and rape	<p>Providing advice and support for men and women affected by domestic violence (DV), including domestic abuse outreach sessions and a Domestic Violence Directory that lists contact details of organisations that can help individuals affected by this or those supporting people who are affected: <u><a href="#">Domestic Violence</a></u>.</p> <p>Offering emergency refuge accommodation to women escaping abusive relationships through the Cambridge Women's Aid Refuge (CWA) and providing 'move-on' accommodation in the community for those leaving refuge.</p>

3.	As an <b>Employer</b> , we will:		
3.1	Understand the profile of our workforce	Analyse available data to understand how representative the Council's workforce is and identify any issues that need to be addressed	Achieved – workforce data analysed as part of Equality policy update. In future, this workforce data will be analysed annually as part of the annual monitoring report.
3.2	Ensure that the Council's policies and practices are non-discriminatory and compliant with Equalities legislation	Carry out Equality Impact Assessments (EIAs) on new and revised employment policies and publish them on the Council's website	Achieved –over the financial year 2020/21, 12 <a href="#">EIAs completed and published</a> for new and revised HR policies.
		Use the Council's Recruitment and Selection Policy to promote fair and equal treatment for job candidates	As an employer, the Council promotes equality of opportunity in recruitment and employment. The Council's policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of the characteristics protected by the Equality Act. The Council also ensures that people are not disadvantaged by conditions or requirements which cannot reasonably be shown to be justifiable.  The Council makes reasonable adjustments to remove barriers affecting disabled employees.
		Implement the new pay and grading structure	Achieved – new pay and grading structure implemented in December 2019.
		Ensure that the harassment of staff is dealt with promptly in accordance with the Council's Dignity at Work Policy	The Council promotes a welcoming environment where individual dignity is respected. When necessary the Council will take action to ensure that unwanted behaviour linked to the protected characteristics of the Equality Act 2010 is challenged and where necessary sanctions are used to support

			the duty to eliminate discrimination, harassment and victimisation from the workplace.
3.3	Ensure that policies are in place to meet the varying needs and work/life responsibilities of employees	Development and implementation of new Guidance on Family Friendly Working	Achieved - the Council provides 'Work-life Balance' policies and guidance - including a range of flexible/alternative working patterns, parental leave and childcare scheme.
3.4	Consult on the way in which policies are developed and implemented	Circulate all new and revised policies to CMT, Service Leads and Unison prior to implementation	Achieved - all new policies undergo a period of consultation prior to implementation.

## **10. THE COUNCIL'S COMMITMENTS FOR 2021-2024**

To meet our equality responsibilities, the Council has made the following commitments:

- We will comply with Equality Act 2010 and any future equalities legislation.
- We will ensure Elected Members, employees, union representatives, volunteers, contractors, suppliers (and others as relevant) are made fully aware of the council's commitment to inclusion and diversity and how that affects their work.
- We will collect data on our service users and workforce and publish these annually.
- We will take proactive steps to reduce social, economic and geographical disadvantage or exclusion.
- We have adopted the International Holocaust Remembrance Alliance working definition of anti-Semitism. In adopting this definition, we have undertaken to oppose all forms of anti-Semitism, hatred and harassment towards people who belong to the Jewish faith, and people with a Jewish ethnic or cultural background.
- We have committed to being an anti-racist organisation and we will actively work in partnership and stand together to end all forms of violence and racism.
- We will provide training/development and updates as appropriate.
- We will use information and talk to people to identify where inequality exists so that we can plan to tackle it.
- When it will help us to improve our services and understand how we are meeting our equality duties, we will ask questions about people's protected characteristics. We will always make it clear that people do not have to answer these questions and that they will still receive the services they need. We will keep personal data confidential.
- We will consider equality issues when we deliver our services.
- We will publish our equality objectives every four years, which will help us focus on some of the areas which we want to improve.
- When we think about changing our services, we will make sure that those people making the decisions know how the change could affect people with any of the protected characteristics. We will collect information about how people might be affected before making decisions. If the change might cause difficulties for people with a protected characteristic, we will do our best to find ways to reduce this impact. If we cannot do so, then we should think carefully about whether we need to make the change to achieve a legitimate aim.
- We have a duty to make reasonable changes to the way we do things so that disabled people can use our services and work for us. We recognise that everyone is different and we will treat people as individuals.
- We will make sure that anyone who provides a service for us treats people fairly. We will do this through our procurement process and by monitoring their work.
- We will recruit, select, train and promote staff fairly. We will try to ensure that the make-up of our staff matches that of our community. We will have clear systems for staff to complain if they are treated unfairly.
- We will make it easy for customers to complain if something goes wrong and we will respond quickly and efficiently.