

East Cambridgeshire District Council

Equality Monitoring Report 2022/23

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 2022-23 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 2021-2024 Equality Action Plan; and
 - 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 2021-2024.

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| 1 | As a Community Leader , we acknowledge with concern the published data on increases in hate crimes and crimes towards people with protected characteristics under the Equalities Act 2010. The Council condemns all forms of discrimination against all protected characteristics, and commits to ensuring that every resident of the District is treated with respect, dignity and in an equal manner. |
| 2 | As a Service Provider , we are committed to providing inclusive services which actively address inequality and exclusion by assessing 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. |
| 3 | As an Employer , we are committed to building an inclusive organisation where the workforce reflects the District we serve and where colleagues feel confident about being themselves in the workplace. |

2.2 The Council's progress against the Equality, Diversity and Inclusion Action Plan 2021-2024 can be seen in Section 9.

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.
- Through the [Healthy You](#) programme opportunities are provided to access physical activity schemes targeting inactive people and specific user groups such as older adults to support their health and wellbeing.
- Working alongside partners and supporting leisure facilities and clubs to be open and accessible to all to participate and enjoy leisure opportunities.
- 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 four Hate Reporting Centres – in Ely, Littleport, Sutton and Fordham. 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.
- Raising awareness within the community, via social media platforms and at community events, of the Prevent duty which aims to safeguard people from becoming terrorists or supporting terrorism.
- 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 2022/23, there were 6 [EIAs completed and published](#).

5. COMPLAINTS AND SATISFACTION

- 5.1 During the 2022/23 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 The Council's Customer Service Centre is open daily for face-to-face enquiries.
- 6.3 For customers with no access to Internet, there are 4 self-serve kiosks in the Council's Customer Service Centre 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.
- 6.4 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, remote working, 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 March 2023, the Council employed 192 staff and the profile of the workforce can be summarised as follows:
- 133 (69%) are female and 59 (31%) are male.
 - 4.7% consider themselves to have a disability.
 - 93% are White, 1% are Black, 1% are Asian and 0.5% are of mixed ethnic origin, and the remainder have declined to state.
 - 44% are Christian, 0.5% are Muslim, 0.5% are Buddhist and the remainder have declined to state or are of no religion.
 - 3% are aged 20-24, 12% are aged 25-34, 21% are aged 35-44, 30% are aged 45-54, 28% are aged 55-64, and 6% are 65 and over. The average age is 48.
 - 6 females (60%) and 4 males (40%) 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 £17.22 per hour, 10.1% lower than the male's mean hourly rate of £19.16 per hour. In other words when comparing mean hourly rates, women earn £0.90 for every £1 that men earn.
 - The women's median hourly rate was £15.26 per hour, 10.6% lower than the male's median hourly rate of £17.06 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 2023, the women's mean hourly rate was £17.22 per hour, 10.1% lower than the male's mean hourly rate of £19.16 per hour. In other words when comparing mean hourly rates, women earn £0.90 for every £1 that men earn.
- 8.6 As at 31 March 2023, the women's median hourly rate was £15.26 per hour, 10.6% lower than the male's median hourly rate of £17.06 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 31/03/2023

| Quartile | Males (%) | Females (%) |
|--------------|-----------|-------------|
| Upper | 21 (44%) | 27 (56%) |
| Upper Middle | 13 (27%) | 35 (73%) |
| Lower Middle | 15 (31%) | 33 (69%) |
| Lower | 10 (21%) | 38 (79%) |

- 8.8 As at 31 March 2023, there were 192 employees on the Council's establishment, comprising of 133 females and 59 males.
- 8.9 In the last 3 years, the Council's gender pay gap has changed as follows:

| Year | Mean | Median |
|---------|-------|--------|
| 2020/21 | 8.9% | 10.7% |
| 2021/22 | 7.7% | 8.5% |
| 2022/23 | 10.1% | 10.6% |

8.10 Some conclusions that can be drawn from the evidence above are:

- The Council has a high proportion of female employees across the whole organisation - 69% of the total workforce.
- This year has seen some changes to the upper quartile with:
 - 5 female staff leaving the quartile;
 - 4 female staff joining the quartile;
 - 4 males leaving the quartile; and
 - 6 males joining the quartile.Overall, this has increased the males in the Upper quartile by 4%.
- One salary point lower on the male's median hourly rate is £16.60 per hour and would have reduced the median pay gap to 8.1%
- Females are well represented across each of the quartiles.
- The Council has effective promotion practices in place as evidenced by the high number of females in the Upper (56%) and Upper Middle (73%) Quartiles.
- The Council has a high number of female employees in the Lower Quartile (79%). This quartile includes cleaners and administrative staff which often attracts females with caring responsibilities.
- If women do more of the less well-paid jobs within an organisation than men, the gender pay gap is usually bigger.
- The Council has a male Chief Executive.

8.11 The Council will continue to build on actions aimed at reducing the gender pay gap, including:

- Ensuring shortlists for recruitment and promotion opportunities include women.
- Using skills-based assessment tasks in recruitment to assess a candidate's suitability for the role and to ensure fairness.
- Using structured interviews for recruitment and promotions to prevent unfair bias from influencing decisions.
- Encouraging women to negotiate their salaries by showing salary ranges when recruiting.
- Committing to flexible working - supporting women returning to work through shared parental leave, job sharing, compressed hours, remote working, part-time opportunities – plus, encouraging men to also take advantage of flexible working arrangements.
- Offering financial assistance towards childcare costs attracts female employees.
- Helping women progress in their careers through a clear conversation approach towards performance management, which encourages line managers to have an open ongoing dialogue with staff on career development and progression.
- Ensuring that part-time employees are well supported and are given opportunities to progress.

8.12 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 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 | -9.9% | -19.5% | 23.9% | 52.8% | 61.4% | 56.5% |
| West Suffolk Council | 500-999 | -0.6% | -3% | 38.6% | 54.7% | 58.4% | 50% |
| Cambridge City Council | 500-999 | 0.3% | 4.8% | 49% | 52% | 43% | 47% |
| Fenland District Council | 500-999 | 4.4% | 2.7% | 34% | 78% | 43% | 42% |
| 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% |

Table 3: Gender Pay Gap Comparison data 2021/22

| 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 | 7.7% | 8.5% | 75% | 69% | 71% | 60% |
| South Cambridgeshire District Council | 500-999 | -9.5% | -19.5% | 27.3% | 54.8% | 63.1% | 53.7% |
| West Suffolk Council | 500-999 | -3.3% | -2% | 33% | 54% | 61% | 49% |
| Cambridge City Council | 500-999 | 1.4% | 4.8% | 51% | 52% | 42% | 48% |
| Fenland District Council | 500-999 | 5.8% | 12.1% | 34% | 80% | 61% | 39% |
| Huntingdonshire District Council | 1000-4999 | 0.7% | 0% | 52.6% | 52.6% | 55.5% | 51.7% |
| Cambridgeshire County Council | 5000-19,999 | 9.6% | 8.6% | 17% | 18% | 25% | 29% |

Table 4: Gender Pay Gap Comparison data 2022/23

| 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 | 10.1% | 10.6% | 79% | 69% | 73% | 56% |
| South Cambridgeshire District Council | 500-999 | -10.5% | -17.7% | 27% | 54% | 61% | 57% |
| West Suffolk Council | 500-999 | -2.6% | -4.7% | 37.6% | 49.5% | 57.7% | 48.1% |

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|----------------------------------|-----------|-------|-------|-------|-------|-------|-------|
| Cambridge City Council | 500-999 | 1.7% | 8.4% | 50% | 50% | 43% | 47% |
| Fenland District Council | 250-499 | 2.6% | -2% | 27% | 74% | 58% | 47% |
| Huntingdonshire District Council | 1000-4999 | -1.4% | -9.3% | 48.5% | 48.9% | 54.1% | 55.7% |
| Cambridgeshire County Council | 1000-4999 | 8.8% | 8.2% | 83.6% | 82.3% | 76.4% | 73.6% |

9. Progress against the Equality, Diversity and Inclusion Action Plan 2021-2024

| | Equality & Inclusion Objective | Action | Progress |
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| 1. | As a Community Leader , we will: | | |
| 1.1 | Work with other agencies to reduce the number of hate crimes and incidents | To ensure all hate recommendations, national guidance and good practice is implemented within East Cambridgeshire | <p>Some officers in the Communities and Partnership Team have been trained by the Police on recognising and reporting of Hate Incidents/Crimes and are able to train other officers.</p> <p>Hate Crime Reporting Toolkit produced and available on ECDC website and Intranet.</p> <p>Promotion of True Vision on ECDC website.</p> |
| To increase our number of Hate Reporting Centres to at least one in each Parish. | | Parish councils are proactively encouraged to become Third Party Hate Crime/Incident Reporting Centres. There are currently 4 reporting centres in East Cambs – in Ely, Littleport, Sutton and Fordham. | |
| To respond positively to allegations, signs and perceptions of hostility and hate, and to proactively check reports of hate crime and non-crime hate incidents to ensure that the appropriate action has been taken and that allegations are investigated in a consistent and proportionate manner. | | <p>Communities and Partnerships team have dealt with offensive graffiti, logging removal and raising crimes with the local Police.</p> <p>Promotion of True Vision on ECDC website</p> <p>The Communities and Partnerships team has not received any official reports of hate crimes.</p> | |

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| | | To ensure significant focus is placed on a partnership approach through our Multi Agency Meetings to tackling hate crime and therefore increasing confidence amongst communities while identifying any particular hard to reach community groups or potential challenges. | Hate Crime is a specific area of focus within the East Cambs Community Safety Partnership's Action Plan 2023/24. All CSP members offered Hate Crime Training. ECDC community safety officers attend monthly multi-agency Problem Solving Group meetings Community Safety Partnership Twitter account has promoted Hate Crime awareness week and ECDC re-Tweeted. |
| | | To monitor hate crime performance & review the progress through the CSP Delivery Group. | This is being done and ongoing |
| 1.2 | Understand the profile of our resident population and service users, and appreciate the changing nature of the District | Continue to collect and analyse statistical data on the local population | The Communities and Partnerships team continue to use Cambridgeshire Insight, CCC Research Team, Joint Strategic Needs Assessment Core Data and Police Crime Stats from Cambridgeshire Constabulary Website. |
| | | Improve how we gather, use and share information appropriately to better understand who lives in the district and be aware of their needs. | The Council participates in numerous multi-agency partnerships and networks and supports initiatives that seek to understand who lives in the district and be aware of their needs, examples include the Happy at Home workstreams, Appreciative Enquiry, parish council community safety forums, East Cambs Health and Wellbeing Team and the Parish and Community Forum. |
| | | Monitor take up of information requested in other languages and formats | 6 requests for translating and interpreting, all Ukrainian. |

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| 1.3 | 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 the public | Achieved - over the financial year 2022/23, there were 6 EIAs completed and published . |
| 1.4 | Improve the involvement and engagement of the diverse communities within the District, and ensure that all people are able to take an active role within the Council and the local community | Ensure the communities feel their views are taken into account | <p>The Council participates in numerous multi-agency partnership networks and supports initiatives that seek to understand who lives in the district and be aware of their needs, examples include the Happy at Home workstreams, Appreciative Enquiry, parish council community safety forums, East Cambs Health and Wellbeing Team and the Parish and Community Forum.</p> <p>The Council has supported parish council community safety forums where parish-specific action plans have been compiled to address local matters raised. Progress updates are then fed back to the community.</p> <p>Surveys, out on the ground in person, youth engagement (including detached youth work).</p> |
| | | Challenge negative views and promote more cohesive communities | <p>Presentation given by Neighbourhood and Community Safety Team Leader to new starters at ECDC on counter terrorism and radicalisation</p> <p>Eyes and Ears training offered to local voluntary and community sector organisations which includes hate crime as a topic.</p> |
| 1.5 | Work together with community partners and local residents to | Tackle unfair treatment and inappropriate behaviour to those with protected | Communities and Partnerships team have dealt with offensive graffiti, logging removal and raising crimes with the local Police. |

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| | confront racism, antisemitism and prejudice | characteristics, experiencing discrimination, bullying and harassment | Promotion of True Vision on ECDC website |
| 1.6 | Ensure that corporate and service level structures are in place to deliver and review the equalities agenda | Provide strong leadership and ensure equality, diversity and inclusivity are embedded throughout the Council by Elected Members, Management and staff. | An e-learning training course was rolled out for all staff and Members in 2022 called Equality and Diversity Essentials, which included a module on unconscious bias. The completion rate was 84%. |
| | | Ensure the Council has a compliant Equality, Diversity and Inclusion Policy in place | Achieved – the Council’s Equality, Diversity and Inclusion Policy 2021-2024 was introduced in January 2021. |
| | | Commit publicly to improving the equality outcomes for the local community by continuing to 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 written commitment statement . |
| | | All Council publications to reflect a diverse community in terms of content and images | We are using artwork which reflects a diverse community. |
| | | 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. Provision includes foreign language interpreting and translation, Braille translation, British Sign Language interpreting, audio transcription and large print translation. |

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| 2. | As a Service Provider , we will: | | | | | |
| 2.1 | Ensure that everyone entitled to its services are able to access them | <table border="1"> <tr> <td data-bbox="741 269 1357 691">Improve our communication and accessibility for all services users</td> <td data-bbox="1364 269 2038 691"> <p>All local government websites must comply with Level AA of the Web Content Accessibility Guidelines (WCAG). 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> </td> </tr> <tr> <td data-bbox="741 695 1357 1356">Encourage feedback, compliments as well as complaints, and respond to them</td> <td data-bbox="1364 695 2038 1356"> <p>The Council welcomes feedback, whether it is a compliment, complaint or comment to help us improve the services we provide to all customers.</p> <p>Customers can offer feedback in the following ways:</p> <ul style="list-style-type: none"> ▪ Online feedback form; ▪ By email; ▪ By telephone; ▪ In writing; or ▪ By visiting the customer service centre. <p>If a customer wishes to make a complaint, they will be encouraged to contact either the Customer Services Team or the individual department or person that they have been dealing with directly via any of the methods above.</p> </td> </tr> </table> | Improve our communication and accessibility for all services users | <p>All local government websites must comply with Level AA of the Web Content Accessibility Guidelines (WCAG). 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> | Encourage feedback, compliments as well as complaints, and respond to them | <p>The Council welcomes feedback, whether it is a compliment, complaint or comment to help us improve the services we provide to all customers.</p> <p>Customers can offer feedback in the following ways:</p> <ul style="list-style-type: none"> ▪ Online feedback form; ▪ By email; ▪ By telephone; ▪ In writing; or ▪ By visiting the customer service centre. <p>If a customer wishes to make a complaint, they will be encouraged to contact either the Customer Services Team or the individual department or person that they have been dealing with directly via any of the methods above.</p> |
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| Encourage feedback, compliments as well as complaints, and respond to them | <p>The Council welcomes feedback, whether it is a compliment, complaint or comment to help us improve the services we provide to all customers.</p> <p>Customers can offer feedback in the following ways:</p> <ul style="list-style-type: none"> ▪ Online feedback form; ▪ By email; ▪ By telephone; ▪ In writing; or ▪ By visiting the customer service centre. <p>If a customer wishes to make a complaint, they will be encouraged to contact either the Customer Services Team or the individual department or person that they have been dealing with directly via any of the methods above.</p> | | | | | |

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| | | | <p>All our staff will always listen to you and try to resolve any grievances quickly and informally. Most problems can be resolved this way.</p> <p>If your complaint, for whatever reason cannot be resolved informally, the Council's formal complaints procedure will be instigated.</p> |
| | | Continue to provide accessible buildings, facilities and open spaces to improve access for disabled people | Achieved – the Council liaises with the East Cambridgeshire Access Group 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. |
| 2.2 | Ensure our suppliers and contractors adhere to our equality and inclusion policy | Take all possible opportunities to ensure our suppliers and contractors take an active approach to contributing to our equalities and inclusion goals, including having standard terms in contracts with external suppliers that require adherence to the Council's Equality Policy. | In accordance with the contract procedure rules set out in Part 4 of the Council's Constitution, the officer responsible for the procurement must ensure compliance with any legal or statutory requirements and any Council policies, including the Equality, Diversity and Inclusion policy. |
| 2.3 | 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 | Register of Consultees promoted to all ECDC officers. Register is used by ECDC officers when carrying out consultation. |

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| 3. | As an Employer , 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 collected and 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 | Ensure our recruitment and selection process is fair, consistent and transparent and that job opportunities are accessible to as wide and diverse an audience as possible | 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. |
| | | Carry out EIAs on new and revised employment policies and publish them on the Council's website | Achieved –over the financial year 2022/23, two EIAs completed and published for the updated Extra Responsibility Allowance Policy and the updated Acting Up Policy. |
| | | Take seriously and act upon allegations of inappropriate language, situations or practices and investigate issues as soon as they arise, promptly at the root cause | 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 |

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| | | | discrimination, harassment and victimisation from the workplace. |
| | | Ensure that appropriate reasonable adjustments are being put in place for colleagues with disabilities, such as providing physical adaptations or equipment and reviewing working arrangements | Achieved – over the financial year 2022/23, reasonable adjustments were put in place for members of staff with Dyslexia, hearing impairments and for various staff with back and musculoskeletal disorders. |
| 3.3 | Educate our workforce to improve understanding of barriers faced by particular groups so that all employees can help to remove these barriers | Ensure that all Council staff and Members undertake training in unconscious bias | An e-learning training course was rolled out in 2022 for all staff and Members called Equality and Diversity Essentials, which included a module on unconscious bias. The completion rate was 84%. |
| 3.4 | Public bodies subject to the specific duties of the Public Sector Equality Duty must publish information to show their compliance. | The Council will produce an Equality, Diversity and Inclusion Monitoring Report for the period 1 st April to 31 st March each year | Achieved – the Annual Equality, Diversity and Inclusion Monitoring Reports are published on the Council's website. |

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.