

Maldon District Council: The Public Sector Equality Duty and Equality Information

31st January 2012



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The Equality Act 2010 [Specific Duties] Regulations 2011 brought new requirements and targets for local authorities and this document seeks to address the first of those deadlines. That is

Public authorities covered by the specific duties must publish information to demonstrate their compliance with the general equality duty.

- ***All listed bodies (except schools and pupil referral units) must do this by 31 January 2012, and at least annually thereafter.***

The information must include information relating to people who share a relevant protected characteristic who are

- ***Its employees (for authorities with more than 150 staff)***
- ***People affected by its policies and practices (for example, service users)***

1. Context

The Maldon District is located in the East of England and enjoys a rural and coastal environment despite only being 60 miles from the nation's capital. The area has a unique natural beauty and is renowned for its coastal activities and heritage that includes sailing barges, oyster fishing and the production of the world famous Maldon Sea Salt.

The District has over 70 miles of coastline and covers an area of 36,000 hectares. However in terms of population it has one of the lowest population densities in Essex, estimated by the Office of National Statistics to be 63,200.

Despite its small size, the population of the District has in fact doubled over the last 40 years and projections from the ONS indicate that the population will continue to increase. Between 1998 and 2007 population growth in the District has been 13% compared to a regional figure of 7% and 5% nationally (ONS, 2007a).

2. The Population of the District

The Office of National Statistics estimates that the population of the District is 63,200 with slightly more women than men. 23.4% of the population is classified as older than 60/65 and the population of the District is in fact ageing. Between 2008 and 2033 the population aged between 65 and 84 is expected to increase by approximately 85%, whilst the number of those over 85 is expected to more than triple. There is also expected to be a decline in the proportion of working age people from more than 60% to just over 50%.

When compared to other Districts and Boroughs in Essex, the ethnic population of the Maldon District is relatively small, with 96.1% of the population classified as White and only 3.9% for all the other ethnic groups. See the table below which shows the comparison with Essex authorities.

District/Borough	White	Mixed	Asian or Asian British	Black or Black British	Other	Total
Basildon	93.30	1.40	2.50	1.90	0.80	6.7
Braintree	95.50	1.20	1.50	1.10	0.70	4.5
Brentwood	91.60	1.40	3.90	1.80	1.10	8.4
Castle Point	95.20	1.00	1.90	1.50	0.70	4.8
Chelmsford	93.40	1.40	2.50	1.60	1.10	6.6
Colchester	92.10	1.70	2.50	1.50	2.20	7.9
Epping Forest	90.00	1.70	4.40	2.90	1.10	10
Harlow	91.30	1.70	3.10	2.30	1.80	8.7
Maldon	96.10	1.00	1.30	1.00	0.50	3.9
Rochford	95.60	1.00	1.50	1.20	0.60	4.4
Tendring	94.90	1.20	1.70	1.40	0.80	5.1
Uttlesford	94.60	1.10	1.80	1.20	1.00	5.4

Source: Essex Insight Website

There are currently two registered sites for the travelling community within the District at Woodham Walter and Tolleshunt Major.

Detailed Population Data for the District of Maldon

Population Estimate:	63,200	(ONS 2010)
Gender Estimate:	Male 49.7% Female 50.3 %	(ONS 2010)
Age Estimate:	Under 16 18.4% 65+ Men, 60+ Women 23.4%	(ONS 2009) (ONS 2010)
Race Estimate:	White British 96.1% Non White British 3.9% Mixed 1.0% Asian or Asian British 1.3% Black or Black British 1.0% Other 0.5%	(Essex Insight)
Religion:	Christian 75.78% (45,027) Other Religions 0.93% Buddhist 0.13% (79) Hindu 0.10% (62) Jewish 0.17% (100) Muslim 0.25% (150) Sikh 0.05% (29) Other Religion 0.23% (138) None 16.47% (9,789) Not stated 6.81% (4,044)	(ONS 2001)
Disability Estimate:	Claimants of disability living allowance 3.83% (2,420)	(ONS 2010)
Mental Health	Adults Accessing NHS Specialist Mental Health Services 2.1% (1,343)	(ONS 2010)
Life Expectancy	Life expectancy at birth Males 78.9 Females 83.4	(ONS 2009)
Economic Activity Estimate:	Economically active 74.9% Economic inactivity 25.1% Unemployed 4.4%	(ONS 2010) (ONS 2010)
	All people of working age claiming a key benefit 11% Jobseekers Allowance Claimants 3% Incapacity Benefit 4%	(ONS 2009)

Office of National Statistics

<http://neighbourhood.statistics.gov.uk/dissemination/LeadDatasetList.do?a=3&b=276964&c=Maldon&d=13&q=446156&i=1001x1003&m=0&r=1&s=1294311416609&enc=1&domainId=13>

Essex Insight

<http://www.essexinsight.org.uk/Viewdata.aspx?P=Data&referer=/BuildDataView.aspx?DataSetID=137&VariableID=1221&referer=RealmDataBrowser.aspx>

3. Information: The Council's Customers

The Equality Act states that the Council must publish information on "people affected by its policies and practices (for example service users) and the published guidance goes on to explain that this might include 'people who are using its services and their levels of satisfaction'.

The following section therefore outlines information about who our customers are and their levels of satisfaction with Council Services.

- **Customer Service** – The number of people accessing the Council's Customer Contact Service (which deals with the majority of enquiries at first contact) is at follows. No demographic information is gathered, so this information cannot be disaggregated.

	Telephone Calls	Visits in Person
January	8396	490
February	7282	721
March	10061	729
April	9334	459
May	8649	451
June	8213	528
July	8114	490
August	8357	527
September	8969	585
October	8055	525
November	7578	508
December	5879	368
Total	98,887	6,381

- **Complaints and Compliments** – The Council records corporately the number of complaints and compliments made for the seven service areas of the Council. At the moment no demographic information is collected with regard to the customers making these compliments or complaints, so this information cannot be disaggregated.

Service Area	Compliments Recorded		Complaints Recorded	
	21 Dec 2010 – 30 June 2011	01 July 2011 – 20 Dec 2011	21 Dec 2010 – 30 June 2011	01 July 2011 – 20 Dec 2011
Customer and Democratic Services	23	19	9	9
Environment Services	16	4	36	27
Financial Services	0	1	2	1
Housing, Revenues and Benefits	8	5	13	9
Leisure and Liveability	17	9	30	12
Organisational Development	2	0	2	3
Planning Services	4	4	45	37
Chief Executive	1	0	0	0
Total	71	42	137	98

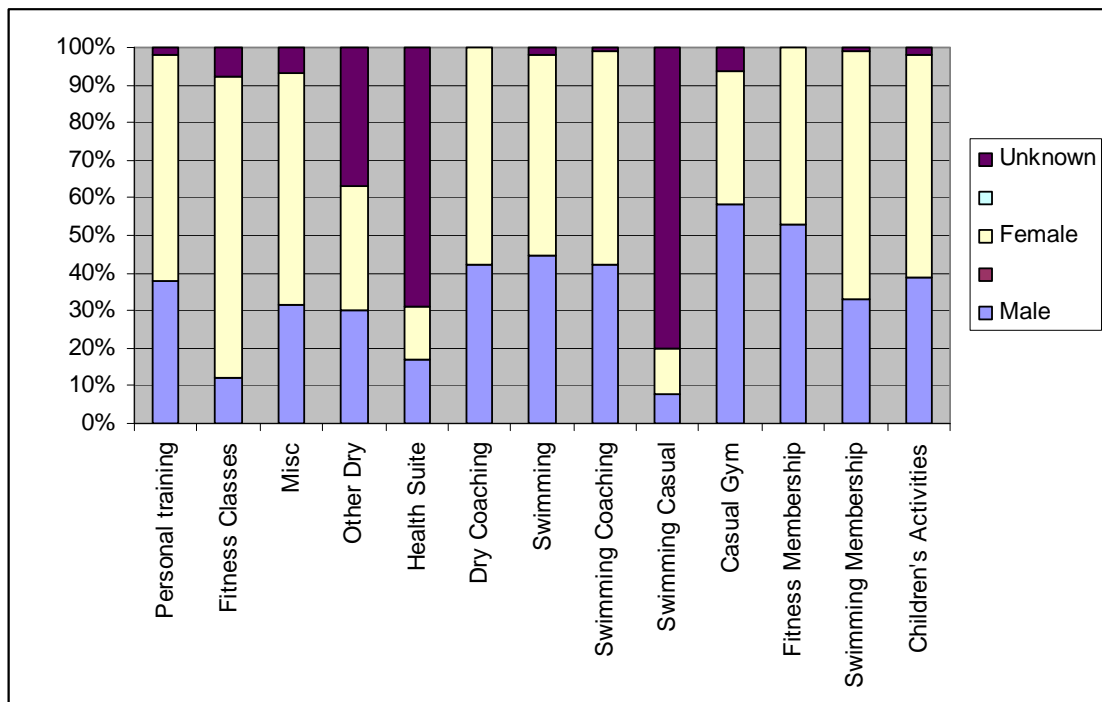
- **Translations** - The Council receives only a very small number of requests for translation services for customers. In 2009/10 there were 3 requests for Polish translations and 0 in 2010/11.
- **Community Safety** – The Council’s Community Safety team works to ensure that the District remains a safe place to live, work and visit. They work closely with the Police and other relevant agencies to monitor activity in the District. The team can report that there have been no instances of hate crime and 37 cases of anti-social behaviour in the past year.
- **Sports Development** - The Sports Development team worked with people across the District to encourage activity and healthy lifestyles (2009/10). This work, especially in schools, helped a lot of younger people as well as working with the Over 50s and a number of disabled people. The stats are as follows.

Activity	Male	Female	Disabled	Total
Over 50s group	12	51	3	63
Extra Activities (under 15)	275	177	3	452
Fit Funky Fridays (under 15)		122		122
School Clubs (under 15)	945	636	76	1581
Parish Sports Programme (under 15)	1151	729	9	1955
Active at School (under 11)	2442	2152	17	4594

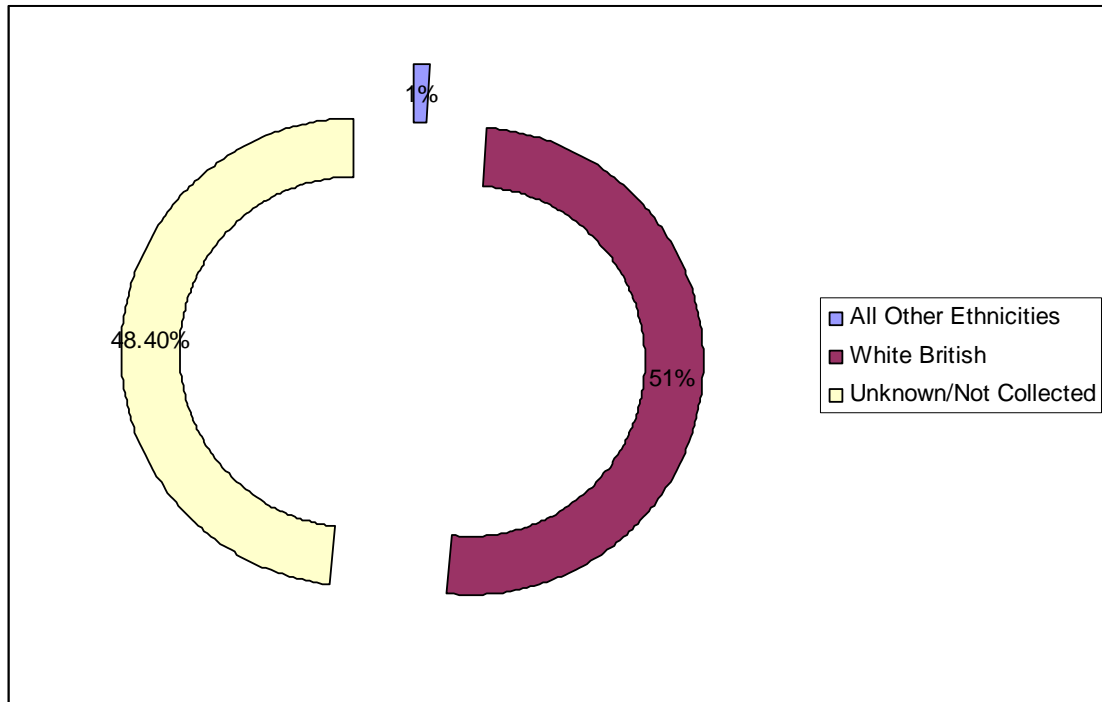
- **Blackwater Leisure Centre Usage**

The Blackwater Leisure Centre monitors the usage of its various services and these can be broken down by both gender and ethnicity. These are summarised here in graph format.

Leisure Centre Usage - by Gender



Leisure Centre Usage - by Ethnicity



• **Benefits Service - Satisfaction Levels (July 2009 to April 2011)**

The Council's Benefits Service carries out regular customer satisfaction surveys and these show very high levels of customer satisfaction for the service received. Demographic information is collected which is included below.

	Very	Quite	Neither	Not Particularly	Not at all
<i>Overall</i>	2183	169	34	14	5
<i>Percentages</i>	90.3%	7.0%	1.4%	0.6%	0.2%
How easy was it to claim?	354 87.8%	34 8.4%	7 1.7%	4 1.0%	2 0.5%
How helpful were we?	391 97.0%	7 1.7%	1 0.2%	0 0%	1 0.2%
How polite were we?	396 98.3%	4 1.0%	0 0%	0 0%	1 0.2%
How fairly did we treat you?	393 97.5%	7 1.7%	0 0%	0 0%	1 0.2%
How clear and easy to read is our information?	269 66.7%	101 25.1%	21 5.2%	10 2.5%	0 0%

How satisfied are you with our Benefits Service?	380 94.3%	16 4.0%	5 1.2%	0 0%	0 0%
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Benefits Diversity Monitoring

Gender (401 responses)	
Male	162 (40%)
Female	239 (60%)

Age (401 responses)	
Under 18	5 (1.2%)
18-24	46 (11%)
25-34	78 (19%)
35-44	81 (20%)
45-54	72 (18%)
55-64	64 (16%)
65-74	32 (8%)
75+	23 (5.8%)

Ethnicity (396 responses)	
White: British	389 (98%)
White: Irish	1 (<1%)
Other White	2 (<1%)
Mixed: White and Black Caribbean	0
Mixed: White and Black African	0
Mixed: White and Asian	1 (<1%)
Other Mixed	1 (<1%)
Asian or Asian British: Indian	1 (<1%)
Asian or Asian British: Pakistani	1 (<1%)
Asian or Asian British: Bangladeshi	0
Other Asian	0
Black or Black British: Caribbean	0
Black or Black British: African	0
Other Black	0
Chinese	0

Disability (399 responses)	
Yes	62 (16%)
No	337 (84%)

Sexuality (391 responses)	
Bisexual	0
Lesbian	0
Gay	2 (<1%)
Heterosexual	388 (99%)

Faith/Belief (381 responses)	
Buddhist	1 (<1%)
Christian	157 (41%)

Hindu	0
Jewish	0
Muslim	0
Sikh	0
No religion	223 (58%)

- **Environment Services – Satisfaction Levels (June – October 2011)**

The Council's Environment Service also carries out regular customer satisfaction surveys and these again show very high levels of customer satisfaction for the service received. Demographic information is collected which is included below.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A or No reply
<i>Overall</i>	141	106	22	16	12	33
<i>Percentages</i>	43%	32%	7%	5%	3%	10%
The attitude of the telephonist or reception staff	27 41%	27 41%	3 4%	1 1.5%	1 1.5%	7 11%
The speed of the initial response to your enquiry by the investigating Officer	28 42%	24 36%	4 6%	4 6%	2 3%	4 6%
The attitude of the Investigating Officer (friendly, receptive, helpful)	38 57%	17 26%	3 4%	2 3%	2 3%	4 6%
Overall view of the service provided	27 41%	20 30%	7 11%	5 7%	4 6%	3 4%
Overall time taken to resolve your complaint	21 32%	18 27%	5 8%	4 6%	3 4%	15 23%

Gender (57 responses)	
Male	23 (40%)
Female	34 (60%)

Age (63 responses)	
Under 18	
18-24	1 (2%)
25-34	1 (2%)
35-44	4 (6%)
45-54	14 (22%)
55-64	16 (25%)
65-74	15 (24%)
75+	12 (19%)

Ethnicity (63 responses)	
White: British	62 (98%)
White: Irish	0
Other White	0
Mixed: White and Black Caribbean	1 (2%)
Mixed: White and Black African	0
Mixed: White and Asian	0
Other Mixed	0
Asian or Asian British: Indian	0
Asian or Asian British: Pakistani	0
Asian or Asian British: Bangladeshi	0
Other Asian	0
Black or Black British: Caribbean	0
Black or Black British: African	0
Other Black	0
Chinese	0

Disability (56 responses)	
Yes	10 (18%)
No	46 (82%)

- **Refuse Collections** – Collections are made from 26860 properties in the District and of those 1017 properties receive assisted collections. These collections are designed for those people who are either elderly or disabled where it is difficult for customers to deal with the refuse. This equates to 3.8% of collections.

4. Information: Council Staff

The Equality Act states that the Council must publish information on its employees and the guidance suggests topics on which to publish that information. The following section therefore outlines relevant information that is held about the Council's workforce, which comprises 210 staff and 183.78 Full Time Equivalent (FTE) staff. All information is for quarter three of 2011/12.

Gender

	Full Time	Part Time	Total
Male	69 (33%)	9 (4%)	78 (37%)
Female	74 (35%)	58 (28%)	132 (63%)
Total	143(68%)	67 (32%)	210

Age

	Male		Female	
	Full Time	Part Time	Full Time	Part Time
16-25	5 (2%)	1 (0.5%)	11 (5%)	2 (1%)
26-35	15 (7%)	0	16 (7.5%)	9 (4%)
36-45	13 (6%)	1 (0.5%)	20 (9.5%)	19 (9%)
46-55	21 (10%)	2 (1%)	21 (10%)	17 (8%)
56-65	15 (7%)	4 (2%)	6 (3%)	11 (5%)
65 +	0	1 (0.5%)	0	0
Total	69 (34%)	9 (4%)	74 (35%)	58 (27%)

Ethnicity

	2011 / 12
White British / Irish / Other	194 (92%)
Mixed Ethnic Origin	1 (0.5%)
Asian	2 (1%)
Black	0
Chinese	2 (1%)
Other Ethnic Group	11 (5%)
TOTAL	210

Salary

N.B. Full-time equivalent salary is used for part-time staff

	Male		Female	
	Full Time	Part Time	Full Time	Part Time
£10 – 15,000	1 (0.5%)	0	2 (1%)	7 (3%)
£15 – 20,000	20 (9.5%)	3 (1.5%)	13 (6%)	21 (10%)
£20 – 25,000	10 (5%)	3 (1.5%)	28 (13%)	21 (10%)
£25 – 30,000	9 (4%)	2 (1%)	15 (7%)	7 (3%)
£30 – 35,000	4 (2%)	0	3 (1.5%)	1 (0.5%)
£35 – 40,000	12 (6%)	0	7 (3%)	0
£40 – 50,000	4 (2%)	1 (0.5%)	1 (0.5%)	1 (0.5%)
£50 – 60,00	5 (2%)	0	3 (1.5%)	0
£60,000 +	2 (1%)	0	2 (1%)	0
Apprentice	2 (1%)	0	0	0
Total	69 (34%)	9 (4%)	74 (35%)	58 (27%)

Recruitment

Ethnic Background					
Candidates from Ethnic Minority (Applied)			Candidates from Ethnic Minority (Appointed)		
White British / Irish / Other	133	88%	White British / Irish / Other	8	100%
Mixed Ethnic Origin	3	2%	Mixed Ethnic Origin	0	0%
Asian	4	3%	Asian	0	0%
Black	7	5%	Black	0	0%
Chinese	1	0.5%	Chinese	0	0%
Other Ethnic Group	1	0.5%	Other Ethnic Group	0	0%
Not Disclosed	2	1%	Not Disclosed	0	0%

Disability					
Candidates with Disability (Applied)			Candidates with Disability (Appointed)		
Disability	16	10.5%	Disability	0	0%

Gender					
Candidates (Applied)			Candidates (Appointed)		
Male	58	38.5%	Male	2	25%
Female	93	61.5%	Female	6	75%

Age					
Age Range of Candidates (Applied)			Age Range of Candidates (Appointed)		
16-25	46	30.5%	16-25	1	12.5%
26-35	40	26.5%	26-35	5	62.5%
36-45	26	17.25%	36-45	2	25%
46-55	26	17.25%	46-55	0	0%
56-65	12	8%	56-65	0	0%
65+	0	0%	65+	0	0%
Not Disclosed	1	0.5%	Not Disclosed	0	0%

Other Statistical Information

Return to work rates after maternity leave are 100%

Cases of Redundancy - there were two cases in the past year both involving female members of staff

Claims of Harassment - there were four cases in the past year, three involving female members of staff and 1 involving a male member of staff. All were against female members of staff.

Grievance cases – there were seven cases in the past year, five of which involved female members of staff and two involving male members of staff.

5. Due Regard: Actions and Improvements Undertaken

In summary, the District of Maldon has a population that is predominantly White/British with relatively small numbers of other ethnic populations and relatively small numbers of disabled people. The majority of people who state that they hold a religion or belief state that they are Christian with less than one percent of the population holding a different religion.

However, age is very much an issue in the District as there is a high proportion of people within the District in the older age groups and that trend is predicted to continue. It is estimated that the population aged between 65 and 84 will increase by approximately 85% by 2033. Conversely, the proportion of working age people is expected to reduce from more than 60% to just over 50%.

As you would expect, the Council is focussed on understanding and meeting the needs of its customers and is committed to meeting its obligations under the Equality Act 2010. Therefore the

Council has carried out various actions to meet those obligations and to pay due regard to the three aims of the duty, some of which are detailed below.

(a) - Community Safety

The Community Safety team carries out a great deal of work to foster good relations between sectors of the community and also to eliminate discrimination, harassment and victimisation. For example the team has

- helped to set up and attends a Travellers Forum to work to improve the quality of life for traveller families,
- is running a 'Senior Crew' event focussing on the safety of older people,
- runs annual 'Crucial Crew' events aimed at helping young people to face challenges as they get older
- runs events for older people at Halloween so that they can enjoy a social event away from the perception that they may experience antisocial behaviour – young people assist with these events,
- works with the Prevent Agenda to prevent violent extremism or radicalisation,
- monitors community tensions in conjunction with the Police,
- monitors hate crime and antisocial behaviour,
- a database of vulnerable people for emergency planning purposes,
- produced leaflets and publications advising re hate crime and domestic abuse.

The team is currently awaiting the results of a 'Be Safe' pilot project within the neighbouring town of Braintree. This is a project designed to provide a 'safe haven' within the town centre for people with learning difficulties so that they can head to a place of safety if they feel uncomfortable or threatened in any way. If the pilot project is successful this will be extended in the Maldon District.

In addition, domestic violence is a community safety issue that affects both women and men but predominantly affects women and any children within the family. This is an issue that can seriously affect the health, security, safety and well being of the victim and can be hidden behind closed doors.

The Council has therefore arranged for a representative of Women's Aid (a national charity working to end domestic violence against women and children) to be available in the Council's reception area. The representative is available on a monthly basis to talk to anyone concerned about domestic violence in a neutral and safe environment. Appointments can also be made in advance for anyone who wishes to discuss their situation.

In addition, during Domestic Violence Awareness Week an information stand was set up in a neutral, public area offering information and advice to passers by. The team also handed out lip glosses which include the Women's Aid telephone number hidden from view by a barcode. This provides women with a means to have the telephone number to hand for assistance but without it being obvious to anyone else.

(b) - Promenade Park Toilet Facilities

Maldon District includes one of only eight sites in the County to provide specialised toilet and changing facilities that cater for people with profound and multiple learning disabilities as well as other serious impairments. A scheme called 'Changing Places' provides the specialised facilities and in Maldon these are provided within Promenade Park – a popular leisure facility for residents and visitors alike.

Partnership working brought these facilities to the area as they were funded by Essex County Council and facilitated by Maldon District Council, Maldon CVS and the Maldon and Dengie Local Action Group.

(c) – IT and Biscuits

The Housing Team ran an initiative called IT and Biscuits in conjunction with partner organisations. This was designed to help older people to become proficient with IT but it also brought communities together to foster good relations. Students from a local school (Plume School) spent time with older people to help them with their IT skills and a session took place in a Mother and Baby Unit so young Mums were also included. This was therefore a very collaborative scheme that brought older and younger people together with young Mums, helping the communities to come together, help each other and share their experiences.

(d) – Customer Focussed Actions

- The Council has developed and delivered, a new fully accessible website using technology that aims to deliver websites that are fully compliant with the W3C's Web Content Accessibility Guidelines. This will ensure that the Council's online services are available to everyone without any barriers to usage.
- The Council has extended assisted refuse collections so that pregnant and new mothers can now also access this service if they have difficulty dealing with their refuse.
- The Council is a partner in the One Place service that provides a variety of community information, help and advice to the small towns of Burnham on Crouch and Southminster. These provide a valuable service to anyone who finds it difficult to access the services based in Maldon town centre. In addition the Council provides outreach services targeted to meet the community's needs.
- The Council runs events for older people designed to ensure their health, safety and wellbeing. These include Health Fairs and events to celebrate International Older Persons day.

(e) - Difficult Financial Decisions

In the Autumn of 2010 it became clear that reductions would need to be made to Council services and grants. Any reduction could have an impact on the community and could affect people who share a protected characteristic. The Council was therefore concerned that equalities was taken into account and that the community had the opportunity to be properly engaged in the process.

A community engagement exercise was therefore undertaken to establish what the community's priorities and preferences were for Council spending and also what services were most important to them. This took the form of a questionnaire that was widely distributed in hard copy and online and which was supplemented by two public meetings and two with parish councils.

The community organisations that were likely to have their grant funding reduced were each individually contacted and the situation discussed with them. This enabled them to feed information into the process about the community members that they help and also to give their views on the possible reductions.

The equality impact of the reductions was then examined in each case and an assessment drawn up. Where relevant this included information and appendices from the partner organisations and feedback from the public where it had been given. These were provided to Councillors along with the EHRC paper "Using the Equality Duty to Make Fair Financial Decisions" in order that Councillors could pay due regard to equalities during their decision making process.

(f) – Internal Processes

- The Council has included an equalities section within all committee reports to ensure that due regard is given to the three aims of the equality duty and that equalities is given relevant prominence.
- Demographic monitoring information has been produced and published so that everyone within the authority has access to the same, up to date, information about our communities to enable effective decision making.
- A section has been included within our new revised Corporate Plan highlighting the Council's obligations and commitment to equalities and including three high level outcomes with an emphasis on equalities
 - A Council that engages with, and listens to, its customers and the community with the aim of responding to their needs where possible
 - Public services designed, resourced, and delivered appropriately to reflect the needs, aspirations and choices of individuals from different community groups
 - Targeted services to reduce inequalities
- The Council has a Core Value of putting 'Customers First' and as a result has developed a Customer First plan that details how it will make sure that all sectors of the community have equal access to services and can be involved in areas such as community engagement.

(g) – Employees

The Council carries out a number of actions to ensure that employees are treated equally and fairly.

- A full Equal Pay audit was carried out to ensure that no member of staff was being disadvantaged because of their age or gender.
- The authority has a Staff Forum to ensure that staff are properly involved in the policy and decision making process.
- A regular staff survey is carried out to ascertain whether there are any underlying issues affecting staff.
- Staff focus groups are set up to discuss issues as they arise and have recently included a Communication, Stress and Morale focus group and a Reward and Recognition focus group.

6. Planned Next Steps

Gathering this equality data has highlighted gaps in the information currently held and especially regarding the collecting of demographic data. It is therefore the Council's intention to

- Continue to monitor the demographic breakdown of the District.
- Increase and improve the data held about both our staff and our customers in order to better inform the Council's decision making. This will be done by extending the monitoring information that is gathered so that the Council holds improved disaggregated information.

These will be reviewed as part of the Council's work to set equality objectives. A further document will be produced to look at the setting of objectives ready for the 6th April 2012 deadline.

7. Review Date

This document will be reviewed annually – therefore an update will be published on or before 31st January 2013.