

Single Equality Scheme 2019-23

Review 2020/21

Some examples of how we are meeting our equality duty:

Eliminating discrimination, victimisation and harassment
Hate crime reporting
<ul style="list-style-type: none"> • Victims of hate crime can report incidents online from our self-service portal • We continue to provide support and assistance to victims of hate crime including referrals to partner agencies
Antisocial behaviour
<ul style="list-style-type: none"> • 4 victims of hate crime provided support by the Council
Training and guidance
<ul style="list-style-type: none"> • Hidden disabilities training delivered to front line staff • Equality refresher training delivered to all office based staff together with the staff that work at our Leisure Centres • Deaf awareness training delivered to 45 members of staff in front facing and customer contact roles. This training was provided by the British Deaf Association who the Council continues to work closely with to deliver its pledges under the British Sign Language (BSL) charter • Accessibility regulation awareness training delivered to a number of departmental representatives who publish documents on the Council's website and these need to be compatible with screen readers • Mental Health Awareness and Resilience Training delivered to staff • Level 5 and Level 7 CMI Leadership courses delivered alongside apprenticeship courses for managers at operational and strategic levels
Corporate Complaints
<ul style="list-style-type: none"> • One complaint received during 2020/21 alleging discrimination when using a council service. This was investigated under the Council's complaints policy and was partially upheld due to the delay initially offering an alternative way to make a request.
Resident perceptions – Citizens Panel October 2020
<ul style="list-style-type: none"> • 161 respondents (94%) said they had not experienced discrimination in using Council services, 11 people said they had (a similar proportion as found in 2018 and 2016). • 157 people said they had not experienced discrimination in the District as a whole (not including dealing with the Council), 20 people said they had experienced discrimination (again a similar proportion to 2018). • The vast majority (91%) of respondents agreed that the local area is a place where people from different backgrounds get along. This is a similar level to that measured in 2018, 2016, 2014 and 2011.

Advancing equality of opportunity

Health & wellbeing during Covid19

- The total number of residents contacting us for support during the Covid -19 pandemic was 7,235 with 97 food deliveries and 11,819 pharmacy deliveries made by the Council
- Supported the national vaccination programme with over 60,000 people receiving vaccinations at the Sharley Park Leisure Centre

Access and support

- The Council has installed a video relay system to provide deaf customers with the option of a BSL interpreter through video calling
- Added the BSL interpreter logo to our Access for All statement and our Contact Page on the website to raise awareness of the service
- Ran a BSL challenge during lockdown to raise awareness of sign language and have produced a number of BSL videos to support the deaf community
- Reviewed our language interpretation service to ensure the languages promoted are still relevant
- Used [Language is Everything](#) service four times to support service delivery (3 translations and 1 interpretation)
- Has an online form for reasonable adjustments requests together with staff awareness at Customer Services and the Leisure Centres.
- Added two more Council Tax related self-service forms to our website to encourage take up of Council Tax discounts and exemptions. Also added an online Discretionary Housing Payment to our website to encourage customers to claim
- Approved to support and commit to a countywide and District Council 'local offer for children in care and care leavers'. This includes council tax discounts for Derbyshire care leavers, free access to swimming and gym, support with work placements and apprenticeships, a review of accommodation and housing protocols to ensure they are fit for purpose and active support of the promotion and recruitment of foster carers.
- The Council also committed to support the development of a countywide 'care leaver covenant'
- The Council launched its 2020-2023 Older People's Strategy in May 2020 which aims to demonstrate its commitment to supporting older people living in the District and the opportunities available to them (<https://www.ne-derbyshire.gov.uk/news-and-media/latest-news/council-commits-to-supporting-older-people-in-the-district>)
- Established the NEDDC Community Action Grant (CAG) scheme which has supported a breadth of local groups including a food bank, memory walk booklet, oral history project and village sports projects (<https://www.ne-derbyshire.gov.uk/community/community-action-grants>).
- Improving facilities at all leisure centres to make them more inclusive and environmentally friendly (<https://www.ne-derbyshire.gov.uk/leisure/leisure-centre-news-updates>)

Fostering good relations

Promoting understanding

- [Hidden disabilities](#) – the Council has joined the scheme and has actively promoted it to staff and the public to raise awareness of the sunflower scheme and the extra support some individuals may need
- Forging closer ties with the deaf community
- Consultation on the Main Modifications to the [Local Plan](#), took place between November 2020 and January 2021, included the allocation of two traveller sites.

Equality objectives

How we are meeting our specific objectives:

Objective	Supporting information
Objective 1: Everyone can access our services, facilities and information	<p>The Council continues to work to ensure full compliance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018</p> <p>Implemented a video relay service to allow deaf residents to request video BSL interpreting</p> <p>Publicised the hidden disabilities sunflower scheme</p> <p>Monitor health referrals and leisure service take up through our performance management system</p> <p>Delivered accessibility training to ensure staff produce documents that can be read by screen readers</p> <p>A review of the Access for all Statement, equality monitoring form and guidance has been undertaken</p> <p>Over 3,600 residents receive assisted bin collections and 725 residents receive assisted garden maintenance</p>
Objective 2: Decision making and services take into account the needs of residents and communities	<p>We publish consultation and satisfaction survey reports on our website (and Ask Derbyshire https://www.askderbyshire.gov.uk/) and share results and planned actions through various communication channels. Information is made available to decision makers prior to them making a decision</p> <p>The Towns' fund is an excellent example: https://www.ne-derbyshire.gov.uk/business-with-us/clay-cross-town-investment-plan</p>
Objective 3: Discrimination, harassment and hate crime is not tolerated	See 'eliminating discrimination, victimisation and harassment' section

Objective	Supporting information
<p>Objective 4: Our workforce, and workforce policies, support equality</p>	<p>Introduced a new Agile working policy to provide employees and the Council with more flexible working options to suit service and employee needs. Options include hybrid working, compressed working week etc.</p> <p>Employee Liaison Group has been introduced with representatives from all service areas. The aims of the group include:</p> <ul style="list-style-type: none"> • To enable senior management to seek employee views on a specific matters at an early stage • To enable employees to raise any workforce related matters with senior management and relevant Lead Specialists • To provide a personal development opportunity for representatives and enhance their involvement in decision making within the Council • To facilitate employee engagement and communication <p>Provided equality refresher training session for all office based staff over zoom.</p>