



North East
Derbyshire
District Council

Equality Duty and Plan Review 2024 - 2025





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Introduction

As a public organisation, the Council is required under the Equality Act to demonstrate how we are fulfilling the Public Sector Equality Duty.

This document highlights some of the ways we are working to promote equality, eliminate discrimination and foster good relations within our communities.

Eliminating discrimination, victimisation and harassment

Hate crime reporting

- Victims of hate crime can report incidents online via the self-service portal. We received 6 reports during 2024/25.
- We continue to provide support and assistance to victims of hate crime including referrals to partner agencies.
- Council successfully applied for funding for a Graffiti project in Dronfield after a spate of hate related graffiti. The artwork was inspired by children from the local schools.

Training and guidance

- All employees receive regular equalities and diversity training via the Council's online training platform with advice and guidance available too from a corporate team. This supports a good level of internal awareness that enhances service delivery and customer care.
- Guidance issued to staff and Managers following the Supreme Court ruling on sex under the Equality Act 2010.
- Autism training delivered to 17 frontline Leisure services staff in April 2024 which received positive feedback received from all participants. This has increased awareness and given confidence to those staff who meet and deliver services to a wide range of people.

Corporate Complaints

- The Council received one complaint alleging discrimination in the use of council services during 2024-25. Following an investigation the complaint was not upheld.

Eliminating discrimination

- Nearly 60% of residents (1,953 respondents) agreed that people from different backgrounds get on well together in their local area, according to the Residents' Survey. The survey received 3,269 responses in total. Additionally, 31.9% (1,044 respondents) neither agreed nor disagreed with the statement.
- The equality impact assessment framework has been reviewed and improved and fully incorporated into the council reporting process increasing transparency.



Advancing equality of opportunity

Access and support

- Customers and residents can request a 'reasonable adjustment' based on disability for their preferred method and format for receiving communications from the council.
- Regularly promoting materials and raising awareness through our communication channels to support mental health and wellbeing internally and externally.
- Our Equality Impact Assessment process promotes equality opportunities as well as identifying any equality impacts.
- 21,499 vulnerable and disadvantaged households have been supported through investment in voluntary and community organisations in 2024/25. Support covered areas such as benefits, debt, energy, housing, legal and employment advice, along with volunteering opportunities.

- 356 vulnerable adults received Community Outreach support provided by the Home Improvement Team (Environment Health) assisting with matters such as benefit entitlements.
- Over 18,500 residents took part in physical and social activity during 2024/25 with 10,231 pupils participating in the School Delivery Programme, 4025 residents taking part in Walk Derbyshire and 4,511 engaging with the Walking into Communities Programme. These activities are attended by individuals of all ages, backgrounds, and health conditions.
- Changing Places facilities installed at Clay Cross Active. This supports users with physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis.
- Water Wellbeing sessions helping disabled users gain confidence, independence, and improved quality of life.



- Mindscapes and the Snap and Chat group in Clay Cross provide a supportive environment for individuals to engage in mindfulness and photography.
- The Council's website continues to score highly on accessibility (over 90%) making it easier for individuals



with visual impairments (using screen readers), hearing impairments (captions, transcripts), motor impairments (keyboard navigation), and cognitive disabilities (clear language, logical structure).

- 89 Disabled Facilities Grants have been approved to help make homes more accessible for individuals with mobility needs.
- The Head Office reception refurbishment was completed in February 2025, significantly enhancing public accessibility. Improvements include a wheelchair-friendly reception counter, better access to meeting rooms and the waiting area, a self-service counter, a food bank drop-off point, customer information screens, improved lighting, and the installation of Visual Alarm Devices.
- A total of 10 apprenticeships and trainee posts have been created, along

with 9 work experience placements. These opportunities offer valuable skills development and career pathways—particularly for young people—supporting their transition into employment and further education.

Customer and employee insight

- The new Residents' Survey received 3,269 responses, reflecting a more representative and inclusive sample.
- Gender: 62% female, 36% male, 2% preferred not to say.
- Ethnicity: 96% White British or Irish, 4% Ethnic Minority – consistent with the 2021 Census.
- Disability: 70% reported no disability, 18% were limited a little, and 12% limited a lot.
- Age: 13.2% aged 16-34, 34.4% aged 35-54, 23.3% aged 55-64, and 29% aged 65+.
- Encouraging all job applicants and new starters to provide demographic data to provide greater insight. Promoting this with existing employees too.



Fostering good relations

Promoting understanding

- A BSL engagement event took place on the 6th May 2025 during Deaf Awareness Week. The event focused on council tax and benefits, elections and the upcoming citizens' survey. The event was well received.
- We have actively promoted a variety of diversity days, including International Women's Day, Pride, National Day for Disabled People, Older People's Day, International Youth Day, Race Equality Week, and International Men's Day. We also raised awareness during Hate Crime Awareness Week.
- Internally we have held staff events which gives an opportunity for employees from different backgrounds and ages to mix and get to know each other. This supports the Council's One Team culture.



Summary

We remain dedicated to promoting equality, eliminating discrimination, and fostering good relations across all communities.

This review reflects our ongoing commitment to embedding equality in everything we do—from policy development to frontline services.

Access for All statement

You can request this document or information in another format such as large print or language or contact us by:

- Phone: [01246 231111](tel:01246231111)
- Email: connectne@ne-derbyshire.gov.uk
- Text: [07800 00 24 25](tel:07800002425)
- BSL Video [Call](#): a FREE, three way video call with us and a BSL interpreter.



- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888). FREE phone service for anyone who has difficulty hearing or speaking.
- Visiting our [offices](#) at Wingerworth: 2013 Mill Lane, [S42 6NG](#).

