BRISTOL CITY COUNCIL

Overview and Scrutiny Management Committee

21 November 2013

Report of: Di Robinson, Service Director, Neighbourhoods and Communities

Title: Progress Against the Equality Plan 2012-15

Ward: citywide

Officer Presenting Report:

Contact Telephone Number:

RECOMMENDATION

That OSM comment on and challenge performance against the Equality Plan.

Summary

The report describes performance against the Equality Plan 2012-15 for the period of 12 months April 2012-March 2013, with a 6 month update of performance to September 2013.

The significant issues in the report are:

Public bodies must have equality objectives under the terms of the Equality Act 2010. The Plan sets out the council's equality objectives and the measures we are using to demonstrate progress. In many areas we have made good progress but there are some areas of concern and some indicators that need to be revised to ensure they are meaningful and relevant to the areas where we need to achieve improvement.

Policy

The report links to the council's Equalities Policy as revised in 2010.

Consultation

1. Internal
   Self-organised employee groups.
   Directorate equalities groups/leads.

2. External
   Two feedback and consultation meetings were held on 19th and 28th June 2013. A total of 18 people attended from equalities led organisations. The purpose was to feed back to stakeholders how the council had performed across the objectives and measures in the Equality Plan. The meetings were also an opportunity for stakeholders to question, challenge and make recommendations about how the council can improve its equalities practice and outcomes. This is expanded on in section 4 ('Proposal').

Context

3. The council's Equality Plan 2012-15 was adopted by Cabinet on 29/3/12 and replaces the previous Single Equality Scheme. Implementation of the Plan began 1/4/12. This report details our performance in the first 12 months of implementation, and a 6 month update to September 2013.

The Plan sets out our equality objectives as required under the Equality Act 2010. The measures (or 'indicators') set out under each objective are the areas where we are aiming to improve and develop and do not cover every aspect of the council's equalities activity.

Proposal

4. The report attached at appendix 1 gives an overview of performance in the period 1 April 2012 to 30 September 2012 i.e. the first 12 months of implementation of the Equality Plan 2012-15. This report was circulated to stakeholders in advance of the June meetings. There are 58 performance indicators in the Plan and many of these were measured for the first time in 2012-2013. We will be reviewing the indicators with a view to making some adjustments to what is collected and to ensure the data gives an accurate picture of the council's equalities performance.

The key points that were raised by stakeholders and that we have recorded and need to respond to are :

Theme 1: Transforming and developing a workforce that is able to deliver effective services

Performance Headlines

We have measured and tracked the diversity of our workforce for many years and our aspiration is to develop a workforce that reflects the diversity of the city population and is best places to deliver effective services to diverse communities. Workforce representation across all of our indicators has remained stable, or improved – but remains below target across the board.

We were ranked 21st in Stonewall's Top 100 workplaces this year, jumping up 20 places from 41st last year (and 76th the year before). This marks a significant improvement in the working environment for our lesbian, gay and bisexual staff.

We intend to look at how we can effectively monitor harassment at work in the next year, and to do some further research into the disproportionate number of BME staff subject to disciplinary proceedings.

Our three-year equalities training strategy has made good progress, focusing this year on all middle managers with an emphasis on rolling out the e-learning to all staff for the next year.

Stakeholder Comments

Positive comments were received about a number of our workforce initiatives such as the BME talent scheme and the Straight Allies programme.

In the financial context, stakeholders were interested in the number of staff from equalities groups that are leaving the organisation. Further information was requested on workforce data, particularly the extent to which we can cross-tabulate information about different equalities groups and how equalities groups are being affected by a shrinking workforce.

Last year, the Equalities Team had taken an action to roll the equalities e-learning out to Councillors, which has now started. Stakeholders felt this was very positive progress and it was requested that we look into the possibility of rolling out e-learning to School Governors and some of our contractors.

Actions to progress

Ref	Action	Owner
1.1	Explore what opportunities might be available on completion of the Talent Scheme for BME staff	Human Resources
1.2	Publish information about workforce changes, and attrition of equalities groups	Human Resources
1.3	Update workforce targets, including the use of 'reverse' targets	Human Resources and Equalities Team
1.4	Explore feasibility of rolling out equalities e-learning to School Governors	Equalities Team

Theme 2: Effective services that are accessible, reduce inequalities and meet the needs of our most vulnerable communities

Performance Headlines

Health and Social Care measures within the Equality Plan are showing a positive trend, and we have made good progress with responses to equality monitoring forms within social care settings.

Hate crime reporting to the Housing Team remains stable, although it is recognised that there is under-reporting of hate crimes. We have commissioned a new hate crime service which will operate across a wider number of groups than previously.

Educational attainment gaps are predominantly steady, or closing, but there continue to be attainment gaps for SEN and BME pupils.

Blue badge processing remains a major concern, and staffing issues within the teams that process these mean that improvements have been slow.

Stakeholder Comments

It was felt that the experiences of equalities communities are being affected by welfare reform and austerity, and that our service delivery and any changes should be considered through this lens.

Stakeholders were positive about the commissioning of Bristol Hate Crime Services as a new Hate Crime provider, particularly the extension of the service to cover less well-recognised forms of hate crime, such as gender and age based hate crime.

There was some concern about how the profile of gender hate crime might be raised. Stakeholders felt the indicators around Domestic Abuse was confusing and recommended that it was improved.

Stakeholders were interested in the attainment gaps for both SEN and BME pupils, and requested that further information was provided to them about what the reasons for this might be. There were also questions from stakeholder about the status of academies and how they are held to account around equalities performance. There were also some wider concerns about how we support disabled young people from education through to employment, and the experiences of young black men within the City.

There were a number of transport related concerns, mostly from stakeholders representing disabled people. There was some concern about underperformance relating to Blue Badge and Disabled Bay processing, and concerns about the ability of Residents' Parking Schemes catering for the needs of people who have a number of care visits in a day. There were also concerns about whether disabled people were adequately represented within transport forums.

Stakeholders were also interested in how the Council embed equalities in our commissioning and procurement practice, which has been a consistent interest of stakeholders. Last year, the Equalities Team had taken an action to provide training for commissioned organisations, which has now been piloted and a bigger piece of work around increasing the equalities competence of commissioned organisations has now been developed. We have also developed some of our commissioning criteria around equalities, for example with the Dementia Strategic Partner commissioning exercise.

Actions to progress

Ref	Action	Owner
2.1	Continue development of equalities in commissioning work	Equalities Team
2.2	Improve the Domestic Abuse indicator relating to Multi-Agency Risk Assessment Conferences	Safer Bristol
2.3	Provide further information on Blue Badge and Disabled Bay processing	Transport
2.4	Provide Equality Impact Assessment for Residents Parking Scheme, which incorporates concerns about carers have access to enough passes	Transport
2.5	Provide further information about both SEN and BME	Education

	attainment gaps	

Theme 3: Engagement and participation of equalities communities

Performance Headlines

We monitor the diversity of community members on a number of panels run by the Council, but there has been some positive progress on equalities representation of School Governors.

This year saw George Ferguson, the Mayor of Bristol, sign the Charter of Equality between Women and Men, leading to the establishment of a citywide Womens' Commission, which is made up of representatives from major organisations in Bristol.

We have work to do to attract and retain equalities representatives on to our 14 Neighbourhood Partnerships, the percentage of Equalities Rep positions that are filled remains static this year. This is predominantly due to the Neighbourhood Partnership Review which means we have not been actively filling vacancies.

There are a number of indicators within the engagement and participation theme which need to be improved in order to be a more meaningful representation of the Council's performance in this area.

Stakeholder Comments

Stakeholders welcomed the changes in the style of reporting of equalities performance, and valued and appreciated stakeholder meetings. It was requested that staff responsible for certain Service Areas attend the stakeholder sessions to give more detailed feedback on areas of concern.

It was felt that carers and disabled children were underrepresented within the plan.

The context of austerity, the 'digital drive', and inaccessible meetings and documents were frequently cited as barriers for engagement and participation. Despite these concerns, stakeholders were also keen to see more use of new media for consultation.

Stakeholders felt that Equality Impact Assessments should be "non-negotiable" – they requested more strategic assessments that were done earlier, and published with more transparency. It was stated that quality is too varied, with poor

consideration of wider context such as austerity and weak justifications for activity with adverse impact on equalities groups.

Ref	Action	Owner
3.1	Operational managers within the Council to attend Stakeholder meetings in the future, in order to present on topics of interest	Equalities Team
3.2	Provide information on how to consult in an accessible way, in particular promoting the use of Plain English in consultation documents and Equality Impact Assessments	Equalities Team
3.3	Integrate stakeholder issues with Equality Impact Assessment quality into on-going review of Equality Impact Assessment process	Equalities Team
3.4	Identify strategy for filling Equality Rep vacancies on Neighbourhood Partnerships, and improving training for Equality Reps	Neighbourhood Partnerships and Equalities Team

Theme 4: Improve satisfaction levels of people from equalities communities

Performance Headlines

Satisfaction of BME tenants has significantly increased, and it now comparable to the satisfaction levels for all tenants. It is difficult to identify the exact reasons for this, but there has been work within Landlord Services to change the way we communicate with tenants – using plainer, clearer language in letters and using other media such as texts.

Satisfaction with bus services and public transport information has remained stable, and needs to increase in general terms.

Stakeholder Comments

Stakeholders were pleased to see that we have now grant-funded a new one-stop discrimination advice service, which will support citizens who are victims of discrimination (in employment, goods or services) on the grounds of all protected characteristics.

Other Options Considered

5.   None – equality objectives have to be in place and monitored and the Equality Plan is seen as a constructive way of doing this.

Risk Assessment

6.   Failure to develop and implement equality objectives could result in the council failing to meet the requirements of the Equality Act 2010. The council could be challenged via judicial review.

Public Sector Equality Duties

7a)   Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following "protected characteristics": age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:

   i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.

   ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --

   -   remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;

   -   take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);

   -   encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

   iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
   - tackle prejudice; and
   - promote understanding.

7b)   The Equality Plan sets out our equality objectives which are a statutory requirement for all public bodies. The Equality Act 2010 states that:

Public bodies must prepare and publish equality objectives by 6 April 2012, and at least every four years after that. They must be specific and measurable, and they should set out how progress towards the objectives will be measured. Listed bodies must publish details of their engagement in developing the equality objectives, also every four years. They will need to have considered equality information they have published, and undertaken engagement, before preparing and publishing these objectives.

We undertook the process of preparing the plan in 2011/12 with a commitment to reporting back on performance and reviewing the Plan annually.

Legal and Resource Implications

Legal
Under the specific duties of the Equality Act 2010, Bristol City Council (as a public body that is covered by the specific duties) must prepare and publish, by 6 April 2012:
- **Objectives** that it reasonably thinks it should achieve to meet one or more aims of the general equality duty.
- **Details of the engagement that it undertook, in developing its objectives** with people whom it considers to have an interest in furthering the aims of the general equality duty.

It must also:
- Consider any information that it published before preparing its objectives.
- Ensure the objectives are specific and measurable.
- Set out how progress will be measured.

Publication.
The information on equality objectives must be published at least every four years.

The above information and equality objectives must be published in a manner that is reasonably accessible to the public. The objectives are published as part of this Equality Plan and progress on implementing these objectives forms the basis of this report.

Financial

Work on the activities contained within the plan will be undertaken within the current budgetary provision.

Appendices:
Appendix 1 : Performance Reports 2012-2013

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
Background Papers:

Equality Plan 2012-15

Transforming and developing a workforce that is able to deliver effective services

Objective 1: Improve diversity of workforce

We have measured and tracked the diversity of the workforce for many years and our aspiration is to develop a workforce that reflects the diversity of the city population and is best placed to deliver effective services to diverse communities. Whilst our workforce diversity figures are either slowly increasing or stable, many do not reflect Bristol's diverse populations.

Objective 1: Measures	2010-2011	2011-2012	2012-2013		Target	
Percentage of Black and Minority Ethnic senior managers earning £40k to £49k	5.7	5.4	6.3%	↑	7%	☹
Percentage of Black and Minority Ethnic senior managers earning £50k+	3.0	0.8	0.8%	→	4%	☹
Percentage of employees from Black and Minority Ethnic communities	8.4	8.5	8.8%	↑	12%	☹
Percentage of employees who are disabled people	6.0	5.8	6.0%	↑	7%	☹
Percentage of top earners who are disabled people	4.6	4.8	5.4%	↑	7%	☹
Percentage of Employees aged 16 to 24 working for the Council	3.6	3.4	3.5%	↑	7%	☹
Percentage of top earners who are women	58.6	59.8	60.4%	↑	65%	☹

Case Study: Positive Action

We have a number of **positive action** initiatives aimed at increasing the diversity of our workforce.

We are committed to having a diverse panel in all recruitment processes, and **Diverse Recruiters** is a scheme which trains staff from equalities groups in Fair Selection training and provides diverse staff for panels.

We are developing a **talent scheme** for Black and Minority Ethnic staff, in order to mobilise more BME employees upwards in the organisation.

We need to.....

update many of our workforce targets due to more up-to-date population information being available from the 2011 Census

Objective 2: Promote a fair and safe working environment

Our measures relating to disabled staff satisfaction and the number of lesbian, gay and bisexual staff who feel able to be out in the workplace are measured in our bi-annual staff survey. This was done in 2011, and so there is no data for the year 2012-2013. We have an Action Plan which is jointly owned between Human Resources and the Disabled Employees Group, and there are additional equalities resources being focused on the Bristol Workplace programme.

Objective 2: Measures

	2010-2011	2011-2012	2012-2013		Target	
Percentage of lesbian, gay and bisexual staff who feel able to be out in the workplace	n/a	78	n/a			
To improve the council's relative position in the Stonewall Index	76th	41st	21st	↑	40	☺
To improve the council's points in the Stonewall Index	152	153	169	↑	155	☺
Record incidents of harassment at work and improve follow-up actions/outcomes	n/a	n/a				
Narrow the satisfaction gap of disabled employees						
Black and Minority Ethnic staff subject to disciplinary proceedings	1.37	12.73	18.01%	↓	9%	☹

Did you know?

In an anonymous survey carried out by Stonewall, 88% of Bristol City Council said they felt the workplace culture is inclusive of lesbian, gay and bisexual staff – compared to an average of 80%. However, only 6% of our staff are open about their sexual orientation to all clients, service users or customers, compared to an average of 37%.

We were pleased to....

be ranked **21**st in Stonewall's Top 100 workplaces this year, jumping up 20 places from 41st last year

We need to.....

- Improve our recording of harassment incidents that happen at work
- Investigate the increasing number of BME staff subject to disciplinary proceedings

Objective 3: Equip and develop the workforce to deliver requirements of the Equality Act

There has been good progress with our three-year Equalities Training Strategy, with a focus this year on all middle-managers completing the Managing Diversity training workshops, having trained our most senior managers last year. Our focus is now on the roll-out of the e-learning for all employees, and introducing methods for ensuring new staff do this training during their probation period.

We also have a popular Reverse Mentoring scheme, where managers are mentored by more junior staff from equalities groups. This allows managers the opportunity to learn more about the experiences of our diverse staff, and allows the mentee the opportunity to learn more about service areas within the Council.

We have seen a decrease in the number of Employment Tribunals lodged, and no findings against the Council in this period. We track the tribunals we do have and feed information through our Strategic Equalities Group and directorates.

You said...

You would like to see mandatory equalities training for Councillors

...we did.

We have rolled out our equalities e-learning module 'Your rights, your responsibilities' to all Councillors

Objective 3: Measures	March - Sept 12	March 12-13		Target	
Take up of Managing Diversity training: managers completing e-learning	441 82%	738	↑	60%	☺
Take up of Managing Diversity training: managers completing face-to-face training	263 48.9%	452	↑	50%	☺
Number of new employees completing the equalities e-learning module within six months of joining the council					
Number of employment tribunal cases lodged against the council	10	16		14	☹
Number of employment tribunal cases upheld	0	0	→	1	☺
Number of times all employment tribunal cases reviewed and reported	1	2	→	2	😐

Effective services that are accessible, reduce inequalities and meet the needs of our most vulnerable communities

Objective 4: Increase access to and usage of services

The Health and Social Care measures in the plan are showing a positive trend, but we are aware that our direct payments figures are low compared to other Councils. We have made good progress with responses to equalities monitoring forms within social care settings, but still have a high number of people declining to respond to sexual orientation monitoring questions.

Blue badge processing times remain a major concern, and staffing issues within the teams that process these mean that improvements have been slow.

We need to:

- Continue to improve our sexual orientation monitoring data
- Address our poor blue badge processing times
- Identify targets for some of our new Health and Social Care indicators
- Develop our performance measures about disabled children and their parents

Case Study: Access to leisure centres

We have been working closely to improve access to leisure centres for Deaf and disabled people with SLM, who operate most of Bristol's Leisure Centres. This includes:

- Customer facing staff receiving training from the RNIB
- Developing a Deaf Awareness and basic BSL course for staff
- Learning disabilities awareness session with Brandon Trust and Misfits theatre this autumn
- Encouraging leisure centres to become 'Safe Havens'
- Producing paperwork and induction information in Easy Read
- Piloting a gym session specfically for people with learning disabilities

| Objective 4: Measures	2010-2011	2011-2012	(Sept 12)	2012-2013		Target	
Percentage of Health and Social Care service users who receive direct payments	n/a	n/a	13%	17%	↑		
Percentage of Health and Social Care service users who feel that they have control over their daily life	n/a	n/a	n/a	75%			
Percentage of Health and Social Care service users who receive self-directed support	n/a	n/a	51%	55%	↑		
Percentage of Health and Social Care service users living in the community				76%		80%	☹
Improve sexual orientation monitoring in service areas where there are data gaps		56%		69%	↑		
Increase % of disabled people bidding on HomeChoice as a % of the total number of disabled people registered on HomeChoice	35%	39%	40%	39%	→	39%	☺
Increase % of older people bidding on Home Choice as a % of the total number of older people registered on HomeChoice	15%	16%	17%	17%	↑☐	17%	☺
Increase access to and unplanned usage of leisure centres by Disabled people a) people with hearing impairment	28	34	18	36	↑	50	☹
b) people with learning disabilities	59	44	24	46	↑	100	☹
c) visually impaired people	44	17	15	20	↑	80	☹
Percentage of Blue Badge applications processed within 30 working days	88	82	25	30%	↓	80%	☹

Did you know?

This year, the Equalities Team produced a resource called 'Who gets the houses?' which answers some frequently asked questions about social housing allocation in Bristol. We're now giving briefings with front-line staff to increase their confidence to challenge the common myths and misconceptions in this area.

Objective 5: Increase safety of equalities communities subjected to hate crime

Hate crime reported to the Housing Team remains similar to last year's data, although it is recognised there continues to be under-reporting of hate crimes. We have seen an increase in reporting of disablist and homophobic hate crimes, which is an under-reporting priority.

Collecting comprehensive information about hate crimes in schools is becoming more complicated due to the large numbers of academies in Bristol – which are no longer maintained by the Council. However, we have seen an increased appetite for these non-maintained schools to use our harassment reporting processes.

Our monitoring continues to show an under-representation of some equalities groups at Multi-Agency Risk Assessment Conferences (see box below), and training and awareness-raising is on-going with referring agencies in order to improve this. The current measure includes BME, LGBT, disabled and male victims – but does need to be revised to be more meaningful, as it doesn't currently take into consideration victims from multiple under-represented groups.

1,584
Hate crimes reported in Bristol
2012-2013

83%
of these were race hate crime
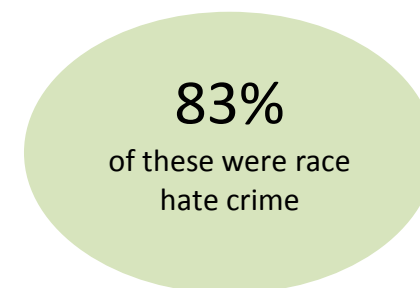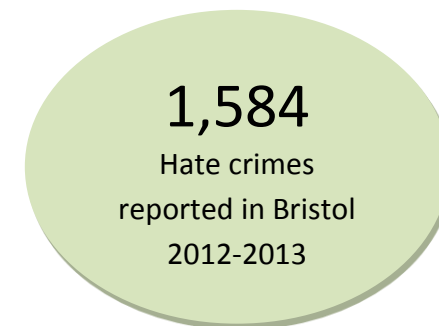
Bristol's new hate crime service
We have grant-funded Bristol Hate Crime Services for 3 years to deliver hate crime support services for Bristol. BHCS is a collaboration of SARI, Brandon Trust, Bristol MIND, and LGBT Bristol.

This service is for victims of any type of hate crime including racist, faith-based, disablist, homophobic, transphobic, age-based or gender based. Plans include a new website, a freephone reporting and advice line 24 hours a day and drop in at various access points throughout Bristol.

What's a MARAC?

Multi-Agency Risk Assessment Conferences are meetings where information about high risk domestic abuse victims (those at risk of murder or serious harm) is shared between local agencies. By bringing all agencies together at a MARAC, a risk focused, coordinated safety plan can be drawn up to support the victim.

Objective 5: Measures	2010-2011	2011-2012	(Sept 12)	2012-2013	Target
Hate crime incidents : racist/disablist/homophobic, street sexual harassment and harassment of older people - incidents recorded and followed up to resolution	282	102		108 ⬆	
Hate crime incidents reported to schools				173	
Percentage of harassment incidents followed up to resolution				100%	100% ☺
Increase the % of people who identify as belonging to one or more equalities groups, who access MARAC support in Bristol, where there is under-reporting (Multi-Agency Risk Assessment Conference)	n/a	-1%	14%	-3% ⬇	10% ☹
Increase the uptake of specialist sexual violence services a) New service users (women/men)			497	496 women 45 men	
b) Existing service users (women/men)				567 women 29 men	

We need to:

- set expected levels of uptake for specialist sexual violence services
- improve our MARAC measure

Objective 6: Improve wellbeing, inclusion and educational achievement levels for children and young people

The gap between the attainment of pupils identified as having special educational needs and non-SEN pupils in mainstream settings is narrowing at Key Stage 2 and remains the same at GCSE.

At GCSE, results have improved by 4 percentage points on 2011 outcomes for BME and for White young people, but the BME attainment gap has widened to 5 percentage points.

In GCSE Maths the attainment gap between BME and white pupils has reduced significantly from 11 to 4 percentage points since 2008. In KS2 English and Maths combined, the gap in attainment between BME and non-BME pupils remains at 9 percentage points, In English, attainment has increased to white and mixed heritage pupils, remained static for Asian and Chinese pupils, and declined by 2% for Black pupils.

SEN statement production within 26 weeks has decreased, and this is due to vacancies within the SEN team combined with increased demand. The situation is expected to improve in the 2013/14 school year, as positions are currently being filled.

The number of disabled 16-18 years olds not in education, employment or training (NEET) has increased, but it is thought that this is due to changes in the way NEET figures are recorded – and is therefore a more accurate figure, rather than an actual increase. Our new transitions strategy should address the NEET figures for disabled young people.

Special Educational Needs (or SEN) children have needs or disabilities that affect their ability to learn.
For example:
- Behavioural or social issues (e.g. difficulty making friends),
- reading and writing (e.g. dyslexia),
- understanding things,
- concentrating (e.g. Attention Deficit Hyperactivity Disorder), or
- physical needs or impairments

We need to:

- Better understand and address exclusion rates of Black and Minority ethnic students
- Develop measures relating to lesbian, gay, bisexual and trans young people

Did you know?

We are a Stonewall Education Champion, and are awaiting our results from the Stonewall Education Index later this year. We'll also be training up another cohort of young people to be Education Champions this year.

Why is there no Child Poverty data?

We receive this information nationally, rather than collecting this locally – the next data will be due in September 2013. We are currently looking at what information we have which is recorded more frequently, such as information on Free School Meals eligibility.

Objective 6: Measures	2010-2011	2011-2012	(Sept 12)	2012-2013	Target
Percentage point gap between SEN/non-SEN pupils achieving level 4 at KS2 English and Maths	54	54	52	46pts ↓	41% pts ☹
Percentage point gap between SEN/non-SEN pupils achieving 5 A*-C GCSE inc. English and Maths	35	45	40	40pts ↓	28% pts ☹
Percentage of BME Pupils achieving level 4 or above in both English and Maths at Key Stage 2	64%	63%	69%	71% ↑	64% ☺
% BME pupils achieving 5 or more A*-C grades at GCSE or equivalent inc. English & Maths	40%	45%	41%	42% ↓	46% ☹
Proportion of children in poverty	27.5	27.1			
SEN: percentage of final statements issued within 26 weeks excluding exception cases	100%	100%		91% ↓	100% ☹
SEN: percentage of final statements issued within 26 weeks				87% ↓	98% ☹
The percentage of disabled 16-18 year olds who are not in education, employment or training	10%	13%	13%	15% ↑	9% ☺
Fixed term exclusions of BME pupils as a percentage of all fixed term exclusions	29%	31%	34%	34% ↑	

Objective 7: Improve transport, council buildings and wider built environment to ensure access to services

Bristol Physical Access Chain

The Bristol Physical Access Chain is an access group which is open to any disabled person who lives or works in Bristol and is actively involved in improving the quality of life for disabled people.

What does the group do?

The group meets regularly to discuss access improvement projects which are underway or being planned. Members of the group also visit Bristol City Council buildings, parks and streets to provide advice on which improvements are needed.

Bristol Physical Access Chain has increased the number of developments which they have been involved with, including continued involvement with taxi group and First Bus.

We are at maximum levels for achieving accessible pedestrian crossings that include audio signal. This has been done through a programme of new installations. The remaining crossings are unlikely to be done because of the disproportionate costs involved.

There is a continued and substantial drop in performance related to the processing of disabled bay applications. This is predominantly due to resourcing, but this issue is being explored.

Objective 7: Measures	2010-2011	2011-2012	(Sept 12)	2012-2013		Target	
Number of taxi/private hire drivers (new or renewing their license) trained in customer care including disability equality		225	289				
Percentage of council buildings accessible to disabled people	85%	88%				90%	
Number of developments that BPAC are involved in to maximise access to wider built environment			15	18	↑		
Percentage of pedestrian crossings with facilities for disabled people	91%	92%	92%	92%	→	92%	☺
% of Disabled Bay applications processed within 30 working days (6 weeks)	60%	58%	16%	16%	↓	80%	☹
% of Disabled Bay installations processed within 25 working days (5 weeks) of approval.	34%	50%	92%	59%	↑	80%	☹

Engagement and participation of equalities communities

Objective 8: Improve access to and representation of equalities communities in decision-making structures

We monitor the diversity of community members on a number of panels run by the Council, and this data can be seen below.

Neighbourhood Partnerships are currently being reviewed, and as part of this review we have been looking at the role of Equalities Representatives. We are hoping this will improve the take-up of Equalities Rep positions, and better equip them to raise equalities issues. However, due to imminent changes, we have not been actively recruiting for Partnerships where there are vacant posts.

We are currently reviewing our Equality Impact Assessment process, and are hoping to develop some more meaningful indicators relating to stakeholder engagement.

Did you know?

This year Bristol became the first city to sign up to the Charter of Equality between Women and Men. We now have a Women's Commission, which is made up of representatives from all major organisations in Bristol

There are 1,221 school governors in Bristol…..

4% are disabled	12% are BME	88% are White British	61% are women
36% have no faith	59% are Christian	5.5% are non-Christian	39% are men
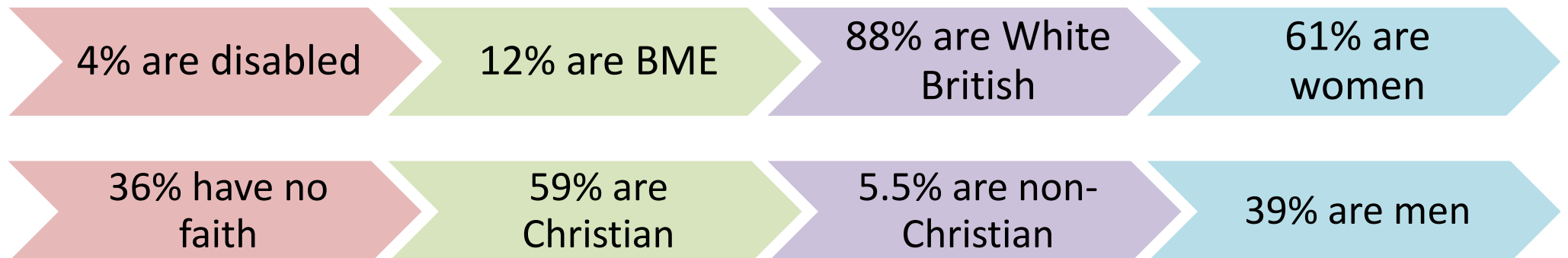
Objective 8 and 9 : Measures	2010-2011	2011-2012	2012-2013	
Representation on decision-making bodies and panels and in public life – councillors, school governors, service related panels	n/a	n/a		
Improving equalities stakeholder involvement in Equalities Impact Assessments	58	72		
Effective involvement of equalities communities in Neighbourhood Partnerships – proportion of equalities reps roles filled	n/a	57%	46%	⬇
Percentage of people who feel they can influence local decisions	23%	26%	24%	⬇
Percentage of people who feel they belong to their neighbourhood	62%	64%	60%	⬇
Percentage of people who agree that people from different backgrounds get on well together	59%	59%	60%	⬆
Increase the numbers of people attending nationally celebrated annual equalities events	2,425	3,425	4,640	⬆

Objective 9: Improve attendance at events promoting equality and cohesion

We are proud to have supported the following equalities events in Bristol during 2012-2013:

Holocaust Memorial Day

Bristol Pride

Disability History Month

Transgender Day of Remembrance

Black History Month

International Women's Day

Refugee Week

Improve satisfaction levels of people from equalities communities

Overall tenant satisfaction continues to rise and the gap between BME satisfaction and non BME satisfaction has continued to close, and is now 1%. Although it is difficult to identify why this has happened, there has been work within Landlord Services to change the way we communicate with tenants – using plainer, clearer language in letters and using other media such as texts.

We are currently analysing the customer service points and customer service centre data by equality group, but initial figures indicate that satisfaction remains high.

We are working with our complaints department, Fair Comment, to develop a more central way of collating complaints data relating to equalities issues. The Equalities Team have received a much reduced number of complaints directly this year, and most of these have raised concerns about sexual orientation questions on monitoring forms.

Satisfaction with bus services and public transport information has remained stable, and needs to increase generally.

Information relating to museums will be collected through a new yearly survey – but this has been delayed and the information will therefore not be available until later in the year.

Did you know about Bristol's new Tackling Discrimination service?

Bristol City Council has grant-funded Avon and Bristol Law Centre to provide a one-stop discrimination service.

Avon & Bristol Law Centre will receive just under £90,000 per year to provide legal advice and support to over 550 residents of Bristol who are victims of discrimination (in employment, goods or services) on the grounds of all the Protected Characteristics

We have an information-sharing protocol with the Law Centre, which means that if a complaint is about Bristol City Council and the client consents – that information can be shared with the Council in order to resolve the issue and share any lessons learnt.

Satisfaction Measures	2010-2011	2011-2012	(Sept 12)	2012-2013
Satisfaction with Customer Service Points a) All b) Disabled c) BME			90% 76% 90%	
Satisfaction with Customer Service Centres a) All b) Disabled c) BME			92% 89% 97%	
Reduce the disparity between satisfaction of BME tenants and satisfaction of all tenants	56%	66%	72%	81% All 82% ↑
Improve the satisfaction of Disabled people with the local neighbourhood as a place to live	75%	74%	78%	78%
Improve the satisfaction of disabled people and BME people with museums a) All b) Disabled c) BME		68% 63% 58%	77% 69% 66%	76% 70% 65%
Increase number of disabled people visiting museums				
Increase number of BME people visiting museums				
Establish equalities monitoring of complaints and outcomes of complaints			25	
Satisfaction with bus services a) All b) Women c) Disabled			48% 46% 49%	48% 46% → 49%
Satisfaction with public transport information a) All b) Women c) Disabled			39% 36% 38%	39% 36% → 38%

Equality Plan 2012-2015 - Performance Data for period April 2013 - September 2013

Theme 1: Transforming and developing a workforce that is able to deliver effective services

Objective 1: Improve the diversity of the workforce	2011-2012	2012-2013	2013 (6 mth)		Target	
Percentage of Black and Minority Ethnic senior managers earning £40k to £49k	5.4	6.3	4.3	↓	7%	☹
Percentage of Black and Minority Ethnic senior managers earning £50k+	0.8	0.8	3.7	↑	4%	☹
Percentage of employees from Black and Minority Ethnic communities	8.5	8.8	9	↑	12%	☹
Percentage of employees who are disabled people	5.8	6	5.9	↓	7%	☹
Percentage of top earners who are disabled people	4.8	5.4	4.6	↓	7%	☹
Percentage of Employees aged 16 to 24 working for the Council	3.4	3.5	3.7	↑	7%	☹
Percentage of top earners who are women	59.8	60.4	62	↑	65%	☹

Objective 2: Promote a safe and fair working environment	2011-2012	2012-2013	2013 (6 mth)		Target	
Percentage of lesbian, gay and bisexual staff who feel able to be out in the workplace	78	n/a	n/a			
To improve the council's relative position in the Stonewall Index	41st	21st	n/a		40	☺
To improve the council's points in the Stonewall Index	153	169	n/a		155	☺
Record incidents of harassment at work and improve follow-up actions/outcomes	n/a	n/a	n/a		n/a	
Narrow the satisfaction gap of disabled employees	n/a	n/a	n/a		n/a	
Black and Minority Ethnic staff subject to disciplinary proceedings	12.7	18.00%	18.3	↓	9%	☹

Objective 3: Equip and develop the workforce to deliver requirements of Equality Act	2012 (6mth)	2012-2013	2013 (6 mth)		Target	
Take up of Managing Diversity training: managers completing e-learning	441 82%	738		↑	60%	☺
Take up of Managing Diversity training: managers completing face-to-face training	263 48.90%	452		↑	50%	☺
Number of new employees completing the equalities e-learning module within six months of joining the council						
Number of employment tribunal cases lodged against the council	10	6	4	↓	14	☹
Number of employment tribunal cases upheld	0	0	0	→	1	☹
Number of times all employment tribunal cases reviewed and reported		1	1	→	2	☺

Theme 2: Effective services that are accessible, reduce inequalities and meet the needs of our most vulnerable communities

Objective 4: Increase access to and usage of service where communities are currently under-represented	2011-2012	2012-2013	2013 (6 mth)		Target	
Percentage of Health and Social Care service users who receive direct payments	n/a	17%	22.5	↑		
Percentage of Health and Social Care service users who feel that they have control over their daily life	n/a	75%				
Percentage of Health and Social Care service users who receive self-directed support	n/a	55%	69.9	↑		
Percentage of Health and Social Care service users living in the community		76%	74.6	↓	80%	☹
Improve sexual orientation monitoring in service areas where there are data gaps	56%	69%				
Increase % of disabled people bidding on Home Choice as a % of the total number of disabled people registered on homechoice	39%	12.5%	11.5%	↓	39%	☺
Increase % of older people bidding on Home Choice as a % of the total number of older people registered on homechoice		17%			17%	☺
Increase access to and unplanned usage of leisure centres by Disabled people a) people with hearing impairment	34	36	36	→	50	☹
b) people with learning difficulties	44	46	61	↑	100	☹
c) visually impaired people	17	20	13	↓	80	☹
Percentage of Blue Badge applications processed within 30 working days	82	30%	34%	↑	80%	☹

Objective 5: Improve safety of equalities communities that are subjected to hate crime	2011/2012	2012-2013	2013 (6 mth)		Target	
Hate crime incidents : racist/disablist/homophobic, street sexual harassment and harassment of older people - incidents recorded and followed up to resolution	102	108	270	↑		
Hate crime incidents reported to schools		173				
Percentage of harassment incidents followed up to resolution		100%			100%	☺
Increase the % of people who identify as belonging to one or more equalities groups, who access MARAC support in Bristol, where there is under-reporting (Multi-Agency Risk Assessment Conference)	n/a	-3%	0%	↑	10%	
Increase the uptake of specialist sexual violence services a) New service users (women/men) b) Existing service users (women/men)		496/45 567/29				

Objective 6: Improve wellbeing, inclusion and educational achievement levels for children and young people	2011/2012	2012-2013	2013 (6 mth)		Target
Percentage point gap between SEN/non-SEN pupils achieving level 4 at KS2 English and Maths	54	46ppts	n/a		41% pts
Percentage point gap between SEN/non-SEN pupils achieving 5 A*-C GCSE inc. English and Maths	45	40ppts	n/a		28% pts
Percentage of BME Pupils achieving level 4 or above in both English and Maths at Key Stage 2	63	71%	n/a		64%
% BME pupils achieving 5 or more A*-C grades at GCSE or equivalent inc. English & Maths	45	42%	n/a		46%
Proportion of children in poverty	27.1		n/a		
SEN: percentage of final statements issued within 26 weeks excluding exception cases	100	91%	n/a		100%
SEN: percentage of final statements issued within 26 weeks		87%	n/a		98%
The percentage of disabled 16-18 year olds who are not in education, employment or training	13	15%	19.7%	↑	9%
Fixed term exclusions of BME pupils as a percentage of all fixed term exclusions	31	34%	n/a		

Objective 7: Improve transport, council buildings and wider built environment to ensure access	2011-2012	2012-2013	2013 (6mth)		Target	
Number of taxi/private hire drivers (new or renewing their license) trained in customer care including disability equality	225		n/a			
Percentage of council buildings accessible to disabled people	88		n/a		90%	
Number of developments that BPAC are involved in to maximise access to wider built environment		18	28	↑		
Percentage of pedestrian crossings with facilities for disabled people	92%	92%	92%	→	92%	☺
% of Disabled Bay applications processed within 30 working days (6 weeks)	58%	16%	0%	↓	80%	☹
% of Disabled Bay installations processed within 25 working days (5 weeks) of approval.	50%	59%	11%	↑	80%	☹

Theme 3: Engagement and participation of equalities communities

Objective 8: Improve access to and representation of equalities communities in decision-making structures Objective 9: Improve attendance at events that promote equality and cohesion	2011-2012	2012-2013	2013 (6mth)	
Representation on decision-making bodies and panels and in public life – councillors, school governors, service related panels	n/a	n/a	n/a	
Improving equalities stakeholder involvement in Equalities Impact Assessments	72	n/a	n/a	
Effective involvement of equalities communities in Neighbourhood Partnerships – proportion of equalities reps roles filled	57%	46%	46%	↓
Percentage of people who feel they can influence local decisions	26%	24%	n/a	↓
Percentage of people who feel they belong to their neighbourhood	64%	60%	n/a	↓
Percentage of people who agree that people from different backgrounds get on well together	59%	60%	n/a	↑
Increase the numbers of people attending nationally celebrated annual equalities events	3,425	4,640	n/a	↑

Theme 4: Improve the satisfaction levels of people from equalities communities where satisfaction is below the average

Satisfaction Measures	2011-2012	(Sept 12)	2012-2013	2013 (6 mth)	
Satisfaction with Customer Service Points					
a) All		90%		95% (Q1)	↑
b) Disabled		76%		89% (Q1)	↑
c) BME		90%		95% (Q1)	↑
Satisfaction with Customer Service Centres					
a) All		92%		89% (Q1)	↓
b) Disabled		89%		87% (Q1)	↓
c) BME		97%		88% (Q1)	↓
Reduce the disparity between satisfaction of BME tenants and satisfaction of all tenants	66%	72%	81% All 82%	81% All 82%	→
Improve the satisfaction of Disabled people with the local neighbourhood as a place to live	74%	78%	78%	n/a	
Improve the satisfaction of disabled people and BME people with museums	68%	77%	76%	n/a	
a) All	63%	69%	70%	n/a	
b) Disabled	58%	66%	65%	n/a	
c) BME					
Increase number of disabled people visiting museums	Indicator under development				
Increase number of BME people visiting museums	Indicator under development				
Establish equalities monitoring of complaints and outcomes of complaints	Indicator under development				
Satisfaction with bus services					
a) All		48%	48%	n/a	
b) Women		46%	46%	n/a	
c) Disabled		49%	49%	n/a	
Satisfaction with public transport information					
a) All		39%	39%	n/a	
b) Women		36%	36%	n/a	
c) Disabled		38%	38%	n/a	