



Corporate Equalities & Safeguarding Annual Report 2012 / 2013

1 CONTEXT

The Equality Act 2010 places a Duty on the Council to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between all persons i.e. removing or minimising disadvantages suffered by protected groups; taking steps to meet the needs of people from protected groups where these are different from the needs of other people and encouraging people from protected groups to participate in public life or other activities where participation is disproportionately low;
- foster good relations between all persons i.e. tackling prejudice and promoting understanding between people from different groups.

The Duty covers the following 'protected' groups:

- race
- disability
- sex (gender)
- age
- marriage and civil partnership (with regard to eliminating discrimination)
- pregnancy and maternity
- religion or belief (and non-belief)
- sexual orientation
- gender re-assignment

The Equality Duty requires the Council to consider how the policies it puts in place, the decisions it takes and the services and other functions it delivers affect people from different 'protected' groups.

To demonstrate compliance with the Duty, the Council is required to publish appropriate equality information about its employees and service users every year and set itself equality objectives that must be reviewed at least every four years.

The publication of information should be proportionate to the Council's size and type.

2. INTRODUCTION

In line with recent technical guidance published by the Equality and Human Rights Commission, the Council has focused on information most relevant to furthering the aims of the Equality Duty.

The first section provides an overview of the geographic area of South Derbyshire and the identification of key issues faced. This is followed by an overview of the make up and functions of the Council, again to provide context along with details of equality information relating to our workforce and service users. The final section identifies gaps in information to be addressed in the Council's Corporate Equalities & Safeguarding Action Plan for 2013/14.

3. SOUTH DERBYSHIRE

3.1 District Profile

- Covers an area of about 33,812 hectares, a mixed rural and urban district with a population of 94,600 (ONS Census 2011)
- South Derbyshire is the fastest growing district in Derbyshire for over 20 years, where the population has increased by 16% since the 2001 Census.
- 49.7% of the population are male and 50.3% are female. (the ratio being similar to the county and national position)
- Younger people (under 16 years) make up 19.8% of the District's population (Derbyshire 17.8% and England 18.9%)
- Working age people (16 - 64 years) make up 64.8% of the District's population (Derbyshire 63.7% and England 64.8%)
- People of retirement age (65+ years) make up 15.5% of the District's population (Derbyshire 18.6% and England 16.3%)
- People whose day to day activities are limited make up 17.5 % of the District's population (Derbyshire 20.4% and England 17.6%)
- The District has a low ethnic minority population, where a total of 6% of residents have declared themselves as being Non- White British (Derbyshire 4.2% and England 20.2%)
- The largest ethnic minority group are Asians/Asian British who make up 2.5% of the District's population
- 64% of the District's residents have declared their religion to be Christian which is comparable to both the county and national position (26.8% declaring themselves with no religious belief)

Source: ONS 2011 Census -all figures rounded to one decimal percentage point

More information about our communities is contained within a range of area profiles which are both available on our [website](#) or through the [Derbyshire Observatory](#)

Derbyshire County Council published a [Derbyshire equalities profile](#) in 2009. The Profile provides an analysis of key statistics for communities of interest in Derbyshire

3.2 Key Issues

The main challenges facing the geographic area of South Derbyshire is identified through consultation with local people, and are set out in the [South Derbyshire's Sustainable Community Strategy 2009 -2029](#) which is the overarching policy framework for our [Corporate Plan](#).

More information on the key issues affecting South Derbyshire is contained within [other plans and strategies](#)

This means that everything the Council does can be related back to the community's priorities. The main issues can be summarised as:

- **Lack of housing affordability for local people** due to high house prices/rents, limited supply. Meeting the housing needs of vulnerable people, particularly the elderly e.g. through helping to tackle fuel poverty, the disabled, to enable independent living and people on low incomes and struggling with debt are also priorities;
- **Maintaining a prosperous economy** by enabling development sites, facilitating business growth to encourage the creation of higher quality jobs and providing local employment opportunities
- **Maintaining a high quality environment** which is attractive to and valued by residents, visitors and business but has high maintenance costs
- **Maintaining safe, healthy, sustainable communities** particularly within the context of an ageing population and when funding is often targeted at urban areas with more visible problems.

3.3 Equality Objectives

The Council has set and published three equality objectives, which have been derived from the key issues identified above. In accordance with the Public Sector Guidance, a consultation exercise was undertaken prior to their publication on 6 April 2012.

Progress during 2013 /14 is outlined below:

1. **Provide services which reflect the communities of South Derbyshire and are accessible to users**

This objective is progressed within the [Council's Corporate Plan](#) - *Value for Money* theme .Arrangements for a [Customer Access Strategy](#) was approved by the Finance & Management Committee on 26 April 2012. A series of consultation and data gathering exercises have taken place. In areas of high customer interaction a process mapping exercise has been also undertaken. A draft report outlining proposals on the way forward is to be considered by the Finance & Management Committee, so that the next stages of the Customer Access Strategy can be implemented during 2013/14.

2. Work with Partners to help younger people to access employment opportunities in South Derbyshire

This objective is being progressed within the South Derbyshire Partnership's [Community Strategy](#). Details relating to the monitoring process can be found on the [Council & Democracy](#) webpage. For instance, a Youth Training Fair coordinated by the Job Centre was held at Swadlincote Town Hall in June 2012. The event was attended by some 200 young people predominantly under the age of 24 years, who were interested in a job, apprenticeship and any other training opportunities on offer. From November 2012, the Old Post Centre, at Newhall has been delivering employability sessions to help local unemployed people back into work.

3. Enhance opportunities for vulnerable people to access suitable housing to live independently at home for longer

This objective is being progressed within the [Council's Corporate Plan](#) – *Safe & Secure* theme. In July 2012 a tender for a housing related support service in the District was submitted to Derbyshire County Council. By September work was well underway in moving the existing Care-line facility to a new location at [Oakland Village](#). The next stages are to be implemented during 2013/14.

4.0 South Derbyshire District Council

At the 31st March 2013, the Council employed 284 people (including 35 people employed on temporary contracts). This equates to 262.78 Full Time Equivalents – FTE's) the majority of which are based at Civic Offices. These include part-time, job-share, seasonal, temporary and casual staff. The net revenue budget of the Council for 2012/13 was £11.4 million.

There are 36 elected Members of the District Council, representing 15 electoral wards. Many Councillors are also parish or town councillors, and some are additionally Members of Derbyshire County Council.

South Derbyshire's management structure can be viewed on the Council's [website](#)

4.1 Equalities & Employment Policies

The Council updated its Equalities Policy Statement in March 2012. The Policy sets out our commitment to promoting fairness and equality issues and celebrating diversity in South Derbyshire and promoting the aims of the Public Equality Duty in all that we do.

The Council has introduced a number of measures to support good employment practice and managing change, such as holding the 'Investors in People' (IIP) status since 2002. In recognition of the Council's commitment to training and development, a 'Silver IIP' award was attained in 2008.

Corporate actions to promote equality within the Council's work are set out in the Council's Corporate Equalities & Safeguarding Action Plan. (Appendix A)

In accordance with the guidance produced by the Government's Equalities Office, the Council has taken a proportionate timely approach to assessing equality and that it is properly considered prior to any decisions being made. This process includes collecting evidence to understand potential differential impacts using equalities information and engaging with representatives of the people / main groups likely to be affected.

Case Study - Equalities Timeline

August 2000 - Council's first Equal Opportunities Policy Statement adopted.

October 2003 - the Council adopted the Equality Standard for Local Government (the 'Equality Standard') which was developed to help councils achieve and maintain high standards of equality in providing services and employing people.

March 2008 – Level 2 (out of 5) achieved of the Equality Standard. This demonstrates that the Council has a robust approach to assessing needs / requirements and consulting with stakeholders on equality issues

June 2008 - Corporate Equality and Fairness Scheme published with an action plan to demonstrate the Council's commitment to treating people fairly in everything it does as a service provider, employer and a community leader in promoting equal opportunities and fostering good relations between all people regardless of race, gender and disability.

April 2009 - Equality Standard was replaced by the [Equality Framework for Local Government](#) (EFLG) and attained the 'Achieving' Level (The Levels being 'Developing', 'Achieving' and 'Excellent')

January 2010 - External assessment by the Improvement and Development Agency (IdeA) who confirmed that the Council was performing at the 'achieving' level

March 2012 - In light of the Equality Act 2010, the Council adopts a revised Equalities Policy.

April 2012 – Following a consultation exercise, the Council publishes its equalities objectives for 2012/16. Progress to be monitored via the Council's Performance Management Framework.

June 2012 – Annual Equalities Report containing appropriate information about its employees and services users is published along with an action plan for 2012/13. The Annual Equalities Report also demonstrates compliance with the Public Sector Equality Duty of the Equality Act 2010. .

Case Study - Ongoing Commitment to Equalities

Annual reviews of training and development; employment policies and procedures, which have led to improvements such as providing 'toolkits' for managers to use. The toolkits ensure both policies and procedures are fairly and consistently applied. All reviews undertaken are also supported by staff and member training sessions, as appropriate. For instance. The recruitment and selection process 'toolkit' was reviewed in light of the Equality Act, and to remove any possibility of discriminating against 'protected groups' such as disabled people prior to a job offer being made. The equalities monitoring has been extended across the 'protected groups'.

Disability Two Ticks' Standard – Since 2009, the Council has maintained its commitment as a 'positive about disabled people' employer.

Communities & Equalities Group which is chaired by the Council's Equalities Member 'Champion' is made up of representatives from a range of organisations who have an interest in equality and diversity issues, such as Age Concern, Derbyshire Friend, South Derbyshire Council for Voluntary Service (SDCVS), Derbyshire Association for the Blind and Derbyshire County Council. By working in partnership with the SDCVS an annual community equalities and diversity work programme is delivered

Corporate Equalities and Safeguarding Group, chaired by the Director of Finance and Corporate Services that advises and ensures that its' equality and safe guarding children, young people and vulnerable adult's work is undertaken in accordance with Council policies and procedures. The remit of the Group is The role of the Group has been widened to

4.2 Staff Engagement

The annual employee Survey, and bi-monthly Joint Negotiating Group meetings (with the Trade Unions) constitute the Council's mechanisms for formal engagement on staff matters, including on any equalities issues identified by or affecting the workforce (any specific issues identified by individuals are dealt with on a one to one basis).

The main findings indicate the need to improve communications and the flow of information within the Council. An action plan has been put in place to encourage managers to hold more regular meetings involving all team members and this is being monitored by the District Council's Corporate Management Team.

5. WORKFORCE INFORMATION

5.1 Overall Workforce Profile

The composition of the Council's workforce is comparable with the District profile (with the exception of disability which is likely to reflect the ageing profile of the district)

	Total	Gender		Disability (see note)		Age			Ethnicity		Religion		
		M	F	Yes	No	16 - 24	25 - 64	65+	White British	BME	Christian	Other	None / Not Provided
		Nr	%	%	%	%	%	%	%	%	%	%	%
SDDC	284	53	47	3	80	6	92	2	90	3	57	4	37
District	94,600	49.7	50.3	8	82.5	10.0	54.8	15.5	94.0	6.0	64.0	2.6	33.4

Source: SDDC Workforce Profile 2012/13, 2011 Census Key Statistics for Local Authorities

Note – Disability SDDC - %ages of people declaring themselves disabled (Yes) /not disabled (No):

District - %ages of people whose day to day activities are limited a little (Yes) / No disability (No)

The Council continues to monitor sexual orientation as a 'protected characteristic' under the Equalities Act 2010 during the year. The statistics available continue to be statistically insignificant as only a small proportion of the workforce provided information about their sexual orientation. However, it is noted that the number of employees providing this information has increased compared to last year, and the number of 'self declarations' are likely to increase over time.

5.2 Distribution of the workforce

The distribution of the workforce by employment grades for ethnicity, disability, gender and age is currently not available. Work is underway to provide this information in future reports

5.3 Issues for Transgender employees

No issues have been identified through staff engagement. The Council's confidential annual Employee Survey seeks to identify any issues for 'protected' groups. No issues have been raised through this or by any other mechanism.

The Communities & Equalities Group provides a useful mechanism for raising awareness of issues faced by trans-people, particularly from a service delivery perspective, helping to raise staff awareness on how to deal positively with transgender service users.

5.4 Gender Pay Gap information

In line with the requirements of the Localism Act 2011, the Council's [Pay Policy](#) has been published which is in line with the requirements of the Localism Act 2011. This has been published on the Councils website.

5.5 Recruitment Monitoring

The Council collects equalities information from applicants applying for positions within the Council. This information is used to ensure that no discrimination occurs within our selection procedures, and to identify any action needed to encourage applications from under represented groups. During the year, 599 applications were received for 26 positions. Details are outlined in the Table below.

	Applicants %	Shortlisted %	Appointed %
Gender			
Male	65.9	54.3	42.3
Female	31.9	41.4	46.2
Age			
Under 25	31.2	20.7	19.2
26 - 35	22.5	21.6	23.0
36 – 45	14.5	14.7	15.4
46 - 55	13.4	19.8	7.7
56 - 65	3.8	4.3	
66+	0.2	0.9	
Ethnicity			
White - British	84.3	83.6	65.4
White – Irish /Other	2.8	1.7	
Asian – Indian/Pakistani/Bangladeshi	3.7	1.8	
Black – African/Caribbean/Other	1.8	0.9	
Mixed	1.8	0.9	
Other	0.4	0.9	
Sexuality			
Hetero-sexual	85.0	84.5	61.5
Homo-sexual	1.2	1.7	
Bi-sexual	0.5	0.9	3.9
Religion			
Christian	44.6	50.9	23.0
Islam	2.5	0.9	
Sikhism	0.5		
Buddhism	0.5	0.9	
Hinduism	0.5		
Judaism	0.3	0.9	
Other	2.8		
No Religion	40.4	33.6	42.3

Source: Workforce Profile 2012/13. Numbers are not shown to retain confidentiality. Balancing %ages represent non declarations

5.6 Occupational Segregation

Although the proportion of male and female employees is generally balanced across the majority of roles, the Council has identified that, like in other local authorities, a degree of horizontal segregation exists in some areas of the workforce. This includes the proportion of male staff occupying roles involving manual work, the proportion of females undertaking administrative roles and, but to a lesser extent, at senior management level:

The Council continues to operate open and fair recruitment procedures which are regularly monitored and reported to Members and Trade Unions to ensure no discrimination within the recruitment process when roles become available.

5.7 Employee complaints related to discrimination

During 2012/13 there have been no employee complaints received on the grounds of discrimination or other prohibited conduct identified under the Equality Act 2010.

6. SERVICE INFORMATION

The Council collects a range of information from customers, residents and employees in relation to the delivery of services and the opportunities available to influence Council decision making. This information is used to monitor and assess:

- Take-up of our services;
- Satisfaction of our services;
- Effectiveness of our services;
- Make-up of our workforce;
- Effectiveness and impact of our employment practices;
- Involvement in decision making; and,
- Residents' experiences of living in South Derbyshire's communities.

Corporate *Equalities Monitoring Guidance* has been made available to help support service areas to undertake equality monitoring and to ensure that the monitoring is appropriate by complying with four main rules:

- Only asking for information we need;
- Providing an explanation of why we need the information and how it will be used;
- Taking care to ensure that individuals cannot be identified from the information collected, especially where the results of monitoring are made public or shared; and,
- Comply with the law in relation to confidentiality, data protection and freedom of information

Our Workforce Profile includes annual progress against performance indicators measuring the Council's progress on promoting equality.

To summarise, the Council takes a proportionate timely approach to assessing equality and that it is properly considered prior to any decisions being made. This process includes collecting evidence to understand potential differential impacts using equalities information and engaging with representatives of the people / main

groups likely to be affected. This process is supported by appropriate equalities training for both Members and Officers and demonstrating how the Council gives due regard to the aims of the Equality Duty when making its decisions

6.1 Housing Services

6.1.1 Choice Based Lettings [CBL] of social rented housing

The Council has a statutory responsibility to manage and regularly review the waiting list. At 31 March 2013, there are 2,015 applicants on the waiting list... A district wide common housing register is operated through our CBL system, advertising and allocating all social rented housing in the district.

The Council accommodates many applicants throughout the year in our own stock that is brought to a 'fit to let' standard before being offered to prospective new tenants. We also assist applicants in finding accommodation in the private sector through our Housing Options Service and Home Swapper schemes.

Collecting information on disability enables the District Council to monitor any differences in the proportion of successful applicants and to take appropriate action:

Disability	Number of Applicants
I have a need to move on medical grounds	134
I have a learning disability	96
I am a wheelchair user	70
I have a hearing impairment	55
I have a mental health problem	192
Total	547

Source: SDDC CBL Database, March 2013

Once the application has been assessed, it is categorised into bandings which help us to categorise a variety of housing needs. A breakdown of the banding by age group is detailed below.

Band		Total	Age						
			Under 18	18 - 25	26-45	46 -55	56 - 65	66 -75	Over 75
A	Nr.	415	1	61	102	85	55	45	66
	%	20.6%	0.2%	14.7%	24.6%	20.5%	13.3%	10.8%	15.9%
B	Nr.	762	1	184	314	94	55	70	44
	%	37.8%	0.1%	24.1%	41.2%	12.3%	7.2%	9.2%	5.8%
C	Nr.	787	0	135	304	100	96	86	66
	%	39.1%	0%	17.2%	38.6%	12.7%	12.2%	10.9%	8.9%
D	Nr.	51	1	18	22	5	3	2	0
	%	2.5%	2%	35.3%	43.1%	9.8%	5.9%	3.9%	0.0%
Total	Nr	2015	3	398	742	284	209	203	176
	%	100.0%	0.1%	19.8%	36.8%	14.1%	10.4%	10.1%	8.7%

Source: SDDC CBL Database March 2013

Note: 1) A to D = priority bands with 'D' being the highest priority /emergency

87% of the applicants have a local connection to South Derbyshire

With regard to ethnicity, the proportion of applications received and housed, broadly reflects the population of the South Derbyshire area:

6.1.2 Homelessness Services

We work with our Partners to provide advice and prevent homelessness. In 2012/13 we received 224 'formal' homeless presentations ('presentation' is the legal terminology and places statutory responsibilities on the Council to investigate each presentation thoroughly before reaching a decision which needs to be formally notified)

6.2 Benefits Service

Asking Council Tax and Housing benefits claimants to provide equalities information helps the District Council monitor take up amongst different protected groups and target promotional activity where required (Note: Entitlements are not affected by gender, so not recorded separately):

During 2012/13 there were a total of 6,539 unique live claims in which 256 claimants provided any equality monitoring information, as shown in the table below

Number disclosed	Disability	Ethnicity				
	Yes	White - British	White-Other	Asian	Mixed	Other
256	3.1%	92.6%	3.1%	1.6%	0.8%	1.9%

Source: SDDC Revenues & Benefits Service data March 2013

Number of current claims	Age	
	'Working'	'Pensionable'
6539	54.44%	45.56%

Source: SDDC Revenues & Benefits Service data March 2013

It is to be noted that the actual number of claimants (allocated for Council Tax Support purposes for 2013/14 is 989 people and represents 15.12% of the total number of claimants

Compared to last year, and as expected, the ratio of elderly to working age claimants is decreasing due to the gradual raising of the state pensionable age. .

Case Study - Localisation of Council Tax Reduction Scheme (LCTRS)
As a result of the Government's 2010 Spending Review, the national Council Tax Benefit Scheme for England & Wales will be replaced by Local Council Tax Support Schemes from 2013/14
Local Council Tax Support is part of a wider set of reforms of the Welfare System which the Government sees as: <ul style="list-style-type: none"> ○ Improving the incentives for people to work ○ Ensuring public resources are used more effectively

Case Study - Localisation of Council Tax Reduction Scheme (LCTRS)

- Reducing the culture of benefit dependency

As part of the new scheme, the Government requires all Councils to protect pensioners so that they receive the same level of support as they do now, and in addition to protect other vulnerable groups as appropriate. The Council had to design and deliver a Scheme with a reduced budget which is responsive to the needs and opinions of the community of South Derbyshire and is fair and equitable as possible

The Council has worked in partnership with other Derbyshire collecting authorities (including Derby City) and the major precepting authorities (Police, Fire and Rescue Service and County Council) to explore the possibility of creating a common approach to a county-wide scheme and to arrive at proposals for fully funding the grant reduction by a combination of various factors, such as benefit reductions and reduced council tax discounts etc. Although there was a common approach to the schemes, local variations across Derbyshire have been implemented.

Initially four options were developed for consultation on the basis of the Scheme (the Local Council Tax Reduction Scheme – LCTRS) for South Derbyshire District Council.

During the consultation programme, which ran from 13 August to 5 November 2012, a fifth option was developed based on the feedback received and further analysis work being undertaken to minimise the impact of a new council tax benefit scheme on 'protected groups.' The outline for 'Option 5' was proposed at the Finance & Management Committee on 6 September 2012. The Committee considered an updated analysis and issues detailed in the report, subject to on going consultation on 18 October 2012. The proposals outlined in Option 5 would produce a Local Scheme based on the key features of the current national scheme, except that non protected working age claimants would then reduce by a straight line percentage.

The final local scheme was considered by the Finance and Management Committee on 6 December 2012, with a further meeting arranged on 10 January 2013 to approve and make final recommendations to Full Council.

The Department for Communities and Local Government produced an equalities impact assessment which is available at

<http://www.communities.gov.uk/publications/localgovernment/lqfblocalcounciltaxeia>

Further information can be found at by accessing the appropriate documentation in the Council's Committee Management Information System at

http://south-derbys.cmis.uk.com/south-derbys/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/489/id/278/Default.aspx

Further details of the final scheme implemented by the Council can be found on the website at:

http://www.south-derbys.gov.uk/council_and_democracy/council_tax/ctreduction/default.asp

6.3 Sports & Leisure Facilities

Equalities information is collected by [Active Nation](#) who manages on our behalf our leisure centres. Monitoring information contained in the leisure centre membership process helps to inform activity programming and promotional activity (it should be noted that some people using the centres choose not to provide information)

Leisure Centre	Age Group			Gender	
	16 and under	17 - 49	50+	Female	Male
Etwall	32%	49%	19%	54%	46%
Greenbank	24%	62%	14.%	52%	48%

Source: Active Nation: Leisure Card holders / members using SDDC leisure centres, January 2013

Case Study
<p>The Council engages with local community groups to ensure its sports and leisure provision reflects the needs of 'protected' groups.</p> <p>The Council's Sport & Health Strategy 2011-16 aims to support the delivery of a number of national and local objectives set by partners in relation to four key areas. These are</p> <ol style="list-style-type: none"> 1. Young people participation and volunteering <ol style="list-style-type: none"> a) Supporting the delivery of local and national targets in relation to participation b) Engaging hard to reach groups and establishing sustainable delivery c) Identifying appropriate deployment opportunities to engage young leaders in the community network 2. Adult participation and volunteering <ol style="list-style-type: none"> a) Identification of activities which provide the maximum impact in terms of meeting local and national targets b) Addressing gaps in provision assessed against the demands of the population c) Widening opportunities and access to volunteering 3. Facilities <ol style="list-style-type: none"> a) Assessment of the current position and its requirements to support the changes in the South Derbyshire landscape b) Improving facility infrastructure to better meet current and future needs c) Working in partnership to improve facility development, management and promotion 4. Reaching communities – addressing local needs <ol style="list-style-type: none"> a) Improving the quality of experience for all members of the community b) Marketing and promoting the opportunities available

6.4 Community Safety

The Council's role as a lead partner within the Safer South Derbyshire Partnership (SSDP) supports our 'Duty' to foster good relations between different 'protected' groups. Through this Partnership, we work closely with the Police and other organisations and agencies to tackle crime and anti-social behaviour issues in order to maintain low levels of crime in the district.

Derbyshire Police Authority and Derbyshire Constabulary have jointly facilitated an extensive programme of consultation and engagement across Derbyshire called ["Have Your Say 2012"](#).

This annual programme provides a valuable health check on different parts of the county and highlights the views of local communities on levels of safety, satisfaction and confidence in the local police as well as identifying the priorities that are important to them.

The information gathered from this programme is shared with key partners for the benefit of all. This year in particular, it also provides some relevant and pertinent data for the incoming Police and Crime Commissioner

As a result, a series of events covering each of the nine local Authority areas in Derbyshire were held. Face to face interviews were conducted and responses to the survey were also received by post and online. A total of 2,462 responses were received. Any concerns expressed by respondents were passed onto the appropriate Police departments. Since there was an opportunity at the events to speak directly to Police Officers, referrals were followed up and dealt with at a local level.

The main analysis was based on three policing divisions. The district of South Derbyshire is within 'D' Division (covering Derby, South Derbyshire and Erewash) and the results are shown in the table below.

	'D' Division			All Responses
	South Derbys.	Erewash	Derby	
	% Satisfied / Safe / Confidence	% Satisfied / Confidence	% Satisfied / Confidence	% Satisfied / Confidence
Satisfaction with how Police deal with crime and anti-social behaviour in your local area	77	76	72	76
How 'safe' do you feel in your neighbourhood	89	86	74	86
General confidence with policing in your local area	76	74	68	75
Total Responses	251	190	546	2,462

Source: Derbyshire Police Authority / Derbyshire Constabulary: Have Your Say, 2012 (Completed questionnaires only)

The demographic profile of the respondents was broadly in line with ONS Mid 2010 population data.

Hate Crime

Hate crime is '*any incident which constitutes a criminal offence, which is perceived, by the victim or any other person as being motivated by prejudice or hate.*' (Home Office)

Hate crimes can occur because of a person's race, gender identity, religion or faith, sexual orientation and disability.

Following the publication of *Challenge it, Stop it, Report it*, the Government's plan to tackle hate crime the principle is applied more widely to include hate or prejudice based on age, gender, or appearance. These can include, physical attacks, threat of attack and verbal abuse or insults

[Stop Hate UK](#) provide this service and offer many ways to report hate crime and further information can also be obtained via the [Safer Derbyshire](#) website

During 2012/13, there have been 20 recorded hate crime incidents in the District, in which six formal charges have been made.

In May 2012, the Safer Derbyshire Partnership and the Police ran an awareness campaign targeted at taxi companies, off licences and fast food outlets. The campaign promoted reporting and support services

[Safer Homes](#)

This is a mobile joinery service working to improve security in the homes of the elderly (aged over 60 years) and vulnerable people living in South Derbyshire. The scheme is operated by South Derbyshire Council for Voluntary Service

Services people affected by violence

These services continue to be planned and delivered at the county level by the Derbyshire Safer Communities Board.

The services available in South Derbyshire are as follows:

[Next Step](#) is a voluntary led organisation based in Swadlincote that provides key services for addressing domestic abuse in South Derbyshire. Some of the services offered include

- Confidential Helpline
- Referral service to refuges nationwide
- Counselling
- Advocacy Support
- Self Help Groups
- Drop-in Service
- Independent Domestic Abuse Adviser
- Sanctuary Scheme – provides increased security to enable sufferers to remain in their home to prevent homelessness (if safe to do so).

Case Study - Community Safety / Cohesion

- Support services for men in South Derbyshire

Lemon Grove is operated and funded by Trident Housing. They offer refuge accommodation for vulnerable women and their families

The Domestic Abuse Action Group is a partnership of local agencies that works together to improve communication between the service providers, and identifies projects that can improve service delivery for victims of domestic abuse.

[Independent Domestic Violence Advocate](#) offers advice, support and sign posting to high risk victims. These victims are at risk of serious harm or death

[Liberation Day](#)

This annual event held in May offers music, dancing and songs as well as advice on topics like reducing the fear of crime, community safety, pensions, fire safety, health and social care and much more. It is hosted by the [Safer South Derbyshire Partnership](#) for South Derbyshire residents aged 65 years and over.

A range of organisations such as Arthritis Care, [Get Active in the Forest](#), Goldcard Transport, the Nottinghamshire and Derbyshire Energy Efficiency Advice Centre and the Royal National Institute for the Deaf regularly exhibit at the event.

The secret of the success of Liberation Day is that a wide range of information and advice on many important issues affecting older people is on offer under one roof. A full day of professional entertainment and refreshments are also provided free of charge.

Inter Faith Week

Working with Partners a series of events in November were hosted by South Derbyshire CVS to provide opportunities to understand the issues affecting various faith communities living in South Derbyshire and to raise awareness of the District Council's services.

[Safer South Derbyshire Partnership is now on Facebook](#)

The aim of this Facebook page which is linked to Twitter helps the Safer South Derbyshire Partnership to engage more with young local people. This site which is also linked to Twitter is used to promote activities and keep residents and Partners informed of initiatives and updates.

Youth Engagement Scheme (YES)

This Scheme is targeted at young people aged 13-16 years who may have low self-esteem, be at risk of exclusion, educationally disengaged or may be young carers. The aim is to contribute to improving school and work place attendance levels, reduce anti-social behaviour, develop an appreciation for the communities in which the young people live and develop an aspiration for a more positive life. All 12 students who were referred from a Secondary School successfully completed the 8 week programme during February and March. Following the Schemes success a further scheme is scheduled to take place in October. The Community Safety Team is currently working with the Fire Service and the Police to establish a local Youth Cadet scheme to continue engaging with young people after this project ends.

Shout Out

Financial support from the 2012/13 Choosing Health Fund has successfully transformed the South Derbyshire Learning Disability Forum in to the vibrant Shout Out Group. A range of physical and cultural activities are provided with ongoing support provided by the South Derbyshire Council for Voluntary Service. The Group has a regular attendance of some 35 participants per week with more wishing to join. The Group is open to all of our residents who have learning disabilities or difficulties. Their families and carers are also welcome to attend.

One Shout Out member has recently completed a recognised coaching qualification

[Derbyshire Handy Van Network](#) – This scheme is open to all people aged 60 years and over. Help with the following is provided: home fire safety checks; fitting and checking of smoke alarms; home security checks and energy efficiency advice. The visits and the equipment they install are free, and each household can have up to two visits per year.

[South Derbyshire Partnership](#)

This statutory Partnership is made up of many public, private and voluntary sector agencies working together to combat and reduce all types of crime and disorder occurring in the District. Progress reports are considered at regular meetings.

More information about these projects and much more can be found on the website and [here](#).

6.5 Public Car Parking

The Council maintains 19 public car parks within the district. The majority of these have car parking spaces for disabled users. Details of their locations and the number of spaces available (including disabled parking) is available on our website at www.south-derbys.gov.uk

Case Study

Disabled spaces at the High Street car park in Melbourne and at the Rink Drive and Hill Street car parks in Swadlincote have been improved.

[Blue badge parking](#) in South Derbyshire is operated by Derbyshire County Council and further details can be found on their website or following the above hyperlink

6.6 Public Conveniences

The Council provides 7 public conveniences within the District. Currently, six have disabled facilities have one has baby changing facilities. Details of their locations is available on our website at www.south-derbys.gov.uk

6.7 Customer Contact

The Council is committed to consulting the public, our service users, partners and other interested groups as part of providing effective services that meet the needs of the people of South Derbyshire.

The Council recognises that democracy is healthier and stronger if local people feel that their views are being listened to and taken into account when decisions are being made. A key priority in the [Council's Corporate Plan](#) 2009/14 under the theme 'Value for Money' is carrying out effective consultation and communication with the community, businesses and other organisations.

The Council carries out monthly satisfaction surveys to ensure that Customer Service Standards (helpfulness; politeness; professional knowledge; accuracy of information provided; treated fairly; and overall quality of the service provided) are met at the first point of contact.

On average, the findings for 2012/13 indicate the following:

- 94.7% of respondents were 'very satisfied/ satisfied' with the way their telephone call was handled by a Customer Service Advisor in the Contact Centre
- 95.4% of personal callers were 'very satisfied/ satisfied' with their 'initial contact' with a Customer Service Advisor.

No information is held on the make up of respondents. Steps are being taken to capture information in future surveys of people in the protected groups

6.8 Service Complaints and Compliments

The table overleaf shows that the Council received 49 complaints and 113 compliments between 1 October 2011 and 30 September 2012. None of the complainants or complimentors completed the equalities monitoring form.

	Period	
	1 Oct 2011 – 30 Sep 2012	1 Oct 2010 – 30 Sept 2011
Complaints	49	47
Compliments	113	118

Source: F&M Committee

7. ADDRESSING GAPS AND FUTURE REPORTING

During 2013/14, the Council will continue to play its part in making society fairer by tackling discrimination and providing opportunity for all.

- Updating our equalities profile of the District using further releases of the 2011 Census data
- Working with SDCVS to develop and raise the profile of the Communities and Equalities Group
- Working in partnership with SDCVS to deliver the community work programme for 2013/14
- Distribution of the workforce by employment grades for the respective ‘protective groups’
- Increased awareness for those people who deliver the Council’s functions by the take up of training opportunities
- Ensuring that any third parties which exercise functions on its behalf are capable of complying with the Equality Duty
- Continue to have due regard for the aims of the Equality Duty when a policy is developed, implemented and reviewed

An action plan for addressing these issues is attached

8. Further Information

For further information please contact:
 South Derbyshire District Council
 Civic Offices, Civic Way
 Swadlincote
 Derbyshire DE11 0AH

For assistance in understanding or reading this document please call 01283 221000 or email policy@south-derbys.gov.uk