

Folkestone & Hythe District Council

Equality & Diversity Annual Report

A reflection on the 2018/19 Year
Published: November 2019

Foreword

Thank you for taking the time to read the council's Equality and Diversity Annual Report.

This report has been produced in accordance with the Public Sector Equality Duty created by the Equality Act 2010.

The purpose of this document is to:

- Provide a range of demographic and socio-economic information. This can be used to better understand the needs of our local communities and those that may be affected by council services, policies and practices, and in order to inform decision-making and policy development.
- Demonstrate how the council has engaged with the community, taken actions to enable better understanding of different customer needs and ways to support them, and considered potential equality and diversity implications prior to making decisions.
- Outline the activities the council has undertaken during 2018/19 to promote equality, diversity and inclusion both amongst its workforce (officers and members) and within the community, and the positive measures that have been taken to remove barriers, improve access to services and increase customer satisfaction.

We hope that you find this document useful and informative.

Further information, including the council's related Equality and Diversity Policy, can be found at: <https://folkestone-hythe.gov.uk/your-council/policies-plans-and-documents/equality-and-diversity>

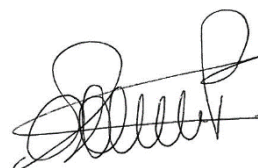
Alternatively you can contact us:

Email: policy@folkestone-hythe.gov.uk

Yours sincerely,



Cllr Jenny Hollingsbee
**Deputy Leader of the Council and Cabinet
Member for Communities**



Susan Priest
**Corporate Director for Strategy
Head of Paid Service**

Contents

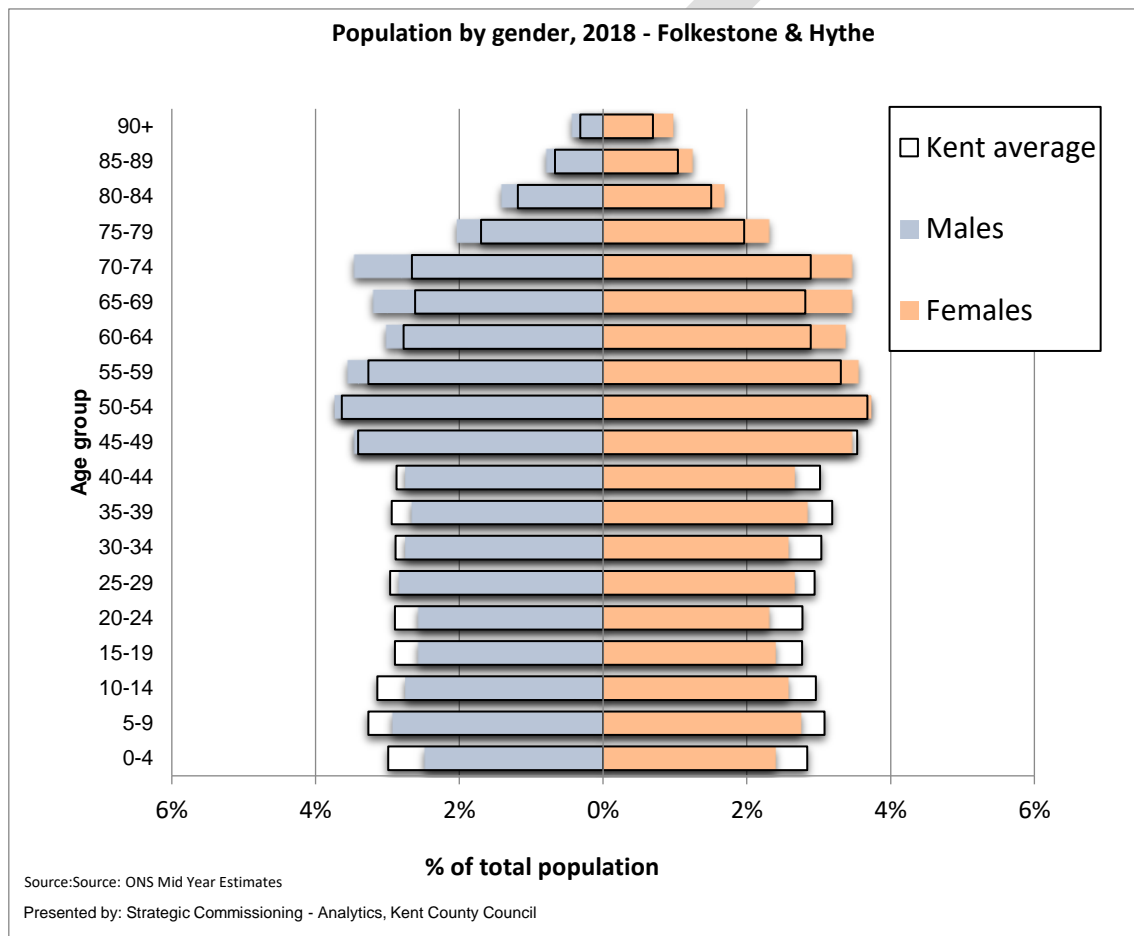
Section 1: Understanding our Communities	4
Age and Sex	4
Population:	
Changes and Forecasts	7
Household Composition	11
Ethnicity	12
Religion	13
Health	14
Economic Profile	21
Data Sources	26
Section 2: Understanding our Customers	27
Equality Impact Assessments	27
Consultations	27
Improving our Customer Experience	28
Developing our Staff	30
Section 3: Understanding our Workforce	31
Workforce Profile	31
Turnover	32
Staff Grievances	32
Section 4: Our Achievements and Engagement Activities	33
Section 5: Compliments, Feedback and Complaints	36
Section 6: Equality Objectives	37

Section 1: Understanding Our Communities

Age and Sex

Overview

In the graph below, blue shows the proportion of males in each age group and peach females. The blocked sections show the Kent average for each age group.



"Kent" refers to the Kent County Council (KCC) area

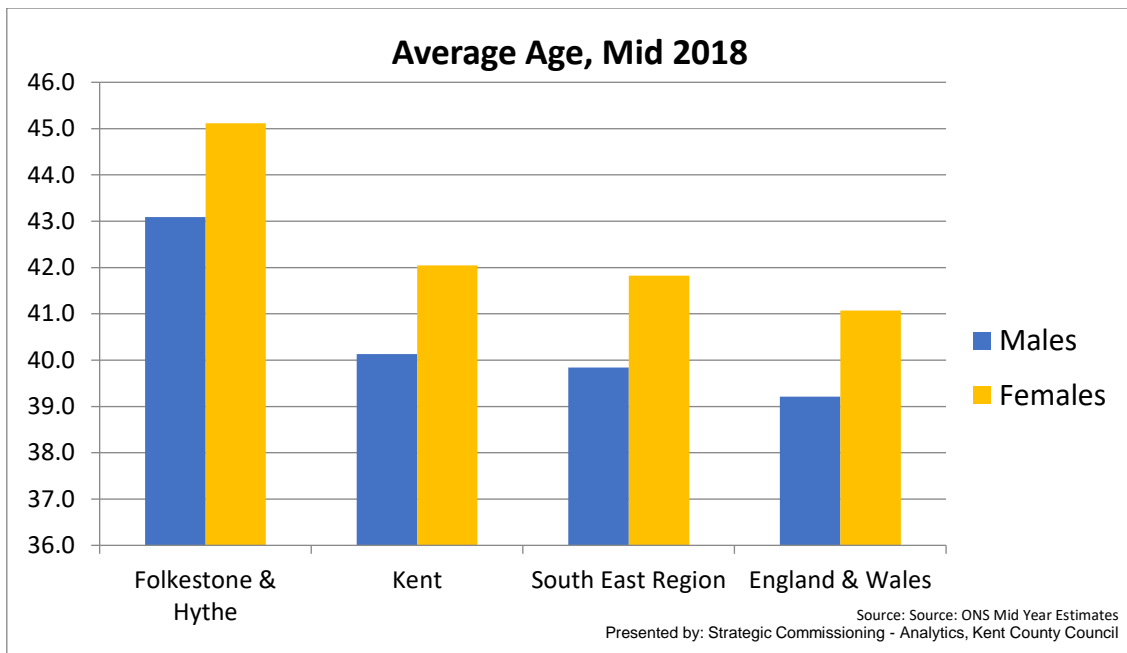
Source: ONS, 2018 mid-year population estimates

50.5% of Folkestone & Hythe's population is female and 49.5% is male. This percentage breakdown is reflective of Kent as a whole.

There is a lower proportion of residents aged under 45 when compared to Kent overall. The district has a larger percentage of residents aged over 45.

The male to female ratio changes with age. There are more males under the age of 55 than there are females. From age 55 + there are more females than males.

The average Folkestone & Hythe resident is 44 years old. This is higher in comparison with the other districts in the county and with regional and national averages.

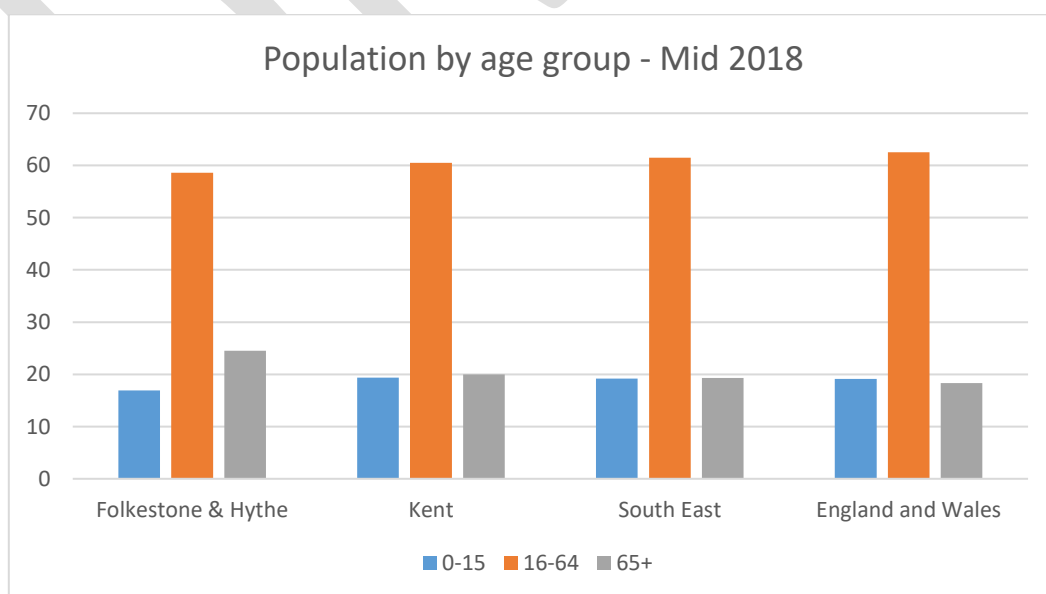


Source: ONS, 2018 mid-year population estimates

The average male (at 43.1 years) is younger than the average female (45.1 years)

In comparison with regional and national figures, Folkestone & Hythe has:

- A lower than average proportion of residents aged under 15
- A lower than average proportion of residents of 'working age' between 16 and 64
- A higher than average proportion of residents aged 65 and over



Source: ONS, 2018 mid-year population estimates

Children and Young Adults

26%
of residents are under
25

17%
are under the age of
16

Age group	No.	% of F&HDC population	% of Kent overall*
0-3 – Early Years Children	4,300	3.8%	4.6%
4-10 – Primary Age Children	8,900	7.9%	8.8%
11-18 – Secondary age children	9,300	8.3%	9.4%

Source: ONS, 2018 mid-year population estimates

*KCC area. E.g. within KCC, 4.6% of children are aged 0-3

'Working Age' Population (16-64)

F&HDC	No	%
16-64	66,000	58.6% of F&HDC residents are 16-64
Female	32,800	57.7% of females in the district are 16-64
Male	33,200	59.5% of males in the district are 16-64

Source: ONS, 2018 mid-year population estimates

Older Population

24.5%
Of residents are over
65

Age group	No.	% of F&HDC population
65-69	7,500	6.7%
70-74	7,800	6.9%
75-79	4,900	4.4%
80-84	3,500	3.1%
85-89	2,200	2.0%
90+	1,500	1.4%

Source: ONS, 2018 mid-year population estimates

Population: Changes and Forecasts

Historical Population Growth

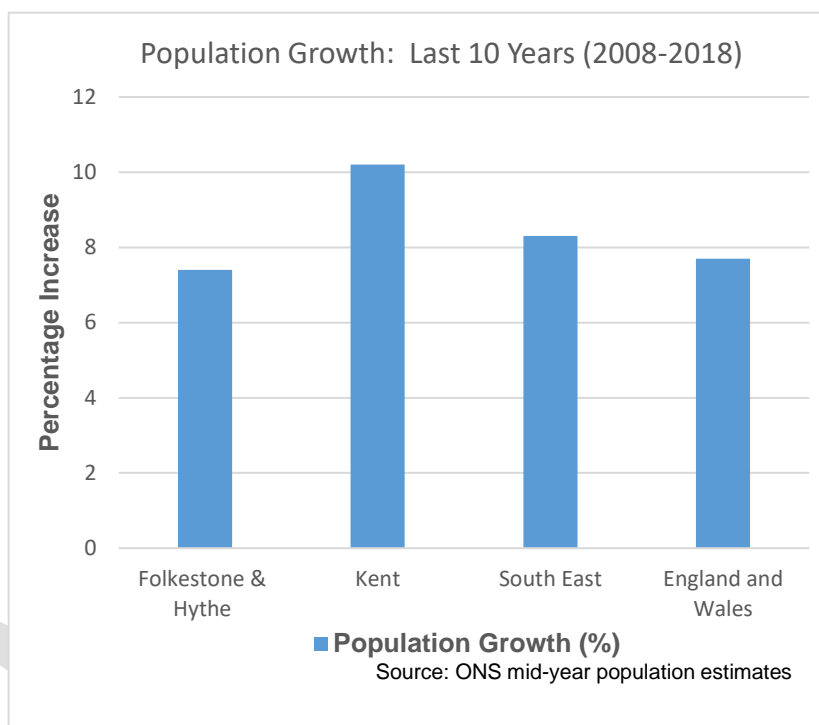
The most recent population figures (mid- 2018) estimate that population of Folkestone & Hythe is 112,600. This accounts for 7.1% of the total population with the Kent County Council area.

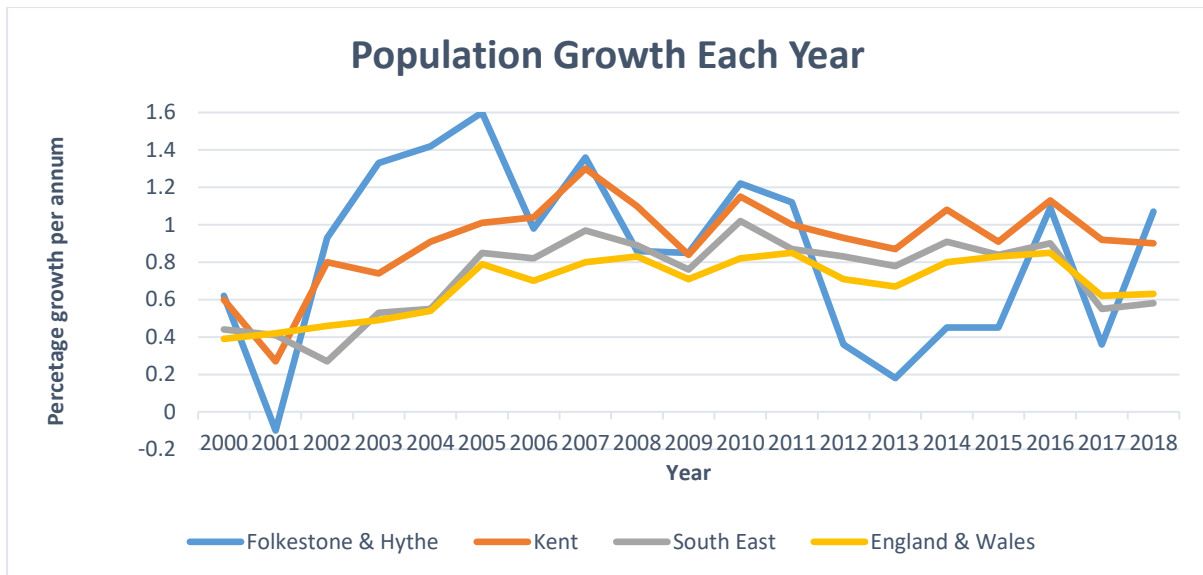
In 2008 the population of Folkestone & Hythe stood at 104,800.

In the ten year period between 2008 and 2018, Folkestone & Hythe's population grew by 7.4%. This is, however, low in comparison with regional and national averages.

Over the last 15 years (2003-2018) population growth across the south east has risen more quickly averaging 0.84%

per annum in comparison to England and Wales, which averaged 0.76% per annum. Kent experiences higher annual growth in comparison, averaging a population increase of 1.06% per annum over the same time period. As a smaller geographical area, population growth in Folkestone & Hythe is much more sporadic, with localised factors a major contributory factor. The most recent data shows a population increase of 1.07% during 2017/18, exceeding what was being recorded across the south east and nationally.

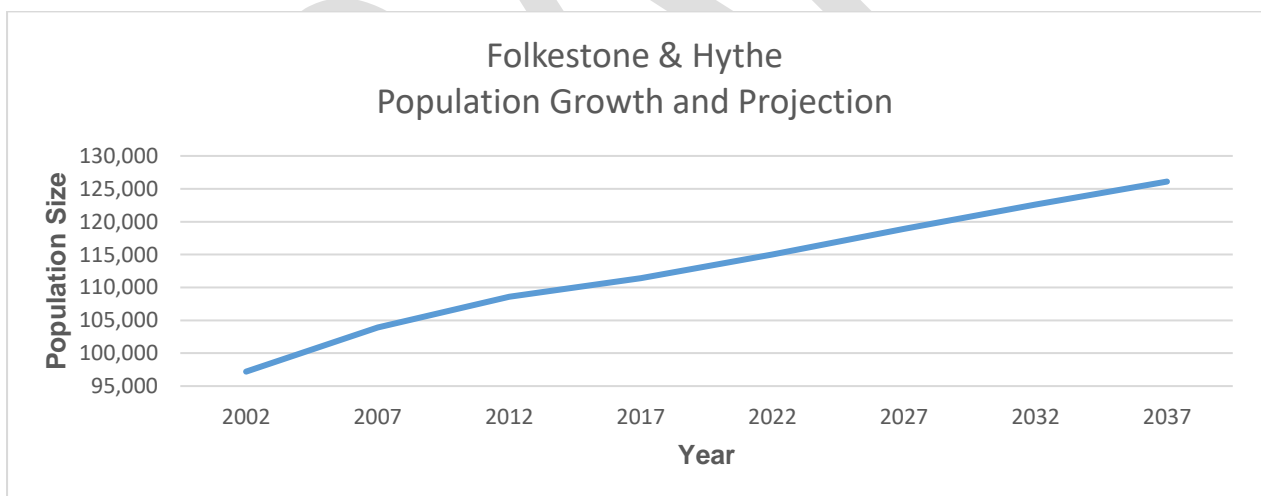




Source: ONS mid-year population estimates

Population Growth Forecasts

Folkestone & Hythe's population is forecast to rise by nearly 13.1% over the next 20 years, reaching an estimated 126,100 by 2037. While Kent as a whole is expected to grow in line with historical population figures, increasing by 19.1% over the same 20 year period, these estimates predict a slowing of population growth in the district. Estimates, however, do not take into account any future developments in the district.



Source: KCC Housing Led Forecasts, 2018

Population Changes

Historically, Folkestone & Hythe's population growth has varied between different age brackets. In the 20 year period between 1998 and 2018 the most significant population growth was amongst those aged between 45 and 70, with residents in this age bracket increasing by 43.2%. The amount of residents aged under 45 has, however, remained largely the same over this time period increasing by only 1.3%.

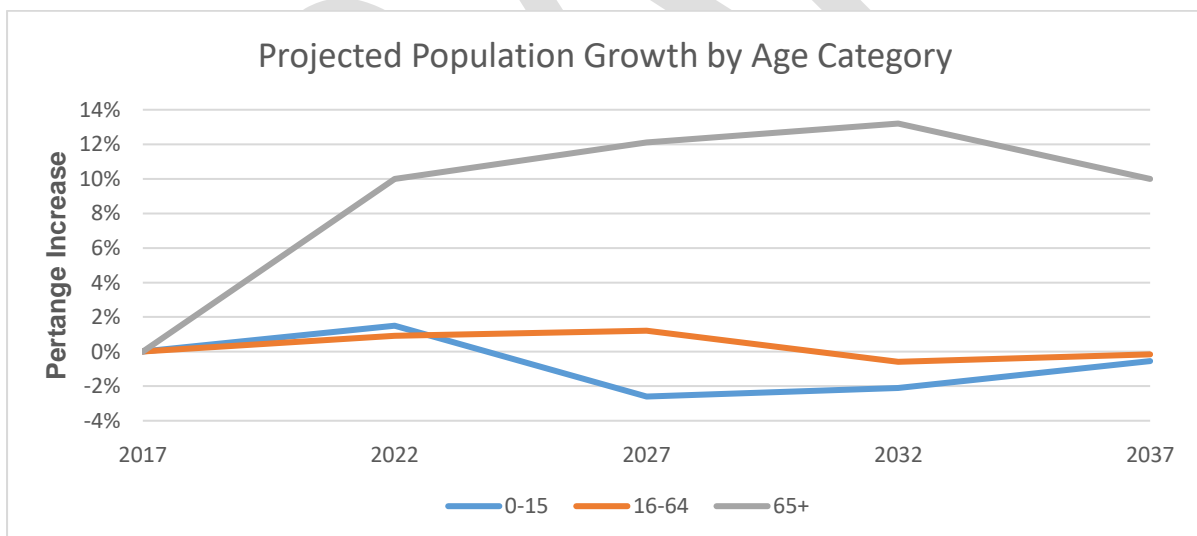
When considering residents over the age of 65 specifically, between 1998 and 2018 there was an increase of 35%, from 19,700 to 26,600 people. It is forecast that this will increase by a further 14,500 over the subsequent 20 years, a rise of over 50%.

Conversely, residents of 'working age' (between the ages of 16 and 64) are forecast to rise by 1.5% and those under the age of 15 are expected to shrink by 4%. Moreover, workforce forecasts predict that the proportion of 'economically active' residents in the district (those in employment or unemployed and available for and actively seeking work) will increase by nearly 6.9% by 2037.

Current Population Projections: Folkestone and Hythe:

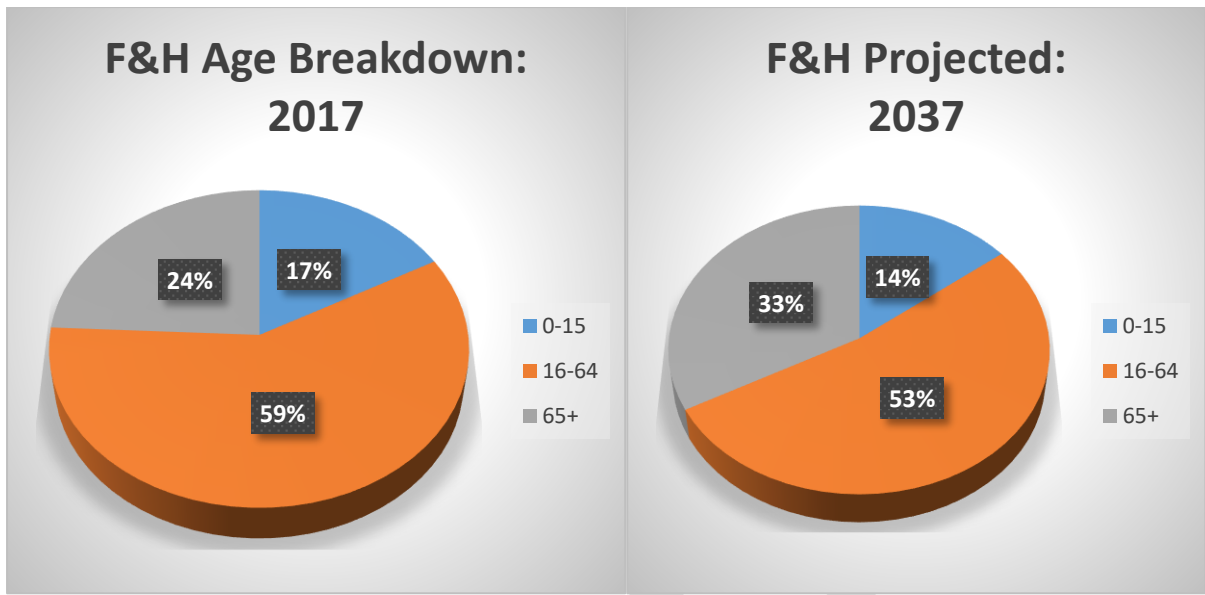
Year	Total Population	Age Group			'Economically Active'
		0-15	16-64	65+	
2017	111,400	18,900	65,500	27,000	80,600
2022	115,000	19,200	66,100	29,700	81,200
2027	118,900	18,700	66,900	33,300	82,900
2032	122,600	18,300	66,500	37,700	85,000
2037	126,100	18,200	66,400	41,500	86,200

Source: KCC Housing Led Forecasts, 2018



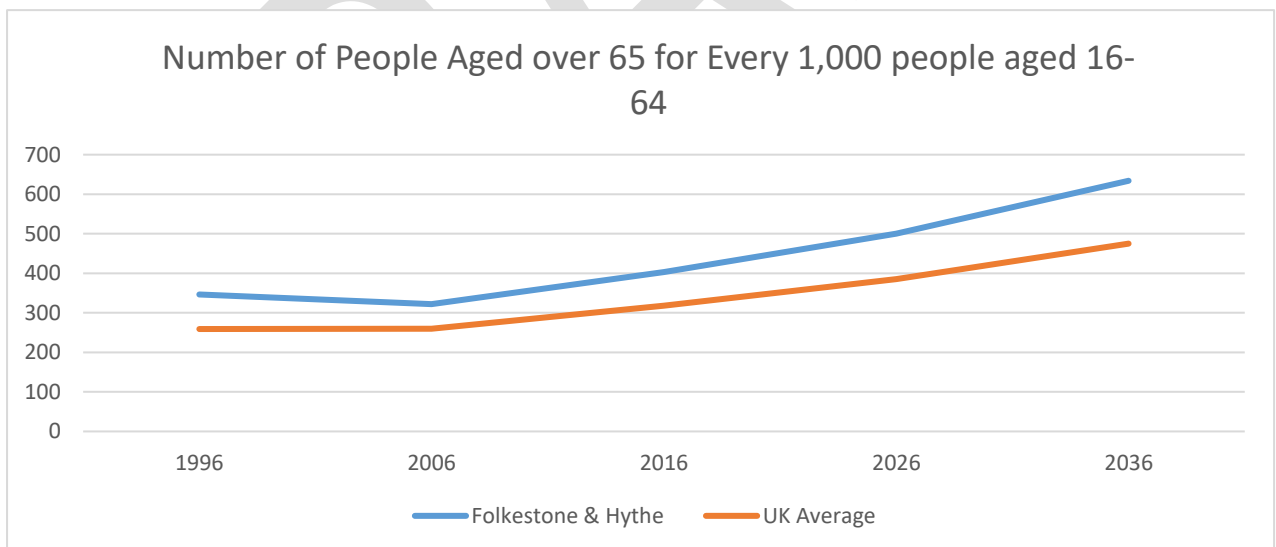
Source: KCC Housing Led Forecasts, 2018

Residents over the age of 65 currently account for 24% of Folkestone & Hythe's population. By 2037 this is expected to have increased by an average of 9%, a more significant increase than the 6% anticipated across Kent and the UK as a whole.

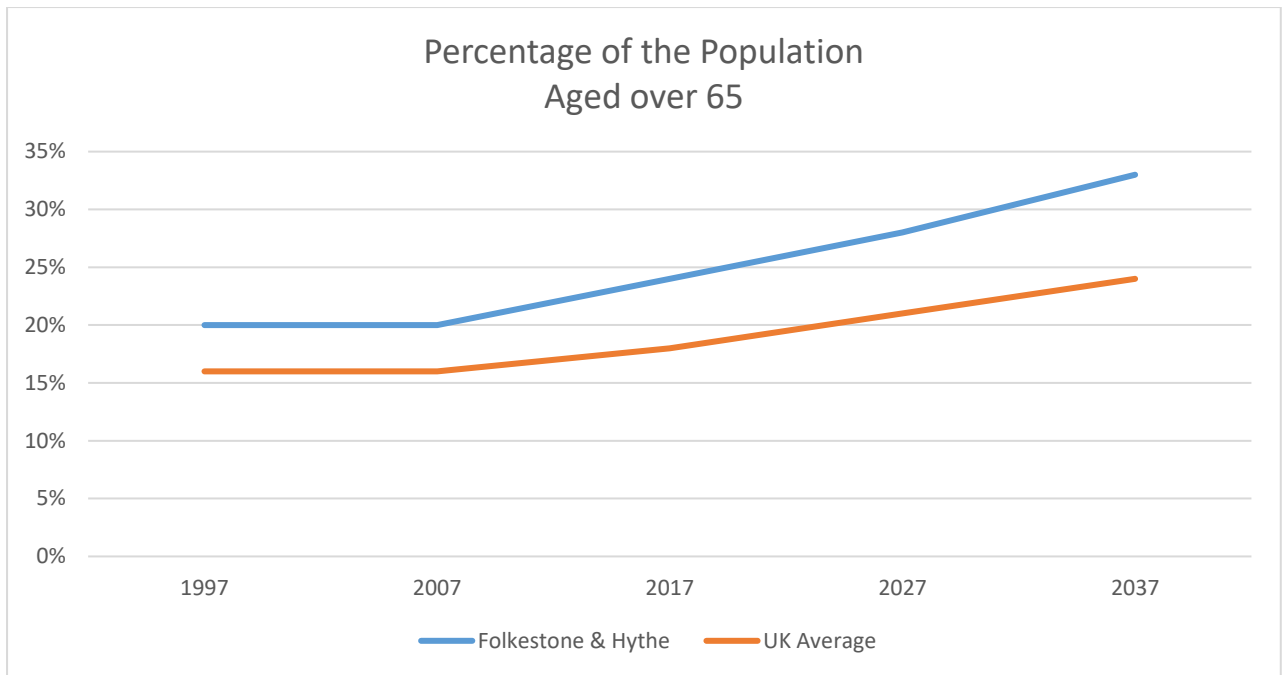


Source: KCC Housing Led Forecasts, 2018
 *figures rounded to nearest whole number

The concept of an 'ageing population' is, of course, not solely confined to the Folkestone & Hythe district and the Office of National Statistics forecast continued growth in the proportion of the population aged over 65 across the UK. However, future estimates for Folkestone & Hythe, particularly relating to a proportion of the population over the age of 85, are notable rising from 3,800 in 2018 to 7,800 by 2037.



Source: ONS, 2017



Source ONS, 2018

Population: Household Composition

The 2011 census reported 47,379 households in the Folkestone & Hythe district.

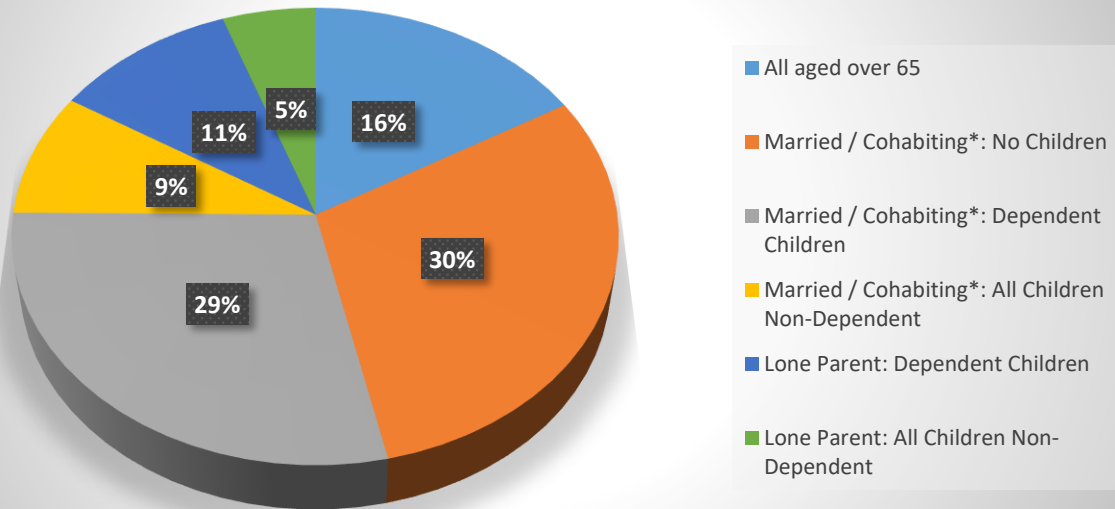
65% of households were owned (either outright, with a mortgage, or part owned through a shared ownership scheme), 11% were social rented (including through F&HDC) and 22% were privately rented. The remaining percentage were under other arrangements.

Nearly 70% of all households in the district were two people or under.

Of the 47,379 households in the district, a third were one person households. 45% of those that lived on their own are aged over 65.

The majority (60%) were one family households. The 2011 census classified these by the “type of family” (married, same-sex civil partnership or cohabiting couple family, or lone parent), by the amount of dependent children, or recorded that all occupants were over the age of 65:

One Family Households



Source: 2011 Census.

* 'Married / Cohabiting' includes couples that are married, in same- sex civil partnerships, or cohabiting. A short hand version has been used in the graph key solely for the reason of space.

Ethnicity

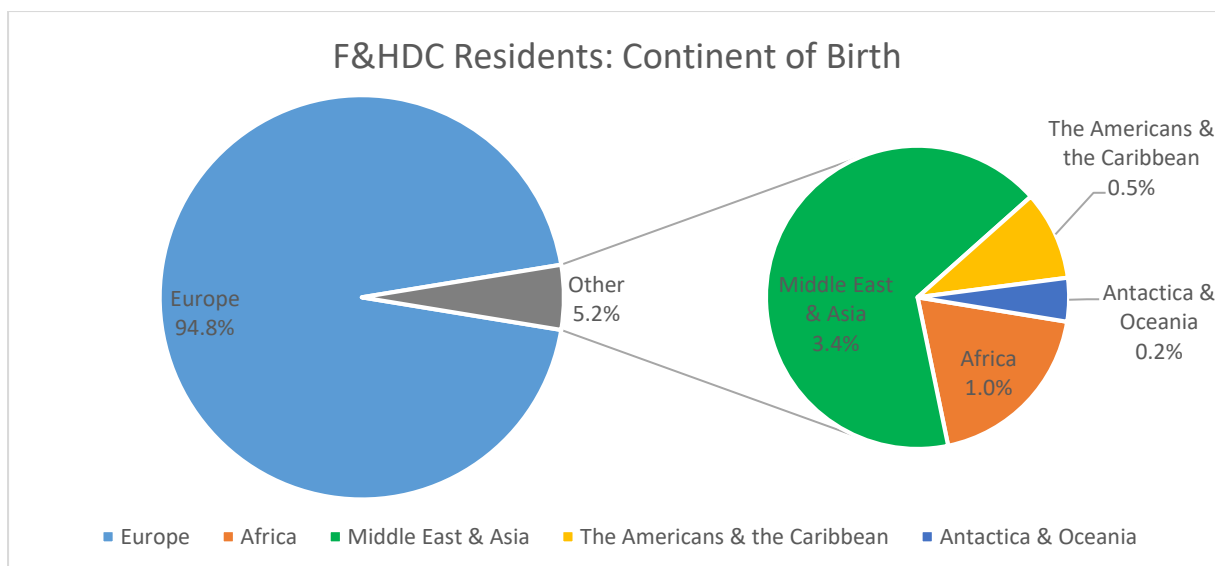
Nearly 95% of Folkestone & Hythe's population are from white ethnic backgrounds, with just over 5% from black and minority ethnic (BME) groups. While the proportion of residents from BME groups are low in comparison to regional and national averages, this is largely in line with other districts in east Kent.

	White	BME
Folkestone & Hythe	94.7%	5.3%
Kent	93.7%	6.3%
South East	90.7%	9.3%
England	85.4%	15%

Source: 2011 Census

Shorncliffe Barracks is a base for the Royal Gurkha Rifles and the district is home to a significant Nepalese community. The 2011 census reported 2,341 Nepalese residents, the highest in Kent. This accounts for just over 2% of the local population and the largest black and minority ethnic grouping within Folkestone & Hythe.

9.2% of Folkestone & Hythe residents were born outside the UK. The majority (53%) of those born outside the UK have been resident in the UK for over 10 years.



Analysis shows there is some relationship between ethnicity and age. Only 1.2% of those aged over 65 are from black and ethnic minority groups, compared with 6.13% of those aged between 16 and 64 and 7.3% of those aged 15 and under.

Source: 2011 census

2.8% of households in Folkestone & Hythe do not contain any people that have English as their main language. This is slightly higher than the Kent average (2.5%) but lower in comparison to the south east (3.1%) and nationally (4.4%)

Source: 2011 census

In 2018/19 a total 1,282 households approached the council as homeless and made applications under Part VI of the Housing Act 1996. 603 (47%) applicants stated they were from white ethnic backgrounds and 34 (2.7%) from black and minority ethnic (BME) groups.

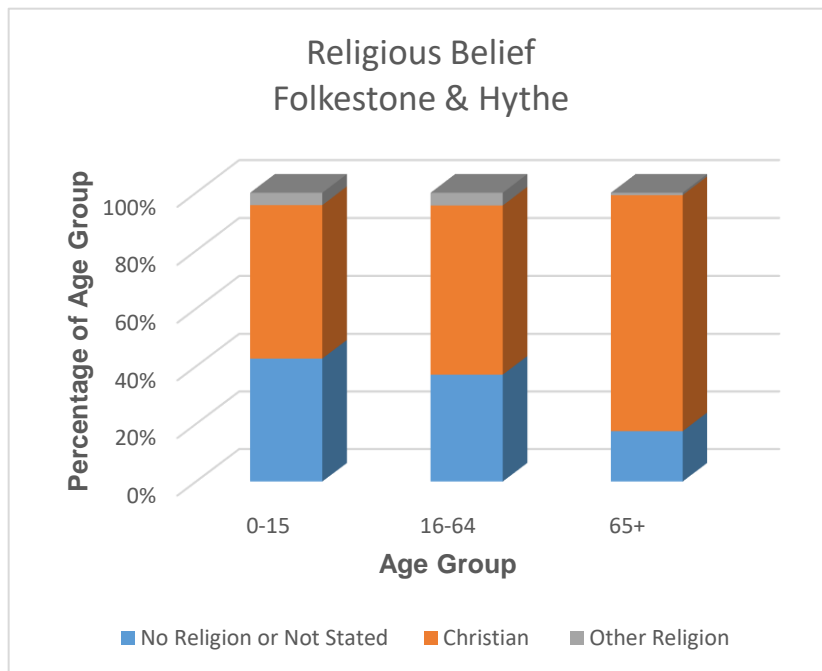
Overall, there were 1,590 applications to join the housing register. Of these, 1470 (92.5%) stated they were from white ethnic backgrounds and 79 (5%) from black and minority ethnic (BME) groups. All applicants were of a European nationality, with 54 stating their nationality as other than British or Irish.

A total of 300 applicants were housed in 2018/19. Of those housed, 278 (92.5%) were from white ethnic backgrounds and 11 (3.5%) from black and minority ethnic (BME) groups.

Religion

The majority of Folkestone & Hythe residents (62%) have indicated their religion as Christian. Hindu is the second most popular religion in the district (1.4% of residents). Other religious groups that are represented in the community include Buddhist, Jewish, Muslim, and Sikh.

Analysis shows there is some relationship between religion and age, with those aged 65 and over are more likely to identify with a religion, particularly Christianity, than those in other age categories.



Source: 2011 Census

Health

Overview

6.1% of Folkestone & Hythe residents describe their health as bad or very bad. This is higher than Kent (4.9%), south east (4.1%), and national (England: 5.3%) comparisons.

Over 20% of those that live in the district indicated that their day-to-day activities are limited by a long-term health problem or disability. This is higher than Kent (16.9%), south east (15.1%), and national (England: 17.2%) comparisons.

Source: 2011 Census

63.1% of adults in the district are classified as overweight and 20.8% of 10-11 year olds classed as obese. These figures are not significantly different to the averages across England.

The rate of alcohol related harm hospital stays for adults is better than the average across England. The rate of alcohol-specific hospital stays among under 18s is in line with the average across England and represents a decrease on previous years.

In line with the national average, 16.5% of those over the age of 18 are smokers. However, those smoking at the time of delivery (a determinant of child health) is significantly worse than average.

Recordings of self-harm hospital stays, sexually transmitted infections, tuberculosis, and the employment rate of those aged between 16 and 64 (which is considered a wider determinant of health) are all better than the average for England.

Rates of statutory homelessness, violent crime, GCSE achievement, children in low income families (all considered wider determinants of health), and early deaths from cancer are worse than average.

Source: Public Health England: Local Authority Health Profile, 2018

Mental Health

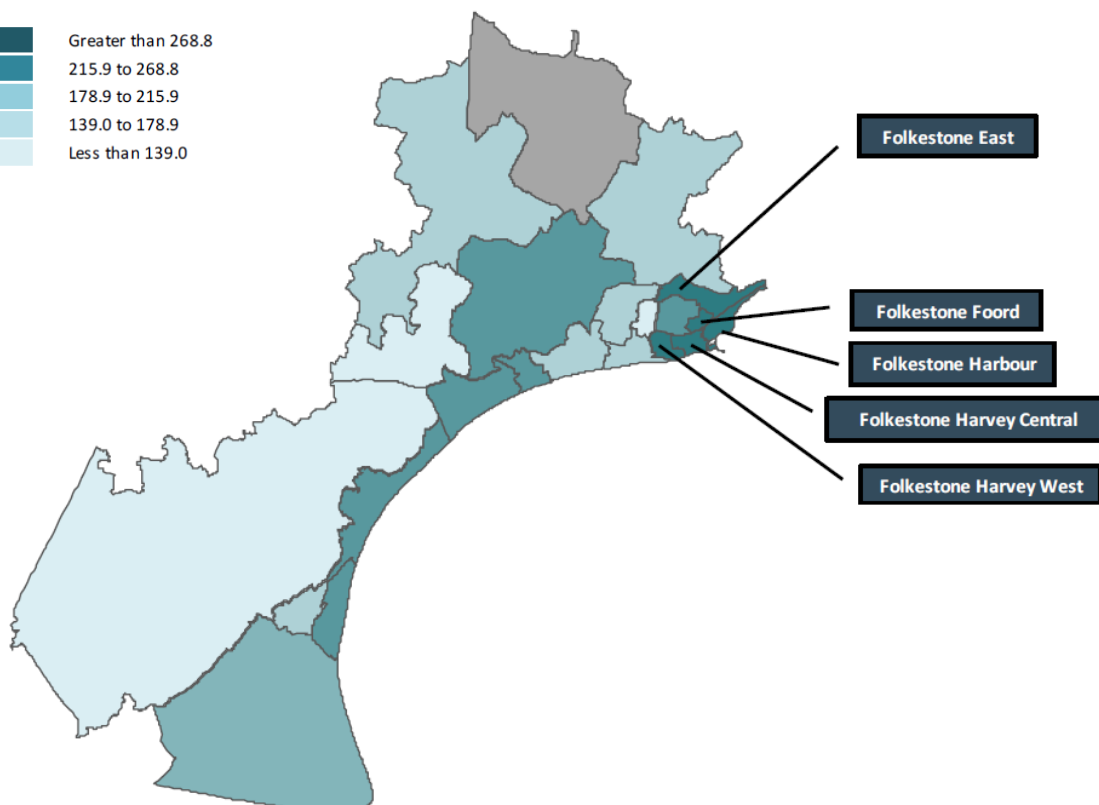
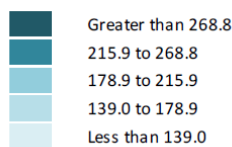
In 2017/18 (the most recent figures available from the Kent Public Health Observatory) 11% of adults in the district were recorded by their GP as having depression.

The prevalence of serious mental health conditions in Folkestone & Hythe is higher than the other districts in Kent. The percentage of patients recorded on GP QOF registers as having schizophrenia, bipolar affective disorder, other psychoses or on lithium therapy is 0.9%, the second highest in Kent. The average across Kent is 0.8%.

There is some variance within the district. Folkestone Harvey Central has the highest recorded prevalence of mental health conditions (1.2% of patients) and Romney Marsh the lowest (0.6% of patients).

Recorded Prevalence of Serious Mental Health Conditions 2015/16/ – 2017/18

Age standardised rate per 100,000
resident population

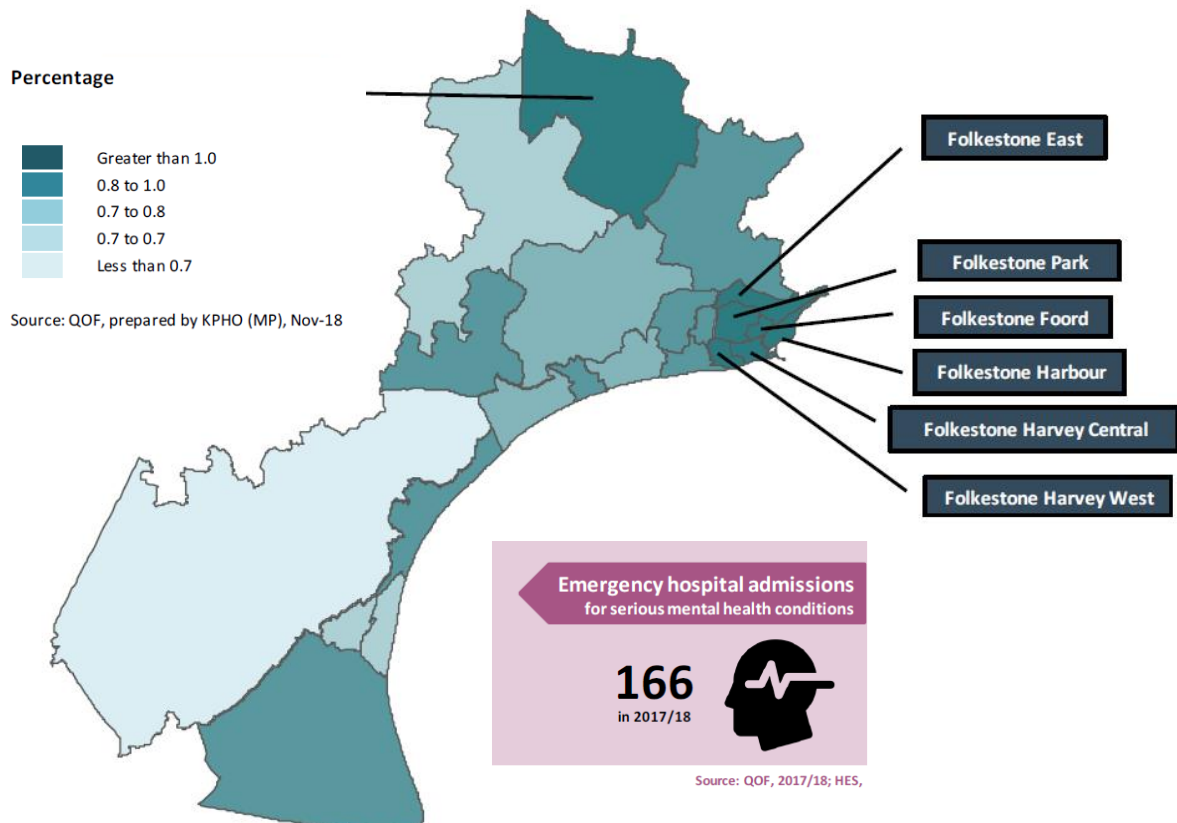


Hospital admissions for mental health conditions are in line with the Kent average. The rate between 2013/14 and 2017/18 was recorded as 227.6 per 100,000 residents.

There is some variance in the district, with the highest proportion of hospital admissions recorded in Folkestone Harbour (446.6 per 100,000 residents), and the lowest in Lympne and Stanford (113.1 per 100,000 residents).

Hospital Admissions for Mental Health Conditions

2013/14 – 2017/18



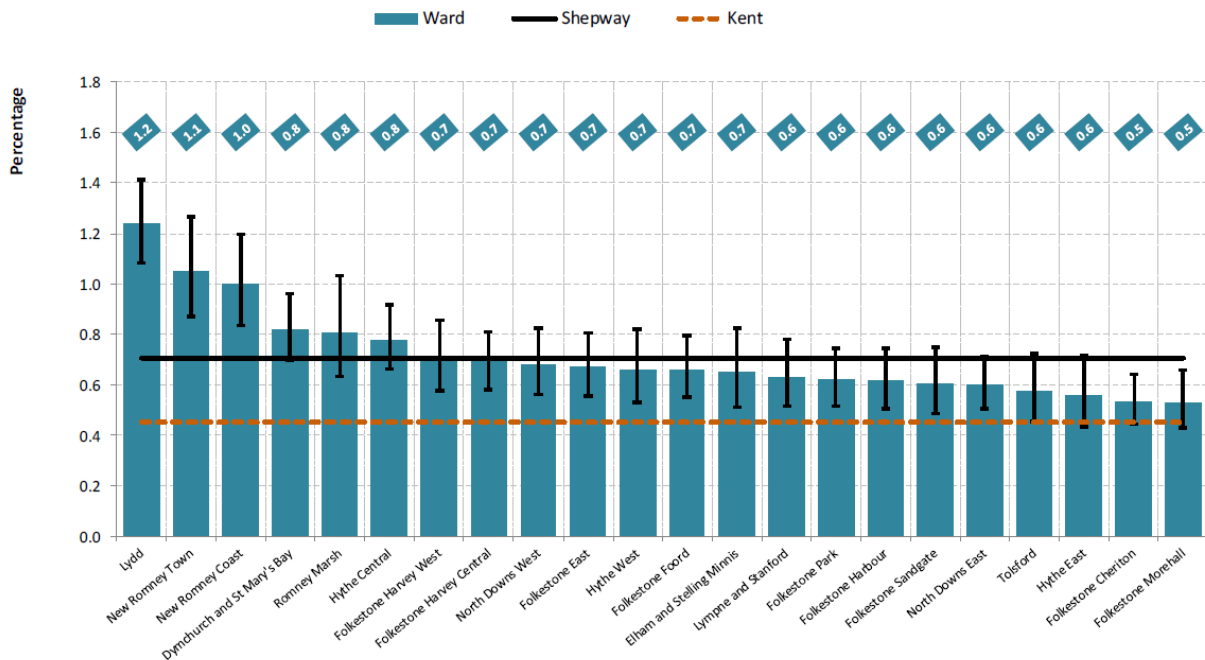
Source: Hospital Episode Statistics (HES), NHS Digital, ONS, prepared by KPHO (ZC), Nov-18

The suicide rate in the district is above the average for Kent and England. Between 2015 and 2017 the rate is recorded at 11.9 per 100,000 of the population, the third highest amongst the Kent districts. The rate across Kent overall was 10.3 and 9.9 nationally (England).

There is a higher prevalence of learning disabilities in Folkestone & Hythe than in any other Kent district. 0.7% of patients are recorded on GP QOF registers as having a learning disability. The average across all Kent districts is 0.45%

Recorded prevalence of learning disabilities: by electoral ward

Percentage of patients recorded on GP QOF registers as having a learning disability, modelled ward-level estimates, 2015/16-2017/18



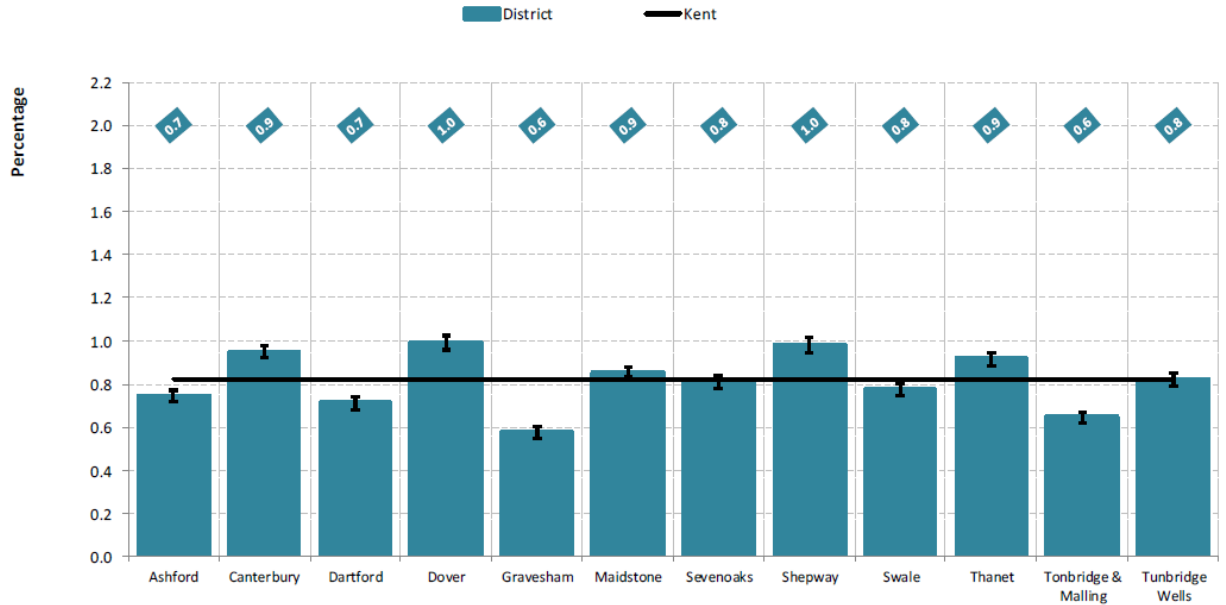
The Kent Public Health Observatory have established a correlation between deprivation and mental health and wellbeing. The recorded prevalence of serious mental health conditions, the rate of hospital admissions and the suicide rate are all higher in the more deprived areas of Kent. The prevalence of learning disabilities also follows this correlation.

Source: KPHO, Kent Mental Health & Wellbeing Index: Comparison with Index of Multiple Deprivation
 Source: KPHO. Living Well: Specific Conditions

In recent years the prevalence of dementia has increased in the district and across Kent as a whole. Folkestone & Hythe has a higher proportion of residents (1%) with dementia compared with the Kent average of 0.8%.

Recorded dementia prevalence: by district

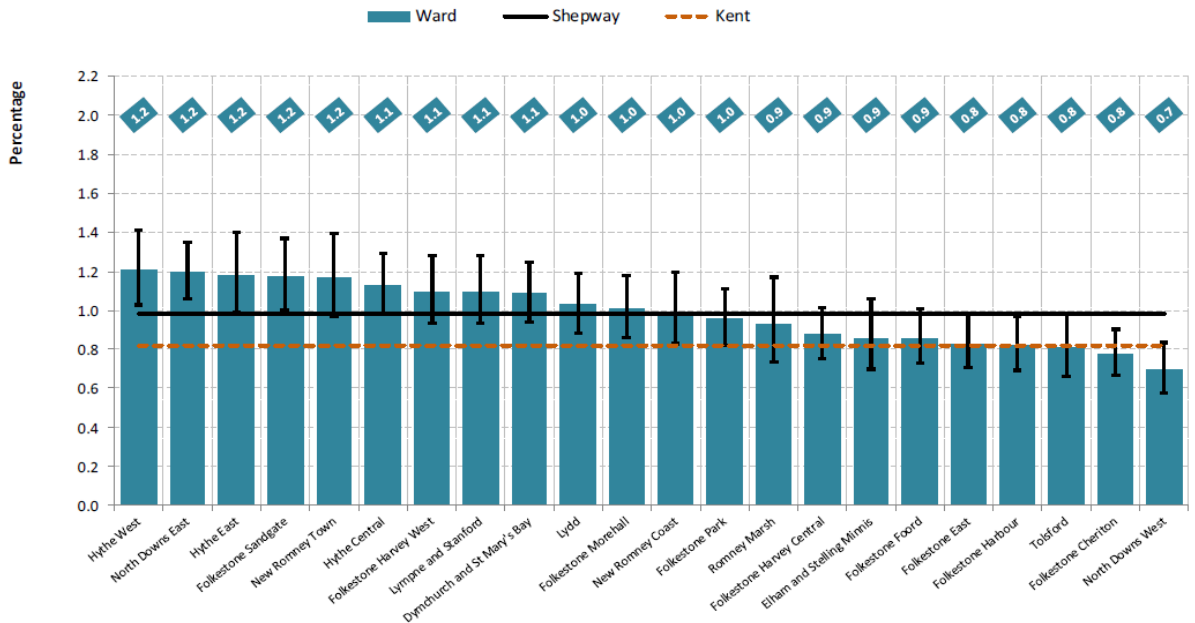
Percentage of patients recorded on GP QOF registers as having dementia, all ages, modelled ward-level estimates, 2015/16-2017/18



Source: QOF, prepared by KPHO (MP), Nov-18

Recorded dementia prevalence: by electoral ward

Percentage of patients recorded on GP QOF registers as having dementia, all ages, modelled ward-level estimates, 2015/16-2017/18



Source: QOF, prepared by KPHO (MP), Nov-18

Births & Deaths

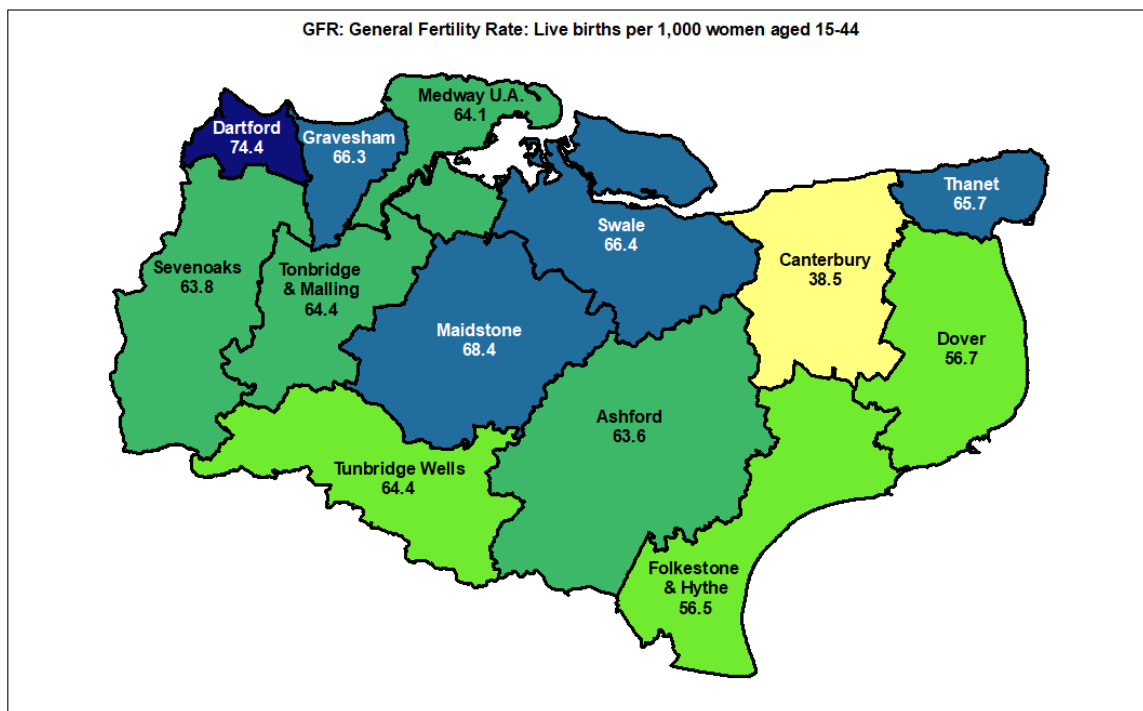
There are traditionally more deaths per year in the district than births. Latest figures from 2018, for example, show 984 live births and 1,319 deaths. This is in contrast with the picture across Kent, where the live birth rate is consistently higher than the death rate.

Source: ONS, Births in England and Wales: Summary Tables, 2018

ONS: Deaths registered monthly in England and Wales, 2018

General Fertility Rates

2018 General Fertility Rate: Local Authority Areas in Kent



This map produced by Strategic Commissioning - Analytics, Kent County Council
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The General Fertility Rate (GFR) is the number of live births per 1,000 females aged between 15 and 44.

In 2018, the GFR for Folkestone & Hythe was measured at 56.5. This is the second lowest rate when compared with other Kent local authority areas in the County map above.

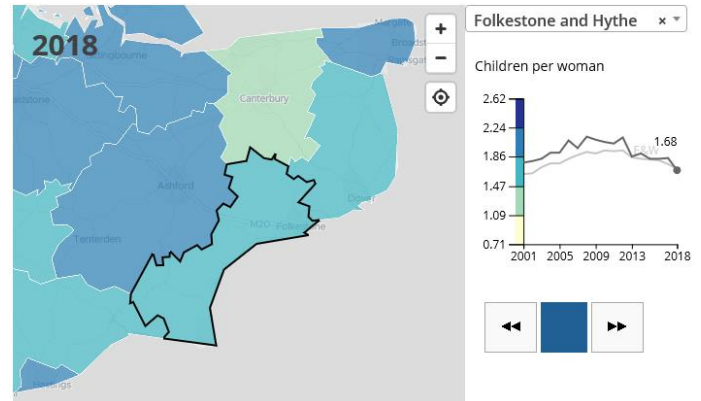
Source: KCC Births and Deaths in Kent, 2018

Total Fertility Rates

Total fertility rates defined as 'the average number of live children that a group of women would bear if they experienced the age-specific fertility rates of the calendar year throughout their childbearing lifespan' has decreased in Folkestone & Hythe from 1.78 children per woman in 2001 to 1.68 in 2018.

Folkestone & Hythe has the second lowest total fertility rates in 2018 compared with neighboring local authority areas:

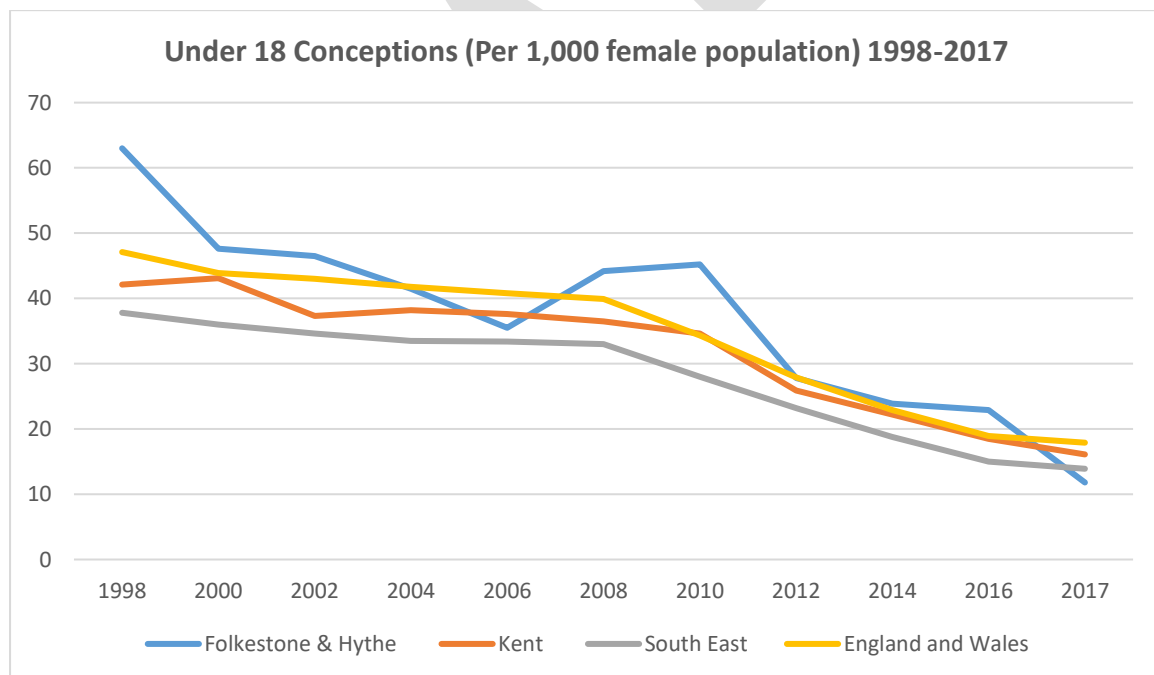
- Canterbury: 1.32 children per woman
- Folkestone & Hythe: 1.68 children per woman
- Dover: 1.7 children per woman
- Ashford: 1.9 children per woman
- Thanet: 1.96 children per woman



Source: ONS – Births in England and Wales 2018

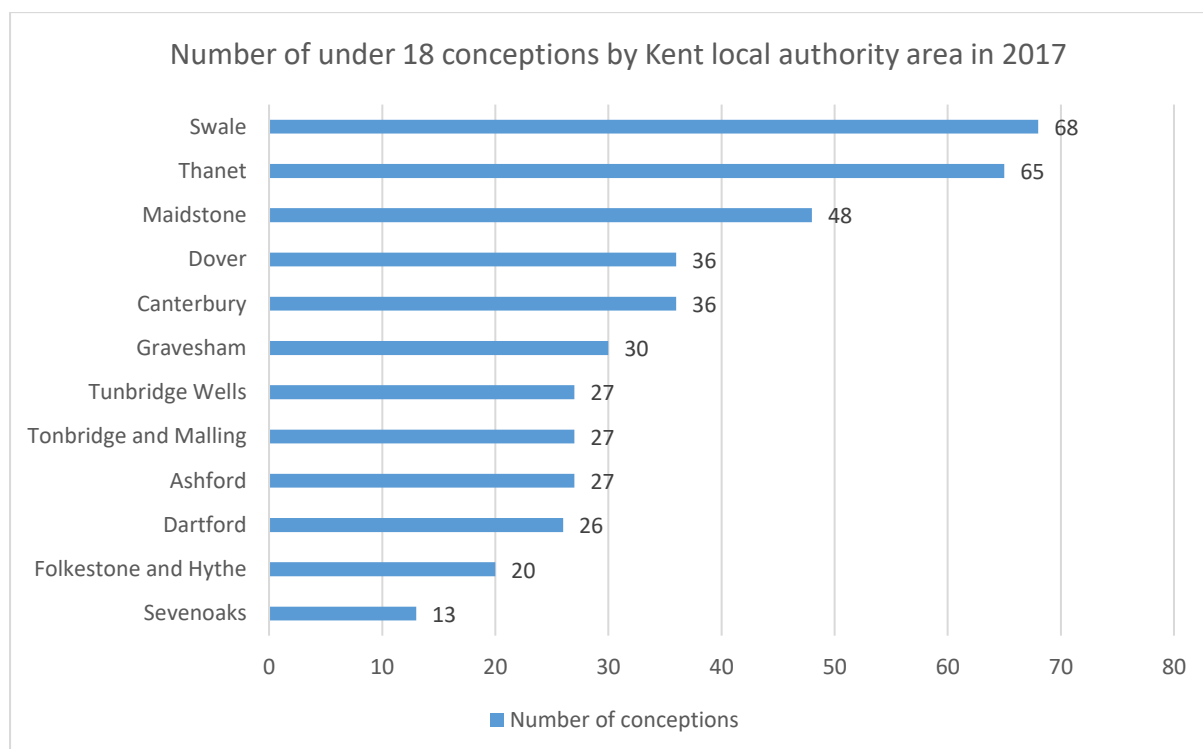
Teenage Pregnancies

Under 18 conception rate – An Historical Comparison:



Source: ONS Conception Statistics 2017

Teenage Conceptions: A Kent Comparison



Source: ONS Conception Statistics 2017

Life Expectancy

The average life expectancy of a Folkestone & Hythe resident is similar to the national average.

Life expectancy in years:

	Folkestone & Hythe	Kent	South East	England
Female	82.9	83.4	84	83.1
Male	79.2	79.9	80.6	79.6

Source: KCC: Life expectancy in Kent, 2019

At the age of 65 years, the average female in the Folkestone & Hythe District lives for a further 22.3 years, with the average male living for a further 18.9 years.

Life expectancy is 6.9 years lower for men and 3.7 years lower for women in the most deprived areas of the district when compared with the least deprived areas.

Source: Public Health England: Local Authority Health Profile 2018.

The highest life expectancy for males is 86.4 years in Elham & Stelling Minnis; the lowest is 75.6 years in Folkestone Harbour. Comparative data for females has not been produced. However, data relating to life expectancy at 65 shows a similar diversity between wards, with the average life expectancy at 65 the highest (a further 22.1 years for males and 25 years for females) in Elham and Stelling Minnis.

Folkestone East has the lowest life expectancy for 65 year old males (17.4 years), while Tolsford has the lowest for females (19years).

Source: PCMD, 2013-2017. Reproduced in KPHO, Living Well: Overview; Living well in Shepway

Source: KPHO, Ageing Well: Older People in Shepway

Disability Benefits

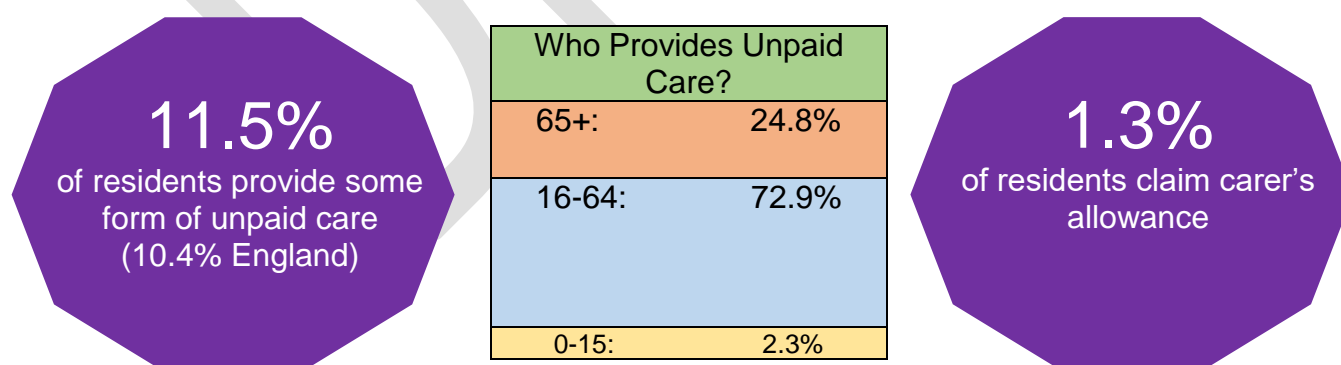
7.2% of Folkestone & Hythe residents claim disability benefits, defined as including Disability Living Allowance / Personal Independence Payments or Attendance Allowance. Across all Kent authorities only Thanet (at 11.2%) has a higher percentage of disability benefit claimants. While the percentage of disability claimants that are over the age of 65 are below national figures, there is a higher proportion across all other age brackets, particularly young people.

	Folkestone & Hythe	Kent	South East	England & Wales
Overall	7.2%	7.7%	6.4%	7.9%
0-15	6.2%	4.7%	3.6%	3.8%
16-64	5.2%	5.5%	4.4%	5.4%
65+	12.2%	17.5%	15.6%	19.9%
Young People (under 25)	6.0%	4.7%	3.6%	3.7%

Source: DWP Longitudinal Study, August 2018

The majority (65.6%) of disability benefit claimants do so due to a physical disability, 19.1% due to a mental health condition, and 15.3% due to a learning difficulty.

People Providing Unpaid Care



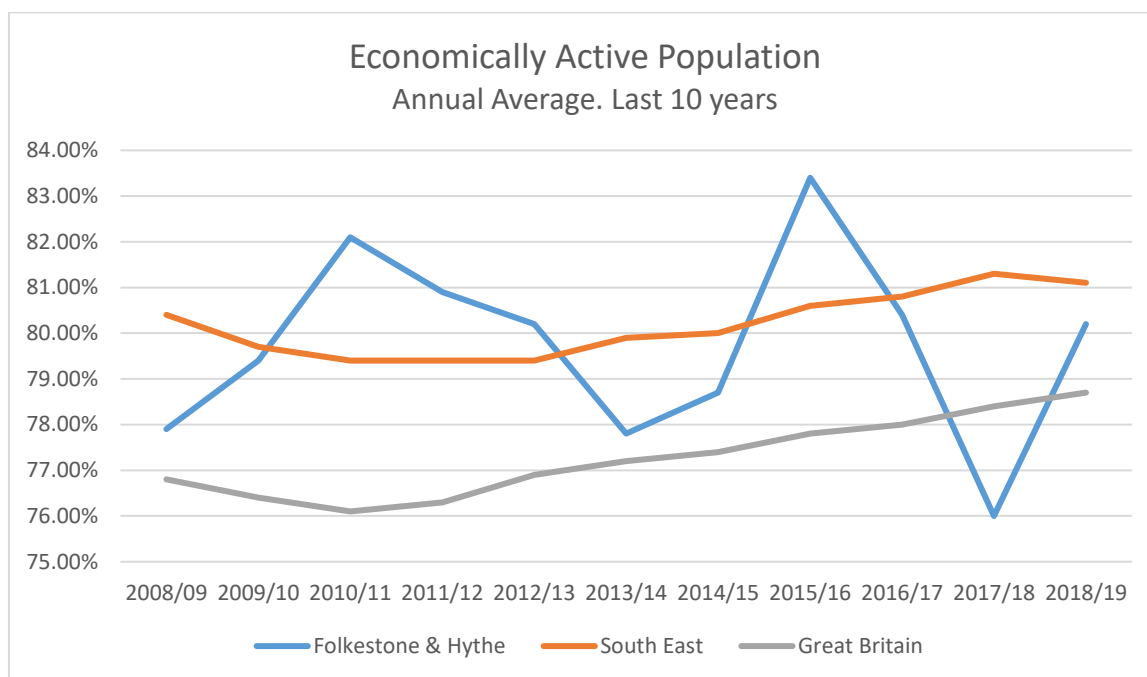
Source: 2011 Census

Source: DWP Longitudinal Study, August 2018

Economic Profile

Labour Supply & Economic Activity

In 2017/18, 80.2% of those aged between 16 and 64 were 'economically active', defined as either in employment or unemployed and available for and actively seeking work compared with 76% in 2017/18.



Source: NOMIS

There has historically been some differential between the proportion of economically active men and women. In 2015/16 for example, 91.3% of males were economically active in comparison to 75.7% of females. In 2017/18 while the proportion of economically active females remained broadly consistent at 75.5%, the proportion of economically active males decreased to 76.4%. However in 2018/19, the proportion of economically active females has shown a small decrease to 74.7%, whilst the proportion of economically active males has increased to 85.7%.

In 2018/19, 79.6% of those aged 16-64 were in some form of employment. The majority (69% of those aged 16-64) were employees while 10.6% were self-employed.

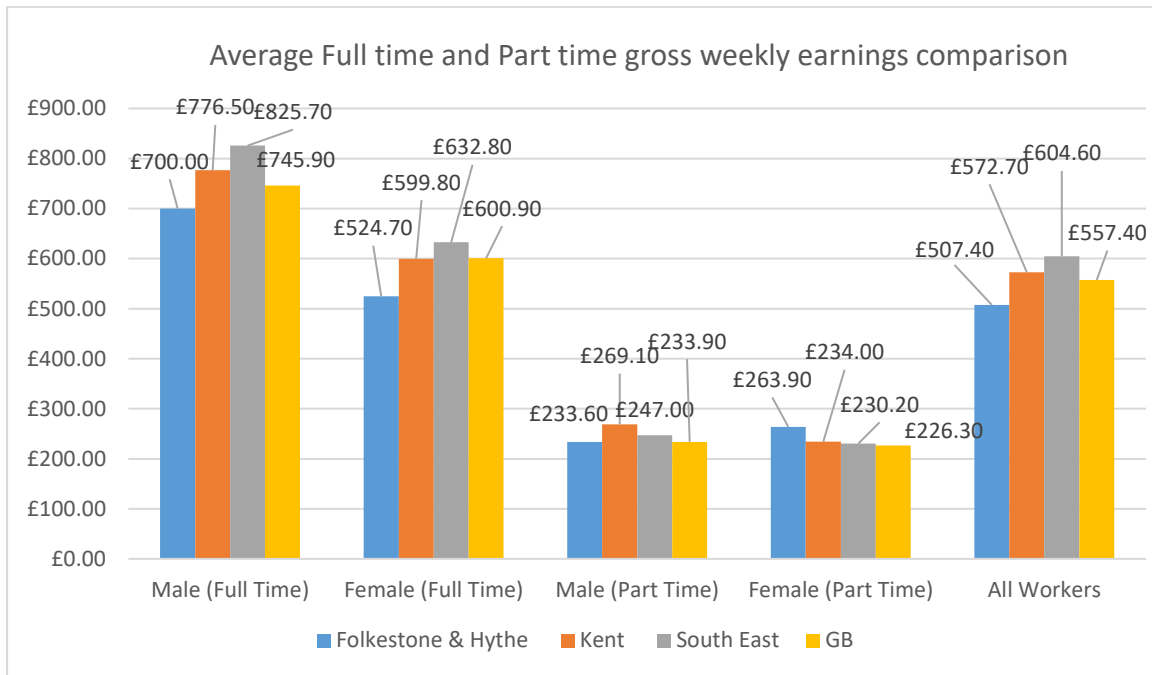
Residents that are classed as 'economically inactive' have decreased this year. In 2018/19, 19.8% of those aged 16-64 were unavailable to work because of family commitments, retirement or study, or unable to work through sickness or disability compared with 24% in 2017/18. However, the 2018/19 figure still remains higher than the average across the south east (18.9%) and Great Britain as whole (21.3%).

Earnings and Income

The average gross earnings for a Folkestone & Hythe resident is £507.40 per week. This is lower than the average Kent resident (£572.70 per week) and across the south east (£604.60 per week) and Great Britain as a whole (£557.40 per week).

Source: NOMIS, Annual Survey of Hours & Earnings, 2018

There are, however, variations between the earnings of men and women, and those in full time and part time employment.



Source: NOMIS, Annual Survey of Hours & Earnings, 2018

Employment by Occupation

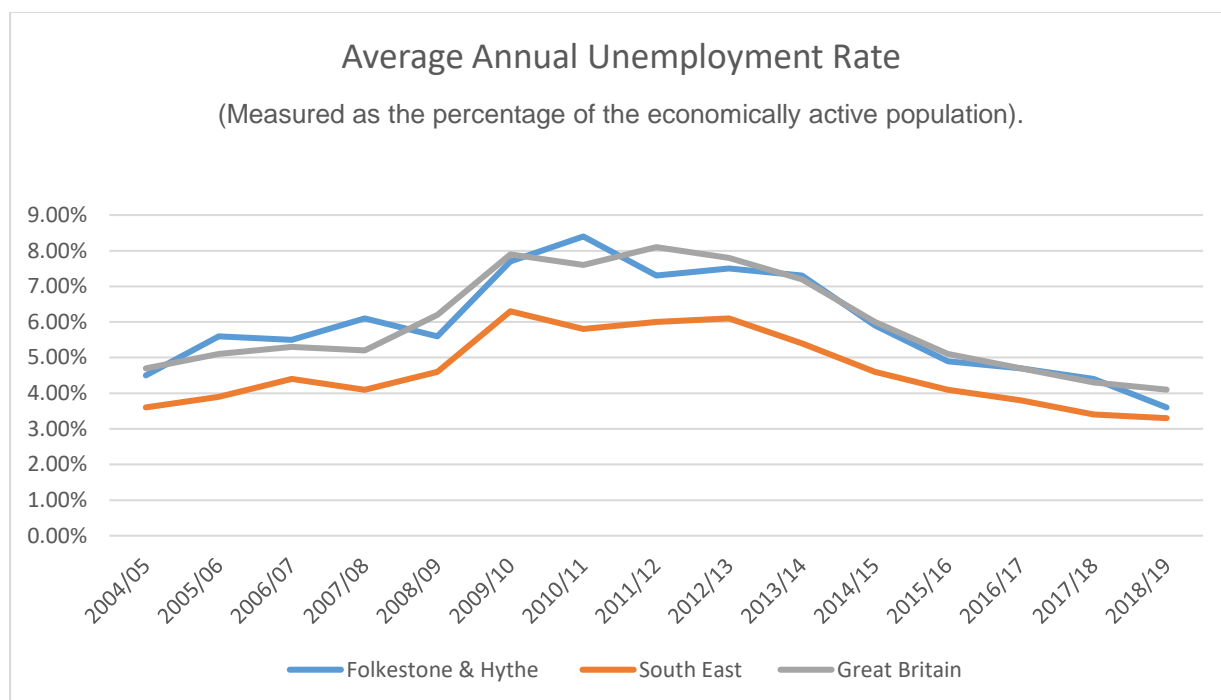
	Proportion of those in Employment in 2017/18		
	Folkestone & Hythe	South East	Great Britain
Soc 2010 major group 1-3	35.9%	51.2%	46.8%
1 Managers, directors and senior officials	9.5%	12.3%	10.9%
2 Professional occupations	11.8%	22.6%	20.9%
3 Associate professional & technical	14.6%	16.2%	14.8%
Soc 2010 major group 4-5	25.5%	19.7%	20.1%
4 Administrative & secretarial	14.1%	10.3%	9.9%
5 Skilled trades occupations	11.4%	9.4%	10.1%
Soc 2010 major group 6-7	21.6%	15.7%	16.5%
6 Caring, leisure and Other Service occupations	13.2%	8.8%	9.0%
7 Sales and customer service occs	8.4%	6.9%	7.4%
Soc 2010 major group 8-9	16.9%	13.4%	16.6%
8 Process plant & machine operatives	#	4.7%	6.3%
9 Elementary occupations	12.9%	8.7%	10.3%

Sample size too small for estimate

Source: NOMIS, 2019

Unemployment and Working Age Benefits

The unemployment rate in the district has continued to fall, measuring 3.6% in 2018/19.



**Claimant
Count:
3.4%**

Source: NOMIS
July 2019

The 'claimant count' is the proportion of those aged 16-64 claiming benefits principally for the reason of being unemployed.

A claimant count of 3.4% is high in comparison to the south east (1.9%) and national average (2.8%).

4.1% of males and 2.7% of females aged 16-64 are claiming out of work benefits.

When we consider claimant count by age, there appears a more significant claimant count amongst 18-21 year olds.

Age Range	Percentage of Resident Population at Same Age		
	Folkestone & Hythe	South East	Great Britain
18-24	5.8%	2.5%	3.8%
(of which 18-21)	(6.5%)	(2.7%)	(4.1%)
25-49	3.4%	2.0%	2.9%
50+	2.8%	1.6%	2.3%

Source: Nomis, July 2019

The measure of those receiving Universal Credit principally for the reason of being unemployed is still being developed by the Department of Work and Pensions and claimant count statistics may therefore be subject to revisions.

Deprivation

Folkestone & Hythe is the third most deprived district in Kent

Folkestone and Hythe is a diverse district. Not dissimilar to other local authority areas in east Kent, it has areas that are within the most deprived 10% of England and areas that are within the least deprived 10%.

Source: Ministry of Housing Communities & Local Government (MHCLG), 2019

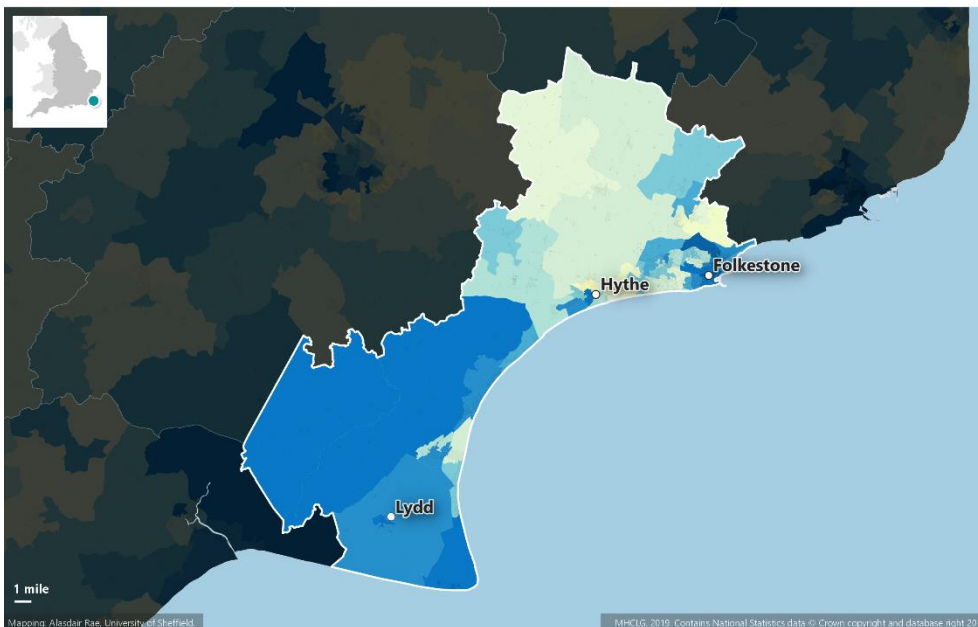
The map below shows indices of multiple deprivation (2019) based on combined data from income, employment, education, skills and training, health deprivation and disability, crime, barriers to housing and services as well as living environment deprivation. The darkest blue areas show the worst deprivation. Data is split into areas generated by the Office of National Statistics based on population size called Lower Layer Super Output Areas (LSOAs) rather than by electoral ward.

LSOA Definition: Lower-Layer Super Output Areas (LSOAs) are small areas designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households. There are 32,844 Lower-layer LSOAs in England. LSOAs are a standard statistical geography produced by the Office for National Statistics for the reporting of small area statistics.

English Indices of Deprivation 2019

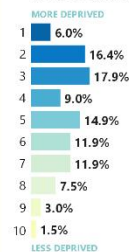
Ministry of Housing, Communities & Local Government

FOLKESTONE AND HYTHE



Local deprivation profile

% of LSOAs in each national deprivation decile



What this map shows

This is a map of Indices of Deprivation 2019 data for **Folkestone and Hythe**. The colours on the map indicate the deprivation decile of each Lower Layer Super Output Area (LSOA) for England as a whole, and the coloured bars above indicate the proportion of LSOAs in each national deprivation decile. The most deprived areas (decile 1) are shown in blue. It is important to keep in mind that the Indices of Deprivation relate to small areas and do not tell us how deprived, or wealthy, individual people are. LSOAs have an average population of just under 1,700 (as of 2017).



Source: Ministry of Housing Communities & Local Government (MHCLG), 2019

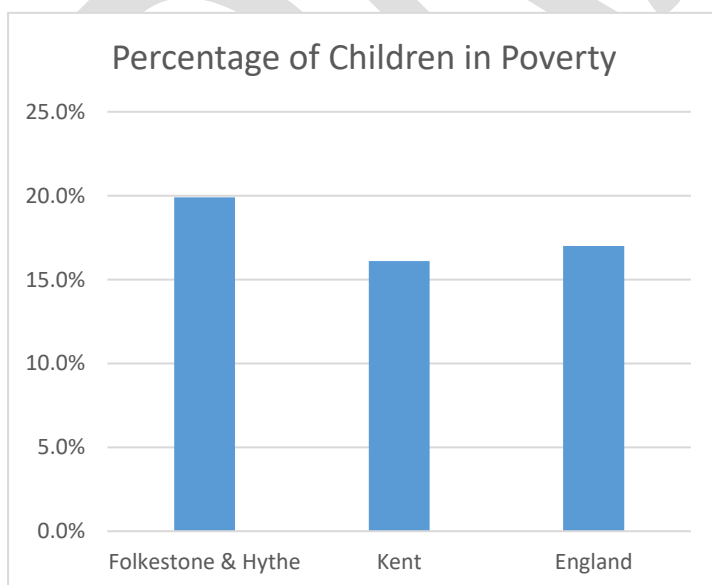
The table below shows how Folkestone and Hythe compares to other Kent local authority areas in an Index of Multiple Deprivation (IMD).

Local Authority	IMD - Rank of average score* (Out of 317 local authorities in England)	Ranking for Deprivation in Kent
Thanet	30	1
Swale	56	2
Folkestone and Hythe	90	3
Dover	113	4
Gravesham	123	5
Dartford	154	6
Ashford	158	7
Canterbury	179	8
Maidstone	185	9
Tonbridge and Malling	234	10
Sevenoaks	251	11
Tunbridge Wells	274	12

Source: Ministry of Housing Communities & Local Government (MHCLG), 2019

Table Notes

***IMD - Rank of average score:** The average score summary measure is calculated by averaging the Lower Layer Super Output Area (LSOA) scores in each larger area after they have been population weighted. The resultant scores for the larger areas are then ranked, where the rank of 1 (most deprived) is given to the area with the highest score.



Child poverty figures show the proportion of children living in families that are in receipt of out of work benefits or tax credits where their reported income is less than 60% median income.

Source: H M Revenue & Customs, 2016.

In their 2018 district profile, Public Health England stated that 19.4% of children in Folkestone & Hythe live in low income families and that this was “significantly worse” than the average across England.

Data Sources

The most up to date data at the time of publication has been utilised when compiling this demographic and socio-economic information. Further information can be found at the following sources:

General:

The 2018 district profile, published by Kent County Council's Strategic Business Development & Intelligence Unit on 21st August 2019, contains data from the ONS mid-2018 population estimates and the 2011 census:

<https://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/area-profiles>

Population:

Historical trends and future estimates are published by Kent County Council's Strategic Business Development & Intelligence Unit (link above) and the Office of National Statistics' (ONS):

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalescotlandandnort hernireland>

ONS: Births in England and Wales: Summary Tables (2018)

<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths/datasets/birthsummarytables>

ONS: Deaths Registered monthly in England and Wales (2018)

<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/datasets/monthlyfiguresondeathsregisteredbyareaofusualresidence>

ONS: Conception Statistics – England and Wales (2017)

<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/conceptionandfertilityrates/datasets/conceptionstatisticsenglandandwalesreferencetables>

KCC Births and Deaths in Kent (2018)

https://www.kent.gov.uk/_data/assets/pdf_file/0003/13827/Births-and-deaths-bulletin.pdf

Labour market profiles of the district are constantly updated by the ONS National Online Manpower Information System (NOMIS):

<http://www.nomisweb.co.uk/reports/lmp/la/1946157318/printable.aspx>

NOMIS: annual survey of hours and earnings (2018)

<https://www.nomisweb.co.uk/datasets/asher>

Health:

Public Health England's 2018 Local Authority Health Profile of the District:

<https://fingertips.phe.org.uk/profile/health-profiles>

Kent Public Health Observatory documents that are referenced can be sourced at:

<https://www.kpho.org.uk/>

Deprivation: Ministry of Housing Communities and Local Government (MHCLG) - English indices of multiple deprivation 2019
<https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

Section 2: Understanding our Customers

Equality Impact Assessments

Under the Equality Act 2010 there is no longer a requirement to produce Equality Impact Assessments (EIAs). However, the council believes it is good practice to have an EIA framework in place in order to fully consider any potential equality implications prior to making decisions. As such, the council is committed to ensuring that EIAs are completed when the council introduces or significantly revises a policy or service and that they are carried out in the correct manner, including, for example, appropriate consultation with affected parties.

EIAs are most often conducted when a new or significantly revised policy or service is set to be considered by elected Members, normally at Cabinet Committee stage. Further information, including copies of reports and associated EIAs, can be found at: <https://www.folkestone-hythe.gov.uk/moderngov/uuCoverPage.aspx?bcr=1>

During 2018/19 the Council completed an EIA:

- Folkestone & Hythe Public Space Protection Order (2019-2021)
- Folkestone & Hythe District Council Core Strategy Review – Submission Draft
- St Mary in the Marsh Neighbourhood Development Plan
- Communications and Engagement Strategy

In addition, all reports that are submitted to Council Committees or the Corporate Leadership Team require comments on equality implications from the officer leading on equality and diversity. This further ensures that potential implications are considered prior to making decisions.

Understanding Our Customers through Consultation

Consultation provides an important means of understanding the needs of service users and local residents. It also allows the council to assess what impact decisions will have on different groups.

The following public consultations were undertaken during 2018/19:

- 'Statement of Principles' policy under the Gambling Act 2005
- Housing Assistance Policy
- Folkestone & Hythe Public Space Protection Order (2019-2021)
- 2019/20 Budget Setting
- Sandgate Design Statement
- Folkestone & Hythe District Council Core Strategy Review – Submission Draft

- Folkestone & Hythe District Heritage Strategy
- Council Tax reduction scheme 2019/20
- Proposals to extend the Sandgate Controlled Parking Zone
- Proposals to extend Controlled Parking Zones G & F in Folkestone
- Proposals to extend Controlled Parking Zone E to include Kingsnorth Gardens, Folkestone

Improving our Customer Experience

Across the council a wide range of efforts have been undertaken to gauge and improve customer satisfaction in different services.

The council's Lifeline service undertook an annual customer satisfaction survey, demonstrating that 99% of customers are satisfied with the service they receive and agreeing that we regularly provide an excellent quality of service and represent good value for money.

The customer service that is provided by the council has been recognised through the award of the nationally acclaimed Customer Service Excellence standard. In 2016 the council was successful in reapplying for the accreditation and achieved a "compliance plus" rating in seven areas. In 2017 the first surveillance visit was successfully undertaken, with the council retaining the accreditation and the compliance plus ratings. Amongst other things, the council was particularly recognised for:

- Making particular efforts to identify hard to reach and disadvantaged groups and individuals, and developing services in response to their specific needs
- Its commitment to putting the customer at the heart of service delivery and having leaders that actively support this and advocate for customers
- Using customer insight to inform policy and strategy and to prioritise service improvement activity
- Having polite and friendly staff who have an understanding of customer needs

The Customer Service Excellence standard also noted the council's customer-focused culture and the council strives to embed its core values, 'Customer First', 'One Team', 'Performance Counts' and 'Thinking Ahead', into all aspects of the organisation. In 2018 the second surveillance visit was highly successful with the Council retaining the accreditation and compliance plus ratings. The assessor was very complimentary about the passion, commitment and focus on the customer experience and awarded an additional four compliance plus ratings.

Being awarded a compliance plus in an area recognises that the Council is going above and beyond what is expected of them in that particular discipline. The recommendations for the additional awards were for:

- Consultation, including the Local Plan and the Revenues & Benefits digital project
- Improving customer journeys through the failure demand project by collecting and analysing customer data to improve services

- Improving the information provided to customers, including the bulk correspondence project which reviewed customer correspondence to ensure it is in plain English and easy to understand. This area also included improvements to the website, and the start of web casting of council meetings.
- Interaction with wider communities, including our work with the Gurkha community and the homeless

The Council will be reapplying for the accreditation in 2019.

We operate a staff recognition scheme where staff are rewarded for exhibiting outstanding behaviour relating to these core values. Our corporate induction for new employees focuses on explaining the core values, particularly customer service, and an exercise relating to them is undertaken by all staff.

We have various mechanisms that support customers to access our services and information, including providing a translation service in 14 different languages on request and a visiting officer service for Revenues and Benefits. We have continued to develop online forms and to, provide support via our in the self-serve area at the Civic Centre and via our webchat service which is also available weekday evenings until 8pm and on Saturday mornings 9am to 2pm. We continue to provide support through the once a week drop in service at New Romney Town Council. We also work with Porchlight, SSAFA (the Sailors, Soldiers, Airman Families Association), the Folkestone Nepalese Community group and Age Concern to help members of the community use our online services.

Web Chat Customer Satisfaction

Chats Rated In 2018/19



Overall Web Chat Satisfaction
2018/19 = 91.92%



In 2018/19, 91.92% of customers who used our webchat service stated they were satisfied with the service they received. Some examples of feedback include:

- *“I am Deaf so this chat is excellent communication tool for me”.*
- *“Very efficient and helpful. Thank you”*
- *“Very helpful service for people who work unusual hours i.e. hospitals etc”*
- *“Most helpful for a confused pensioner”*
- *“Such a better way to contact someone. I don't have the confidence to talk face to face or on the phone, live chat is such a big help to me”*

We are not only dedicated to enabling members of the community access to our services, but assist access to supportive services provided by other organisations. We

enable various organisations, such as charities, that provide support to vulnerable members of the community, including those with disabilities or language difficulties, use our facilities free of charge. We work in partnership with homelessness charities such as Porchlight and Sanctuary Supported Living as well as other local authorities to ensure there are no “wrong doors’ for people facing homelessness. Launched in 2017/18, our Prevention Plus service proactively prevents people from becoming homeless, providing housing advice together with a support package including work placements, volunteering and access to physical and mental wellbeing activities, alongside removing traditional barriers to help, such as training, travel and where appropriate, childcare costs.

The Folkestone Community Led Development programme (CLLD) launched in 2017/18, successfully securing £5 million of funding to tackle issues facing the most vulnerable in the district, is working towards improving access to services for business and residents within the central and east Folkestone wards. In 2018/19, the CLLD programme awarded £700,000 of funding towards the following four projects:

- ‘Money Matters’: A Rotary Club of Folkestone project, working with Citizens advice to provide an integrated outreach service and one-to-one mentoring to help combat debt and make people better prepared for employment or training.
- ‘Working Together’: A Social Enterprise Kent (SEK) project providing employment support, coaching and mentoring services for 400 people to help them get into employment, education or look for work.
- ‘Moving Forward Together’: A four-year project by Shepway Sports Trust aims to help inactive and unemployed people improve their physical and mental wellbeing by taking part in sport, physical activity and nationally accredited and recognised training.
- ‘Passport to Employability’: This project recognises the importance of volunteering as a gateway to improved well-being and employment. Kent Coast Volunteering through its Folkestone & Hythe Hub is providing a programme of training and support for unemployed and economically inactive residents to help them gain skills and experiences that will help them on their journey into work.

We continue to support charities, the voluntary and community sector and have awarded funding to organisations such as Citizens Advice, Volunteering services, Shepway Sports Trust and the Quarterhouse that undertake activities to support physical and mental health and wellbeing across our district. During 2018/19 we awarded 176 different Member Ward Grants that have benefitted local charities and community groups.

We launched a community asset data base called ‘Spotlight’ providing a bespoke local community facility where anyone can search for services and activities, listed in real time by many local organisations to benefit mental and physical wellbeing amongst its other uses.

During 2018/19 the Council embarked on a major public consultation exercise to introduce a Public Spaces protection order which for the first time covered an extensive series of measures designed to protect the community from a range of nuisance problems. This included a comprehensive equality impact assessment considered to be national best practice by professionals in the field.

Further details and examples of how the council has supported community initiatives can be found in Section 4: Our Achievements and Engagement Activities.

Developing Our Staff

All staff are required to undertake specific equality and diversity e-learning on a regular basis, we also provide safeguarding training to ensure staff know how to support vulnerable people, and we deliver training on preventing extremism, which gives our staff an understanding of radicalisation and who can be drawn into it. We support staff in understanding people with different support requirements and currently have over 100 staff and Councillors trained as Dementia Friends supported by a dementia champion within HR.

In addition, we run a Management Development Programme on an ongoing basis and offer formal management qualifications that enable our middle managers and team leaders to understand how to further equality and diversity in the workplace and how best to work well with people from a variety of backgrounds. Recognising the demographic of our staff we offer a range of flexible development opportunities and put on shorter courses or split over different days to enable part-time staff to attend. We also avoid running training during school holidays to give parents the best chance of being able to attend. We record our staff briefings (as well as repeating the same session 3 times) to ensure everyone has the opportunity to access this information.

Section 3: Understanding our Workforce

On 31st March 2019 there were 356 members of staff employed by Folkestone & Hythe District Council. The average number of full time equivalent staff was 306. Looking at the 2018/19 year as a whole, the average headcount was 362 and the average number of full time equivalent staff was 313.

Workforce Profile

All figures used in the workforce profile information below are as at 31st March 2019 and include staff the council directly employs only.

Age and Sex

- 55% of the Council's workforce are female; 45% are male.
- 6% of staff are aged 24 and under
- 86% of staff are aged between 25 and 59
- 6% of staff are aged between 60 and 64
- 2% of staff are aged 65 or over

The amount of staff by age and sex:

Age	16-19	20-29	30-39	40-49	50-59	60 +	Total
Female	3	18	48	43	71	14	197
Male	2	25	26	38	53	15	159
Total	5	43	74	81	124	29	356

Ethnicity and Disability

- 3% of the council's workforce have declared a disability.
- 88% of the council's workforce have indicated that they are from white ethnic backgrounds and 5% from black and minority ethnic groups. The remaining 7% have not declared their ethnicity.

Working Hours and Pay Grade

- 28% of the council's workforce are part-time and are contracted to work 36 hours per week or under.
- Analysis shows a correlation between sex and working hours. 81% of part-time staff are female. Further analysis of sex and working hours can be found on the gender pay gap reporting section of the council's website: <https://folkestone-hythe.gov.uk/your-council/council-information/gender-pay-gap-reporting?cur=3>

The amount of staff by pay grade:

No. of Staff	Pay Grades A-D	Pay Grades E-G	Pay Grades H-K	Total Staff
Part-Time Staff	47	40	8	95
Full-Time Staff	108	102	42	252
Total Staff	155	142	50	347
% of Total Staff	44%	40%	14%	98%*

* The remaining 2% of staff are not paid on the council's main pay scale. This includes, for example, Corporate Directors and those on trainee or apprenticeship schemes.

- An analysis of sex and pay can be found on the gender pay gap reporting section of the council's website: <https://folkestone-hythe.gov.uk/your-council/council-information/gender-pay-gap-reporting?cur=2>

Turnover

- 75 people left the council's employment during 2018/19. This represents a crude staff turnover rate of 21%. The 'crude' turnover figure includes reasons such as redundancy (including voluntary redundancy) and those engaged on a casual, seasonal or short-term basis to, for example, provide maternity cover or support

the annual electoral registration canvass. The voluntary turnover rate, which counts resignations only, was 11%.

Staff Grievances

- There were no staff grievances raised relating to equality in 2018/19:

Year	Total	Equality Related
2015/16	0	0
2016/17	1	0
2017/18	1	0
2018/19	1	0

Section 4: Our Achievements and Engagement Activities

The council has undertaken several major projects during 2018/19 and the below outlines some of the engagement activities over the year that have promoted equality, diversity and inclusion. Our achievements are fully detailed in [“Making a Difference: A Snapshot of Our Year 2018/19”](#)

We have worked to deliver homes that meet the needs of our changing population, building new affordable and wheelchair accessible homes, offering shared ownership schemes that will support first time buyers, in 2018/19 we have:

- Delivered a total of 79 new affordable homes with partners for rent and shared ownership boosting the supply of much needed homes in the district.
- Improved 272 private sector homes for local people as a result of enforcement action and the provision of the Disabled Facilities Grant, Winter Warmth and Home Safe loans.
- Awarded a total of 67 disabled facilities grants to support those with disabilities adapt their homes.

In October 2018, the Council launched a new team of Local Area Officers to ensure our district is a welcoming and attractive place to live, work and visit. Part of their work involves engaging and empowering communities to help themselves by increasing the number of volunteer clear-ups, as well as events led by local businesses.

In 2018/19 our Area Officers have successfully overseen 1,780 community volunteer hours and supported 66 community litter picks with participation from Lydd and Hawkinge Town Councils and Parish councils of Elham, Lyminge, Brookland, Stanford and Ivychurch as well as community organisations including, Stowting Wombles and The Hythe Environmental Group.



Volunteers came from a range of backgrounds and the programme has been viewed as supporting integration amongst different community groups, reducing isolation, and promoting community involvement. In addition, 75 'Lone Ranger' sets of litter picking equipment have been issued.

Local businesses have also continued to support local areas, with over 500 volunteering hours undertaken in the year to support community litter picks. Participating organisations have included ASDA, Wilko, Abbeywell Vets, Holiday Extras, Balfour Beatty, Sleeping Giant Media, Coty, Environment Agency and The Radnor Arms.

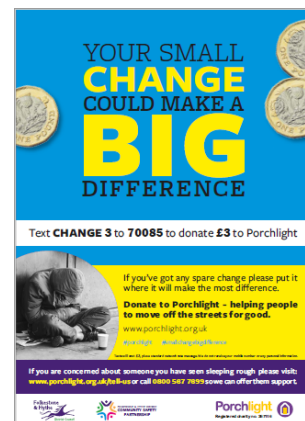


The Council supports the Armed Forces Covenant and our lead officer was recognised for their work undertaken in supporting the Armed Forces by being presented with a 'Service Champion Award' for supporting the Armed Forces Community, including forging contacts, particularly with the local Gurkha/Nepalese community, and supporting the Armed Forces Mental Health training. Folkestone and Hythe District Council is currently the only local authority in the country to receive this award.

At the end of 2018 we launched our Small Change Big Difference campaign in partnership with Kent-based charity, Porchlight.

This campaign has been promoted in a variety of ways, including a feature article in the local papers, social media and the district magazine, Your District Today.

Porchlight provides a range of services to give homeless people the best chance of moving on to live independently. It helps people to recover from the trauma of homelessness and gives them the practical and emotional support they need to see that a brighter future is possible.



As part of Adult Safeguarding Week in October 2018 we set up a stall, alongside the Health Bus in Folkestone Town Centre, to raise awareness of adult abuse including financial, doorstep and physical abuse as well as spotting the signs and what to do if you think someone is being abused. We were joined by a multi-agency partners including trading standards, Kent Fire and Rescue, Kent Police and Community Wardens.

In addition, we also held dementia training for taxi drivers in Folkestone to help them understand what dementia is, how to spot the signs and what to do.

The Council has continued to support charities, the voluntary and community sector through grants. Our Local Children's Partnership Group distributed over £55,000 of funding towards local community projects, empowering young people to make safe and positive decisions, and promoting healthy weight and positive self-image. 176 Ward Grants, totalling £90,000, have benefitted local charities and community groups, further enhanced the council's involvement with local communities, and assisted with the delivery of efficient and effective projects and services to ward areas.

In 2018/19 Annual grant funding was renewed by the Council for the following community organisations:

- **Shepway Sports Trust:** To provide accessible sports and play based facilities and activities within the district, focusing on reducing health inequalities and engaging children and young people in order to encourage health lifestyles as well as reduced anti-social behaviour.
- **Folkestone Sports Centre Trust:** To provide accessible sports and wellbeing based facilities and activities for all age groups within the district. The Trust also supports council events like its dementia training, Armed Forces Day and Tall Ships Training.
- **Kent County Sports Partnership:** To improve access to sports clubs and coaching activities across the district.
- **Citizens Advice Bureau:** To deliver debt, legal, housing and consumer advice on the Council's behalf and working closely with FHDC teams.
- **Academy FM:** To support a community radio station serving the community by promoting the District, working with young people, aiding community interaction and raising awareness of local issues and activities to aid community cohesion.
- **Red Zebra:** To support the running of four volunteer networking session across the District to increase volunteering, support the voluntary and community sector as well as improve health and wellbeing.
- **Folkestone Quarterhouse:** To deliver a programme of visual, performance and musical arts educational and performance based activities to families, schools and hard to reach groups in the district.

To remember the sacrifice of those who lived, fought and died in the First World War, the Council operated a £50,000 grant scheme to support activities and events that provide an opportunity for the community to reflect on the impact of conflict. The grant scheme helped to successfully fund 17 local projects, including, the Step Short World War One event on The Leas in July 2018, refurbishment of the Hythe War Memorial and 'Battles Over' commemoration events held across the district.

During 2018/19 the council, as part of the Folkestone & Hythe Community Safety Partnership, played a key role in supporting a youth conference where over 700 young people learned about safety messages around Child sexual exploitation, on – line abuse and other messages around drugs and county lines and keeping safe.

We have worked extensively with young people. More than 500 children from across the district attended a Safety in Action Day, an interactive event for Year 6, to learn about some of the risks and dangers they may face including drug and alcohol awareness, road safety and sexual exploitation.

In March 2019, students from both sides of the Channel joined forces in Folkestone for a weekend as part of a project promoting cross-border collaboration, building self-esteem as well as to promote team-building and educational opportunities for the students involved.

It was the first event in this year's Tall Ships programme with a total of 60 13 to 15 year olds from schools across the district and in Boulogne participating in a weekend of fun activities at Folkestone Sports Centre, including foot golf, archery, tobogganing, orienteering and water-based activities.

The scheme takes place every two years and is funded by the Council, Boulogne town council, Eurotunnel and Folkestone Harbour Company, which culminated on 7th July with 30 youngsters setting sail on a five-day voyage for Boulogne from Folkestone Harbour Arm, arriving in time to join the French Festival of the Sea.



Building on from visits to care homes, independent and assisted living centres in 2016, our Elections Team have continued working with under-registered groups. Over the last year we have worked in partnership with East Kent College to promote the value of voting and democracy, encouraging more young people to voice their opinion and make their vote count in elections.



For further information on the above and for full details of all our key achievements, please see ["Making a Difference: A Snapshot of Our Year 2018/19"](#)

Section 5: Compliments, Feedback and Complaints

The council records compliments, feedback and complaints received from customers. These are categorised, analysed and reported on so that improvements can be made to services.

Further information can be found at: <https://folkestone-hythe.gov.uk/your-council/council-information/make-a-complaint-or-compliment>

During 2018/19 the council received 227 complaints, 175 compliments and 12 cases of feedback.

Of the 227 complaints received:

- 191 were resolved at Stage One
- 31 progressed to Stage Two
- 26 were resolved at Stage Two
- 58 progressed to the Local Government Ombudsman

Stage One complaints are investigated and responded to by the relevant service manager. If the complainant is not satisfied with the response their complaint will be progressed to Stage Two, where it is investigated by an independent manager.

Of the 227 complaints received, one was related to equality and diversity issues. The nature of the complaint related to:

- The inappropriate allocation of a tenant to a sensitive lettings flat.

The complaint was escalated to the Local Government Ombudsman (LGO). The LGO found fault with the allocation and ordered the Council to provide the disabled tenant with an apology and compensation.

All complaints are investigated thoroughly and each complainant was formally written to with a detailed explanation of the findings. Where appropriate the council apologised and indicated how it would improve service delivery in the future.

Section 6: Equality Objectives

The council's Equality and Diversity Policy (2016-2020) has an associated action plan that details the high priority pieces of work the council will deliver in relation to its duties. These objectives outline the actions we have taken over the last year and will continue to take in 2018/19.

Actions we will undertake between 2016 and 2020:

	Action	Lead Function	Deadline
1.	Ensuring EIAs are completed where they are required (i.e. where the council introduces a new policy or service, or where there is a significant revision to an existing policy or service) and that they are carried out in the correct manner (e.g. with appropriate consultation with affected parties).	Policy and Improvement Officer	Ongoing
2.	Continually improving the council's management information relating to equality matters including complaints and customer satisfaction.	Information & Complaints	Ongoing
3.	Involving service users and local communities (including people with protected characteristics) in the design of council services.	Assistant Directors/Chief Officers and	Ongoing

	All managers undertaking stage 2 EIA exercise will consult appropriately and publish the results.	service managers All managers	As required
4.	Routinely publishing the result of consultation exercises on the council website and disaggregating the results (where possible) for different equality groups.	All managers	As required
5.	Continue with the 'Understanding our communities' programme including sessions like: <ul style="list-style-type: none"> • Living with dementia and how we can support customers with dementia, 100 staff and Councillors are trained as Dementia Friends. • Deafness awareness sessions to enable staff to more effectively support those with hearing impairments. • Inputs from the mental health charity Mind; and Rainbow centre regarding the Roma community 	Learning and Development	Ongoing
6	Equality and diversity training is part of our induction and for all staff to undertake a mandatory refresh e-learning module every 3 years.	Learning and Development	Ongoing