

Shepway District Council

Equality and Diversity Report

2016

Foreword

Thank you for taking the time to read the council's Equality and Diversity report for 2016. The report has been produced in accordance with the two statutory requirements outlined in the Equality Act 2010: the General Equality Duty and the Public Sector Equality Duty (PSED).

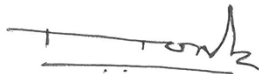
The purpose of this document is to:

- Provide a range of demographic and socio-economic information about Shepway. The council will use this to better understand the needs of our local communities, residents and customers. This information will allow us and others to make more informed decisions about how we spend public money.
- Demonstrate how the council is a fair employer that promotes equality of opportunity amongst its workforce (both officers and members).
- Illustrate the progress that has been made by the council over the past year to promote equality and diversity and to remove barriers to inclusion for our customers, local communities and employees.

We have endeavoured to use the latest information available to us on each of the protected characteristics defined by the Equality Act 2010¹.

We hope that you find this document useful and informative. If you would like any further information, please contact us at leadership.support@shepway.gov.uk

Yours sincerely,



Cllr David Monk
Leader of the Council



Alistair Stewart
Chief Executive

¹ Age, disability, gender reassignment, marriage and civil partnership (for employees only), pregnancy and maternity, race, religion or belief, gender and sexual orientation

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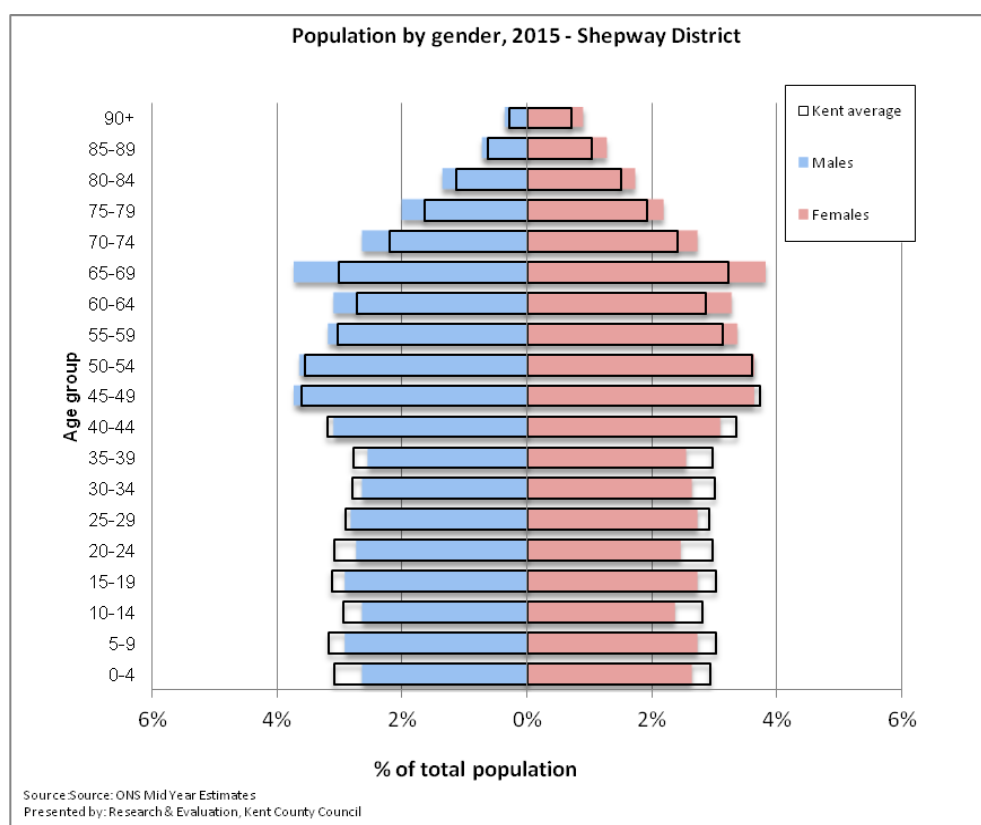
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Section 1: Executive Summary

As part of the public sector equality duty under the Equality Act 2010, the council is required to publish equality information to demonstrate the information we use on a regular basis to ensure our decision making is fair, transparent and in line with the needs of the district.

Population age profile 2015

Based on the 2015 mid-year population estimates, Shepway has a larger proportion of the population aged over 55 than Kent.



- Shorncliffe Barracks is a base for the Royal Gurkha Rifles and therefore Shepway is home to a significant Nepalese community. In 2011, there were 2,341 Nepalese residents (the highest in Kent).
- Shepway has a claimant count of 2.1% of the resident population, which is notably higher than the South East rate of 1.1% and National average of 1.8%; however, the latest claimant count figure for Shepway has declined in comparison to January 2013 figure of 4.3%.

December 2016	Shepway (Numbers)	Shepway %	South East %	Great Britain
All People	1,355	2.1	1.1	1.8
Males	875	2.7	1.3	2.3
Females	480	1.5	0.8	1.3

Source: ONS Claimant count by sex and age
Note: % is the number of claimants as a proportion of resident population of area aged 16-64 and gender

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

All statistics are from the 2011 Census, unless otherwise stated. For further information, please visit: <http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent>

Section 2: Understanding Our Communities

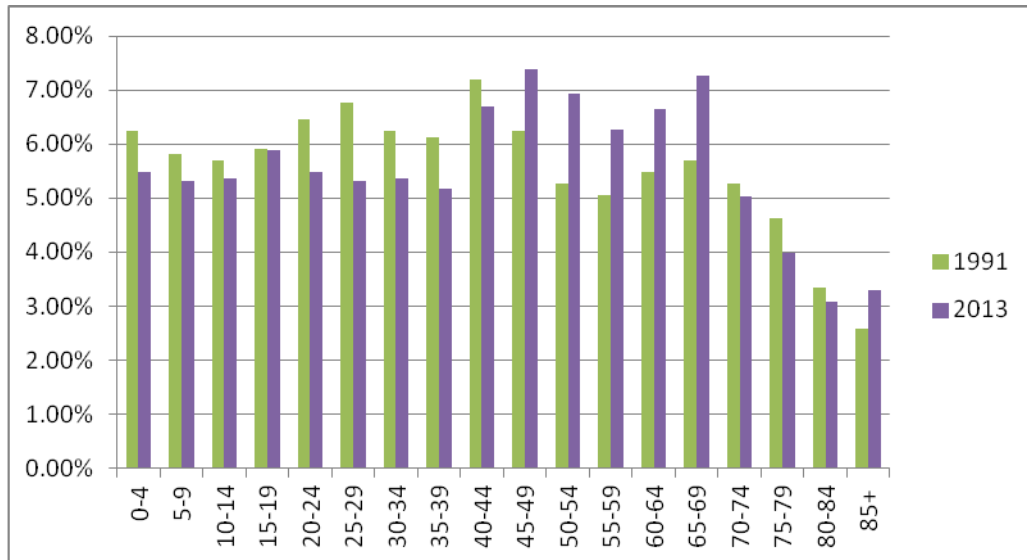
Age and Gender

- In Shepway, 51% of the population is female and 49% is male.
- People aged 45-49 make up the highest proportion of the population with 7.4 % of all people.
- 23% of the population of Shepway is aged 65 and over.
- Population under 19:

Age group	No.	% of total pop
0-3 Early Years children	4,700	4.1%
4-10 Primary age children	8,100	7.8%
11-18 Secondary age children	10,000	8.7%

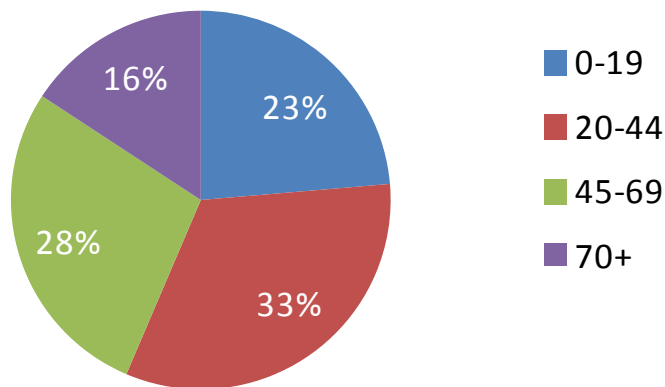
Population Changes

- In 1991, the Shepway population was 93,000 and in 2015 it had grown to 110,000. However the growth has varied between different age brackets. Key changes are shown in this graph. Most age quintiles under 45 have shrunk as a proportion of the total population; whereas most quintiles over 45 have increased. To illustrate this further, in 1991, 44% of the Shepway population was over 45 and in 2015 that figure was 51%.



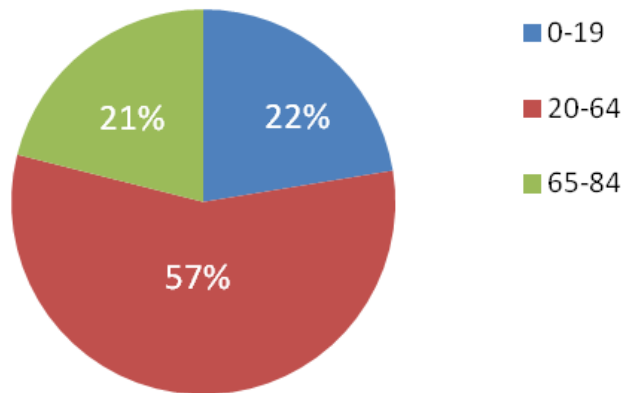
Shepway has an ageing population, which means that the population is growing fastest for people aged 45-65. Whereas the proportion of Shepway residents aged 20-44 has shrunk over the last 20 years. The proportion of Shepway residents aged under 19, or over 70 has remained broadly consistent over the last twenty years.

1991



Above: Breakdown of Shepway's Population by age group in 1991. The largest proportion of people falling into 20-44 age group.

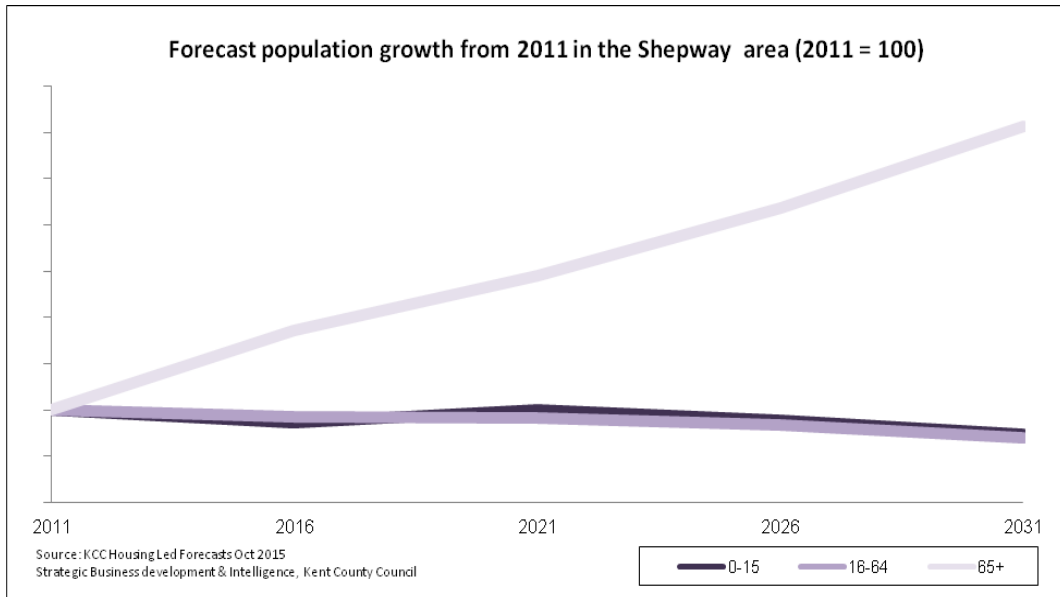
2016 - Projected Population Estimate (KPHO)



Above: Breakdown of Shepway's Population by age group in 2016.
(Source: KPHO – Shepway Overview Chapter)

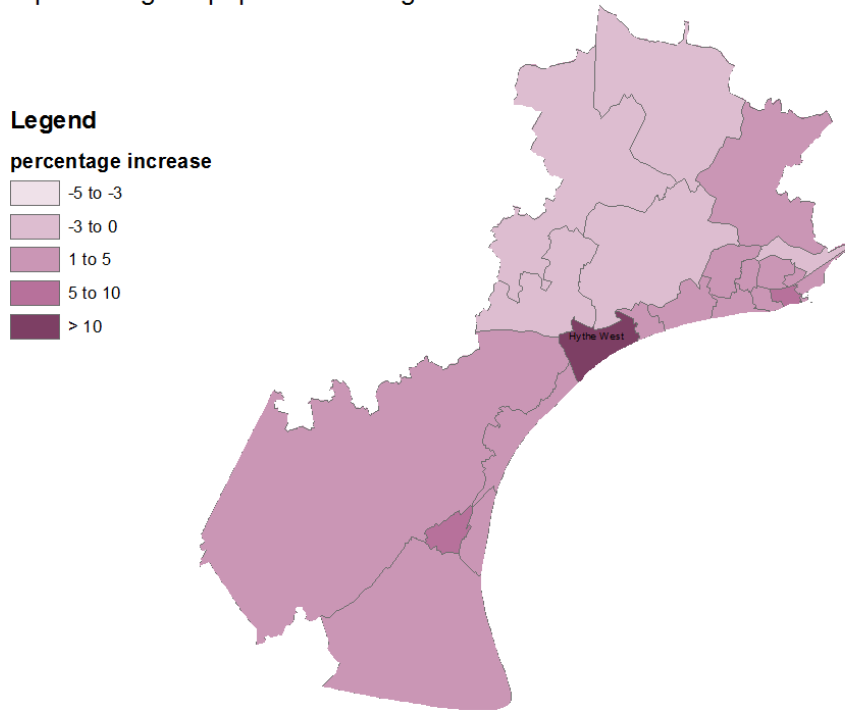
Current forecasts estimate the population of Shepway will increase 117,200 by 2031 and approximately 125,300 by 2037.

<i>KCC Housing Led Forecasts - October 2015</i>				
<i>Strategic Business Development & Intelligence, Kent County Council</i>				
	Total	0-15	16-64	65+
2011	108,200	19,200	66,300	22,700
2016	110,700	18,700	65,400	26,600
2021	113,700	19,200	65,200	29,300
2026	115,500	18,800	64,200	32,600
2031	117,200	18,200	62,300	36,600



Above: Forecasted Population Growth for the Shepway District.

The percentage of population change from 2013 to 2020



Source: KCC
Produced by: KPHO, 08/15

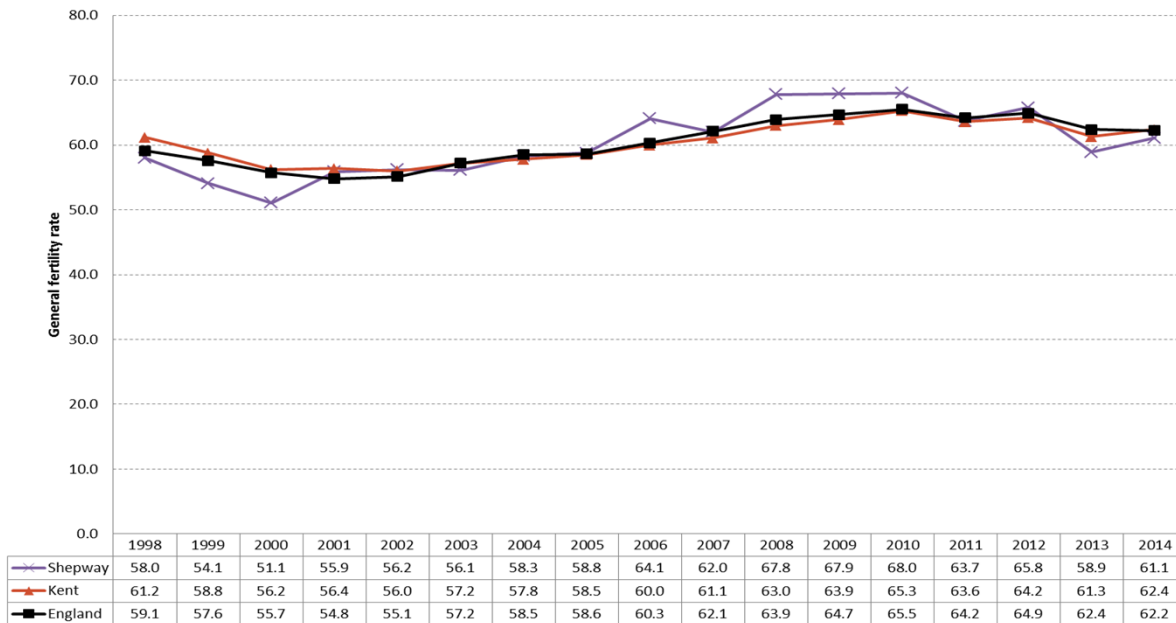
Hythe West ward has the highest population change, with an expected increase of over 10% from 2013 to 2020.

Life Expectancy

- At 83.4 years, life expectancy from birth in females is 3.7 years higher than males in Shepway (at 79.7 years) in line with the UK figures however, below that of Kent and the South East.

General Fertility Rate:

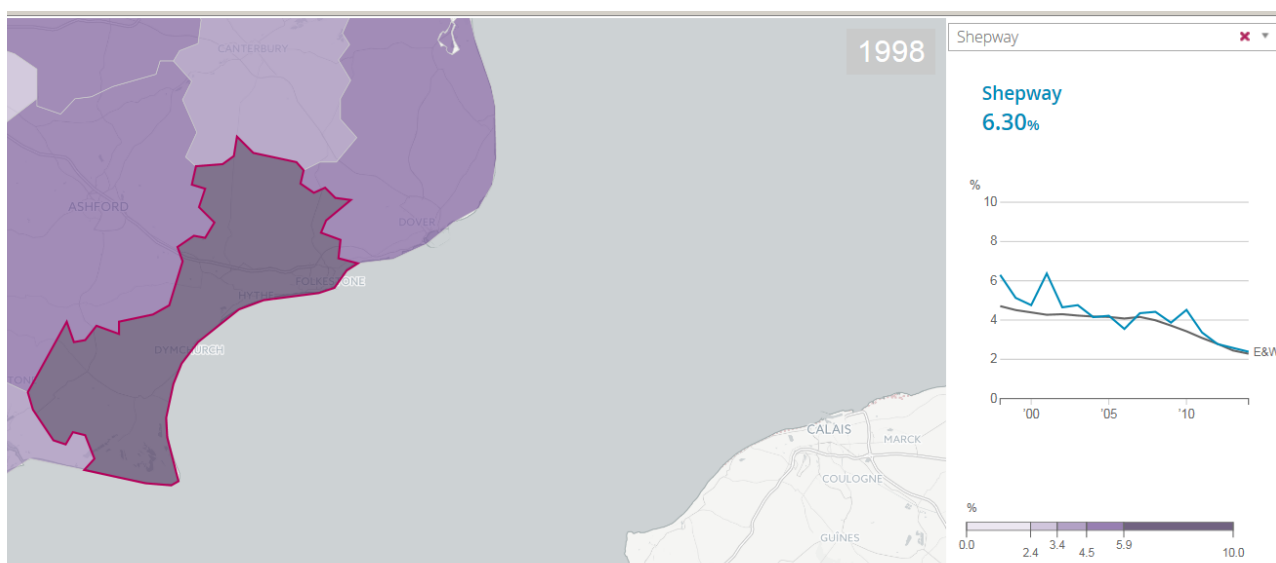
The general fertility rate (the number of live births per 1,000 female population aged 15-44 years), 1999 to 2014



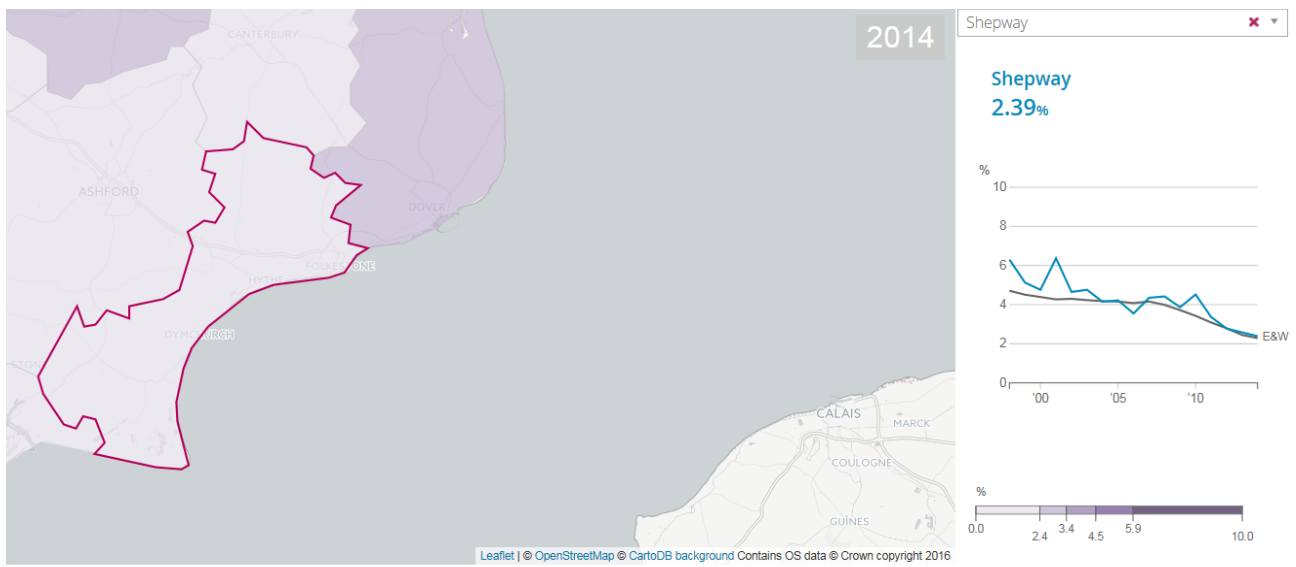
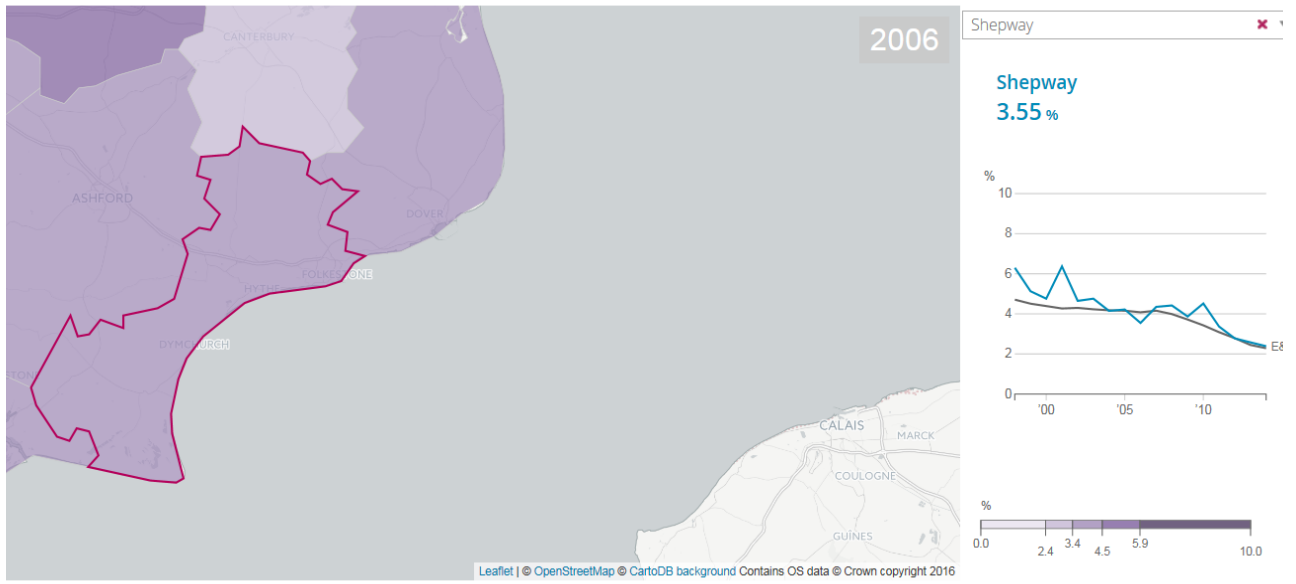
Source: HSCIC, prepared by KPHO (LLY), 03/16

The General Fertility Rate (GFR) is the number of live births per 1,000 females of childbearing age (between 15 and 44). The GFR for Shepway has risen steadily in recent years to a high of 68.0 in 2010, before beginning to decrease. This is reflective of the trends of both Kent and England.²

% of Teenage (under 18) pregnancies in Shepway



² Health and Social Care Maps: Shepway Overview Chapter



Ethnicity

- In Shepway, black or minority ethnic (BME) residents account for 5.3% of the population; this is below the national average of 14%.
- From the 2011 Census, the Nepalese population was calculated at 2,341, which was made up from:

White: Nepalese (includes Gurkha)	51
Mixed/multiple ethnic group: Nepalese (includes Gurkha)	16
Asian/Asian British: Nepalese (includes Gurkha)	2,179
Other ethnic group: Nepalese (includes Gurkha)	95

- Small numbers of many ethnicities also live in Shepway, including: Irish, Polish, Chinese, Bangladeshi, Gypsy, Filipino, North American, Italian, Australian, New Zealander, Pakistani, Turkish, Sri Lankan and Arab.
- The Rainbow Centre in Folkestone supports the following migrant individuals and families within Shepway:

Out of 161 active clients:

86% are from Eastern Europe
4% are from Western Europe
10% are from outside Europe

- The Centre supports a large proportion of Eastern European nationals within the district:
 - 59 Czech Nationals – 42%
 - 54 Slovak Nationals – 39%
 - 12 Polish Nationals – 9%
- 14 Other Eastern European Nationals (Inc: Romania, Lithuania, Hungary and Bulgaria) - 10%
- The Council's housing statistics from January 2015 – September 2016, show that the number of Eastern Europeans' applicants housed within the district stands at total of four. The total applicant figure consists of two Slovakian, one Czech and one Polish national.
- The number of Eastern European applicants currently waiting on the housing list in the district (as of September 2016) stands at thirty five. The total applicant figure consists of nine Polish, nine Czech, six Lithuanian, four Slovakian and three Hungarian nationals as well as one Latvian and one Bulgarian national.

Household Language:

- 95% of all people aged 16 and over in a household have English as a main language.
- 1.9% of people aged 16 and over lives in households where a minimum of one person speaks English as a main language.
- 2.8% of people in Shepway live in households where no one speaks English as a main language.

Religion or Belief

- In the Census 2011, 62.3% stated their religion as Christianity.
- 1.4% indicated they were Hindu.
- 26.5% of Shepway residents have no religion.

Economic profile of the district 2016

Economic activity (April 2015 – March 2016): Shepway has a higher proportion of men engaged in economic activity than women. Between 2015 and 2016, there was an increase in the number of economically active men within Shepway (+3.7%) but a decrease in women (1.1%)

	Shepway	SE	GB	Shepway	SE	GB
	Males			Females		
Economically active	91.2%	85.6%	83.2%	75.3%	75.7%	72.5%
In employment	89.3%	82.1%	78.7%	68%	72.4%	68.8%
Employees	70.6%	66.3%	64.6%	58.1%	64.3%	61.8%
Self employed	17.2%	15.5%	13.7%	Sample size too small	7.9%	6.6%

<https://www.nomisweb.co.uk/reports/lmp/la/1946157318/report.aspx>

Unemployment and Working Age Benefits

- As of November 2015, Shepway had an unemployment rate of 4.9%. Of these, 2.0% of people aged 16-64 within the district are claiming Job Seekers Allowance, which is above the national figure of 1.5%.

The following table shows the main benefit claimants for Shepway in February 2016. All figures are higher than the national figures and for the South East, particularly the Employment Support Allowance (ESA) and Incapacity Benefits:

Working-age client group - main benefit claimants (February 2016)

	Shepway (Numbers)	Shepway (%)	South East (%)	Great Britain (%)
Total Claimants	9,440	14.5	8.8	11.8
By Statistical Group				
Job Seekers	1,290	2.0	0.9	1.5
ESA And Incapacity Benefits	4,610	7.1	4.5	6.2
Lone Parents	810	1.2	0.8	1.1
Carers	1,440	2.2	1.2	1.6
Others On Income Related Benefits	200	0.3	0.2	0.2
Disabled	950	1.5	1.0	1.0
Bereaved	150	0.2	0.2	0.2
Main Out-Of-Work Benefits†	6,900	10.6	6.4	9.0

Source: DWP benefit claimants - working age client group

† Main out-of-work benefits includes the groups: job seekers, ESA and incapacity benefits, lone parents and others on income related benefits. See the **Definitions and Explanations** below for details

Notes: % is a proportion of resident population of area aged 16-64
Figures in this table do not yet include claimants of Universal Credit

Earning and Income (2015)

- Resident based Gross weekly earnings were £543.80, below the South East figure of £574.90, however above the National figure of £529.60.
- Male full time workers gross weekly earnings were £605.60, below the South East figure of £626.50, but higher than National figure of £570.40
- Female full time workers gross weekly earnings were £388.30, below the South East figure of £499.50 and National figure of £471.60.
- The difference in full time gross weekly between male and female workers in Shepway is £217.30, significantly higher than the South East figure of £127.00 and the National figure of £98.80.

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

Employment by occupation

Employment by occupation (Apr 2015-Mar 2016)				
	Shepway (Numbers)	Shepway (%)	South East (%)	Great Britain (%)
Soc 2010 Major Group 1-3	20,300	37.2	48.6	44.6
1 Managers, Directors And Senior Officials	7,200	13.2	11.9	10.4
2 Professional Occupations	8,700	15.9	21.4	19.9
3 Associate Professional & Technical	4,400	8.1	15.2	14.1
Soc 2010 Major Group 4-5	13,000	23.8	21.0	21.3
4 Administrative & Secretarial	7,700	14.1	11.0	10.6
5 Skilled Trades Occupations	5,300	9.7	9.9	10.5
Soc 2010 Major Group 6-7	9,200	16.8	16.2	16.9
6 Caring, Leisure And Other Service Occupations	≠	≠	8.9	9.2
7 Sales And Customer Service Occs	5,400	9.9	7.2	7.6
Soc 2010 Major Group 8-9	12,100	22.2	14.1	17.2
8 Process Plant & Machine Operatives	≠	≠	5.0	6.4
9 Elementary Occupations	8,000	14.6	9.1	10.8

Source: ONS annual population survey
 ≠ Sample size too small for reliable estimate
 Notes: Numbers and % are for those of 16+
 % is a proportion of all persons in employment

Above: Employment by occupation data in Shepway shows three biggest occupational groups:

- Soc Major group 1-3 (*Managers/directors/senior officials, professional occupations and Associate Professional and technical role*) 37.2%.
- Soc Major group 4-5 (*Administrative & Secretarial and Skilled Trade occupations*) 23.8%
- Soc Major group 8-9 (*Process Plant & Machine Operatives and Elementary Occupations*) 22.2%

Child Poverty

- Shepway has higher levels of children in poverty than most areas in Kent (which is defined as children living in families in receipt of out of work benefits)

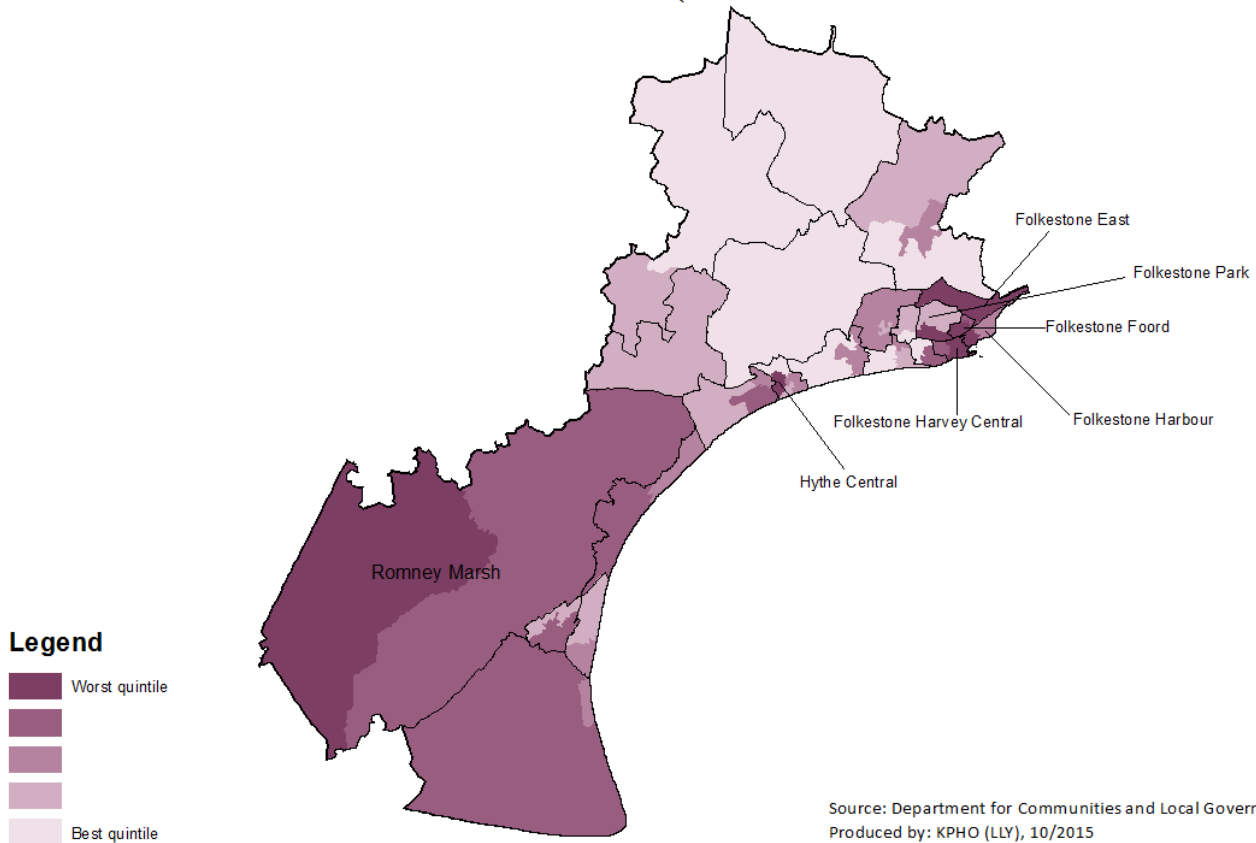
	Children in families in receipt of CTC (<60% Median income) or IS/JSA		% Of Children who are in Poverty	
	Under 16	All children	Under 16	All Children
Ashford	3,960	4,415	16.3%	15.5%
Canterbury	3,875	4,415	16.6%	15.9%

Dartford	3,060	3,400	15.3%	14.7%
Dover	4,005	4,535	20.9%	20.0%
Gravesham	3,985	4,430	19.5%	18.5%
Maidstone	4,100	4,575	14.1%	13.5%
Sevenoaks	2,590	2,855	11.9%	11.2%
Shepway	4,010	4,585	21.5%	20.7%
Swale	6,155	6,880	22.7%	21.7%
Thanet	6,725	7,570	26.2%	25.1%
Tonbridge & Malling	2,900	3,240	12.3%	11.7%
Tonbridge Wells	2,130	2,395	10.0%	9.6%
Kent	47,490	53,295	17.3%	16.5%
Medway	11,085	12,345	20.8%	19.7%
South East	219,485	245,960	13.7%	13.2%
England	1,854,005	2,097,005	18.6%	18.0%

Source: HMRC Presented By: Research & Evaluation, Kent County Council

Indices of multiple deprivation (IMD) 2015

District Quintiles



Above: Map of Shepway showing indices of multiple deprivation (2015) based on combined data from Income, Employment, Education, Skills and Training, Health Deprivation and Disability, Crime, Barriers to Housing and Services and Living Environment Deprivation. (Darkest Purple shows worst deprivation)

Public health profile:

- Life expectancy is 5.6 years lower for men in the most deprived areas of Shepway than in the least deprived areas.
- Data on the district indicates that 42.2% of the population describe themselves as in 'very good health', below the England average of 47.2%. Those who described themselves as in 'bad health' 4.9% and 'very bad health' 1.5% in the district are below the England average figures of 4.2% and 1.2%.

Child health:

- In 2016, Year 6 obesity levels were 19.1%, down 1.5% from the year before.. The rate of alcohol-specific hospital stays among those under 18 was 38.6 per 100,000. The national average for the same year (2014/15) was 36.6.

Adult health:

- In 2015, 25.2% of adults were classified as obese, above the England average of 23%.
- The rate of alcohol related harm hospital stays was 607, worse than the average figure of 543 for England.
- The rate of self-harm hospital stays was 233 per 1000 population, worse than the average figure of 191 for England.
- The rate of smoking related deaths was 310 per 1000 population, worse than the average figure of 288 for England.
- Estimated levels of adult smoking stand at 15.7%, worse than the England average of 16.9%.
- The rate of physical activity stands at 58%, worse than the England average of 57%.
- Rates of sexually transmitted infections stand at 526, better than the England average of 815.
- Rate of violent crime stands at 17.7%, worse than the England average of 13.5%
- Rates of long term unemployment stands at 5.6 per 1000 population, worse than the England average of 4.6 per 1000 population.
- Rates of statutory homelessness stands at 0.4 per 1000 population below the England average of 0.9 per 1000 population.
- Life expectancy is 5.5.4 years lower for men, and 3.5 years lower for women in the most deprived areas of Shepway, than in the least deprived areas.
- Over the last 10 years, all cause mortality rates have fallen. Early death rates from cancer and from heart disease and stroke have also fallen.

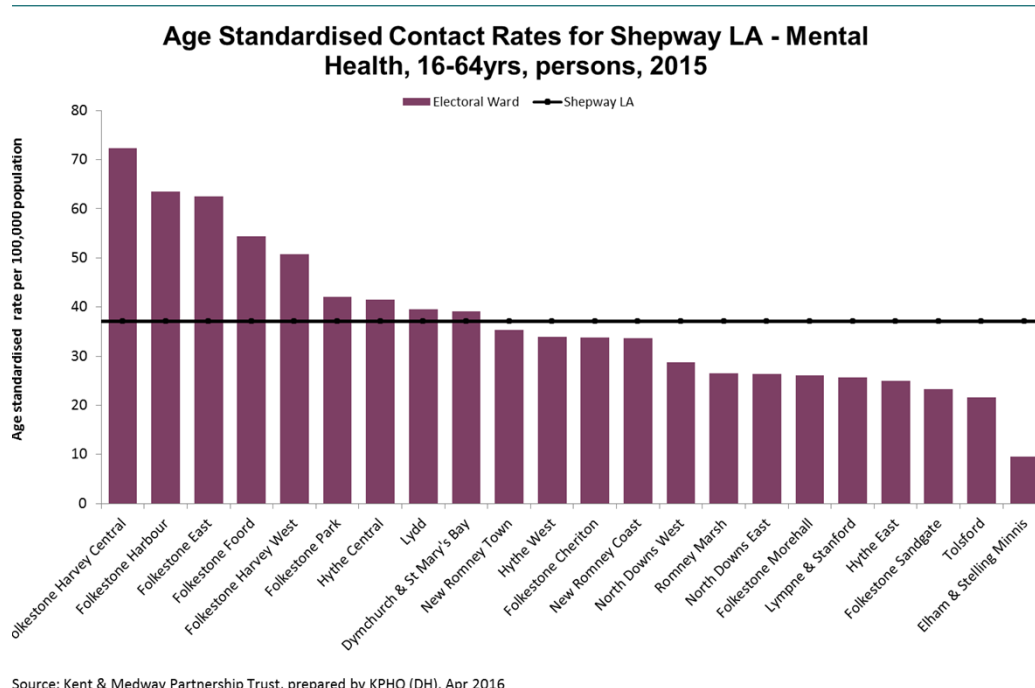
Comment [SDC1]: Is it 5.5 or 5.4?

Source: 2015 Shepway Health Profile, produced by Public Health England
(www.apho.org.uk/resource/view.aspx?RID=142386)

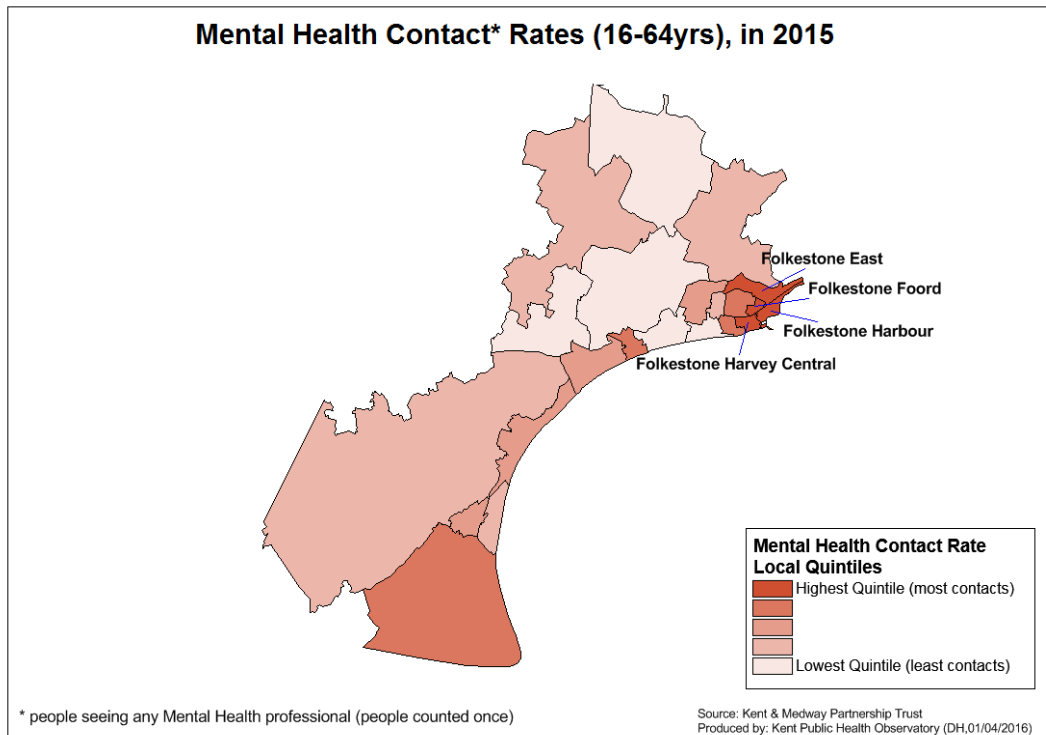
Mental health:

- Contact rates for 16-64 year olds accessing mental health services was highest in Folkestone Harvey Central.
- The top five wards in Shepway for 16-64 year olds accessing mental health services, above the district average was Folkestone Harvey Central, Folkestone Harbour, Folkestone East, Folkestone Foord, and Folkestone Harvey West.
- The lowest five wards in Shepway for 16-64 year olds accessing mental health services, below the district average was Elham & Stelling Minnis, Tolsford, Folkestone Sandgate, Hythe East, Lympe & Stanford.

- Contact rates for 65+ accessing mental health professionals was highest in Folkestone Harvey Central.
- The top five electoral wards in Shepway for 65+ accessing mental health professionals, above the district average were Folkestone Harvey Central, Folkestone Harvey West, Folkestone Park, Hythe East and New Romney Coast.
- The lowest electoral wards in Shepway for 65+ accessing mental health professionals, below the district average were Romney Marsh, New Romney Town, Elham & Stelling Minnis, Hythe West and Folkestone Cheriton.



Above: Graph showing age standardised contact rates for Shepway for 16-64 yrs by electoral ward.



Above: Map showing mental health contact rates (16-64 yrs). The map shows Folkestone wards having the most contacts for mental health professionals.

Acorn segments UK households, postcodes and neighbourhoods into six categories, eighteen groups and 62 types. By analysing significant social factors and population behaviour, it provides precise information and in-depth understanding of the different types of people. Acorn can also be used to understand consumers' lifestyle, behaviour and attitudes, together with the needs of neighbourhoods.

By providing a detailed understanding of the people who interact with the council, will use Acorn to analyse customers, target communication, focus on the specific needs of neighbourhoods, build relationships with local communities, and improve service delivery.

The data is used under license, so cannot be made publically available, but more information about the tool is available here: <http://www.acorn.caci.co.uk>

More information:

Further information about local communities in Shepway is published on both the Shepway District Council and Kent County Council websites. This information is regularly updated and uses a wide range of external resources. For more information please visit:

Shepway District council equalities and diversity page: <http://www.shepway.gov.uk/your-council/policies-plans-and-documents/equality-and-diversity>

Shepway Ward profile page:
<http://www.shepway.gov.uk/your-council/democracy/ward-profiles>

Kent County Council information on equality and diversity: <http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data>

Section 3: Understanding our customers

- Equality Impact Assessments (EIAs) provide a useful framework for services to examine what they are doing and to ensure that people are treated fairly through the services we deliver, the documents we produce, and the way we work as a council. EIAs promote a consistent approach to identifying and addressing equality issues across the authority.
- Although under the Act there is no longer a requirement to produce such documentation, the council believes it is good practice to have such an EIA framework to help services consider the potential implications of any changes they are considering and to ensure we are consistent in this approach.
- Since the publication of the last Equality and Diversity Report, the council has completed EIAs for the following:
 - Council Tax Reduction Scheme
 - Shepway Community Safety Partnership Plan
 - Corporate Customer Charter
 - In house Environmental Patrol Service
 - Unauthorised Encampments
 - Individual Electoral Registration
 - General Fund Revenue Budget 2016/17
 - Access to all properties and services especially in terms of compliance with DDA, particularly in operational assets.
 - Council Feedback and Complaints Policy
 - Digital Parking Permits
 - Troubled Families (Phase 2)
 - Commercial Opportunities
 - Play Strategy
 - Development of Radnor Park Lodge and it's environment
 - Shepway Green Gym
 - Lifeline and CCTV

- The council's Equality Impact Assessments (and the previously named equal treatment assessments) are published on the equality and diversity pages on the council's website and can be viewed by visiting:

<http://www.shepway.gov.uk/your-council/policies-plans-and-documents/equality-and-diversity>

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 have been undertaken over the past year:

○

- Folkestone Community Led Local Development programme during the strategy formulation stage in May/June/July 2016
- Draft Shepway Tourism Destination Management Plan – consultation
- Draft Shepway Economic Development Strategy
- Play Area Review and Strategy consultation Places and Policies Local Plan
- Community Infrastructure Levy
- Guildhall North Controlled Parking Zone extension to include Millfield
- Sandgate East Controlled Parking Zone
- Folkestone West Controlled Parking Zone to include Shorncliffe Crescent and surrounding roads.
- Folkestone Pedestrian Zone, No Loading and waiting restrictions
- New bus kerb build-out in Sandgate Road, Folkestone
- Installation of disabled persons parking bays across the district

Improving our Customer's Experience

Improving our Customer's Experience

We have sought to improve the experience of our customers in the following ways:

- In 2016, the council was successful in reapplying for the CSE accreditation and achieved compliance plus in seven areas.
- Embedding the Council's Core Values into all aspects of customer service. In 2016, we introduced a staff recognition scheme is based around the council's core values and staff are rewarding for exhibiting outstanding behaviour relating to them. Also, our corporate induction for new employees focuses on the core values explained and an exercise relating to them is undertaken by all staff.
- Rolling out 'Lowering Language Barriers' training to our Customer Contact staff, focussing on giving our officers strategies and tools for adapting the way they talk (and write) to people who speak English as an additional language, and working with other groups who may find it hard to grasp complicated information such as people with low literacy, the elderly, or people with learning difficulties.
- Providing equality and diversity e-learning training to all Council staff.
- Providing a translation service in 14 different languages on request.
- We currently have over 100 staff and Councillors' trained as Dementia Friends supported by a dementia champion within HR.

Section 4: Understanding our workforce

Workforce profile 2016

- In September 2016, there were 389 members of staff working for Shepway District Council, which is a full time equivalent of 323.07.
- 55% of the Council's workforce are female, 45% are male.
- Overall, 2.6% of the council's workforce has declared a disability.
- 80.5% of the Council's workforce have declared their ethnicity as white and 6.9% from minority ethnic groups.

- 25.7% (100 employees) of the Council’s workforce are contracted to work 36 hours per week or under. Of this:
 - 57% of part time staff are on grades A-D
 - 36% of part time staff are on grades E-G
 - 4% of part-time staff are on grades H and above

The remaining 3% are on spot salaries.

- With a crude staff turnover of 20.5%, 65 people left the council’s employment (the ‘crude’ turnover figure includes redundancies and outsourcing so cannot be used to express voluntary turnover).
- Shepway had no staff grievances raised relating to equality in 2015/16 :

	Total	Equality Related
2013/14	4	0
2014/15 (to date)	0	0
2015/16 (to date)	0	0

Age and Gender

Out of the 389 members of staff working for Shepway District Council (as of September 2016):

- 55.% of staff are female and 45% are male
 - 86% of staff are aged between 25 and 59
- 3.6% of staff are aged between 60 and 64
- 1.28% of staff are aged 65 or over

Age range per number of Employees:

Age	16-19	20-29	30-39	40-49	50-59	60-64	65+
Female	2	31	46	70	60	7	2
Male	6	28	36	44	47	7	3
Total	8	59	82	114	107	14	5

Section 5: Our achievements and engagement activities in 2016

The council has undertaken several major projects, including:

- In partnership with Folkestone Rainbow Centre our Communities Service currently have in place a £30K a year grant with the [Folkestone Rainbow Centre](#) to provide outreach support services for migrant communities. In addition, under the umbrella of the Shepway Community Safety Partnership our Community Safety and Wellbeing Team has led on the running of a inter-nationality Community Hub to act as an integration, support and signposting service for new and emerging communities locally, working closely with Children and Family Services, Public Health, KFRS and Kent Police. Recently, following identified need from learning at the Hub, this has led to both translation of our One-stop-shop posters for victim of Domestic Abuse into Slovak and Czech; and the arranging of

multi-agency training into illegal money lending/laundering in migrant communities by the national Loan Shark team.

- Our Elections Team has carried out a review of electoral registration for different groups, including registration visits to care homes, independent living centres and assisted living centres, which has been successfully increased number of electors by 1405. The young voter registration campaign was also a success and resulted in a 103 elector increase. Campaigns targeting under-registered groups are continuing.
- Our Housing Strategy Team, as part of the consultation procedure of the draft Housing Allocation Policy, engaged with the Royal British Legion and Ministry of Defence to give extra priority for social housing to former members of the armed forces discharged within the last five years, and current members (including members of their household) who are imminently due to be discharged. This has been reflected in our new Allocations Policy. (Adrian Hammond)
- The council commenced a Shepway Apprenticeship Grant scheme in April 2012 and since then 320 local residents have been supported into apprenticeship through grants made to 176 businesses in Shepway. This has given local residents the opportunities to gain skills and a pathway into sustainable employment, as well as providing support to businesses to develop a skilled workforce.
- Romney Marsh Business Centre – Incubation Centre opened in May 2014 providing 12 'pods' and small office accommodation. The centre continues to run at full capacity with 7 start-up businesses located at the centre. A number of the entrepreneurs have moved from JSA and income support into self-employment with the support provided by the centre and the centre has appointed its own apprentice.
- Shepway Business Support and Advice Service, which commenced in April 2013, provides face to face support with an experienced business advisor who works across the district. This service provides support to the incubation centres, and in 2015/16 alone supported more than 100 individuals to support them in taking forward their business or business idea forward.
- Discretionary Rate Relief – Localism Act 2011. The district council has been one of very few councils in Kent to take up the opportunity to provide Discretionary Rate Relief, and in the most recent scheme some **£243,000 been granted** to support businesses in specific sectors that can demonstrate growth and job creation. To date this is estimated to have supported a net increase of 104 jobs amongst the businesses awarded relief.
- Folkestone Community Led Local Development: The high levels of deprivation in some of the central Folkestone wards has provided the council with the opportunity to seek European funding to tackle issues facing the residents in this area and to help them into work. The programme we are bidding for will target the most vulnerable people and we are seeking around £2.25 million of European funds for the programme.
- A further L&D Brochure was released in June 2016 outlining numerous courses employees can undertake ranging from 90 mins soft skills sessions including accredited qualifications. We had 5 people complete the Post Graduate Certificate in Leadership and Management in 2015/16. Since then we have also had 4 people complete the Post Graduate Certificate in Management at Canterbury Christ Church University.

- We had 18 people complete the Institute of Leadership Management Level 3 Award in Leadership and Management. 17 SDC employees, and 5 people from other councils, are working on the ILM Level 3 Award in Leadership and Management at the moment. We also have 6 people who have just started the ILM Level 5 Award in Leadership and Management.
- We run a Management Development Programme for our Middle Managers and Team Leaders on an ongoing basis which includes sessions on topics such as Coaching, Project Management, Neuroscience, Behaviour Change, Employee Engagement to enable them to understand how best to work well with people from a variety of backgrounds. We also provide extensive safeguarding training to ensure staff know how to support vulnerable people.
- The 'Understanding our communities' programme with sessions on living with dementia and how we can support customers with dementia, as well as deafness awareness sessions so that staff can more effectively support those with hearing impairments. Also on this programme since May 2015, we have had inputs from the Troubled Families programme and the mental health charity Mind have run a session for us (Sep 2015).
- In November 2015, a number of sessions were run with the Rainbow centre regarding the Roma community to raise the awareness of the group for our customer facing staff.
- Equality and diversity training is part of our induction and staff undertake a mandatory e-learning module on this topic every 3 years.
- Extremism prevention training was rolled out across the council earlier in the year. This gives staff an understanding of radicalisation and who can be drawn into it.
- We have a process of continuous improvement to redesign the council's website to make it more customer focused and user friendly. The project is reviewing functionality and the technology available so the councils customers will benefit from a high quality website. To do this we have consulted with a range of internal stakeholders for their views on how to improve management of the website.

East Kent Housing has undertaken the following consultations in 2015/16:

- Mobility Scooter Policy – we have consulted with some tenants on installing mobility scooter storage facilities at 2 schemes (one in Shepway and one in Canterbury) as a trial so this can be rolled out at other schemes after we have learnt from the limitations. We had a consultation event at Win Pine House in Hythe and tenants were asked various questions about colour of the sheds, the type of lock they wanted etc.
- We have also consulted tenants during 2015 on the future provision of laundry facilities in our sheltered schemes. We had 3 tenants from each district (Shepway, Dover and Canterbury).
-

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

2016 Customer Service Satisfaction surveys: 116 people were contacted and asked for their view on the service they received. The results were:

	Very Satisfied	Satisfied	Dissatisfied
How would you rate the customer service you received?	113	2	1
Was the time you waited to be seen reasonable?	112	4	0
Did you understand everything that was said to you during your visit?	112	2	2
Did you find the staff friendly and polite?	114	2	0

Section 6: Complaints

The council records all complaints which it receives from customers. These are categorised, analysed and reported so that improvements can be made to services. Since stage 1 complaints relating to equality issues have been received, of these:

- 3 Complaints were about Disabled Parking
- 1 was relating to an ex member of staff
- 5 related to the assisted waste
- 2 related to Grounds Maintenance
- 1 related to Revenues and Benefits
- 5 related to Housing Options

All were resolved at stage 1, by the relevant service investigating and writing to the complainant with a response.

Six complaints were required to be investigated by an independent manager (stage 2)

- 1 related housing in Shepway
- 1 related to requiring a disabled property to fit needs

Both complaints were thoroughly investigated 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. 1 of the equalities complaints were raised to the Local Government Ombudsman (stage 3).

Both of the Grounds Maintenance team complaints were investigated internally due to the seriousness of the Complaint however did go through the stage 1 complaints procedure and 1 was resolved and 1 went to the Folkestone Herald.

Section 7: Equality Objectives

The council's Equality and Diversity Policy has an associated action plan which details the high priority pieces of work the council needed to deliver in relation to its duties. [The action plan can be found at: \[link to be included once approved\]](#)

Actions we will undertake 2016/17:

Action	Lead officer	Deadline date
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)	Leadership Support Assistant	Ongoing
Continually improving the council's management information relating to equality matters including complaints and customer satisfaction	Ayse Niazi	Ongoing from March 2015
Involving services users and local communities (including people with protected characteristics) in the design of council services; All managers undertaking stage 2 EIA exercise will consult appropriately and publish the results.	Heads of Service and service Managers All managers	Ongoing As required
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
Continue with the 'Understanding our communities' programme including sessions on: Living with dementia and how we can support customers with dementia, 100 staff and Cllrs are trained as Dementia Friends. Deafness awareness sessions to enable staff to more effectively support those with hearing impairments. And inputs from the mental health charity Mind; and Rainbow centre regarding the Roma community.	Learning and Development Officer	Ongoing
Equality and diversity training is part of our induction and for all staff to undertake a mandatory refresh e-learning module every 3 year	Learning and Development Officer	Ongoing

Section 8: Further Information

If you have any questions on the information presented in this report, or would like this document in another language or format, please contact the Leadership Support Team on 01303 853436 or email leadership.support@shepway.gov.uk.