

# Folkestone & Hythe District Council

## Equality & Diversity Annual Report

A reflection on the 2017/18 year  
Published: August 2018

# 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 2017/18 to promote equality, diversity and inclusion amongst its workforce, 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>

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Yours sincerely,

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

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

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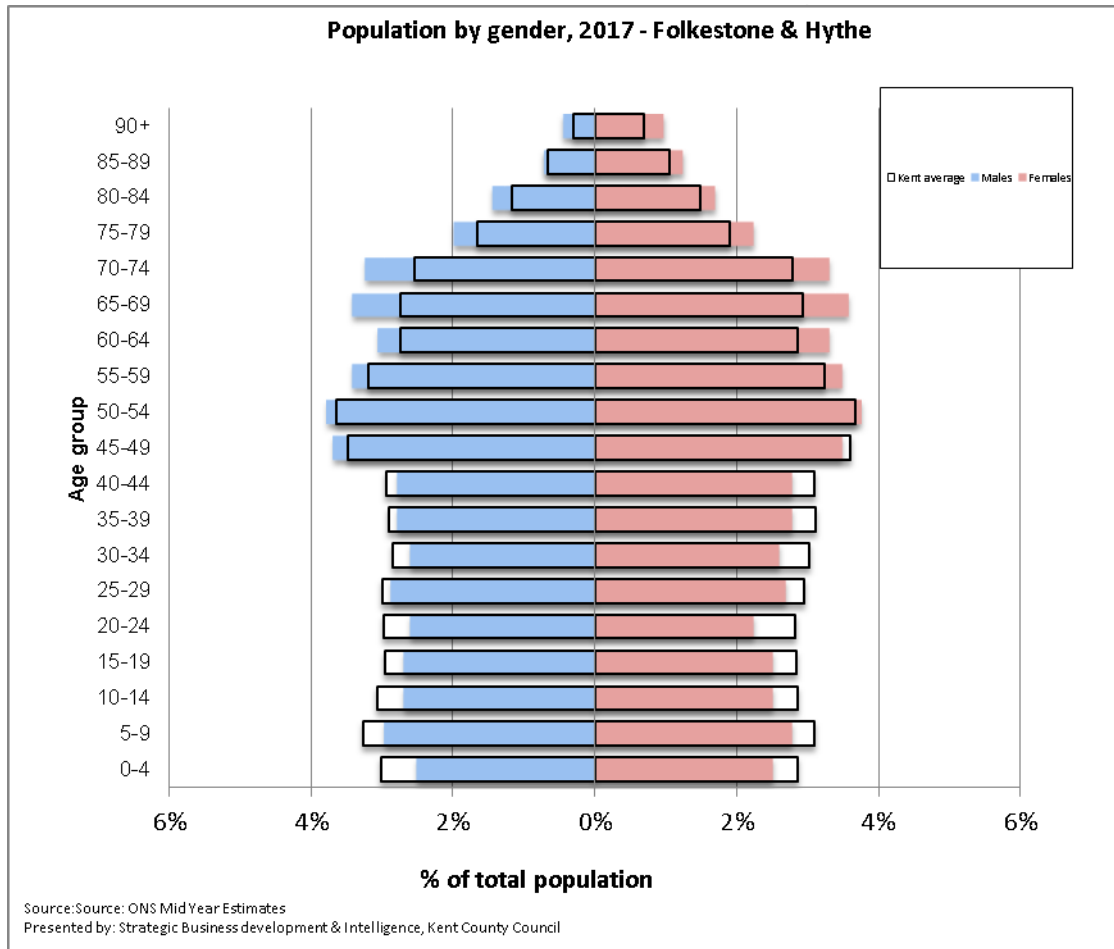
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# Section 1: Understanding Our Communities

## Age and Sex

### Overview

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

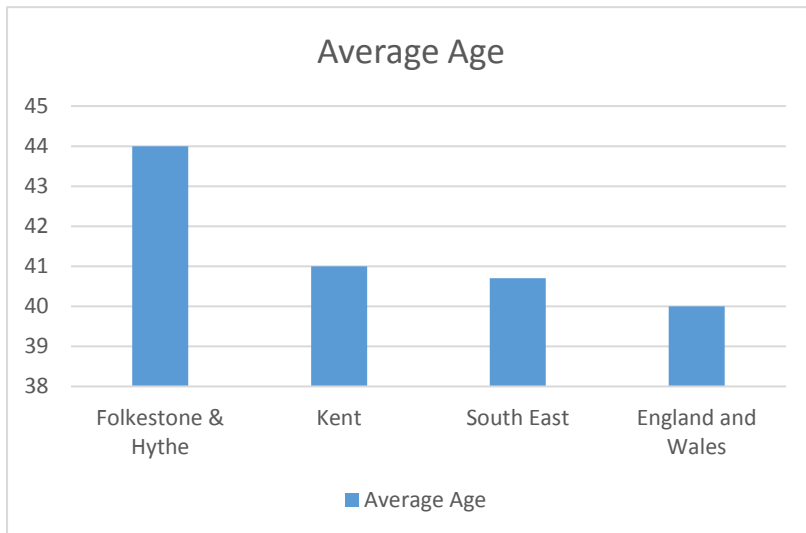


"Kent" refers to the Kent County Council (KCC) area

50.6% of Folkestone & Hythe's population is female and 49.4% 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.



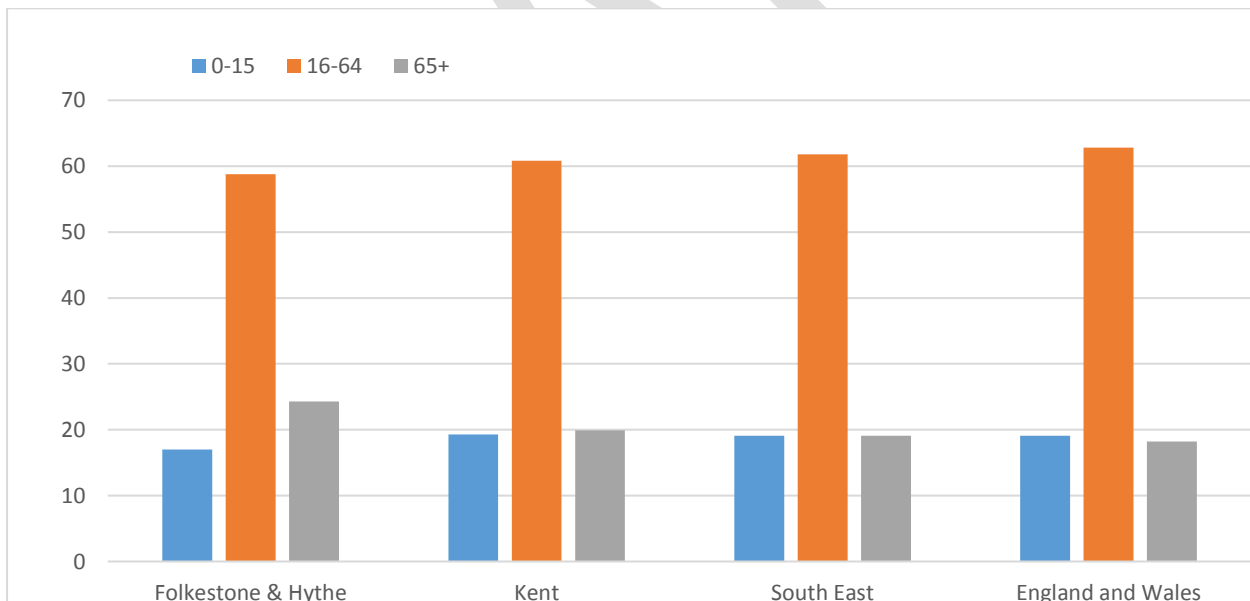
The average Folkestone & Hythe resident is 44 years old. This is higher in comparison with the other districts in the county and with regional and national averages.

The average male (at 42.9 years) is younger than the average female (45 years)

Source: ONS, 2017 mid-year population estimates

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, 2017 mid-year population estimates

## Children and Young Adults

**27%**  
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	4,400	4.0%	4.6%
4-10 – Primary Age Children	8,800	7.9	8.8%
11-18 – Secondary age children	9,300	8.3%	9.4%

Source: ONS, 2017 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	65,500	58.8% of F&HDC residents are 16-64
Female	32,700	58.0% of females in the district are 16-64
Male	32,900	59.6% of males in the district are 16-64

Source: ONS, 2017 mid-year population estimates  
Estimated figures are rounded to the nearest hundred

## Older Population

**24.3%**  
Of residents are  
over 65

Age group	No.	% of F&HDC population
65-69	7,800	7.0%
70-74	7,300	6.5%
75-79	4,700	4.2%
80-84	3,500	3.1%
85-89	2,200	2.0%
90+	1,600	1.4%

Source: ONS, 2017 mid-year population estimates

## Population: Changes and Forecasts

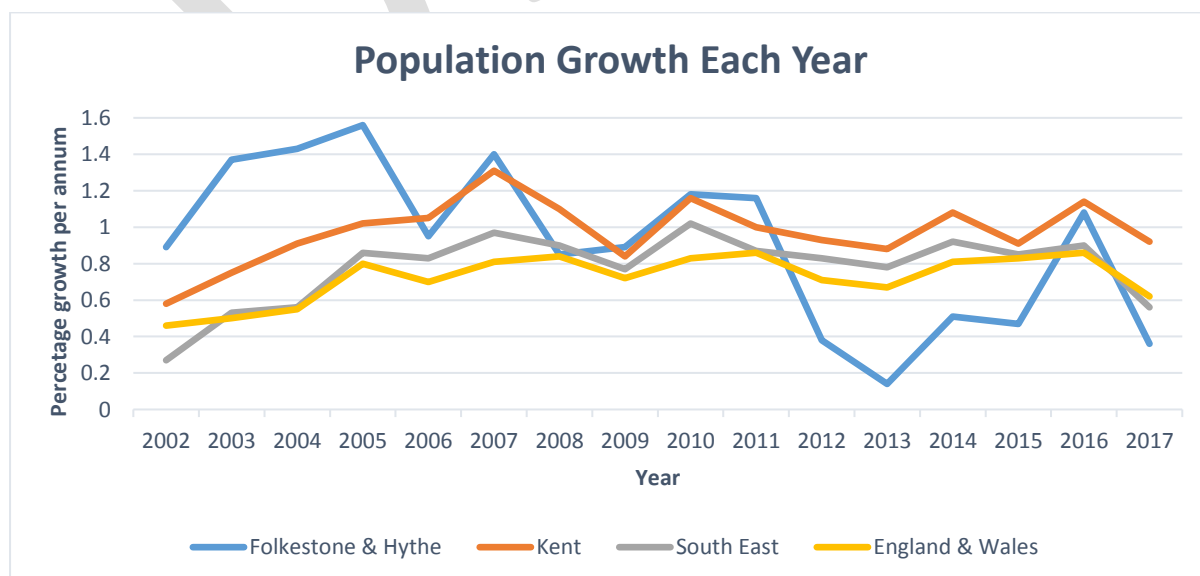
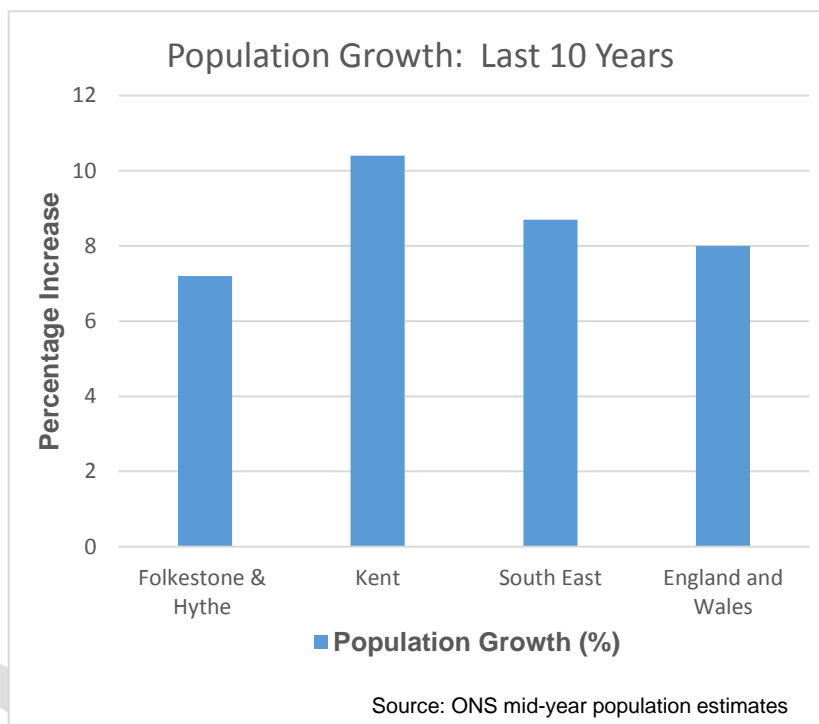
### Historical Population Growth

The most recent population figures (mid-2017) estimate that population of Folkestone & Hythe is 111,400. This accounts for 7.2% of the total population with the Kent County Council area.

In 2007 the population of Folkestone & Hythe stood at 103,900.

In the ten year period between 2007 and 2017, Folkestone & Hythe's population grew by 7.2%. This is, however, low in comparison with regional and national averages.

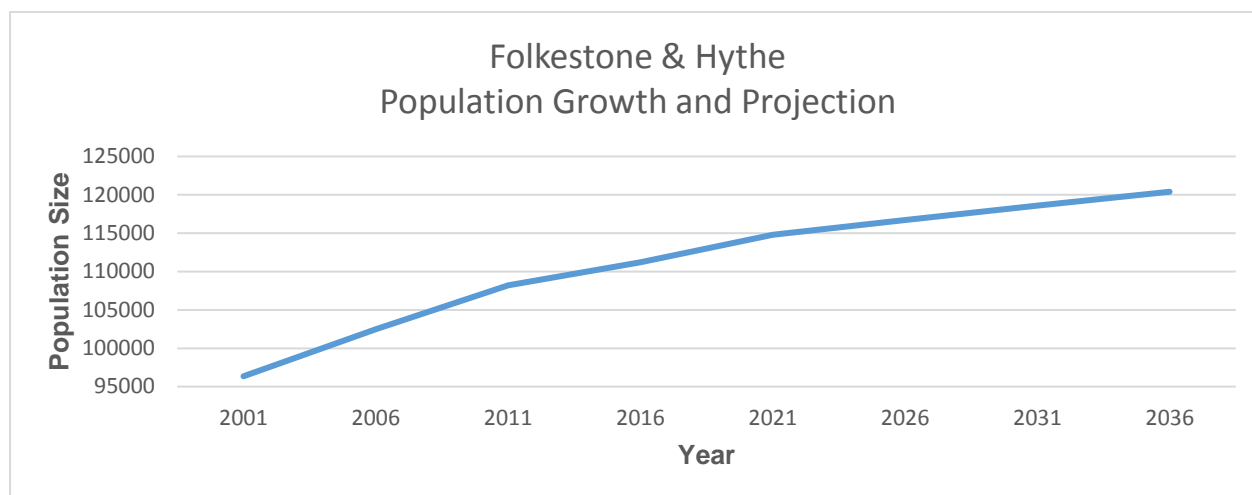
Over the last 15 years population growth across the south east and the country as a whole has risen rather consistently, averaging c.0.75% per annum. Kent experiences higher annual growth in comparison, averaging a population increase of 0.97% per annum over the same time period. As a smaller geographical 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 1.08% during 2015/16, exceeding what was being recorded across the south east and nationally, followed by an increase of only 0.36% in 2016/17, representing one of the smallest growth rates in the county.



Source: ONS mid-year population estimates

## Population Growth Forecasts

Folkestone & Hythe's population is forecast to rise by nearly 8.25% over the next 20 years, reaching an estimated 120,400 by 2036. While Kent as a whole is expected to grow in line with historical population figures, increasing by 22.2% 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, 2017

## Population Changes

Historically, Folkestone & Hythe's population growth has varied between different age brackets. In the 20 year period between 1996 and 2016 the most significant population growth was amongst those aged between 45 and 70, with residents in this age bracket increasing by 43%. The amount of residents aged under 45 has, however, remained largely the same over this time period.

When considering residents over the age of 65 specifically, between 1996 and 2016 there was an increase of 35%, from 19,600 to 26,500 people. It is forecast that this will increase by a further 14,000 over the subsequent 20 years, a rise of over 50%. Conversely, residents of 'working age' (between the ages of 16 and 64) and those under the age of 15 are expected to shrink by almost 6%. 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 decrease by nearly 4% by 2036.

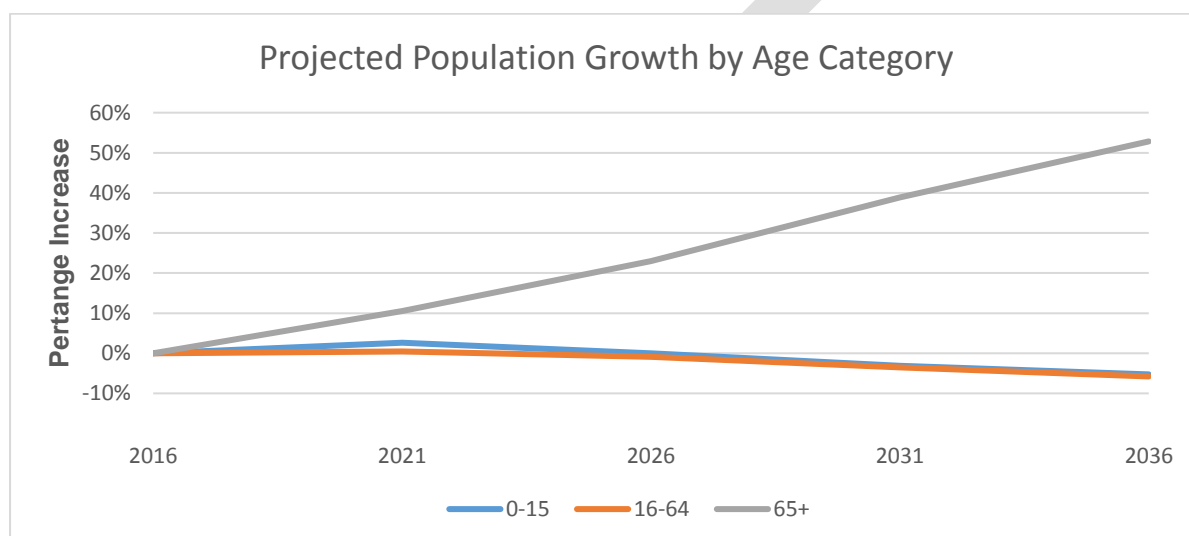


## Current Population Projections: Folkestone and Hythe:

Year	Total Population	Age Group			'Economically Active'
		0-15	16-64	65+	
2016	111,200	19,000	65,700	26,500	53,200
2021	114,800	19,500	66,000	29,300	54,100
2026	116,700	19,000	65,100	32,600	53,800
2031	118,600	18,400	63,400	36,800	53,900
2036	120,400	18,000	61,900	40,500	53,100

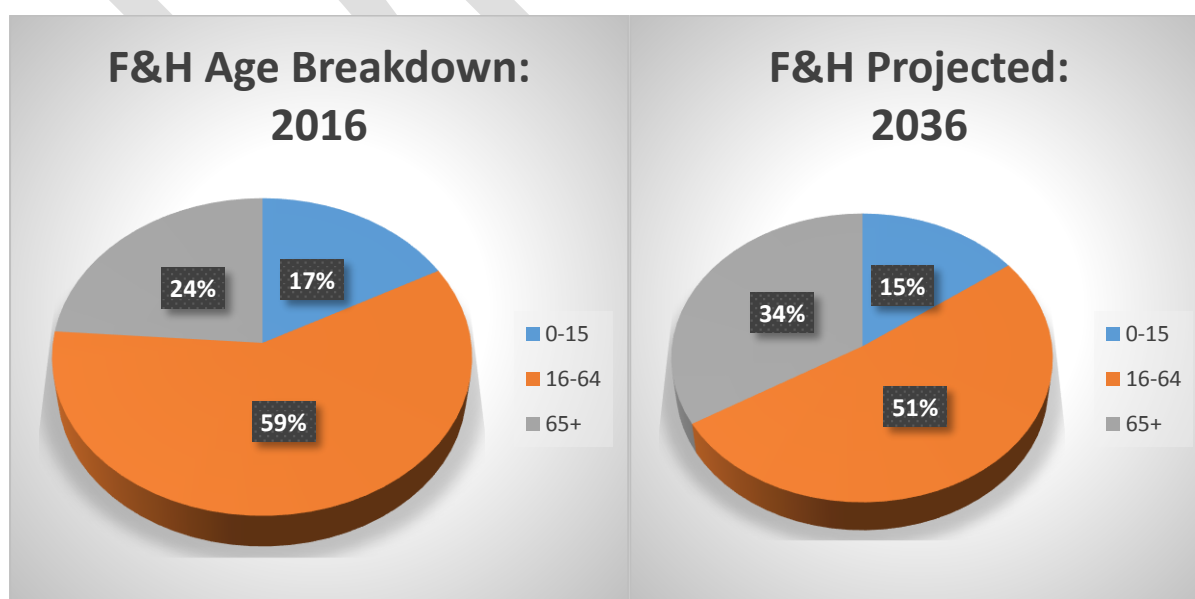
Source: KCC Housing Led Forecasts, 2017

Source: NOMIS



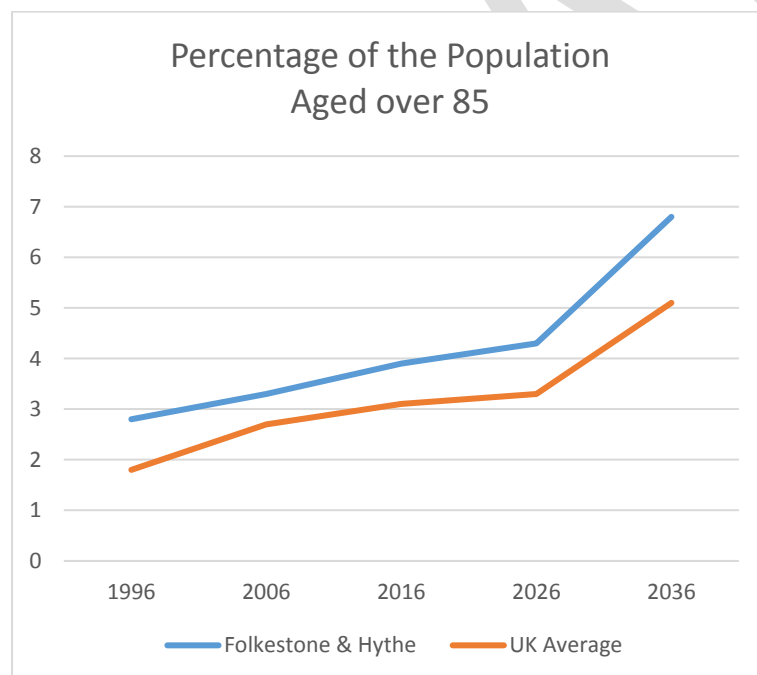
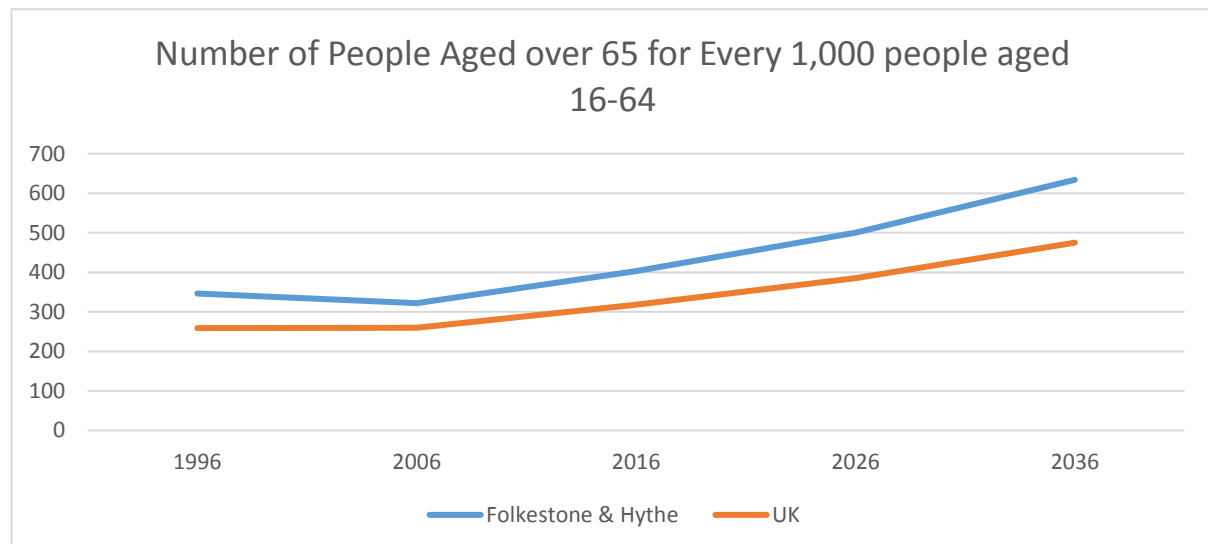
Source: KCC Housing Led Forecasts, 2017

Residents over the age of 65 currently account for 24% of Folkestone & Hythe's population. By 2036 this is expected to increase by 10%, a more significant increase than the 6% anticipated across Kent and the UK as a whole.



Source: KCC Housing Led Forecasts, 2017

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 the percentage of the population over the age of 85, are notable.



Source ONS, 2017

**7.6%**

Proportion of F&HDC residents that are elderly and reliant on support to meet financial or practical needs.

Source: 2014 Experian Ltd, reproduced in KCC 2018 District Profiles

## Population: Household Composition

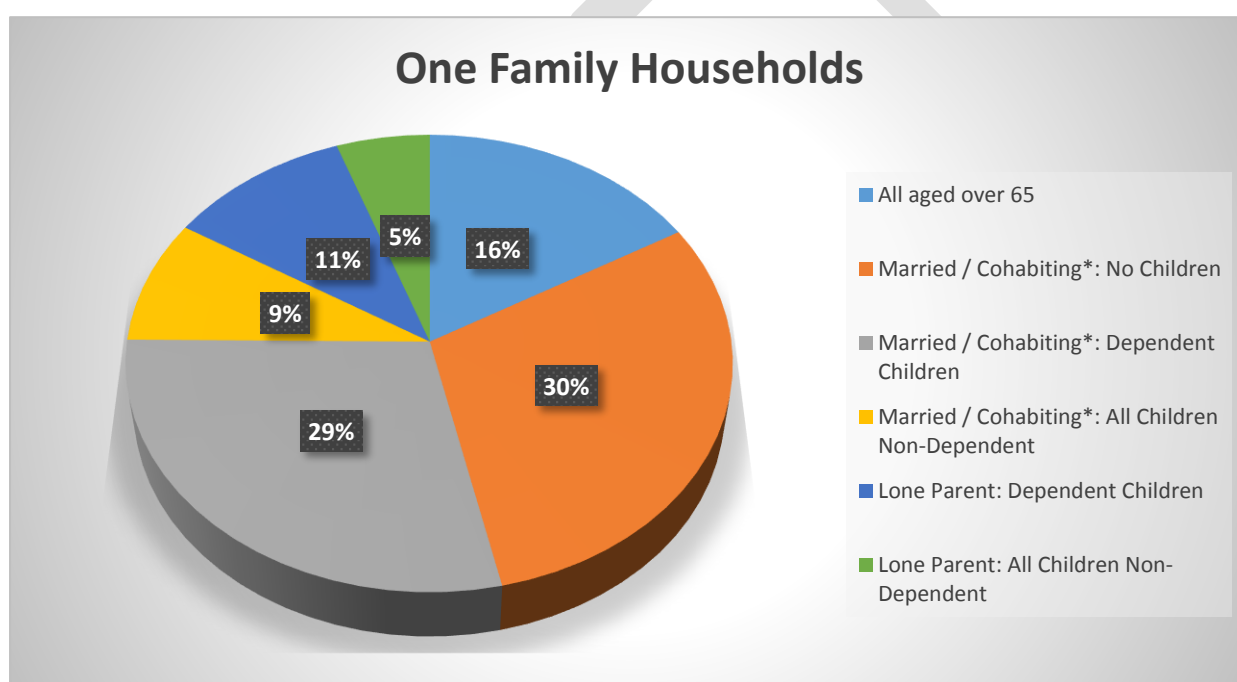
The 2011 census reported 47,379 households in the Folkestone & Hythe district.

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:



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

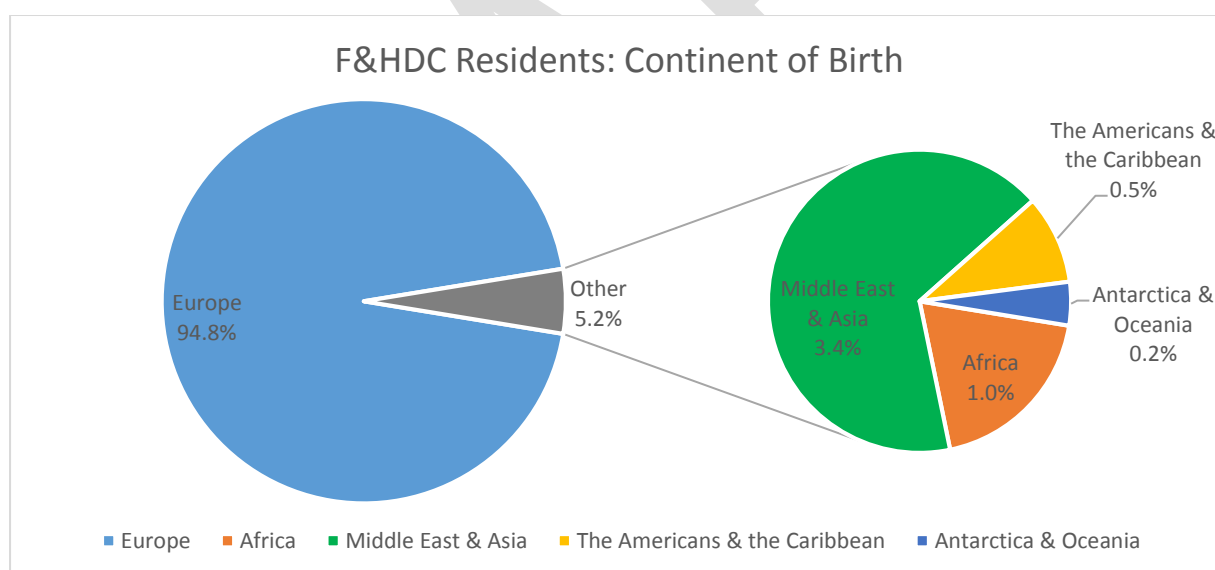
Nearly 95% of Folkestone & Hythe's population are from white ethnic backgrounds, with just over 5% from black and minority ethnic (BME) groups. While the proportion of residents from BME groups are low in comparison to regional and national averages, this is largely in line with other districts in east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

	White	BME
<b>Folkestone &amp; Hythe</b>	94.7%	5.3%
<b>Kent</b>	93.7%	6.3%
<b>South East</b>	90.7%	9.3%
<b>England</b>	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.



Source: 2011 Census

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 2017/18 a total 441 households approached the council as homeless and made applications under Part VI of the Housing Act 1996. 85% applicants stated they were from white ethnic backgrounds and 6% from black and minority ethnic (BME) groups.

Overall, there were 1732 applications to join the housing register. Of these, 92% stated they were from white ethnic backgrounds and 5% from black and minority ethnic (BME) groups. All applicants were of a European nationality, with 17 stating their nationality as other than British or Irish.

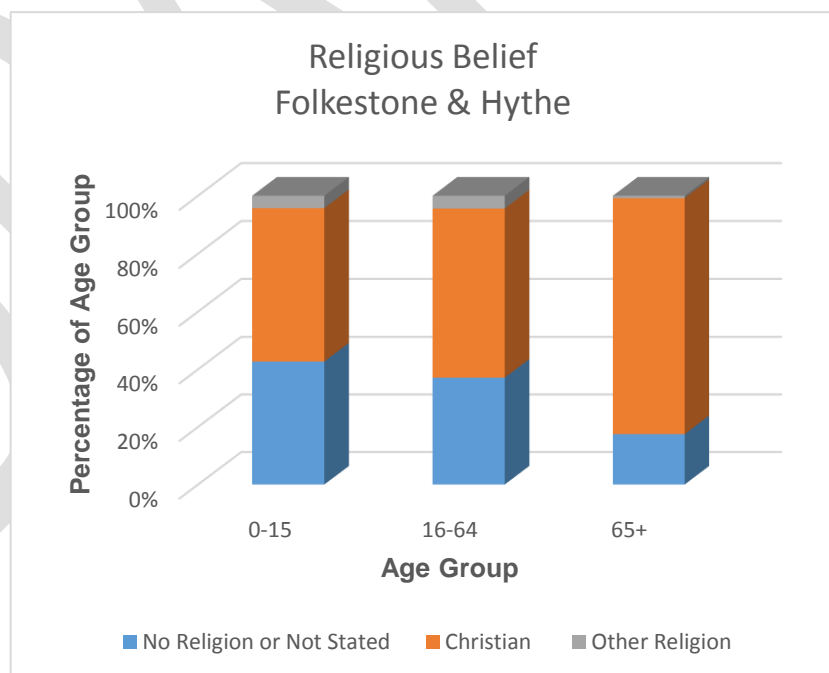
A total of 325 applicants were housed in 2017/18. Of those housed, 81.5% were from white ethnic backgrounds and 3.7% from black and minority ethnic (BME) groups.

Stating ethnicity is not mandatory and any remaining percentages are where applicants have not provided this information.

## 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 2016/17 (the most recent figures available from the Kent Public Health Observatory) 10.2% of adults in the district were recorded by their GP as having depression.

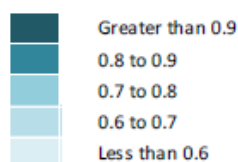
The prevalence of serious mental health conditions in Folkestone & Hythe is higher than the other districts in Kent. The percentage of patients recorded on GP QOF registers as having schizophrenia, bipolar affective disorder, other psychoses or on lithium therapy is 0.9%, the second highest in Kent. 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 (1.3% of patients) and Romney Marsh the lowest (0.6% of patients).

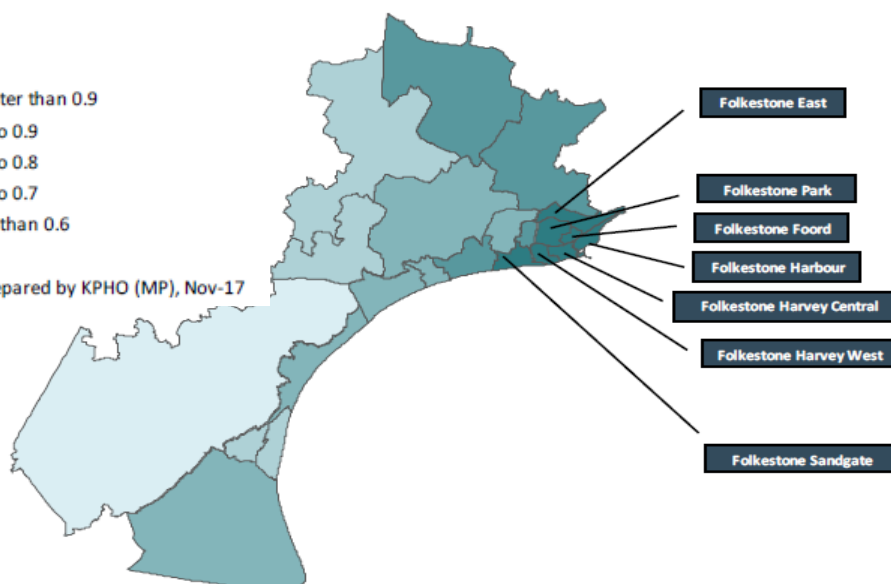
## Recorded Prevalence of Serious Mental Health Conditions

2014/15 – 2016/17

Percentage



Source: QOF, prepared by KPHO (MP), Nov-17

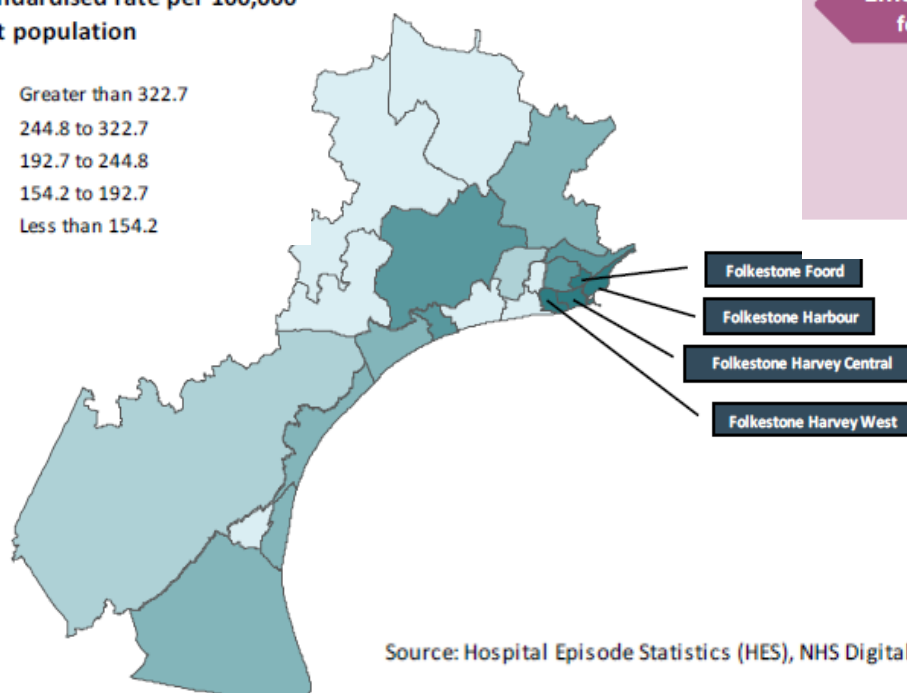
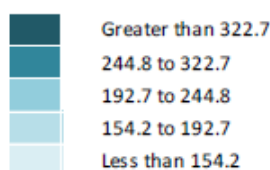


Hospital admissions for mental health conditions are in line with the Kent average. The rate between 2012/13 and 2016/17 was recorded as 251.1 per 100,000 residents. There is some variance in the district, with the highest proportion of hospital admissions recorded in Folkestone Harvey Central (509.8 per 100,000 residents), and the lowest in Elham and Stelling Minnis (89.5 per 100,000 residents).

## Hospital Admissions for Mental Health Conditions

2012/13 – 2016/17

Age standardised rate per 100,000 resident population



Source: Hospital Episode Statistics (HES), NHS Digital, ONS, prepared by KPHO (ZC), Nov-17

Emergency hospital admissions  
for serious mental health conditions

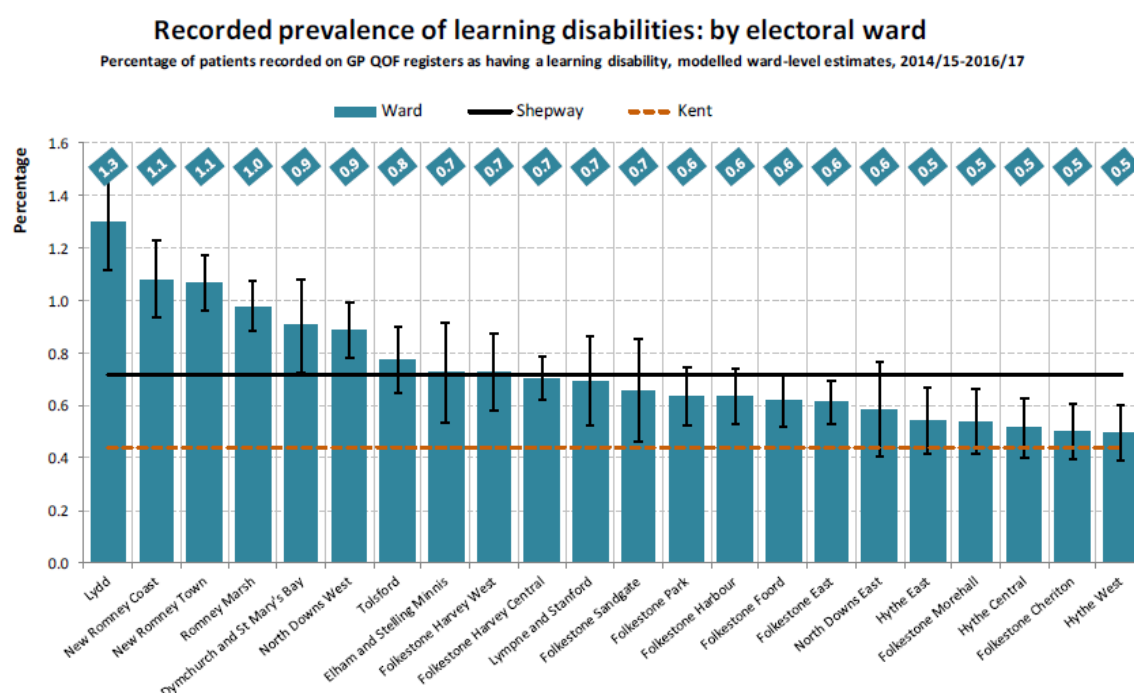
**175**  
in 2016/17



Source: QOF, 2016/17; SUS, in 2016/17

The suicide rate in the district is above the average for Kent and England. Between 2014 and 2016 the rate is recorded at 13.1 per 100,000 of the population, the third highest amongst the Kent districts. The rate across Kent overall was 11.59 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 0.43%.



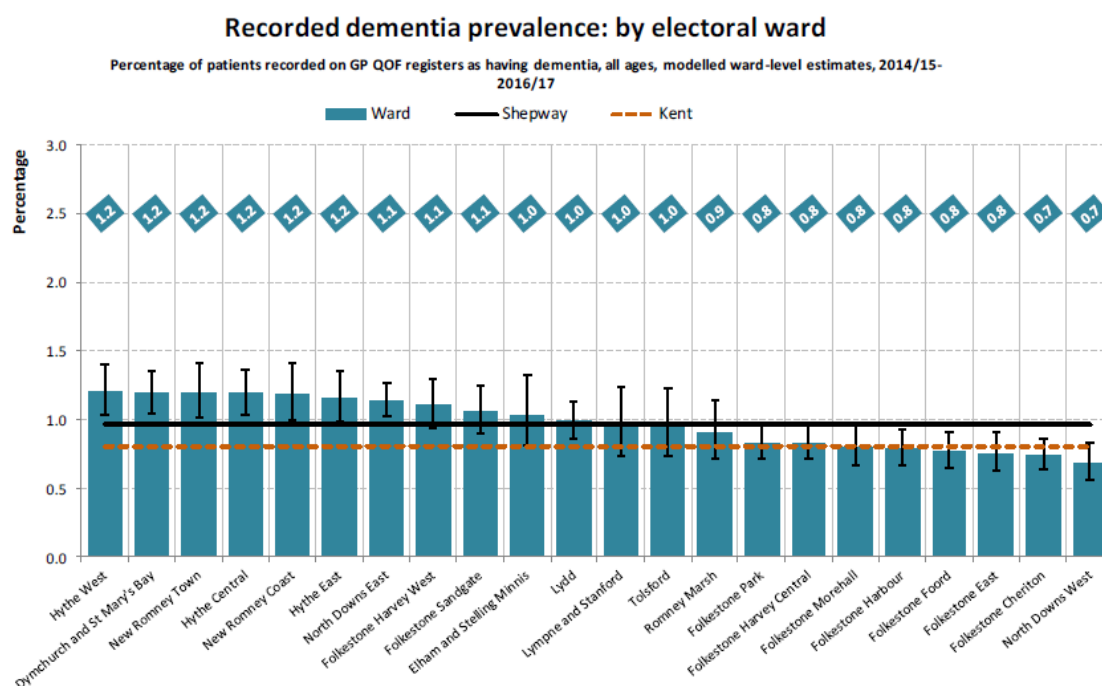
Source: QOF, prepared by KPHO (MP), Nov-17

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 with dementia than other districts within Kent.





Source: QOF, prepared by KPHO (MP), Nov-17

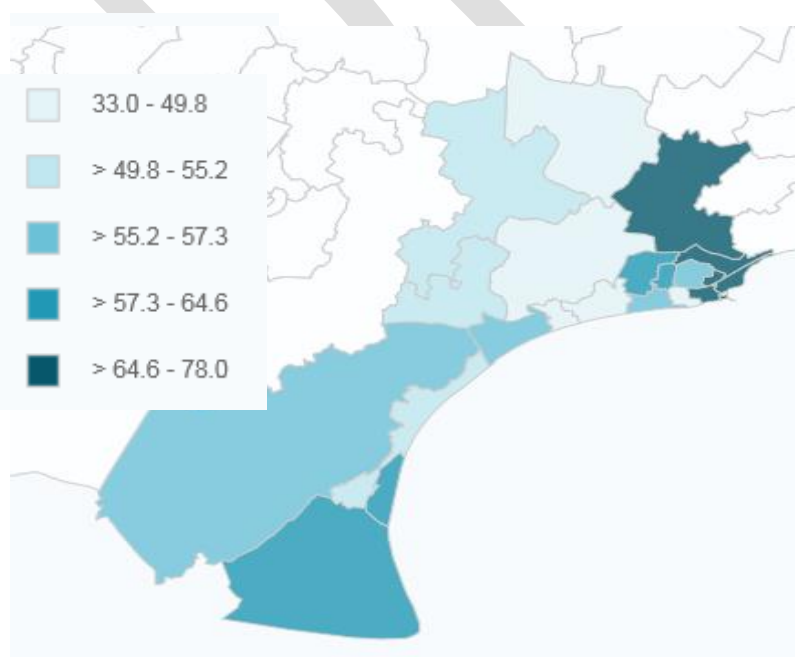
Source: KPHO, Ageing Well: Older people in Shepway

## Births & Deaths

There are traditionally more deaths per year in the district than births. Latest figures from 2015, for example, show 1,056 live births and 1,330 deaths. This is in contrast with the picture across Kent, where the live birth rate is consistently higher than the death rate.

Source: ONS, Vital statistics, 2015

## General Fertility Rates



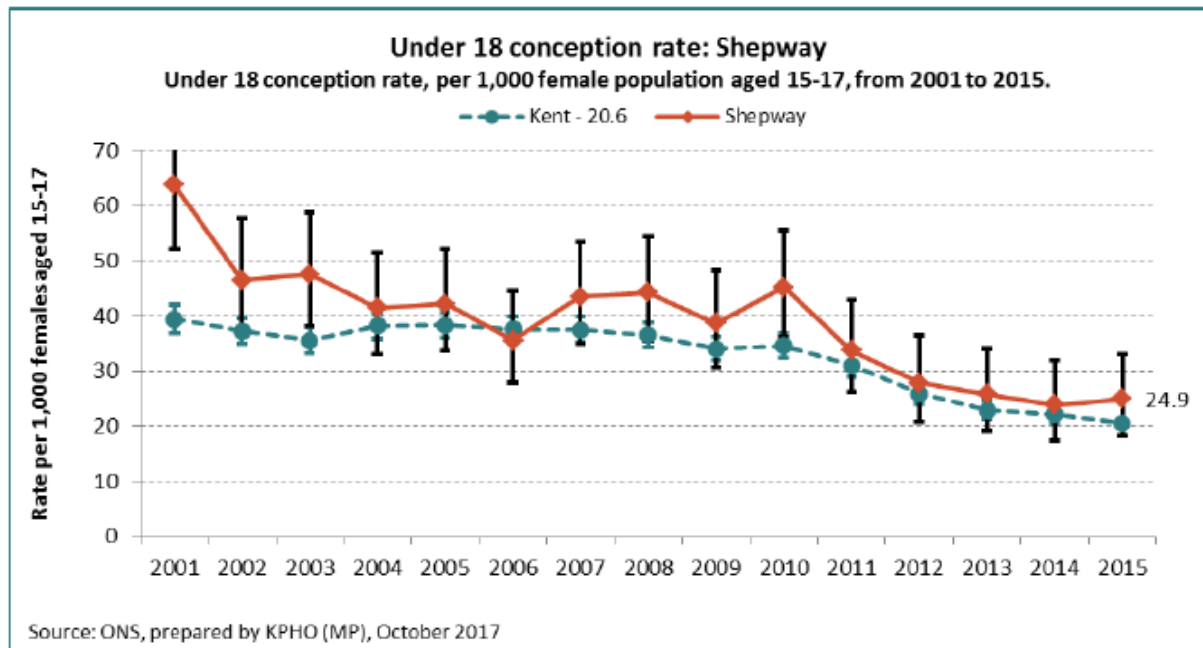
The General Fertility Rate (GFR) is the number of live births per 1,000 females aged between 15 and 44.

Measured between 2014 and 2016, the current GFR for Folkestone & Hythe is 60.3. This is line with the GFR over the last 20 years and reflective of county and national averages.

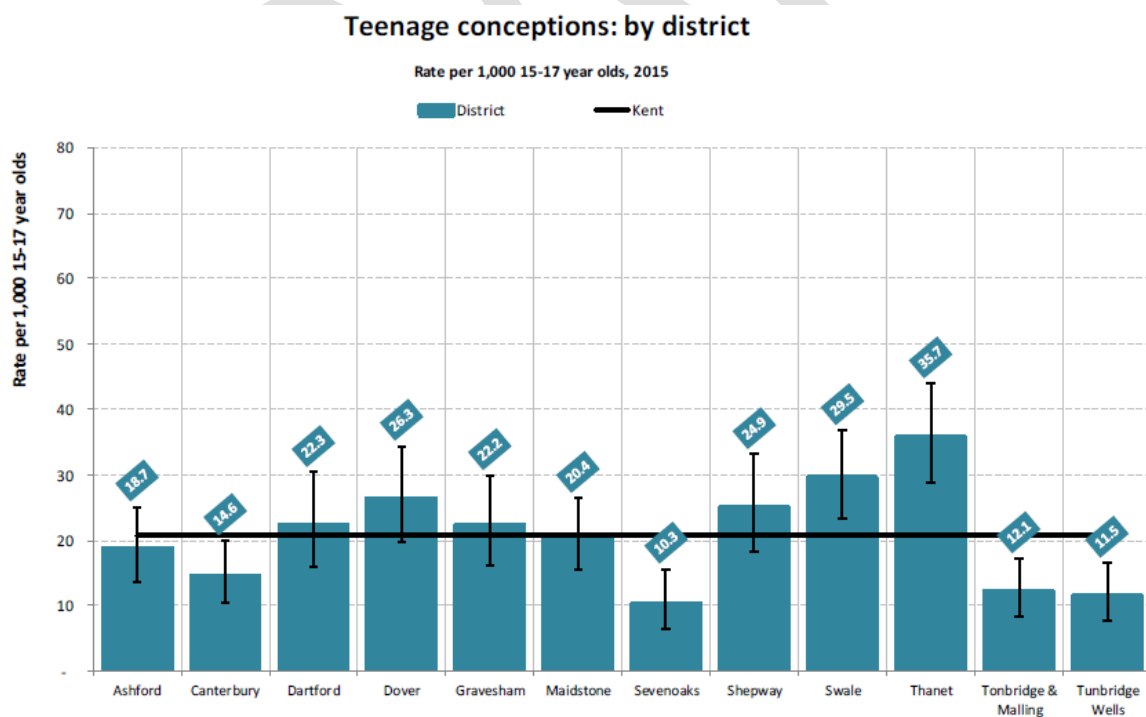
Source: KPHO. Starting Well: Children in Shepway, 2017

## Teenage Pregnancies

Under 18 conception rate – An Historical Comparison:



Teenage Conceptions: A Kent Comparison:



## Life Expectancy

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

Life expectancy in years:

Source: ONS, 2014-16

	Folkestone & Hythe	Kent	South East	England
Female	83.2	83.4	84	83.1
Male	79.2	79.9	80.6	79.5

At the age of 65 years, the average female in the Folkestone & Hythe District lives for a further 21.4 years, with the average male living for a further 18.8 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 75.5 years in Folkestone Harvey Central. 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 23.1 years for males and 27.3 years for females) in Elham and Stelling Minnis. Folkestone Harvey Central has the lowest life expectancy for 65 year old males (17 years), while Tolsford has the lowest for females (18.3 years).

Source: PCMD, 2012-2016. Reproduced in KPHO, Living Well: Overview; Living well in Shepway

Source: KPHO, Ageing Well: Older People in Shepway

## Disability Benefits

10.7% 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 11.4%) has a higher percentage of disability benefit claimants. While the percentage of disability claimants that are over the age of 65 are in line with national figures, there is a higher proportion across all other age brackets, practically young people.

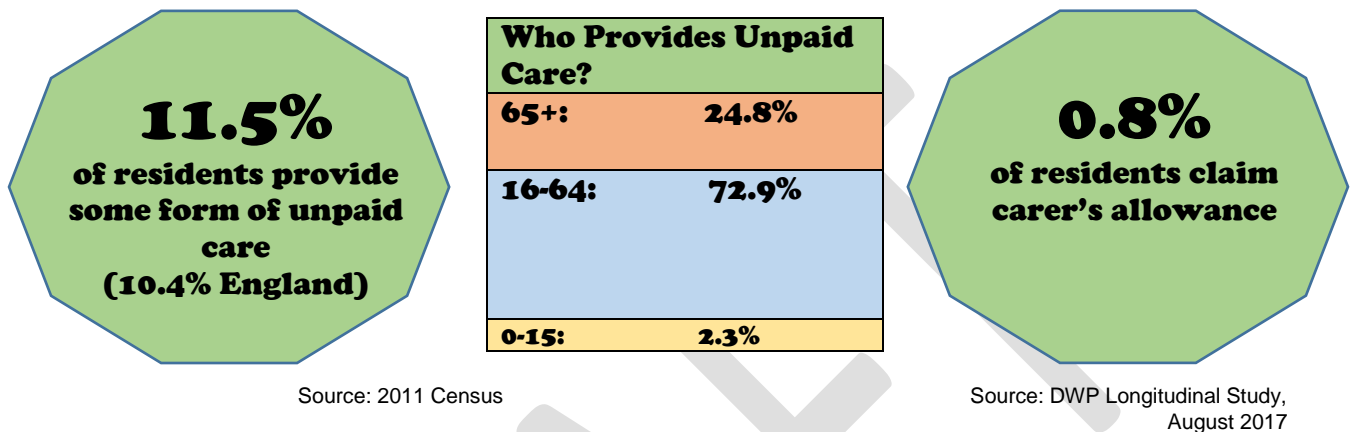
	Folkestone & Hythe	Kent	South East	England & Wales
Overall	10.7%	7.9%	6.5%	8%
0-15	5.8%	4.6%	3.5%	3.7%
16-64	7.7%	5.4%	4.3%	5.4%
65+	20.6%	17.9%	15.8%	20.3%
Young People (under 25)	6.0%	4.6%	3.4%	3.6%

Source: DWP Longitudinal Study, August 2017

Mirroring the national picture, a higher proportion of males claim disability benefits than females.

The majority (67.8%) of disability benefit claimants do so due to a physical disability, 16.2% due to a mental health condition, and 13.3% due to a learning difficulty.

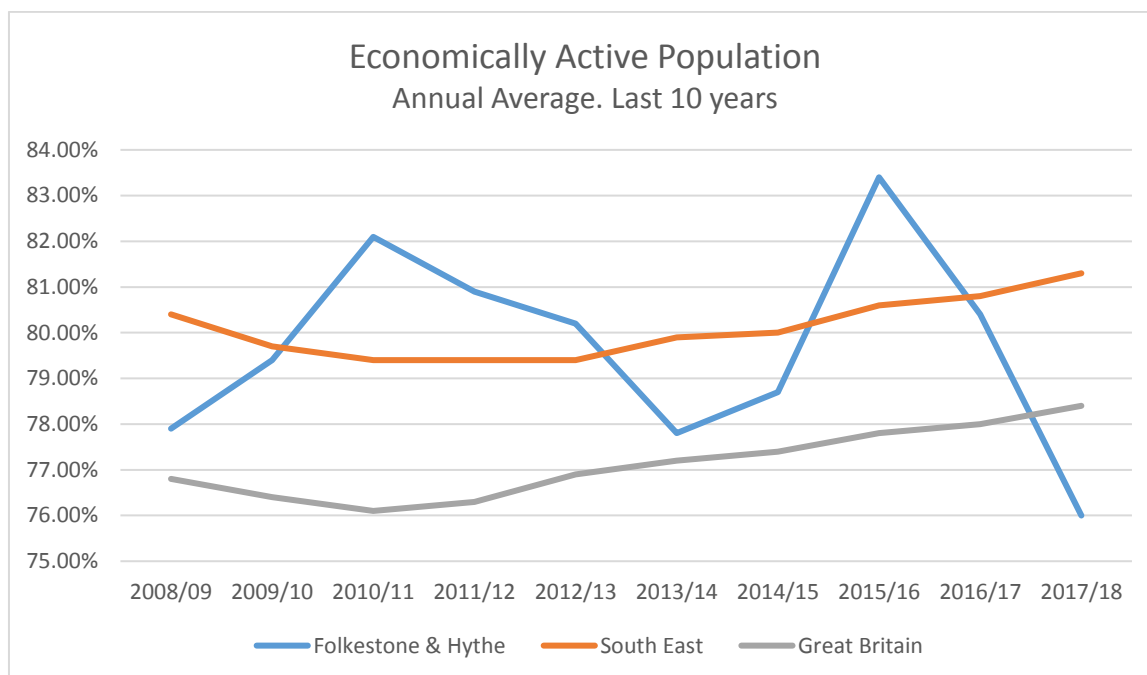
### People Providing Unpaid Care



## Economic Profile

### Labour Supply & Economic Activity

In 2017/18, 76% of those aged between 16 and 64 were 'economically active', defined as either in employment or unemployed and available for and actively seeking work. While this measure does vary significantly year on year (the figure was 83.4% in 2015/16, for example) it does represent the lowest annual average in the district since 2005/06.



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. However, in 2017/18 while the proportion of economically active females has remained broadly consistent at 75.5%, the proportion of economically active males has decreased to 76.4%.

In 2017/18, 71.8% of those aged 16-64 were in some form of employment. The majority (64.2% of those aged 16-64) were employees while 7.7% were self-employed.

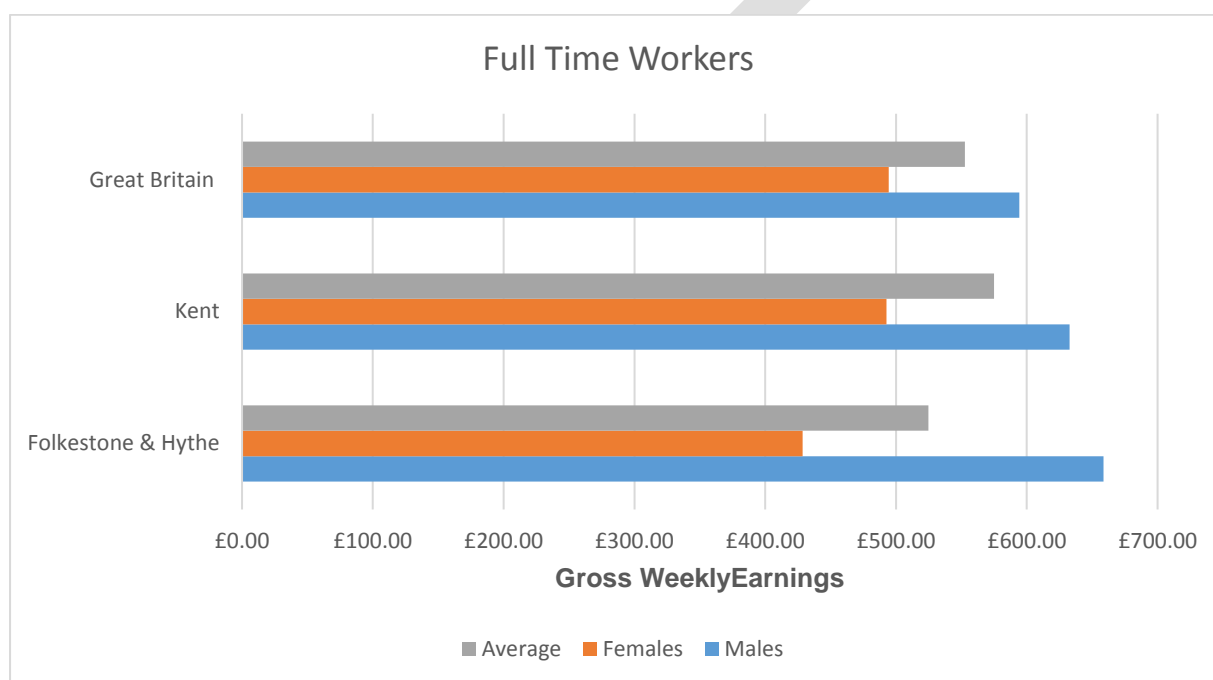
Residents that are classed as 'economically inactive' have increased in recent years. In 2017/18 24% of those aged 16-64 were unavailable to work because of family commitments, retirement or study, or unable to work through sickness or disability. This is higher than the average across the south east (18.7%) and Great Britain as whole (21.6%).

## Earnings and Income

The average Folkestone & Hythe resident earns £433.50 per week. This is lower than the average Kent resident (£464.60 per week) and across the south east (£484.90 per week) and Great Britain as a whole (£450.30 per week).

Source: KCC Business Intelligence Statistical Bulletin: Earnings in Kent, 2017

There are, however, large variations between the earnings of men and women, and those in full time and part time employment. Based on a study of full-time workers, the average earnings of males in Folkestone & Hythe exceed county and national comparisons.



Source: NOMIS, Annual Survey of Hours & Earnings, 2017

The average weekly earnings of those that work in the district (not necessarily Folkestone & Hythe residents) are on average 6% less than those who live here. This differentiation is largest amongst female workers: the average female living in the district who works full time earns £428.60 a week. The average female working in the district (not necessarily resident here) earns £396.60 a week.

Source: NOMIS, Annual Survey of Hours & Earnings, 2017

## Employment by Occupation

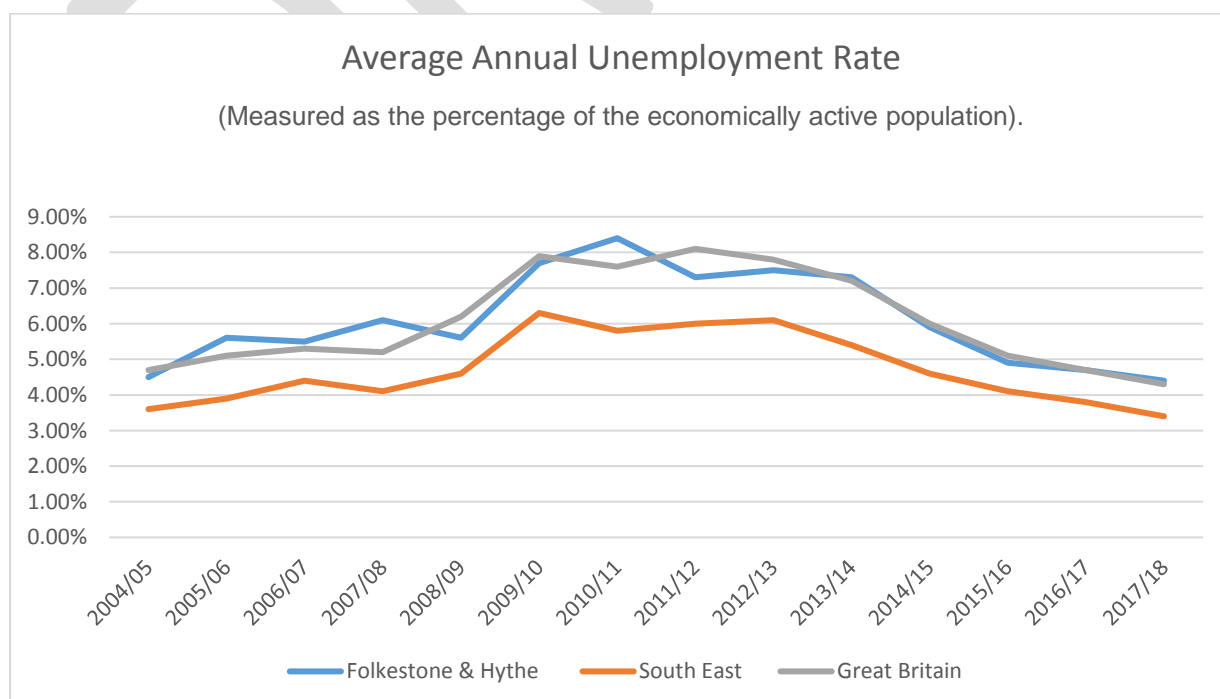
	Proportion of those in Employment in 2017/18		
	Folkestone & Hythe	South East	Great Britain
<b>Soc 2010 major group 1-3</b>	<b>40.4%</b>	<b>50.8%</b>	<b>45.8%</b>
1 Managers, directors and senior officials	8.1%	12.3%	10.8%
2 Professional occupations	15.9%	22.7%	20.3%
3 Associate professional & technical	16.4%	15.8%	14.5%
<b>Soc 2010 major group 4-5</b>	<b>23.1%</b>	<b>20.3%</b>	<b>20.6%</b>
4 Administrative & secretarial	9.1%	10.3%	10.3%
5 Skilled trades occupations	14.0%	9.9%	10.2%
<b>Soc 2010 major group 6-7</b>	<b>20.4%</b>	<b>15.3%</b>	<b>16.7%</b>
6 Caring, leisure and Other Service occupations	12.8%	8.5%	9.0%
7 Sales and customer service occs	#	6.8%	7.6%
<b>Soc 2010 major group 8-9</b>	<b>16.1%</b>	<b>13.5%</b>	<b>16.9%</b>
8 Process plant & machine operatives	#	4.8%	6.3%
9 Elementary occupations	10.8%	8.7%	10.5%

# Sample size too small for estimate

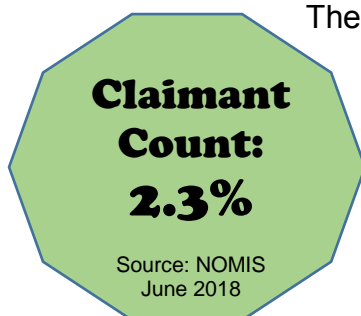
Source: NOMIS, 2018

## Unemployment and Working Age Benefits

The unemployment rate in the district has continued to fall, measuring 4.4% in 2017/18.



Source: NOMIS



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

A claimant count of 2.3% is high in comparison to the south east as a whole (1.3%), but in line with the national average (Great Britain: 2.2%)

2.9% of males and 1.7% 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
<b>18-24</b>	3.3%	1.8%	3.0%
<b>(of which 18-21)</b>	(3.8%)	(1.9%)	(3.1%)
<b>25-49</b>	2.3%	1.3%	2.2%
<b>50+</b>	2.3%	1.3%	1.9%

Source: Nomis, June 2018

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.

Proportion 16-64 year olds that claiming one or more of the main Department for Work and Pension (DWP) benefits:

% of those aged 16-64			
	Folkestone & Hythe	South East	Great Britain
<b>Total Claimants</b>	13.6%	8.3%	11.0%
<b>Jobseekers</b>	1.6%	0.7%	1.1%
<b>ESA &amp; Incapacity Benefits</b>	6.8%	4.4%	6.1%
<b>Lone Parents</b>	1.2%	0.8%	1.0%
<b>Carers</b>	2.3%	1.3%	1.7%
<b>Other Income Related Benefits</b>	0.2%	0.1%	0.2%
<b>Disabled</b>	1.2%	0.8%	0.8%
<b>Bereaved</b>	0.2%	0.2%	0.2%
<b>Main out-of-work benefits*</b>	9.8%	6.1%	8.4%

Source: NOMIS, Nov 2016

\*Main out of work benefits consist of job seekers, ESA & Incapacity benefits, lone parents and other income related benefits. These are considered to best represent a count of all those benefit recipients who can not be in full time employment as part of their condition of entitlement. Figures do not include claimants of universal credit.



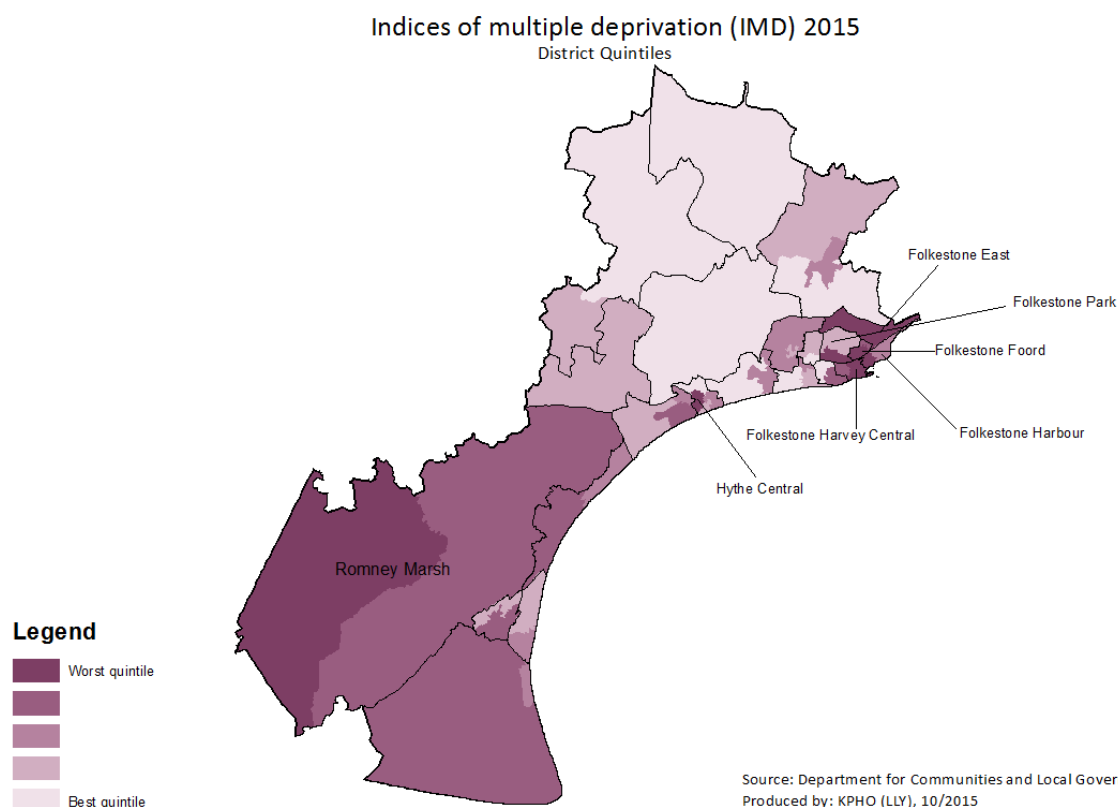
## Deprivation

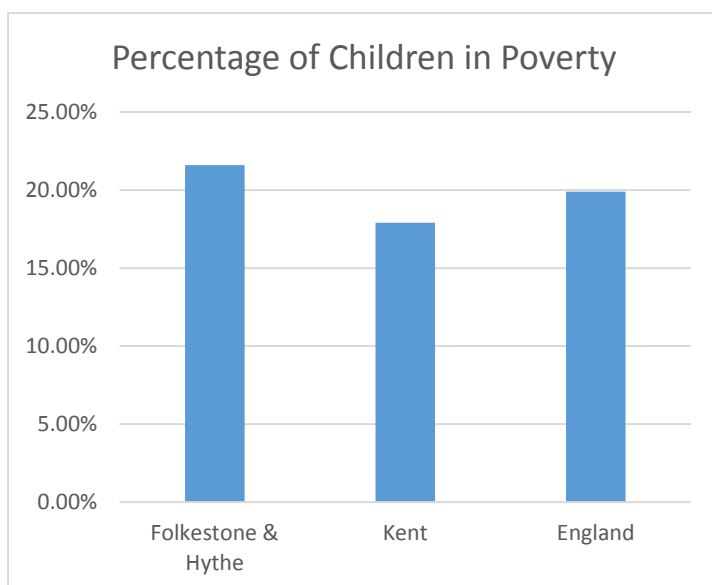
**Folkestone & Hythe is the third most deprived district in Kent**

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 20% of England and areas that are within the least deprived 20%.

Source: Communities & Local Government (CLG), 2015

The map below shows 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. The darkest purple areas show the worst deprivation. Data is split into areas generated by the Office of National Statistics based on population size rather than by ward.





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, 2014.

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 6<sup>th</sup> July 2018, contains data from the mid-2017 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 profiles,** 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/populationestimatesforukenglandandwalesscotlandandnorthernireland>

**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>

### 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/>

## 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 2017/18 the council completed an EIA when:

- Replacing play equipment at the Coastal Park in Folkestone
- Developing the Places and Policies Local Plan
- Restructuring the Customer Services department
- Reviewing and updating the council's Safeguarding Policy
- Reviewing and updating the council's Events Policy
- Considering the annual production of the council's General Fund Budget and Council Tax Setting
- Considering the Council Tax Reduction Scheme (While the EIA was completed in December 2016, the policy was to be implemented from 2017/18)
- Considering the implementation of the Council Tax Exceptional Hardship Policy (While the EIA was completed in December 2016, the scheme was to be effective from 2017/18)

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 2017/18:

- St Mary in the Marsh Neighbourhood Development Plan  
In addition to the consultation on St Mary in the Marsh Neighbourhood Development Plan the council also supported the work of Hythe, Lympne, New Romney and Sellindge in the development of their Neighbourhood plans.
- Places and Policies Local Plan Submission Draft

- Core Strategy Local Plan Review
- Sandgate controlled parking zone scheme
- Bellevue Street area controlled parking zone scheme (Consultation ended on 31<sup>st</sup> March 2017)
- Princess Parade controlled parking zone scheme
- East Folkestone controlled parking zone scheme
- The installation of disabled persons parking bays across the district
- 2018/19 Budget Setting
- East Kent Housing consulted on their new Resident Involvement Strategy
- While not a regulatory or formal public consultation, the council has run Otterpool Park engagement events and provided feedback opportunities.

## 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 undertakes an annual customer satisfaction survey, demonstrating that 98% of customers are satisfied with the service they receive and agreeing that we regularly provide an excellent quality of service. The annual survey has also resulted in service improvements, with mobile "Footprint" alarms now being offered as a direct result of customer feedback. We are the first tele-care service to provide these new personal alert systems, using GPS technology to support a whole range of customers.

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

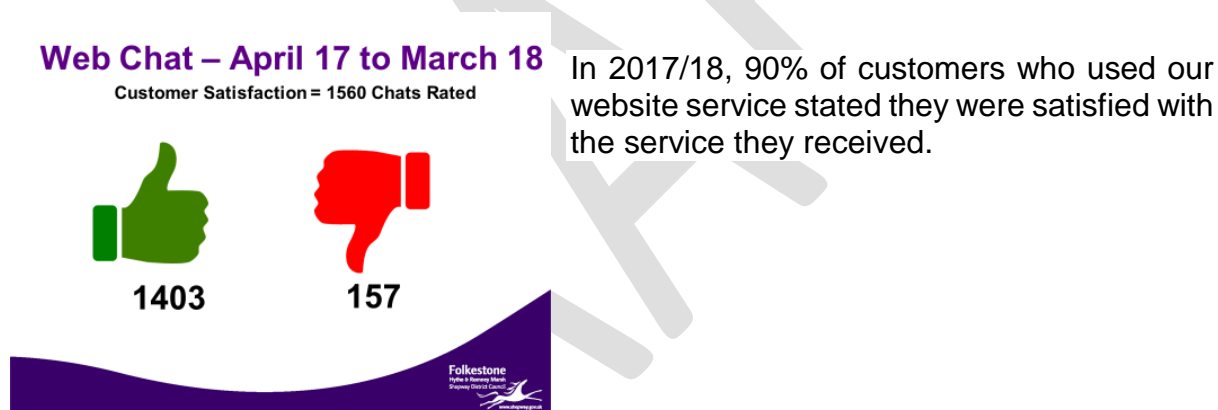
Further information can be found at: <http://folkestone-hythe.gov.uk/your-council/policies-plans-and-documents/customer-charter>

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. 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.

In addition to the Customer Service Excellence standard, we have also been recognised nationally for improving customer experience. In 2017/18 our Revenues and Benefits Team won the “Transforming through Technology” award for reinventing the way the service is operated, developing online services that offer a more efficient, resilient service for the customer.

We have various mechanisms that support customers 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. During 2017/18 we have increased our digital access channels, developing on line forms and the self-service platform and extending our live webchat customer service into evenings and weekends, while continuing to provide support through the once a week drop in service at New Romney Town Council. We have introduced an accessibility version of our online forms and “floor walkers” to support customers accessing our self-service machines at the Civic Centre. 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.



We are not only dedicated to enabling members of the community access 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 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.

We continue to support charities, the voluntary and community sector and have awarded funding to organisations such as Citizens Advice, Shepway Sports Trust and the Quarterhouse that undertake activities to support the physical and mental health

and wellbeing across our district. We have awarded Member Ward Grants that have benefitted local charities and community groups and, through supporting initiatives such as 'Loan Shark Week', have provided advice to charities such as Age UK who can then support their clients.

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**

The council has developed a training programme specifically designed to enable staff better understand different customer needs and ways to support them. During 2017/18 we ran training courses on supporting customers with learning disabilities, with those affected by drug and alcohol abuse, and by domestic violence. We currently have over 100 staff and Councillors trained as Dementia Friends supported by a dementia champion within HR. All staff are required to undertake specific equality and diversity training on a regular basis, we provide extensive safeguarding training to ensure staff know how to support vulnerable people, and we have delivered training on preventing extremism, which gives our staff an understanding of radicalisation and who can be drawn into it. 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 (see Section 3) 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.

## Section 3: Understanding our Workforce

On 1<sup>st</sup> April 2018 there were 368 members of staff employed by Folkestone & Hythe District Council. The average number of full time equivalent staff was 321. The total amount of staff employed by the council has not fluctuated substantially over the previous year; during 2017/18 the average headcount was 369 staff and the average number of full time equivalent staff was 321.

### Workforce Profile

All figures used in the workforce profile information below are as at 1<sup>st</sup> April 2018 and include staff the council directly employs only.

#### Age and Sex

- 56% of the Council's workforce are female; 44% are male.
- 6% of staff are aged 24 and under
- 87% of staff are aged between 25 and 59
- 5% 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	23	49	49	68	13	205
Male	2	23	30	43	52	13	163
Total	5	46	79	92	120	26	368

#### Ethnicity and Disability

- 2% of the council's workforce have declared a disability.
- While headcount figures are too low to draw any established conclusions, 75% of those that have declared a disability are male. Overall 3.68% of all employed males have declared a disability when compared to 0.98% of females.
- 86% of the council's workforce have indicated that they are from white ethnic backgrounds and 7% from black and minority ethnic groups. The remaining 7% have not declared their ethnicity.

#### Working Hours and Pay Grade

- 26% 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. 82% 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: <http://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	54	36	4	94
Time Staff	102	114	45	261
Total Staff	156	150	49	355
% of Total Staff	42%	41%	13%	96%*

\* The remaining 4% 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.

## Turnover

- 53 people left the council's employment during 2017/18. This represents a crude staff turnover rate of 14%. The 'crude' turnover figure includes reasons such as redundancy and those employed on a short-term basis to, for example, provide maternity cover and support the annual electoral registration canvass. The voluntary turnover rate, which counts resignations only, was 9%.

## Staff Grievances

- There were no staff grievances raised relating to equality in 2017/18:

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



## Section 4:

# Our Achievements and Engagement Activities

The council has undertaken several major projects during 2017/18 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 2017/18”](#) [Link to be inserted]

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, and providing 71 disabled facilities grants to support those with disabilities adapt their homes.

In February 2018 the Folkestone Community Works (Community Led Local Development) programme launched its grant scheme. Successful in securing £4.9 million of funding, the scheme provides targeted grants to enable local businesses grow and support residents into work or education within the central and east Folkestone wards.

During 2017/18 we have worked in partnership with community groups to deliver or support initiatives that have enhanced the appearance of the district and provided benefits to a range of residents. Working with Radnor Park Community Group, East Kent College, local charities and businesses, we delivered a major regeneration project at Radnor Park, providing modern new outdoor play facilities for our community.



Litter picking events have been organised across the district by both the council and community groups, such as the Nepalese community, and involved organisations such as the Hythe Environmental Group, who support members with learning difficulties. 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, 70 ‘Lone Ranger’ sets of litter picking equipment have been issued.

Volunteers from a range of backgrounds, including elderly residents and young adults with learning difficulties, worked together to help maintain our open spaces as part of our “Green Gym initiative”. We have also supported other volunteering initiatives, such as the work undertaken on The Vinery area of the Leas, bringing different community groups together to develop a beautiful public space.

The “Average Days Work” programme provided students from East Kent College with moderate learning difficulties the opportunity to get involved with local community projects.

The Council continues to support charities, the voluntary and community sector through grants. Our Local Children’s Partnership Group distributed over £40,000 of funding towards local community projects, empowering young people to make safe and positive decisions, and promoting healthy weight and positive self-image. 165 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.

We hosted the first Dementia Conference in the district, raising awareness and providing advice and support. Coupled with our dementia friendly business programme, our efforts resulted in the registration of over 300 new Dementia Friends.

During 2017/18 the council, as part of the Folkestone & Hythe Community Safety Partnership, played a key role in planning and organising the 2018 Mental Health Conference. Aimed at a range of professionals from throughout the district, the conference sought to explore the way mental health affects individuals through all stages of life.

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.



As part of the Folkestone & Hythe Community Safety Partnership the council also worked with the Kenward Trust to deliver sessions to young people believed to be at risk or vulnerable, have continued to support the Positive Choices Programme, and organised awareness initiatives on subjects such as gangs and loan sharks.



We have worked with local schools to provide information about hate crime, diversity and the population locally, with the young people participating in a ‘design a poster’ competition. The winning poster (left) has been displayed across the Kent Police and council websites, as well as social media, in order to help raise awareness of hate crime.

More than 30 children from local schools took part in Le Sailing Voyage, a life changing cross border project with schools in Boulogne, France. Breaking down international barriers, those involved experienced different cultures, formed new friendships, gained improved confidence and self-esteem, and overcame many personal and physical challenges. After four residential weekends with 30 other French children, the project culminated in a 4 day sailing voyage on two tall ships between Folkestone and Boulogne as part of the Boulogne Sea Festival.



Building on from visits to care homes, independent and assisted living centres in 2016, our Elections Team has 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. Similar initiatives are currently being planned for the 2018/19 academic year.

While not exclusively for young people, 68 new apprenticeship grants were awarded in 2017/18.

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 2017/18”](#) [Link to be inserted]

## 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 2017/18 the council received 266 complaints, 180 compliments and 13 cases of feedback.

Of the 266 complaints received:

- 212 were resolved at Stage One
- 54 progressed to Stage Two
- 34 were resolved at Stage Two
- 20 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 266 complaints received, six were related to equality and diversity issues. Three of these were resolved at Stage One and related to:

- The submission of planning applications
- Access to disabled toilet facilities
- Banding of housing application

Three complaints progressed to Stage Two, of which one, relating to housing allocation, was resolved at this stage.

Two complaints, relating to the provision of play equipment for those with disabilities and recognising a customer's disability when providing requested information, progressed to the Local Government Ombudsman.

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 & Improvement	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.  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
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"> <li>Living with dementia and how we can support customers with dementia, 100 staff and Councillors are trained as Dementia Friends.</li> <li>Deafness awareness sessions to enable staff to more effectively support those with hearing impairments.</li> <li>Inputs from the mental health charity Mind; and Rainbow centre regarding the Roma community</li> </ul>	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