



Folkestone & Hythe District Council

Annual Equality and Diversity Report (DRAFT)

A reflection on the 2019/20 Year
Published: xx 2021



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 2019/20 to promote equality, diversity and inclusion both amongst its workforce (officers and members) and within the community, and the positive measures that have been taken to remove barriers, improve access to services and increase customer satisfaction.

We hope that you find this document useful and informative.

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

Alternatively you can contact us:

Email: policy@folkestone-hythe.gov.uk

Yours sincerely,

Signature here

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

Signature here

Dr Susan Priest
Chief Executive

Contents

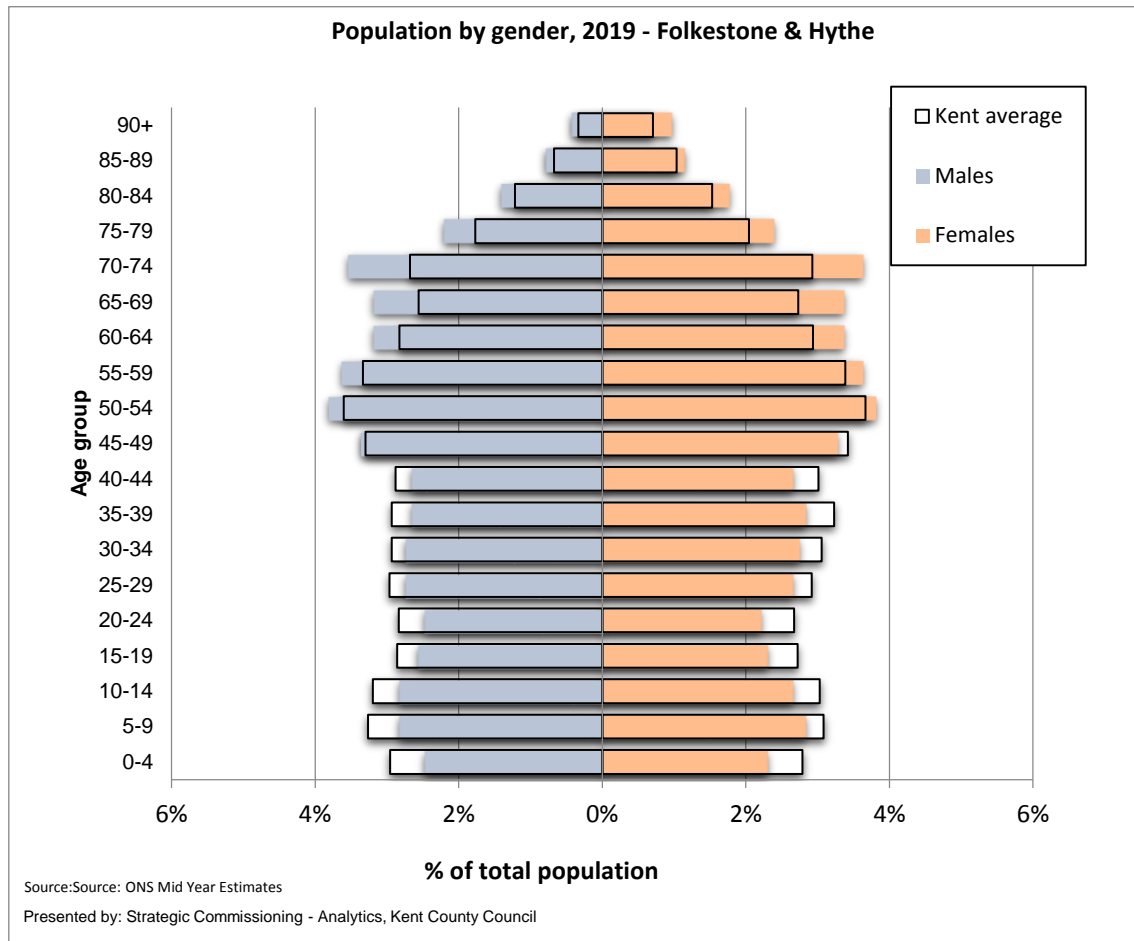
Section 1: Understanding our Communities	3
Age and Sex	4
Population:	
Changes and Forecasts	8
Household Composition	10
Ethnicity	11
Religion	12
Health	13
Economic Profile	23
Data Sources	29
Section 2: Understanding our Customers	30
Equality Impact Assessments	30
Consultations	31
Improving our Customer Experience	31
Developing our Staff	35
Section 3: Understanding our Workforce	35
Workforce Profile	36
Turnover	37
Staff Grievances	37
Section 4: Our Achievements and Engagement Activities	37
Section 5: Compliments, Feedback and Complaints	42
Section 6: Equality Objectives	43

Section 1: Understanding Our Communities

Age and Sex

Overview

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



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

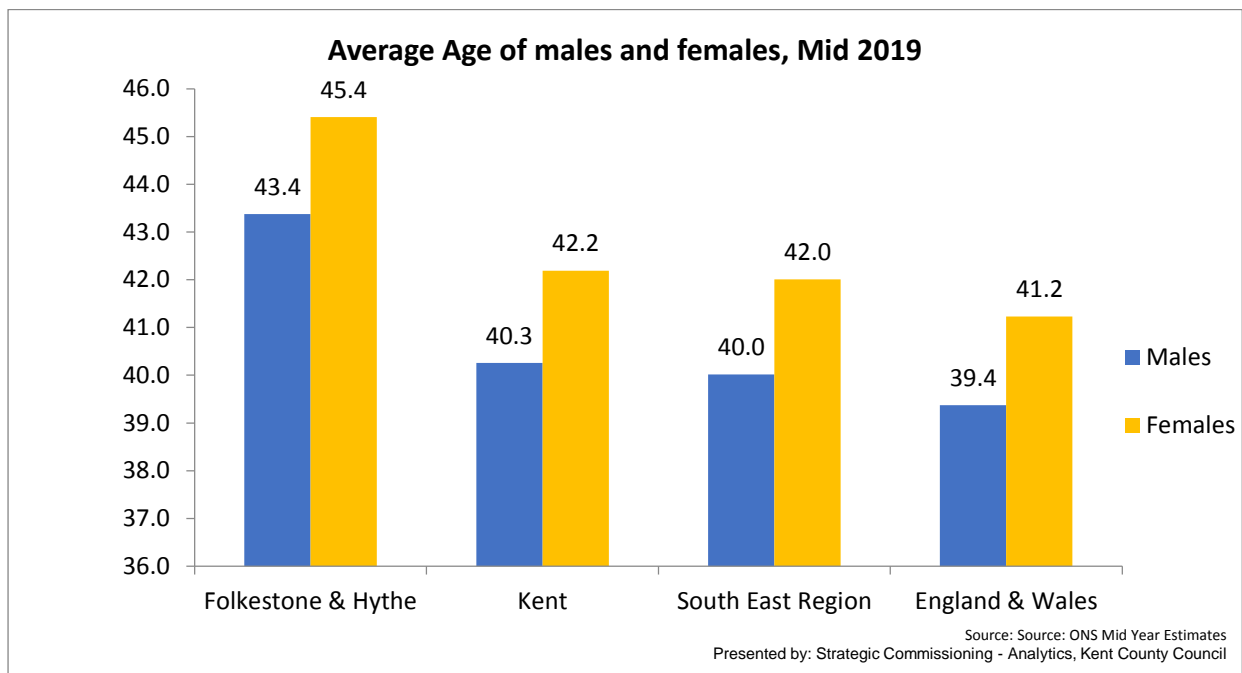
Source: KCC District Profile / ONS, 2019 mid-year population estimates

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

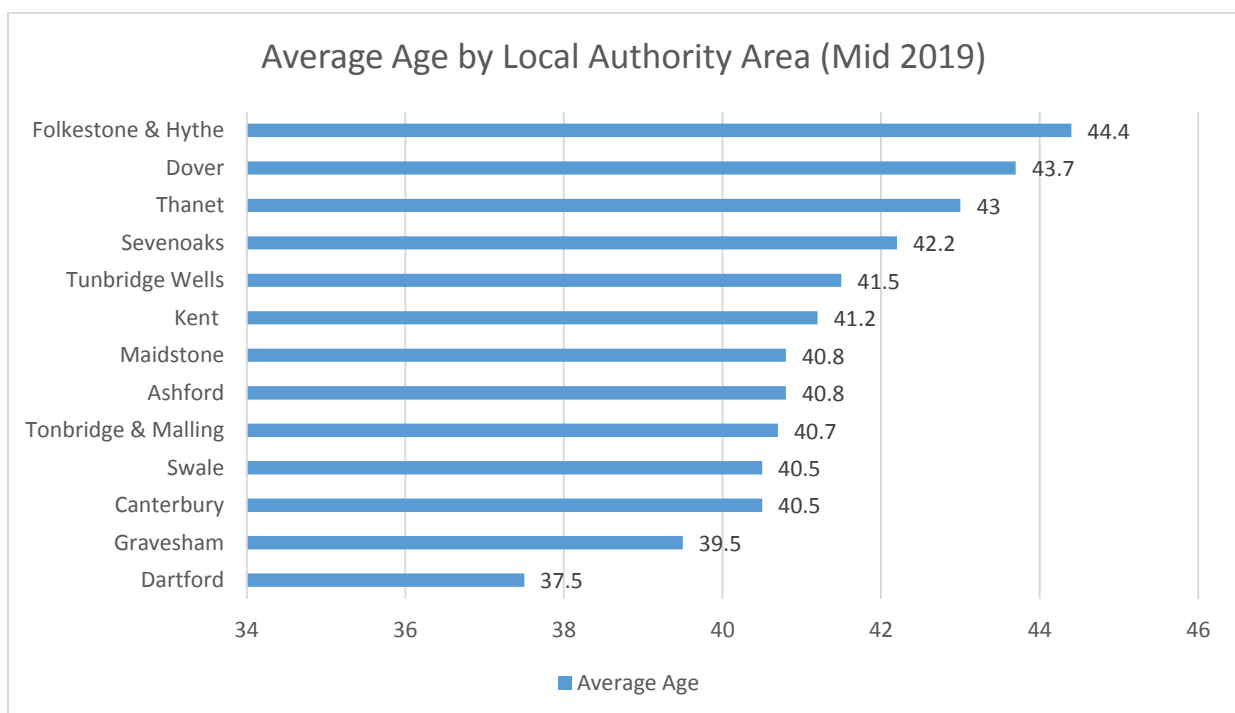
There is a lower proportion of residents aged under 45 when compared to Kent overall. The district has a larger percentage of residents aged over 45.

The male to female ratio changes with age. There are more males under the age of 55 than there are females. From age 50 + there are more females than males.

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



Source: KCC District Profile/ ONS, 2019 mid-year population estimates

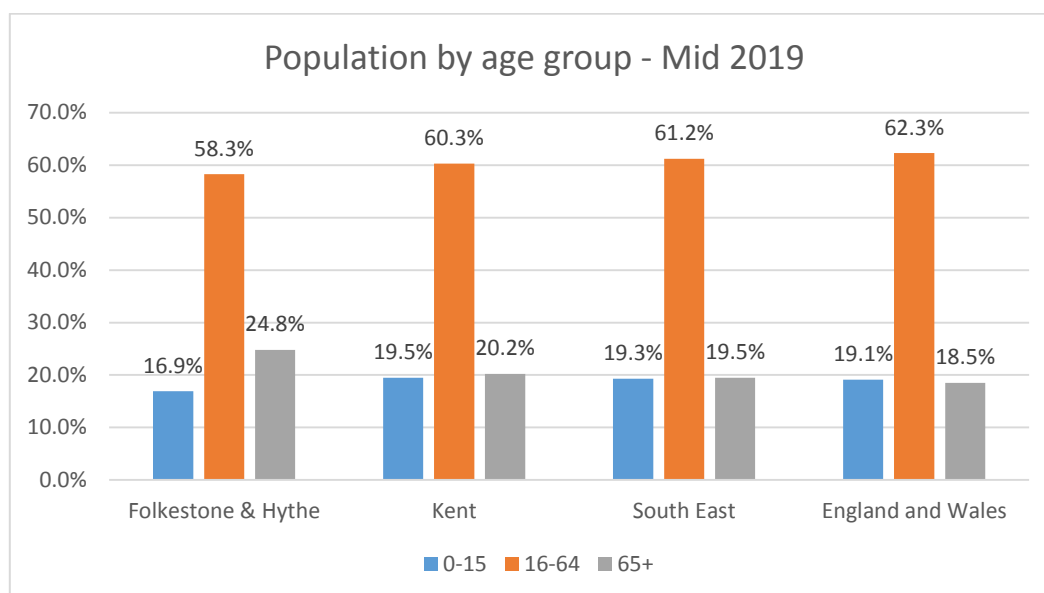


Source: KCC District Profile/ ONS, 2019 mid-year population estimates

The average male (at 43.4years) is younger than the average female (45.4 years)

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

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



Source: KCC District Profile / ONS, 2019 mid-year population estimates

Children and Young Adults

25%
of residents are under 25

17%
are under the age of 16

Age group	No.	% of F&HDC population	% of Kent overall*
0-3 – Early Years Children	4,300	3.8%	4.5%
4-10 – Primary Age Children	8,800	7.8%	8.8%
11-18 – Secondary age children	9,400	8.3%	9.5%

Source: KCC District Profile/ ONS, 2019 mid-year population estimates

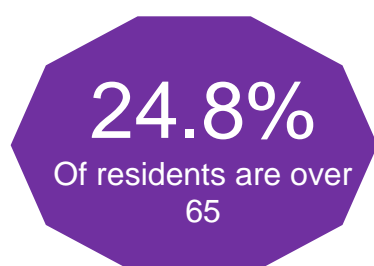
*KCC area. E.g. within KCC, 4.6% of children are aged 0-3

'Working Age' Population (16-64)

F&HDC	No	%
16-64	65,800	58.3% of F&HDC residents are 16-64
Female	32,800	57.5% of females in the district are 16-64
Male	33,000	59.1% of males in the district are 16-64

Source: KCC District Profile/ ONS, 2019 mid-year population estimates

Older Population



Age group	No.	% of F&HDC population
65-69	7,400	6.5%
70-74	8,100	7.1%
75-79	5,200	4.6%
80-84	3,600	3.2%
85-89	2,200	2.0%
90+	1,600	1.4%

Source: KCC District Profile/ ONS, 2019 mid-year population estimates

Population: Changes and Forecasts

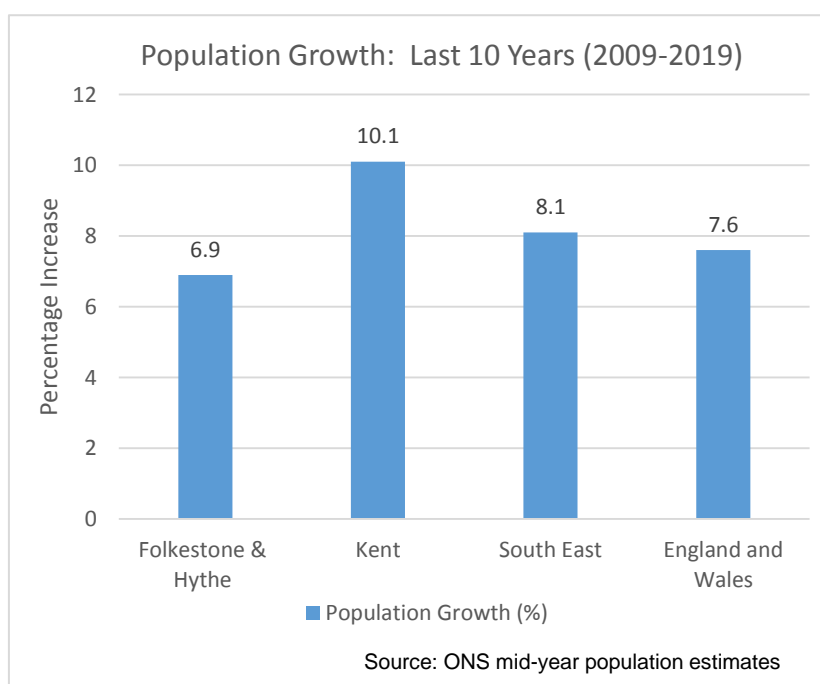
Historical Population Growth

The most recent population figures (mid- 2019) estimate that population of Folkestone & Hythe is 113,000. This accounts for 7.1% of the total population with the Kent County Council area.

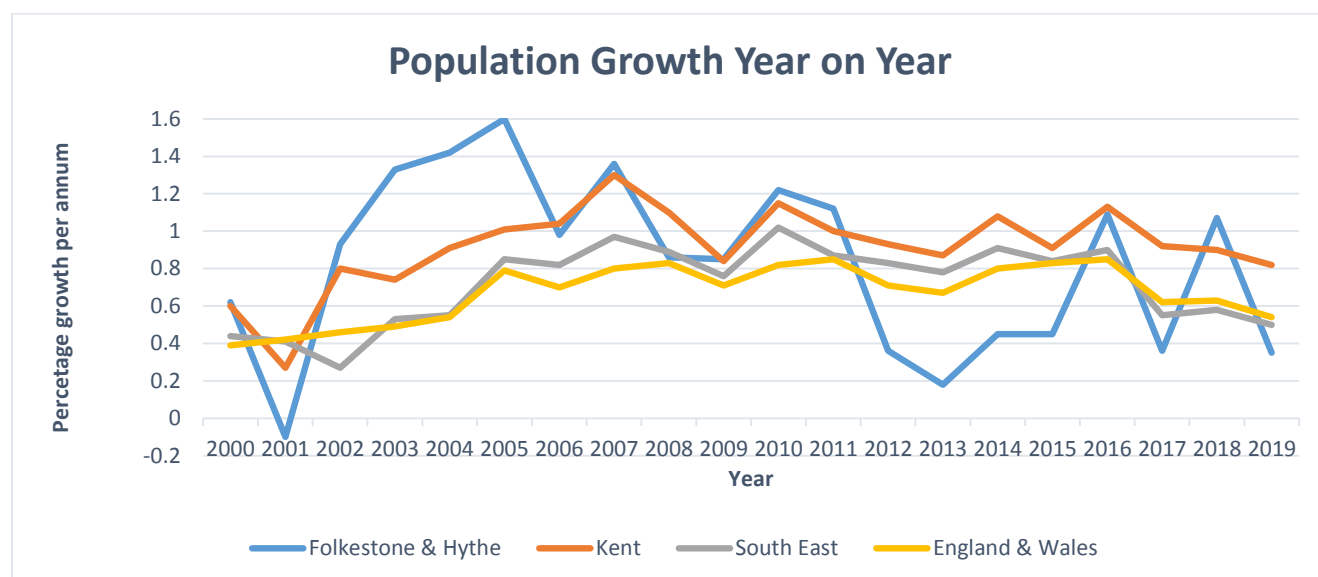
In 2009 the population of Folkestone & Hythe stood at 105,700.

In the ten year period between 2009 and 2019, Folkestone & Hythe's population grew by 6.9%. This is, however, low in comparison with regional and national averages.

Over the last 15 years (2004-2019) population growth across the south east has risen more quickly



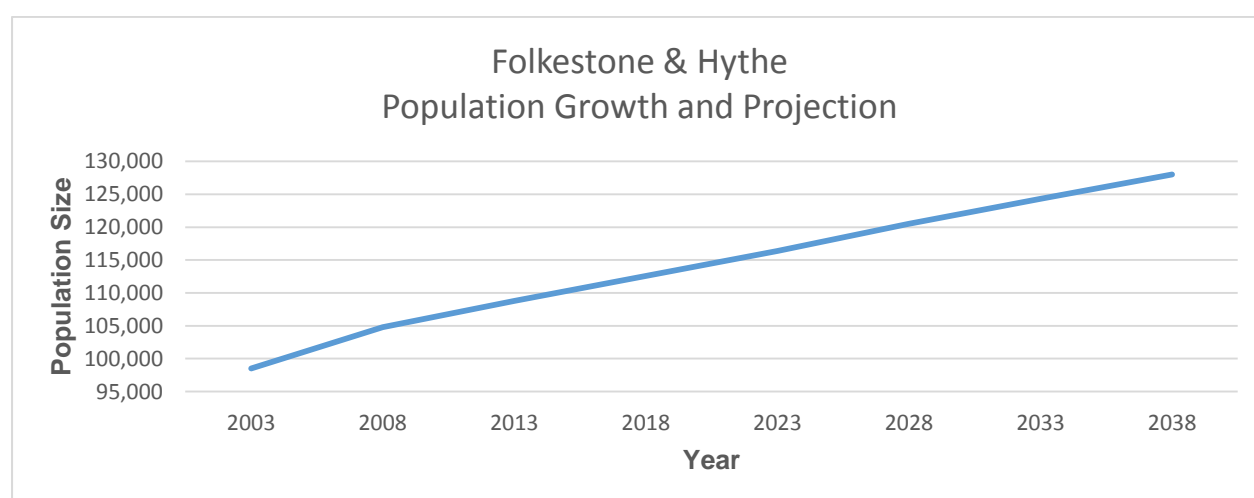
averaging 0.85% per annum in comparison to England and Wales, which averaged 0.78% per annum. Kent experiences higher annual growth in comparison, averaging a population increase of 1.07% per annum over the same time period. As a smaller geographical area, population growth in Folkestone & Hythe is much more sporadic, with localised factors a major contributory factor. The most recent data shows a population increase of 0.35% between 2018 and 2019, below what was being recorded across the south east (0.5%) and England & Wales (0.54%).



Source: KCC Interactive mid-year population estimate toolkit/ONS mid-year 2019 population estimates

Population Growth Forecasts

Folkestone & Hythe's population is forecast to rise by nearly 12.9% over the next 19 years, reaching an estimated 128,000 by 2038. While Kent as a whole is expected to grow in line with historical population figures, increasing by 15.9% over the same 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 (November 2019) – Interactive Population Toolkit

Population Changes

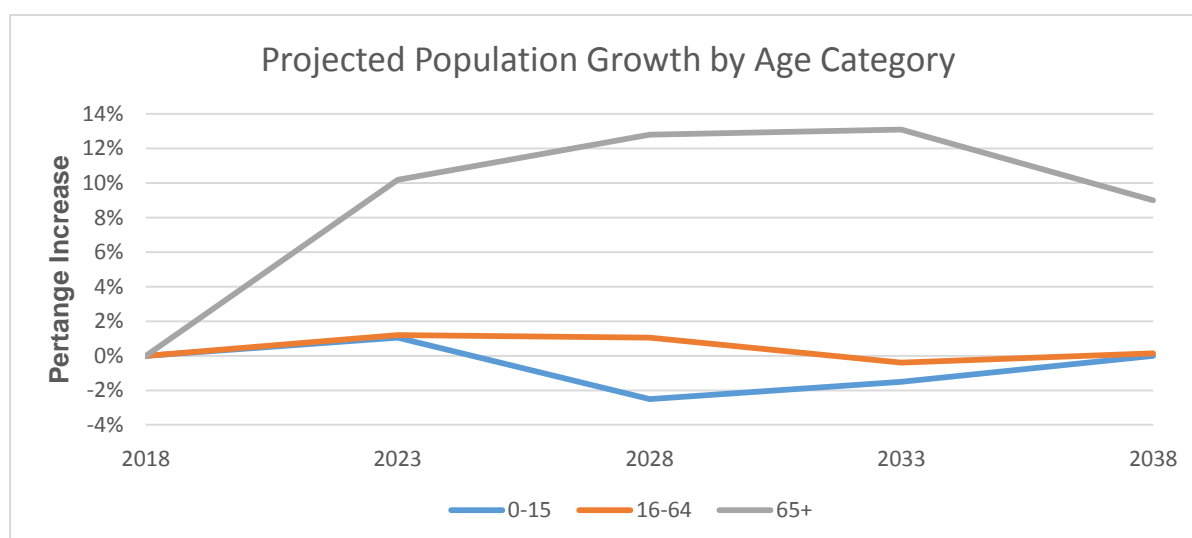
Historically, Folkestone & Hythe's population growth has varied between different age brackets. In the 20 year period between 1999 and 2019 the most significant population growth was amongst those aged between 45 and 70, with residents in this age bracket increasing by 39.3%. The amount of residents aged under 45, however has remained largely the same over this period increasing by only 0.7%.

When considering residents over the age of 65 specifically, between 1999 and 2019 there was an increase of 45%, from 19,300 to 28,000 people. It is forecasted that this will increase by a further 14,200 over the subsequent 19 years, a rise of 50%. Conversely, residents of 'working age' (between the ages of 16 and 64) are forecast to rise by 1.9% and those under the age of 15 are expected to shrink by 3.6%. 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 increase by nearly 7.2% by 2038.

Current Population Projections: Folkestone and Hythe (2018-2038):

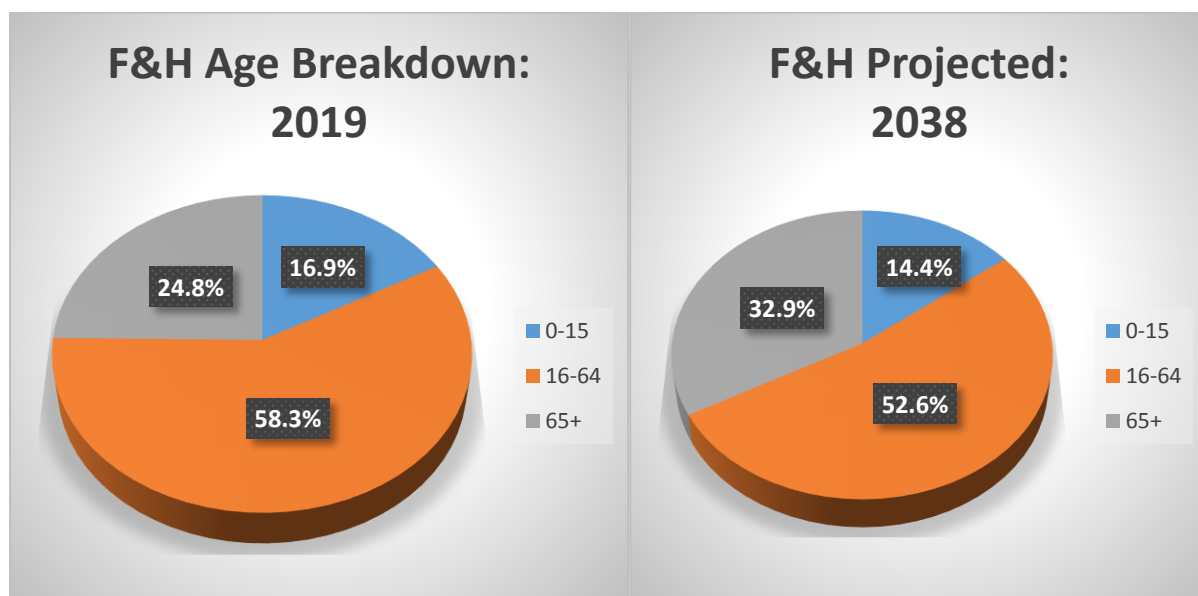
Year	Total Population	Age Group		
		0-15	16-64	65+
2018	113,000	19,100	66,000	27,500
2023	116,400	19,300	66,800	30,300
2028	120,500	18,800	67,500	34,200
2033	124,300	18,500	67,200	38,700
2038	128,000	18,500	67,300	42,200

Source: KCC District Profile/ KCC Housing Led Forecasts, 2019



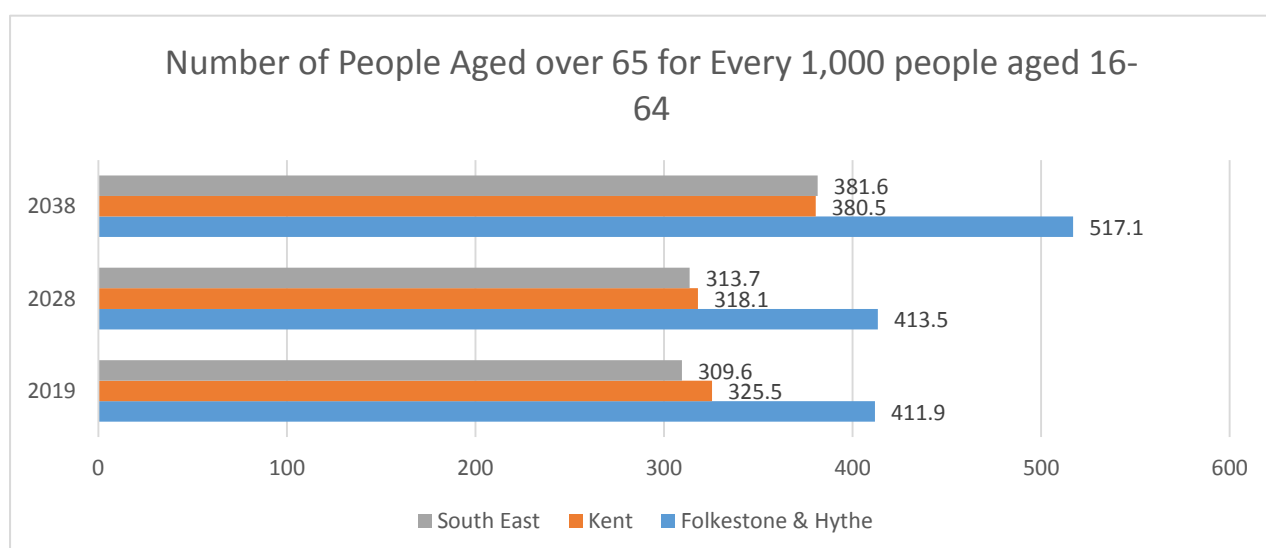
Source: KCC Housing Led Forecasts (November 2019) – Interactive Population Toolkit

Residents over the age of 65 currently account for 24.8% of Folkestone & Hythe's population. By 2038 this is expected to have increased by over 8% a more significant increase than the 5.7% anticipated across Kent.



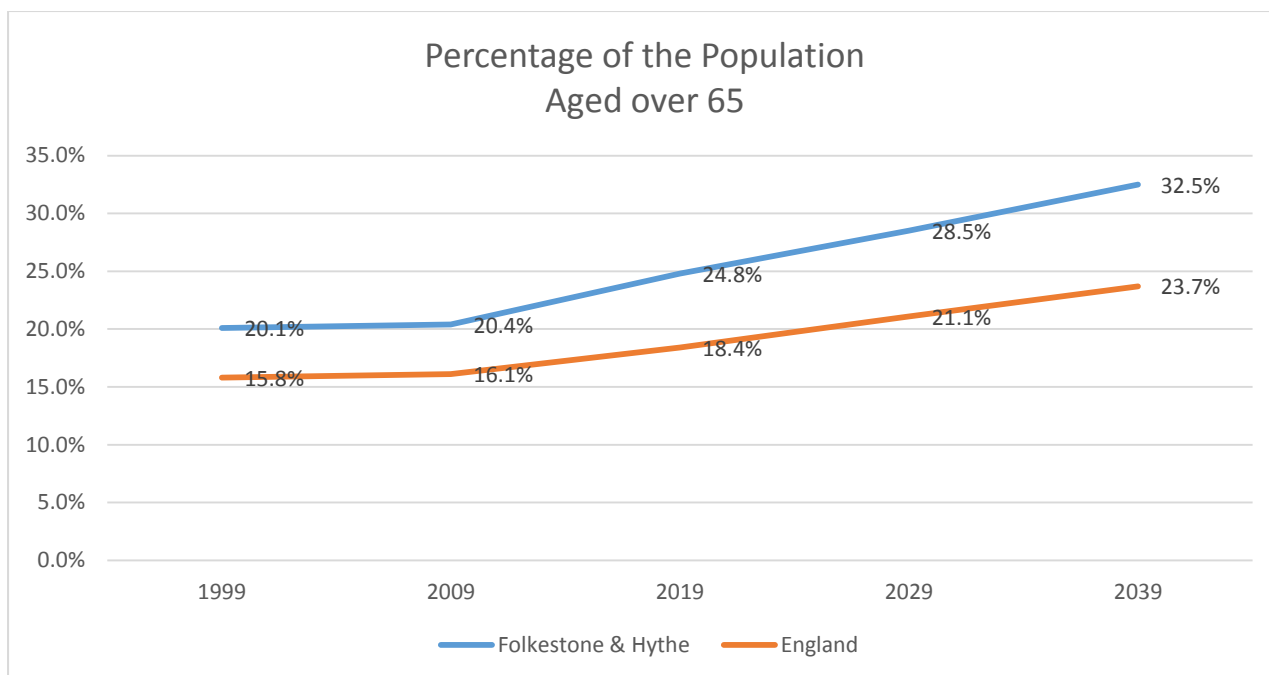
Source: KCC Housing Led Forecasts (November 2019) – Interactive Population Toolkit

The concept of an 'ageing population' is, of course, not solely confined to the Folkestone & Hythe district and the Office of National Statistics forecast continued growth in the proportion of the population aged over 65 across the UK. However, future estimates for Folkestone & Hythe, particularly relating to a proportion of the population over the age of 85, are notable rising from 3,800 in 2019 to 8,000 by 2038.



Source: ONS, 2018-based subnational population projections

The graph above shows the number of people aged over 65 for every thousand people aged 16-64 (known as the Dependency Ratio) is projected to grow faster for Folkestone & Hythe from 411.9 in 2019 to 517.1 in 2038, which is significantly above Kent and the South East region projections also set out.



Source ONS: Overview of the UK population: January 2021

Population: Household Composition

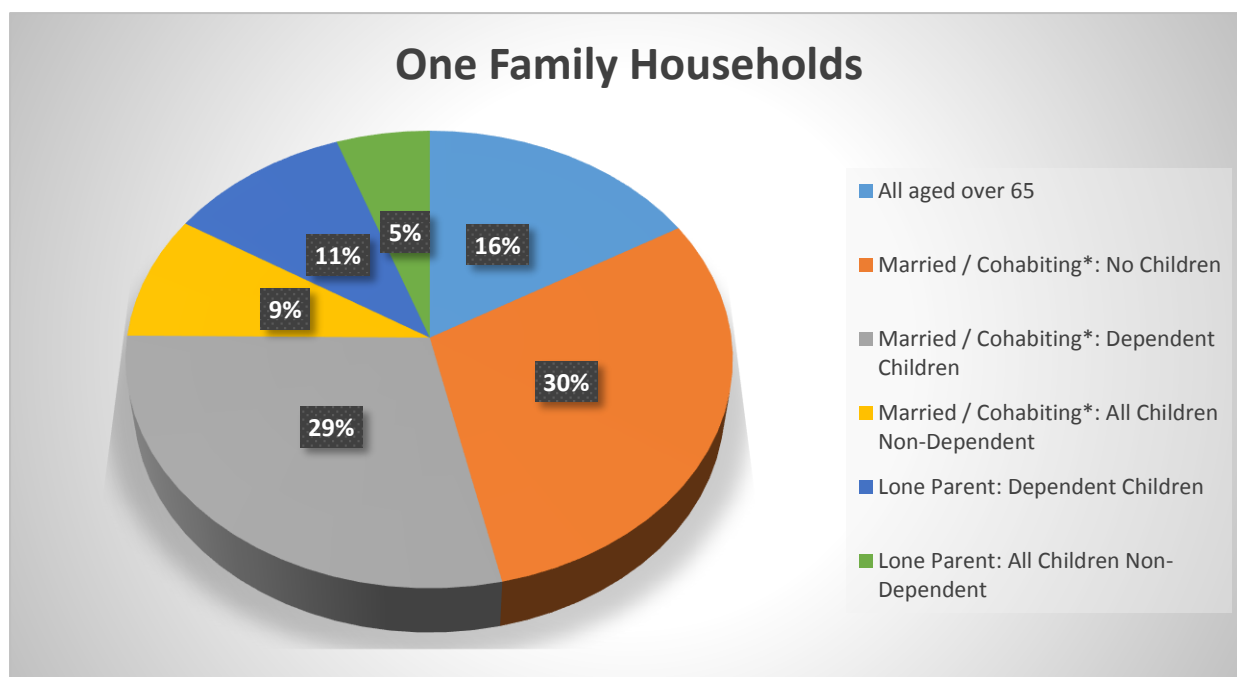
The 2011 census reported 47,379 households in the Folkestone & Hythe district.

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

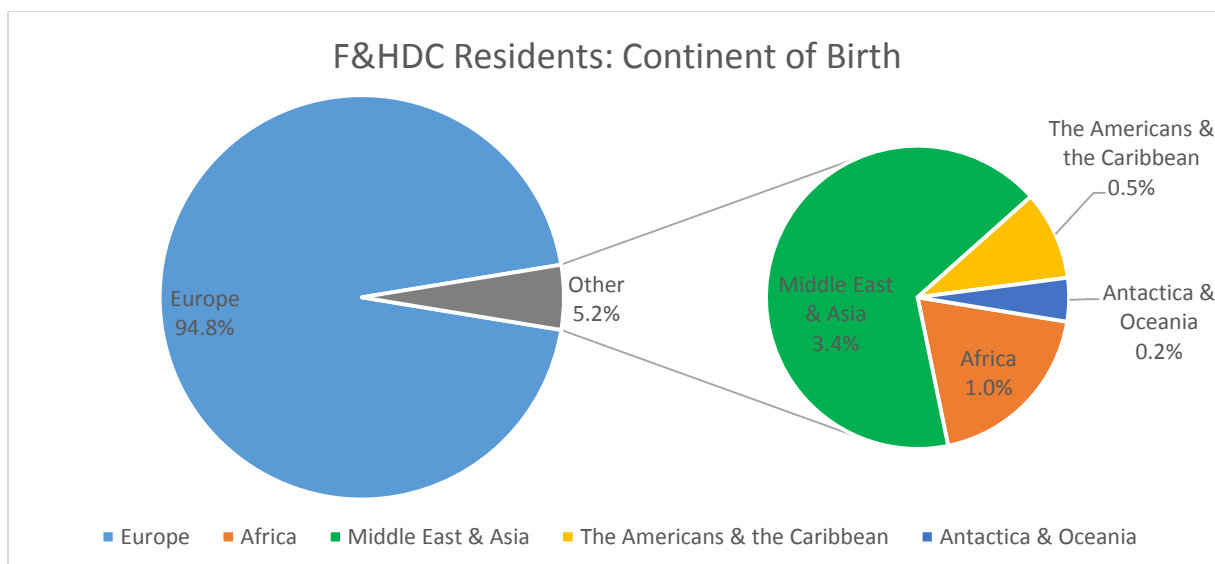
Nearly 95% of Folkestone & Hythe's population are from white ethnic backgrounds, with just over 5% from black and minority ethnic (BME) groups. While the proportion of residents from BME groups are low in comparison to regional and national averages, this is largely in line with other districts in east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

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

Source: 2011 Census

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

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



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

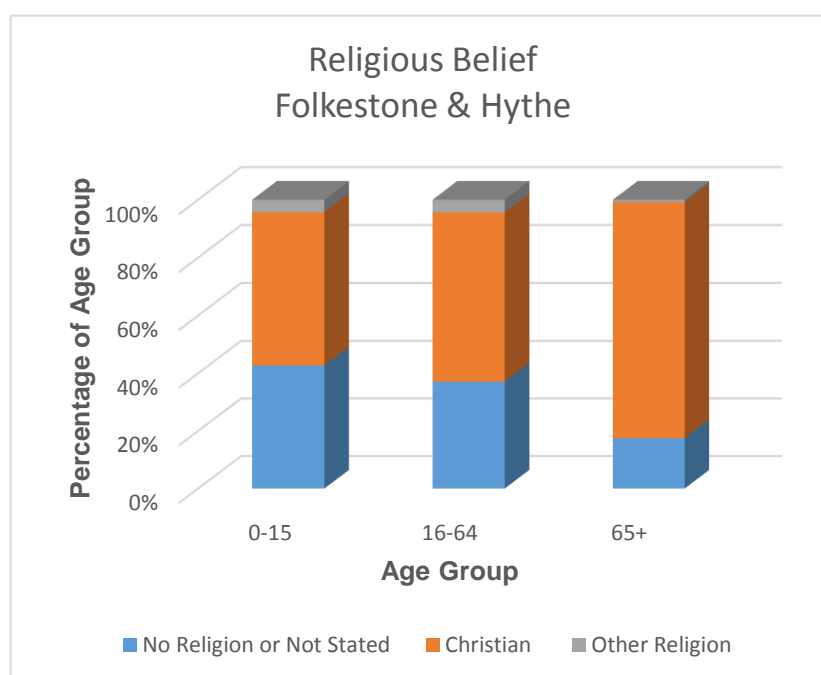
Overall, there were 1,590 applications to join the housing register. Of these, 1470 (92.5%) stated they were from white ethnic backgrounds and 79 (5%) from black and minority ethnic (BME) groups. All applicants were of a European nationality, with 54 stating their nationality as other than British or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

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

Religion

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

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



Source: 2011 Census

Health

Overview

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

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

Source: 2011 Census

In the latest data from Public Health England, in 2018/19, 66.9% of adults in the district were classified as overweight and in 2019/20 22.1% of 10-11 year olds (Year 6 school age) were classified as obese. Both figures are above the South East and national averages.

The rate of alcohol related harm hospital stays for adults is better than the average across England with 532 per 100,000 recorded in the district during 2018/19 compared with 664 per 100,000 in nationally. The rate of alcohol-specific hospital stays among under 18s in the district is in line with the average across England with 31.2 per 100,000 recorded compared with 31.6 per 100,000 nationally.

In line with the national average, 14.1% 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, 2019

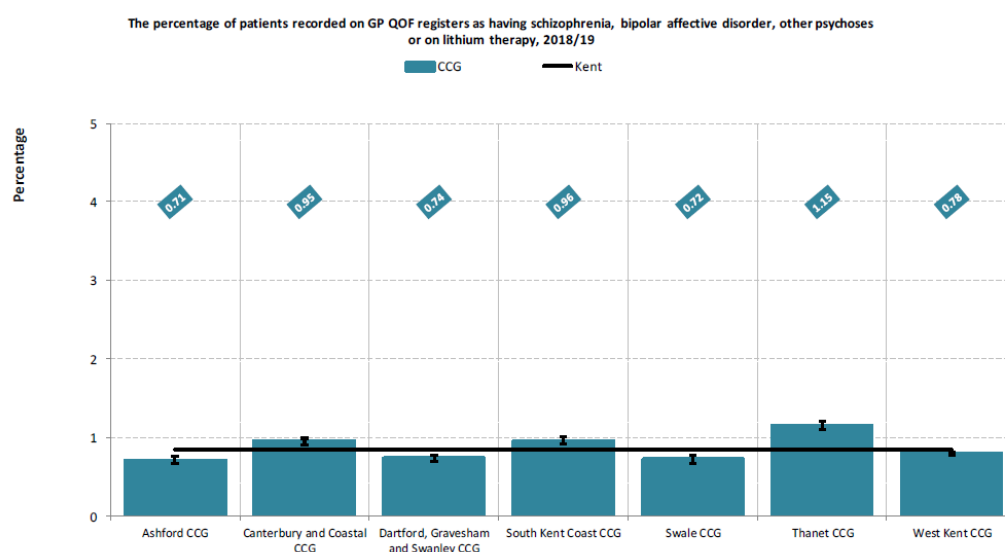
Mental Health

In 2018/19 (the most recent figures available from the Kent Public Health Observatory) 11.2% of adults in the district were recorded by their GP as having depression.

The prevalence of serious mental health conditions by NHS Clinical Commissioning Groups (CCGs) shows South Kent Coast CCG (that includes Folkestone & Hythe) as being the second highest out of seven CCGs established in Kent. The percentage of patients recorded on GP QOF registers as having schizophrenia, bipolar affective disorder, other psychoses or on lithium therapy is highest in the Thanet CCG with 1.15%, followed by South Kent Coast with 0.96%, and the lowest being in the Ashford CCG with 0.71%. The overall average across Kent is 0.8%.

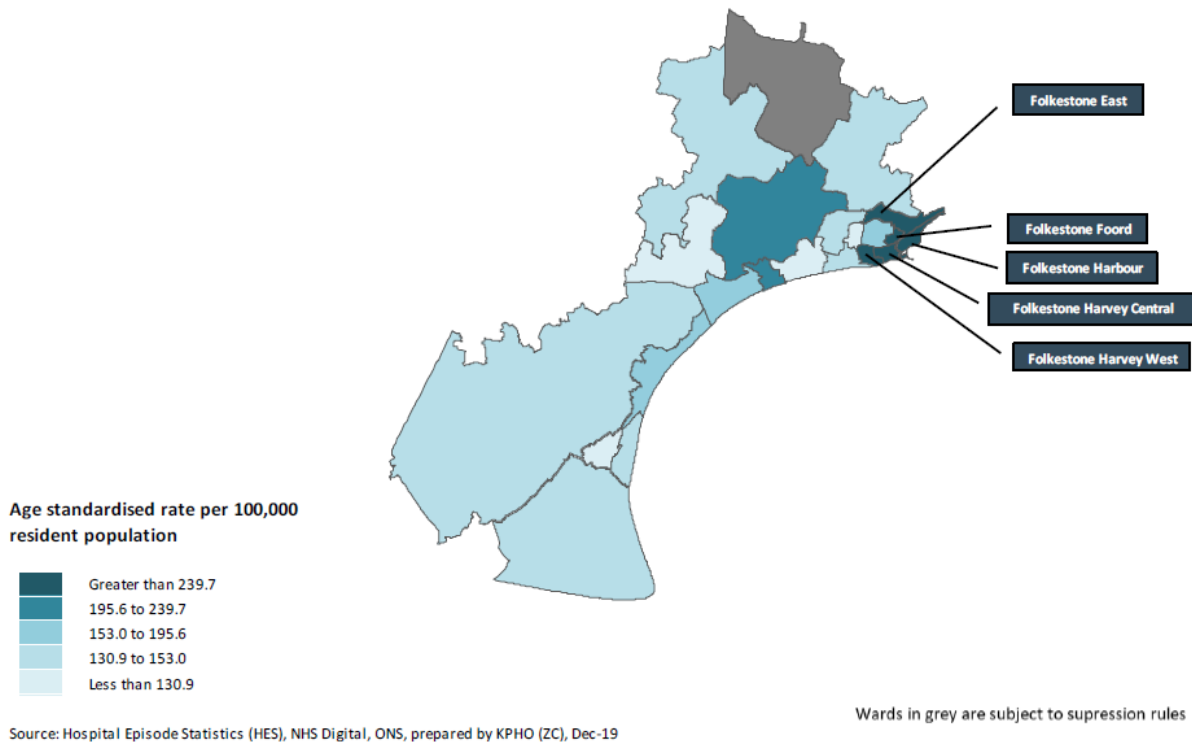
Recorded Prevalence of Serious Mental Health Conditions by CCG

2018/19



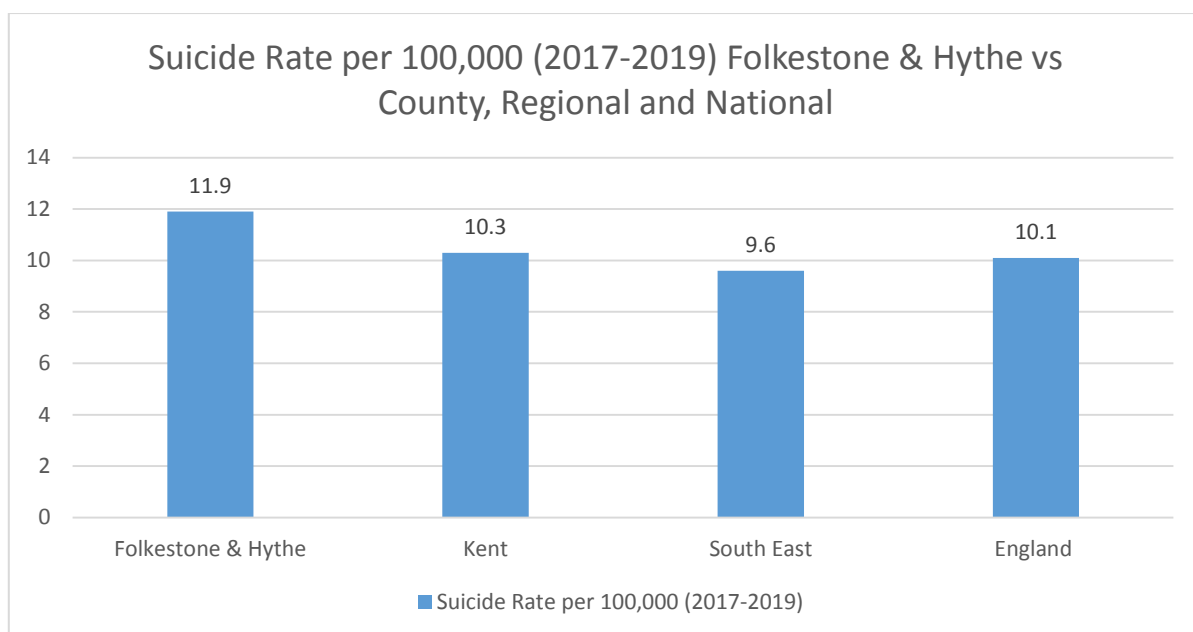
Source: QOF, prepared by KPHO (ZC), Dec-19

Hospital Admissions for Mental Health Conditions by electoral ward 2014/15-2018/19

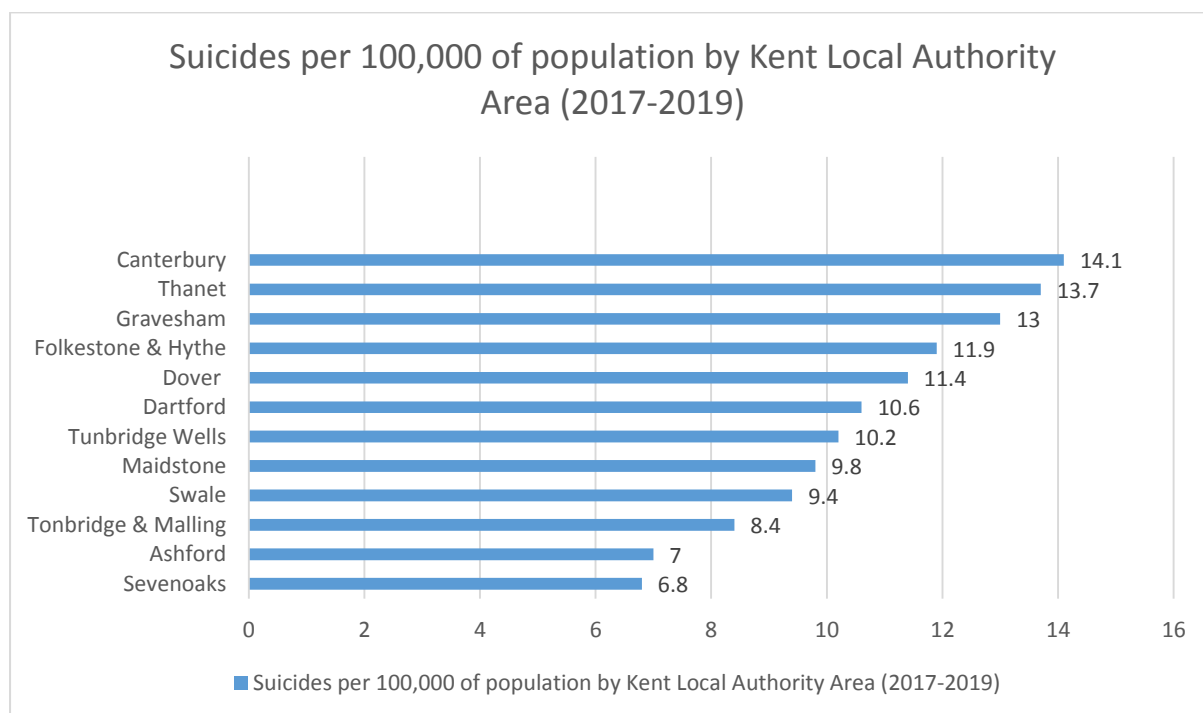


Hospital admissions for mental health conditions are slightly above the Kent average. The latest rate between 2014/15 and 2018/19 was recorded as 195.3 per 100,000 residents compared with 194.9 per 100,000 for Kent, it should be noted the figures reflect an overall fall when compared with previous five year period (2013/14-2017/18). There is however, some variance within the district, with the highest proportion of hospital admissions recorded in Folkestone Harbour ward (415.6 per 100,000) and the lowest in Folkestone Morehall ward (98.2 per 100,000).

The suicide rate in the district is above the average for Kent, the South East and England as a whole. Data Between 2017 and 2019 recorded by Public Health England shows the rate at 11.9 per 100,000 of the population, the fourth highest amongst the Kent districts. The rate across Kent overall was 10.3, 9.6 in the South East and 10.1 nationally (England).



Source: PHE Local Authority Health Profile 2019

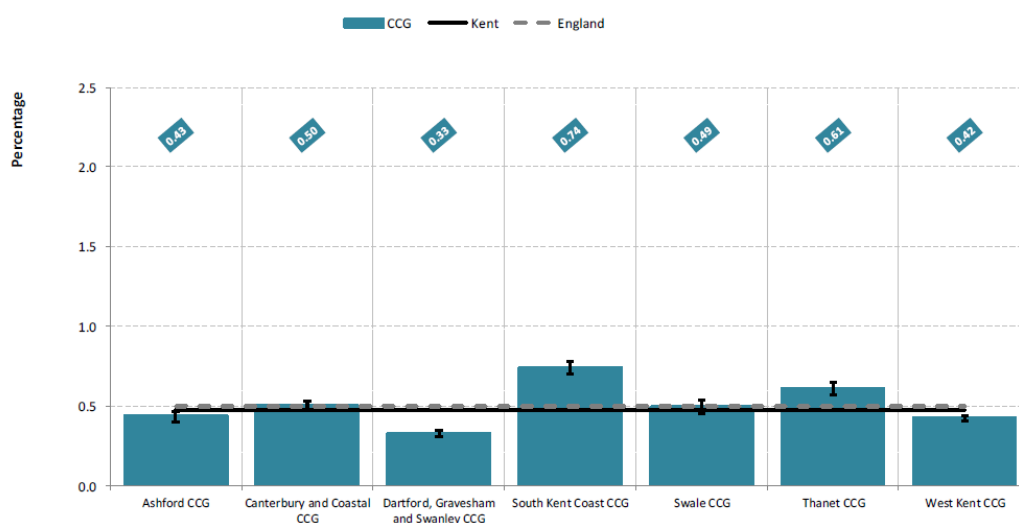


Source: PHE Local Authority Health Profile 2019

There is a higher prevalence of learning disabilities within the South Kent Coast CCG (that covers Folkestone & Hythe) than in any other Kent CCG according to the latest data from 2018/19. 0.74% of patients are recorded on GP QOF registers as having a learning disability. The average across all Kent districts is 0.45%

Recorded prevalence of learning disabilities: by CCG

Percentage of patients recorded on GP QOF registers as having a learning disability, 2018/19

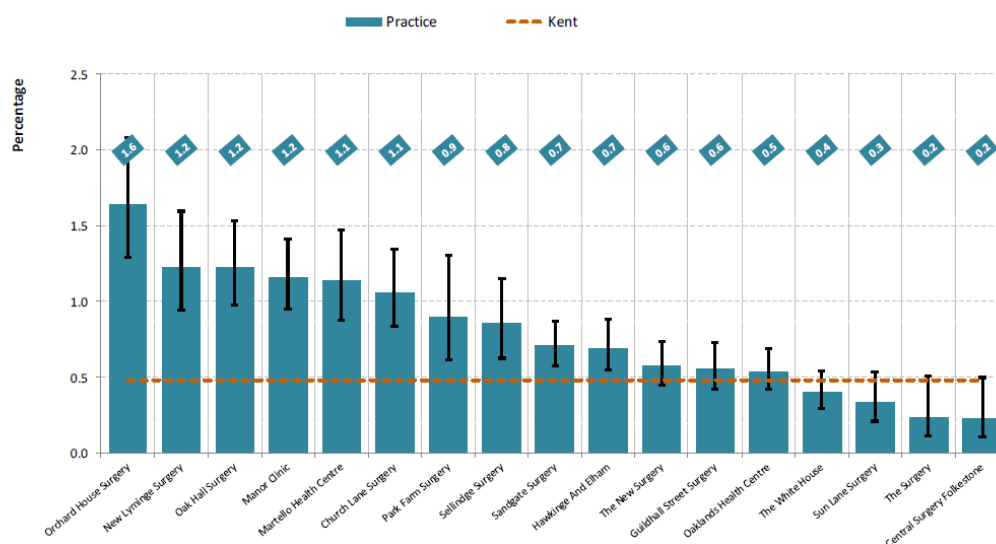


Source: QOF, prepared by KPHO (ZC), Feb-19

The latest data recorded on the prevalence of learning disabilities by GP practice shows a variance across the district with the highest at Orchard House Surgery in Lydd (1.6%) and the lowest at Central Surgery in Folkestone (0.2%).

Recorded prevalence of learning disabilities: by practice

Percentage of patients recorded on GP QOF registers as having a learning disability, 2018/19

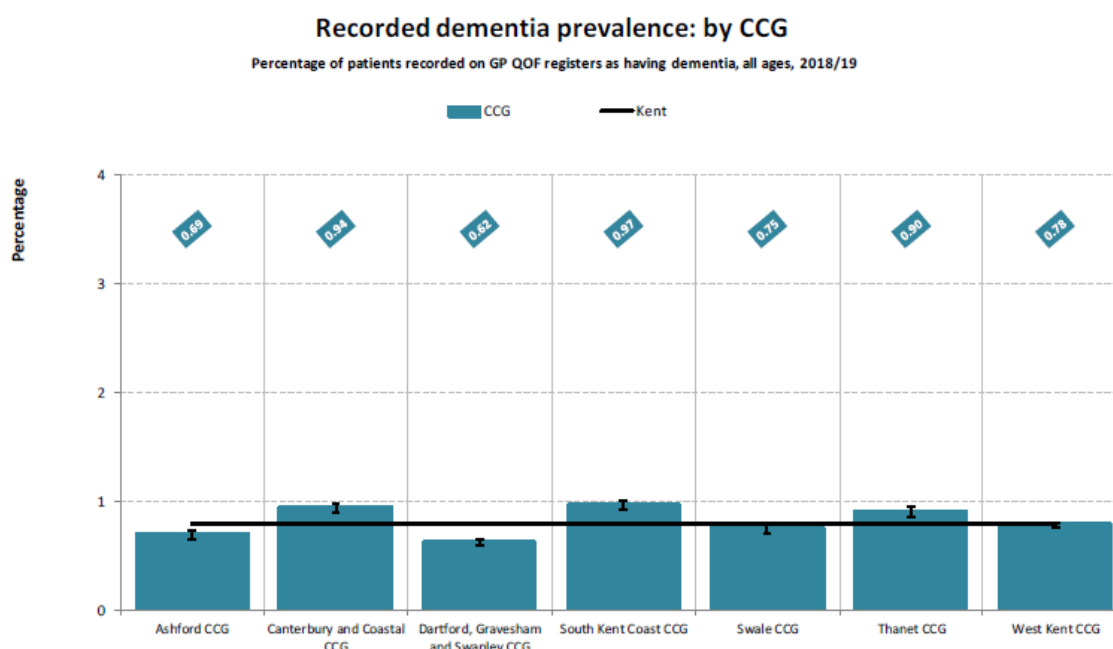


Source: QOF, prepared by KPHO (ZC), Feb-19

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.

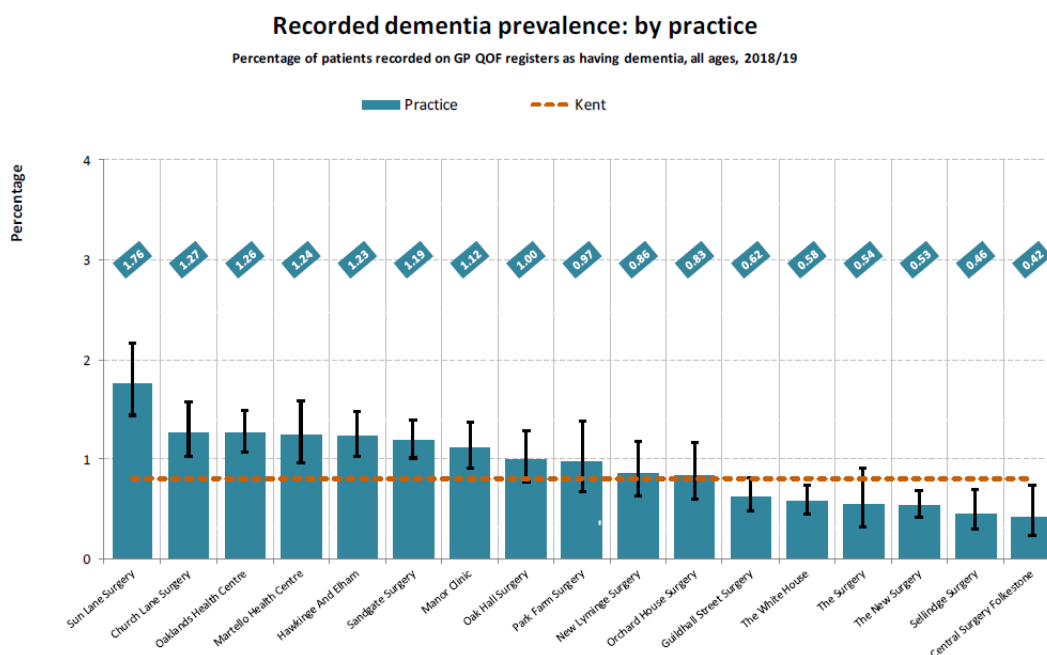
Source: KPHO, Kent Mental Health & Wellbeing Index: Comparison with Index of Multiple Deprivation
Source: KPHO. Living Well: Specific Conditions



Source: QOF, prepared by KPHO (ZC), Nov-19

In recent years the recorded prevalence of dementia has increased in the district and across Kent as a whole. The latest data from 2018/19 by Clinical Commissioning Groups (CCGs) shows the South Kent Coast CCG (which includes Folkestone & Hythe) as having the highest proportion of residents (0.97%) with dementia compared with the Kent average of 0.8%.

The latest data recorded for prevalence of dementia by GP surgeries shows a variance across the district with the highest number being recorded at Sun Lane Surgery in Hythe (1.76%) and the lowest at the Central Surgery in Folkestone (0.42%).



Source: QOF, prepared by KPHO (ZC), Nov-19

Births & Deaths

There are traditionally more deaths per year in the district than births. Latest figures from 2019/20, for example, show 1,027 live births and 1,171 deaths. This is in contrast with the picture for Kent as a whole, where the live birth rate is higher than the death rate.

Source: ONS, Births in England and Wales: Summary Tables, 2019

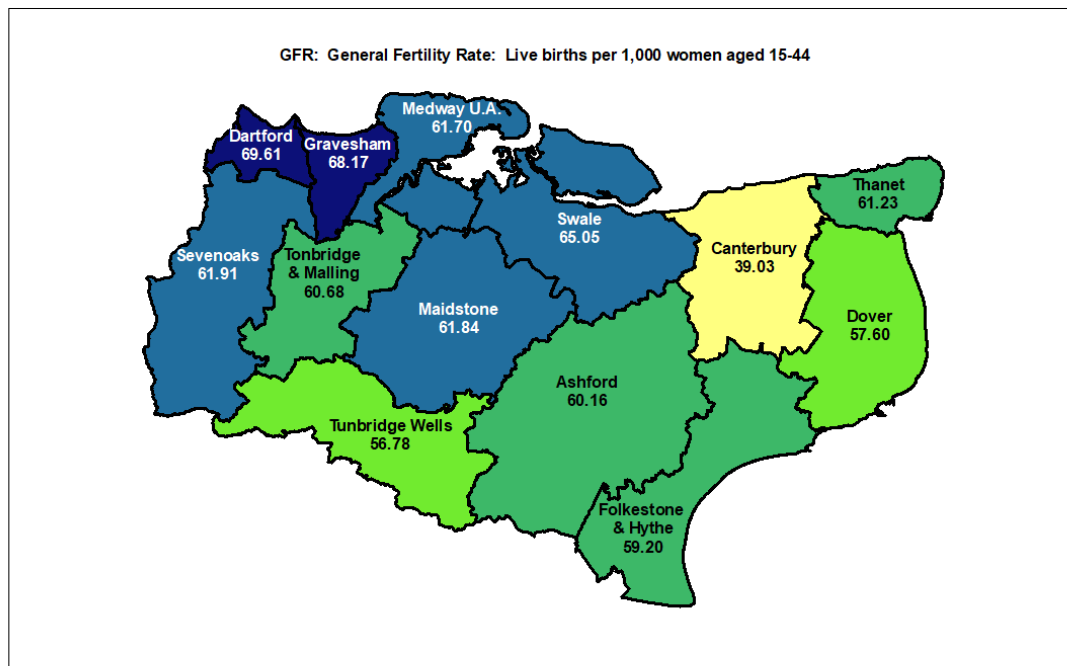
ONS: Deaths registered monthly in England and Wales, 2019 & 2020

General Fertility Rates

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

In 2019, the GFR for Folkestone & Hythe was measured at 59.2. This is the fourth lowest rate when compared with other Kent local authority areas in the County map below. Source: KCC Strategic Commissioning Statistical Bulletin – Births & Deaths in Kent 2019

2019 General Fertility Rate: Local Authority Areas in Kent



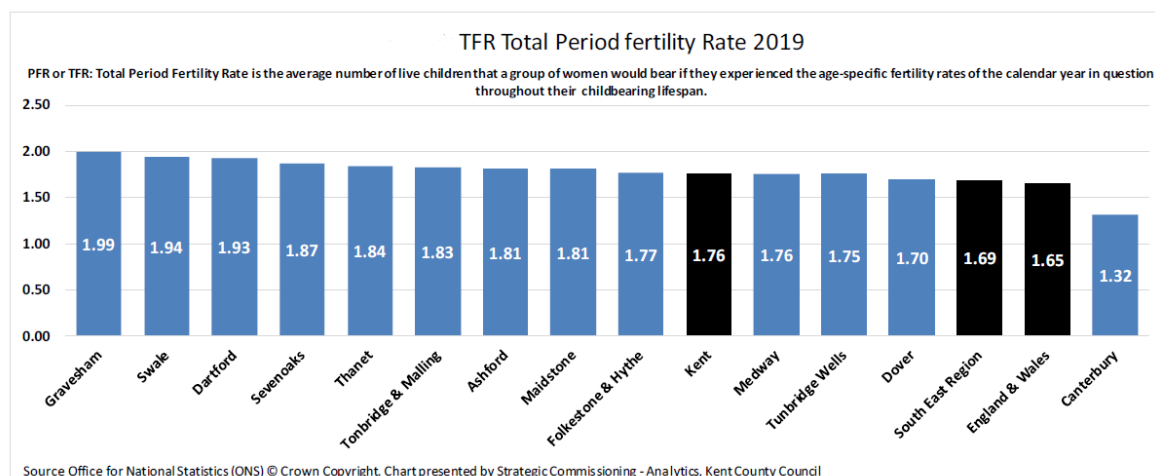
This map produced by Strategic Commissioning - Analytics, Kent County Council
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Total Fertility Rates

Total fertility rates defined as 'the average number of live children that a group of women would bear if they experienced the age-specific fertility rates of the calendar year throughout their childbearing lifespan'.

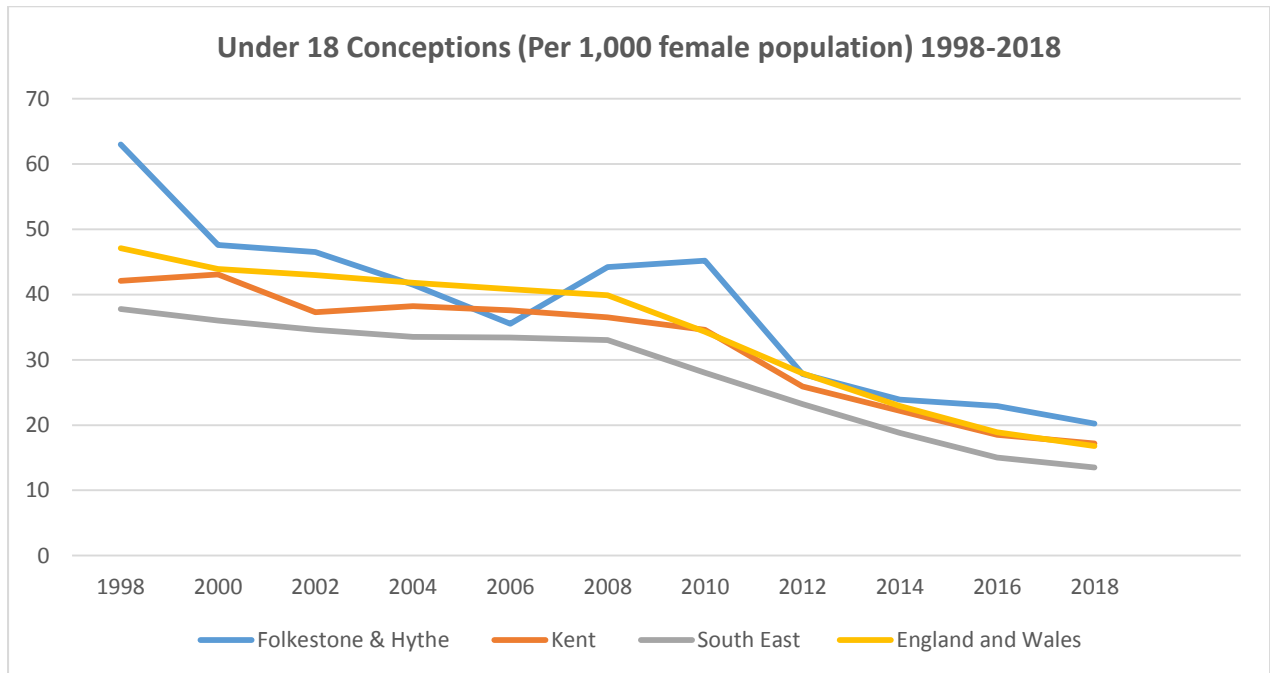
Folkestone & Hythe has the third lowest total fertility rates (1.77) in 2019 compared with neighboring East Kent local authority areas. The graph below shows the total period fertility rate for the district to be above the Kent average (1.76), South East Region (1.69) and England Wales (1.65)



Source: KCC Strategic Commissioning Statistical Bulletin – Births & Deaths in Kent 2019

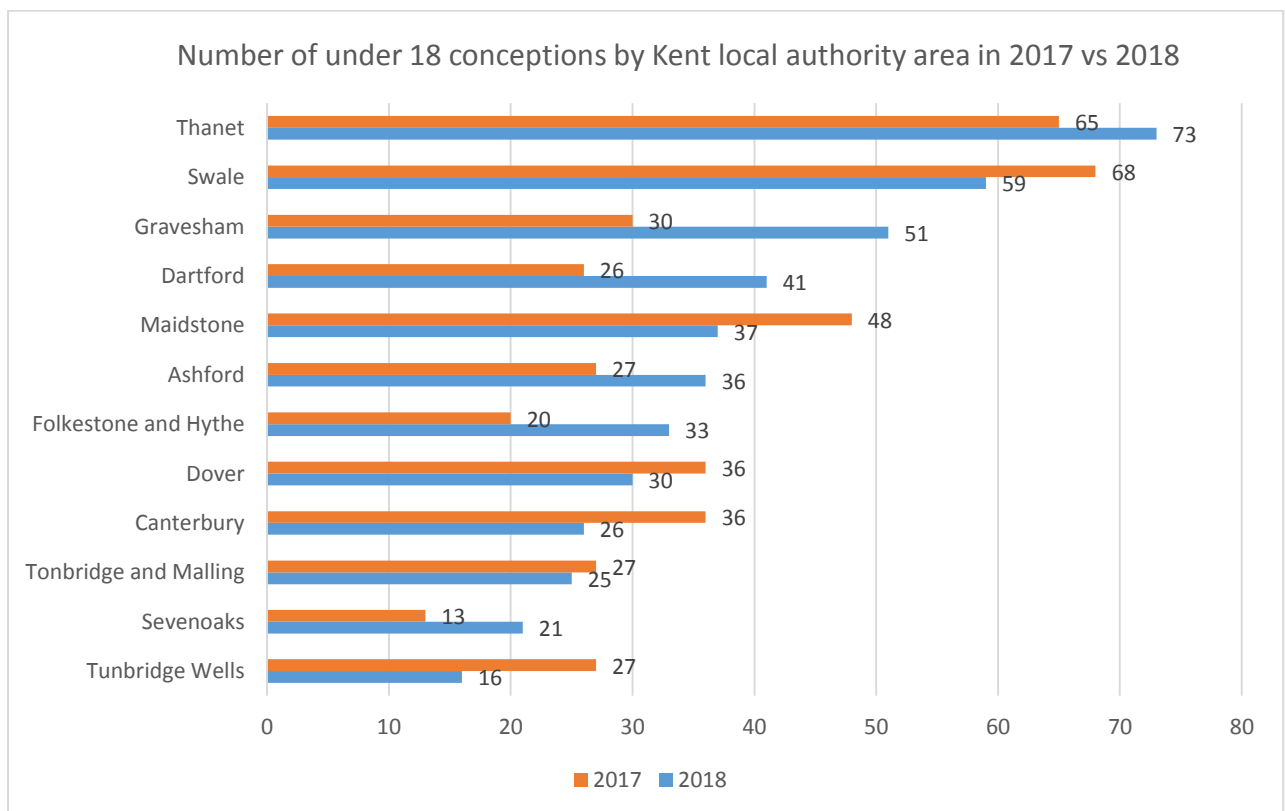
Teenage Pregnancies

Under 18 conception rate – An Historical Comparison:



Source: ONS Conception Statistics 2018

Teenage Conceptions: A Kent Comparison



Source: ONS Conception Statistics 2018

The latest ONS data on conceptions in the above graph shows all Kent local authorities ranked from highest to lowest in terms of under 18 conceptions. Thanet is recorded as having the highest number in 2018, previously in 2017, Swale recorded the highest number. In Folkestone & Hythe, a total of 20 under 18 conceptions were recorded in 2017, which increased to 33 in 2018. Tunbridge Wells saw a decrease in under 18 conceptions and recorded the lowest number within the County in 2018.

Life Expectancy

The latest available data from the 2017-2019 period shows average life expectancy of a Folkestone & Hythe resident as similar to the national average.

Life expectancy in years:

	Folkestone & Hythe	Kent	South East	England
Female	82.9	83.5	84.3	83.4
Male	79.3	79.9	80.8	79.8

Source: ONS: Life expectancies for local areas of the UK: Between 2001-03 and 2017-19

At the age of 65 years, the average female in the Folkestone & Hythe District lives for a further 21.3 years, with the average male living for a further 19.2 years.

Life expectancy is 6.9 years lower for men and 5.4 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 2019.

Disability Benefits

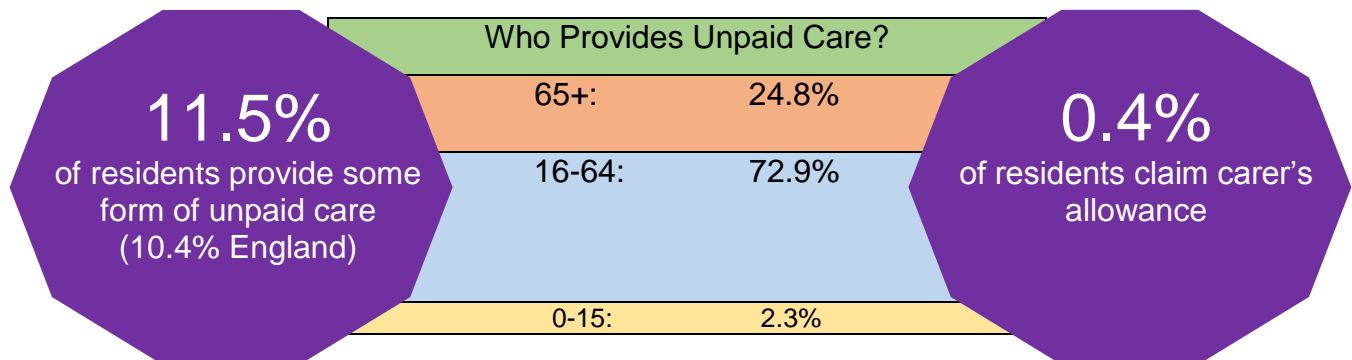
7.5% of Folkestone & Hythe residents claim disability benefits, defined as including Disability Living Allowance / Personal Independence Payments or Attendance Allowance. Across all Kent authorities, Thanet (at 11.4%) has the highest percentage of disability benefit claimants. While the percentage of disability claimants for both under 24's and 16-64's are below national figures, there is a higher proportion across all other age brackets.

	Folkestone & Hythe	Kent	South East	England & Wales
Overall	7.5%	8.1%	6.8%	8.2%
0-15	7.0%	5.3%	4.1%	4.2%
16-64	5.3%	5.4%	4.5%	5.6%
65+	6.7%	7.4%	5.9%	6.5%
Young People (24 and under)	11.7%	12.0%	10.3%	12.2%

Source: KCC District Profile/ DWP Longitudinal Study, February 2020

The 97.6% of disability benefit claimants in the district claim due to a physical disability, 24.2% due to a mental health condition, and 20.7% due to a learning difficulty.

People Providing Unpaid Care



Source: 2011 Census

Source: : KCC District Profile/
DWP Longitudinal Study, February 2020

Percentage of age groups claiming carers allowance:

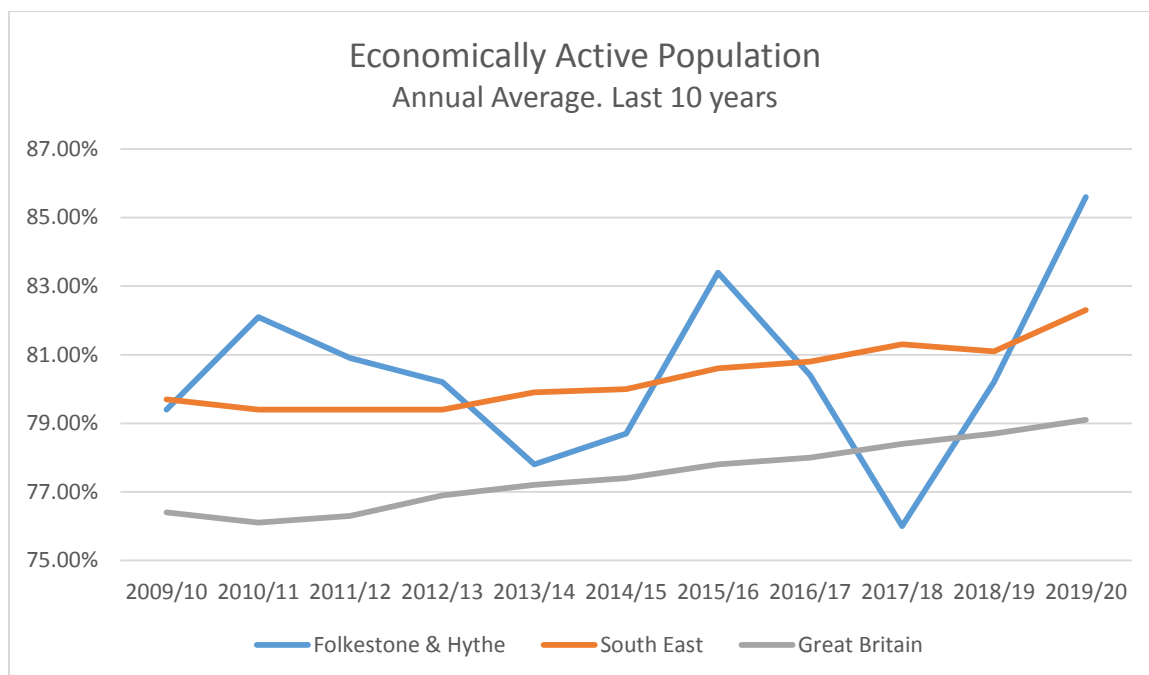
	Folkestone & Hythe	Kent	Great Britain
16-24	1%	0.7%	0.7%
25-64	3.5%	2.8%	2.7%
65+	2.8%	2.4%	2.9%

Source: KCC District Profile/ DWP Longitudinal Study, February 2020

Economic Profile

Labour Supply & Economic Activity

In 2019/20, 85.6% of those aged between 16 and 64 were 'economically active', defined as 'either in employment or unemployed and available for and actively seeking work' compared with 80.2% in 2018/19.



Source: NOMIS

There has historically been some differential between the proportion of economically active men and women. In 2015/16 for example, 91.2% of males were economically active in comparison to 75.4% of females. In 2019/20, the proportion of economically active females has now risen to 83.3% whilst the proportion of economically active males decreased to 88%.

In 2019/20, 83.3% of those aged 16-64 were in some form of employment. The majority of people aged 16-64 who were classed as employees fell slightly from 69% in 2018/19 to 61.7% in 2019/20. The number of those classed as self-employed has increased to from 10.6% in 2018/19 to 20.8% in 2019/20.

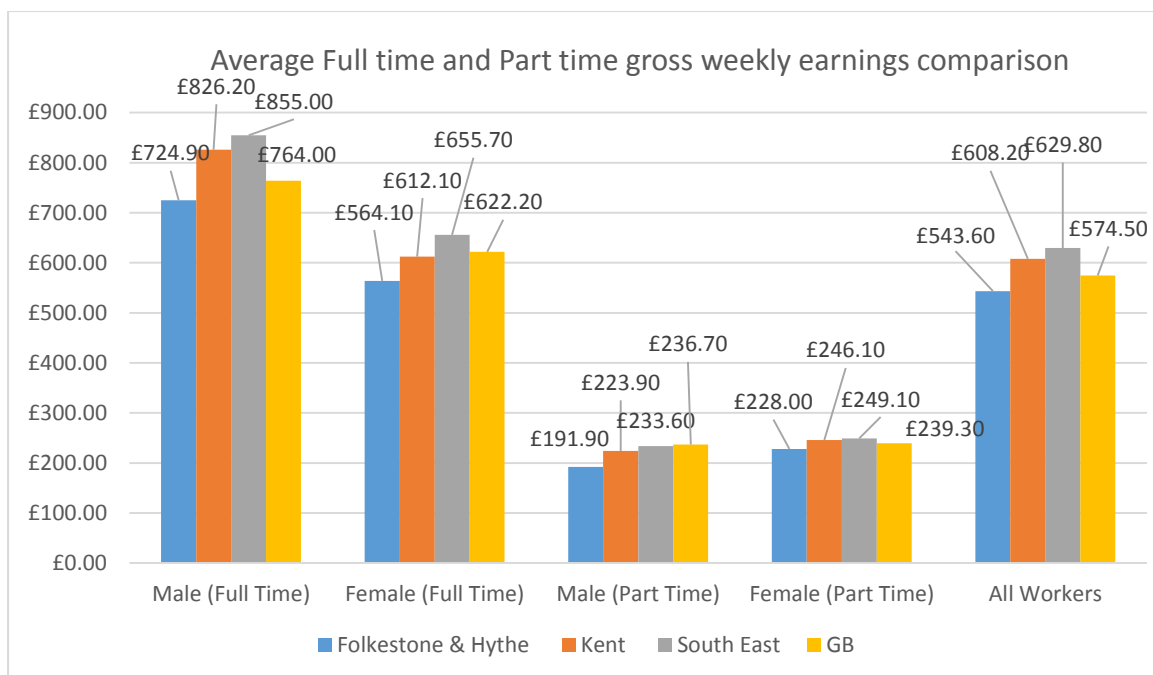
Residents that are classed as 'economically inactive' has continued to decrease this year. In 2019/20, 14.4% of those aged 16-64 were unavailable to work because of family commitments, retirement or study, or unable to work through sickness or disability compared with 19.8% in 2018/19. The figure for 2019/20 is below average when compared to the south east (17.7%) and Great Britain as whole (20.9%).

Earnings and Income

The average gross earnings for a Folkestone & Hythe resident is £543.60 per week, which is lower than the average Kent resident (£608.20 per week), the south east (£629.80 per week) and Great Britain as a whole (£574.50 per week).

Source: NOMIS, Annual Survey of Hours & Earnings, 2019

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



Source: NOMIS, Annual Survey of Hours & Earnings, 2019

Employment by Occupation

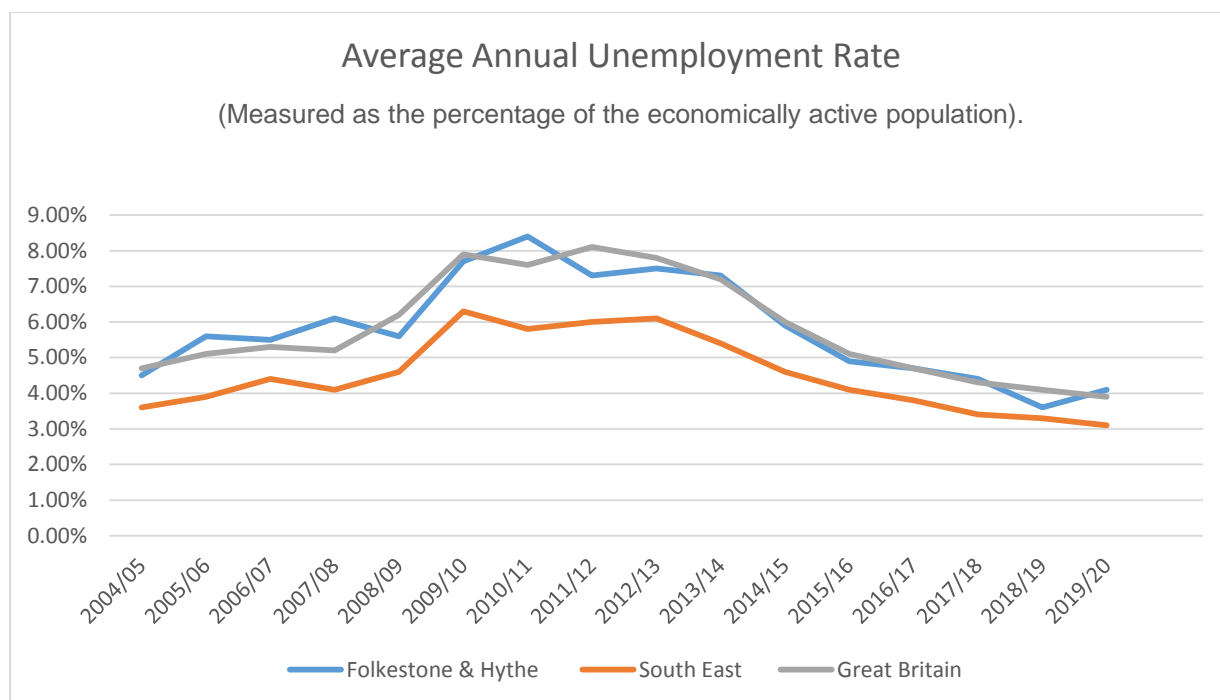
	Proportion of those in Employment in 2019/20		
	Folkestone & Hythe	South East	Great Britain
Soc 2010 major group 1-3	43.7%	53.2%	47.9%
1 Managers, directors and senior officials	10.1%	13.4%	11.5%
2 Professional occupations	14.2%	23.2%	21.5%
3 Associate professional & technical	19.5%	16.4%	14.7%
Soc 2010 major group 4-5	23.8%	18.5%	19.7%
4 Administrative & secretarial	12.9%	9.8%	9.7%
5 Skilled trades occupations	10.9%	8.7%	9.9%
Soc 2010 major group 6-7	21.9%	15.3%	16.1%
6 Caring, leisure and Other Service occupations	11.3%	8.7%	9.0%
7 Sales and customer service occs	#	6.6%	7.0%
Soc 2010 major group 8-9	10.6%	13.0%	16.3%
8 Process plant & machine operatives	#	4.5%	6.0%
9 Elementary occupations	#	8.4%	10.2%

Sample size too small for estimate

Source: NOMIS, 2020

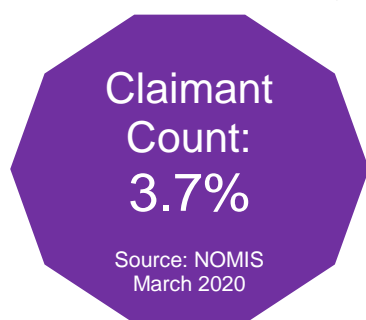
Unemployment and Working Age Benefits

The unemployment rate in the district has risen from 3.6% in 2018/19 to 4.1% in 2019/20.



Source: NOMIS

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



At the end of 2019/20 the claimant count recorded a slight increase in those claiming benefits within the district from of 3.2% in March 2019 to 3.7% in March 2020. The current count is higher in comparison to the south east (2.2%) and national average (3.1%). Moving into 2020/21 local, regional and national averages are likely to show increases as a result of the COVID 19 pandemic.

When we consider claimant count by age, there appears to be a higher claimant count amongst 18-21 year olds.

Age Range	Percentage of Resident Population at Same Age		
	Folkestone & Hythe	South East	Great Britain
18-24	6.6%	3.0%	4.2%
(of which 18-21)	7.2%	3.2%	4.5%
25-49	3.8%	2.3%	3.3%
50+	2.9%	1.7%	2.4%

Source: Nomis, March 2020

Deprivation

Folkestone & Hythe is the third most deprived district in Kent

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

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

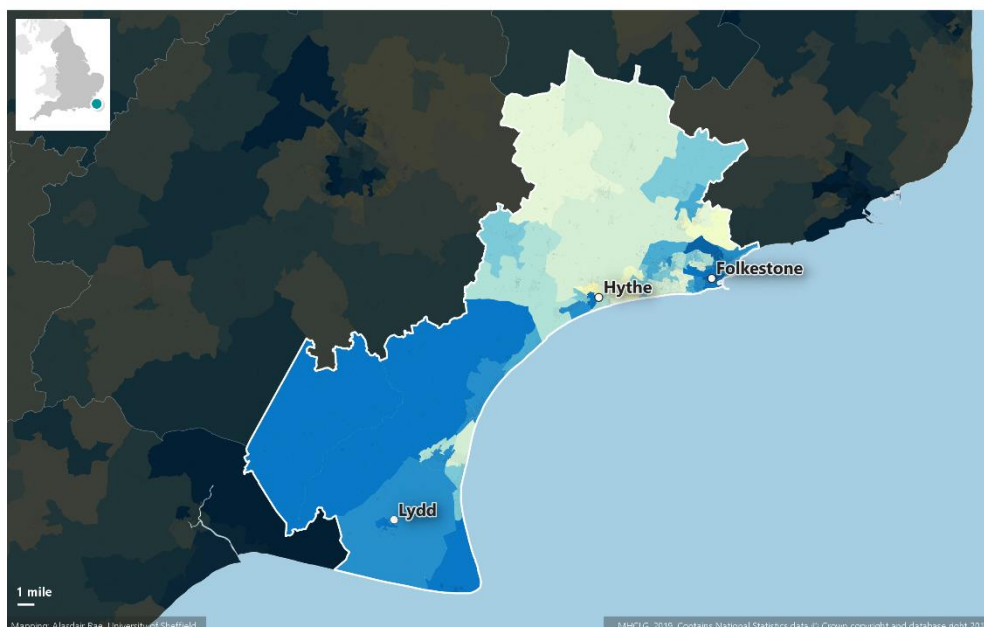
The map below shows the latest indices of multiple deprivation (2019) based on combined data from income, employment, education, skills and training, health deprivation and disability, crime, barriers to housing and services as well as living environment deprivation. The darkest blue areas show the worst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

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

English Indices of Deprivation 2019

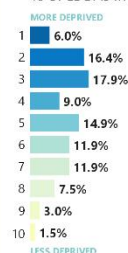

Ministry of Housing,
Communities &
Local Government

FOLKESTONE AND HYTHE



Local deprivation profile

% of LSOAs in each national deprivation decile



What this map shows

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



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

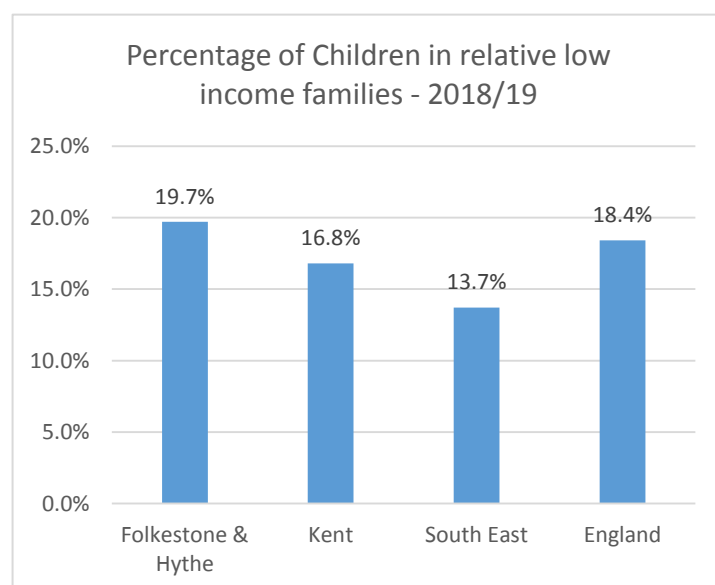
The table below shows how Folkestone and Hythe compares to other Kent local authority areas in an Index of Multiple Deprivation (IMD).

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

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

Table Notes

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



Child poverty figures show the proportion of children living in relative low income families.

Relative low income is defined as a family in low income before housing costs in the reference year.

The latest data from 2018/19 shows 19.7% of children are in relative low income families in Folkestone & Hythe and is “significantly worse” than the average across Kent and the South East.

Source: KCC Strategic Commissioning Statistical Bulletin 2020 – Child Poverty

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 2019 district profile, published by Kent County Council's Strategic Business Development & Intelligence Unit on 6th January 2021, contains data from the ONS mid-2019 population estimates and the 2011 census:

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

Population:

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

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

KCC Interactive mid-year population estimate toolkit: provides access to population estimates by gender and single year of age for all 12 Kent local authority districts and Kent County as a whole back to 1994:

https://www.kent.gov.uk/data/assets/excel_doc/0009/12879/Interactive-mid-year-population-estimates-toolkit.xlsm

KCC Housing Led forecasts (November 2019) - Interactive population toolkit:

<https://www.kent.gov.uk/data/assets/excel/0019/12880/Interactive-population-forecast-toolkit.xlsm>

ONS: Births in England and Wales: Summary Tables (2019)

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

ONS: Deaths Registered monthly in England and Wales (2019 & 2020)

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

ONS: Conception Statistics – England and Wales (2018)

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

ONS: Overview of UK Population: January 2021

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/articles/overviewoftheukpopulation/january2021>

ONS: Life expectancy for local areas of the UK: between 2001 to 2003 and 2017 to 2019

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandlifeexpectancies/bulletins/lifeexpectancyforlocalareasoftheuk/between2001to2003and2017to2019>

KCC Births and Deaths in Kent - 2019

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

KCC Housing Led Forecasts, 2019:

www.kent.gov.uk/about-the-council/information-and-data/facts-and-figures-about-Kent/population-and-census#tab-3

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

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

NOMIS: annual survey of hours and earnings (2019)

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

Health:

Public Health England's 2019 Local Authority Health Profile of the District:

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

KCC Strategic Commissioning Statistical Bulletin 2020 – Child Poverty:

https://www.kent.gov.uk/data/assets/pdf_file/0009/7956/Children-in-poverty.pdf

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

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

Deprivation: Ministry of Housing Communities and Local Government (MHCLG) - English indices of multiple deprivation 2019

<https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

Section 2: Understanding our Customers

Equality Impact Assessments

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

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

During 2019/20 the council completed the following EIAs:

- Housing Management Options Appraisal
- General Fund Revenue Budget 2020/21
- Safeguarding Children and Young People and Vulnerable adults Policy

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 2019/20:

- Polling District and Polling Place Review
- Otterpool Park Garden Town Planning Application
- Places and Policies Local Plan – consultation on additional gypsy and traveller site allocation
- Places and Policies Local Plan – consultation on Main Modifications to the local plan
- Core Strategy Review – consultation on changes to housing numbers
- Folkestone Town Centre And The Bayle Parking Zone
- Folkestone West Controlled Parking Zone
- Bellevue Street Area Parking Zone
- Folkestone Central Parking Zone
- Sandgate East Parking Zone
- Prohibition Of Overnight Parking For Vehicles With A Weight Limit Of 7.5 Tonnes Or More
- Various Roads - Provision Of On-Street Disabled Person's Parking Places
- Various Roads - Restrictions and Prohibitions of Waiting, Loading and Unloading

Improving our Customer Experience

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

The council's Lifeline service undertook an annual customer satisfaction survey, demonstrating that 98% of customers are satisfied with the service they receive and agreeing that we regularly provide an excellent quality of service and represent good value for money.

In November 2019, we successfully reapplied for the nationally acclaimed Customer Service Excellence standard. The council first achieved this standard in 2013 and then reapplied in 2016, we have continued to meet all the elements of the standard and in some of the areas achieve "compliance plus". After the three day visit in November, the independent assessor found us fully compliant in elements and awarded 12 "compliance plus (the highest we have ever achieved). Compliance plus is the highest possible category where customer service is recognised as going *above and beyond* what is expected. To reach this standard, the practice also has to be innovative and something that could be shared and replicated in other organisations.

The 12 "compliance plus" were awarded for:

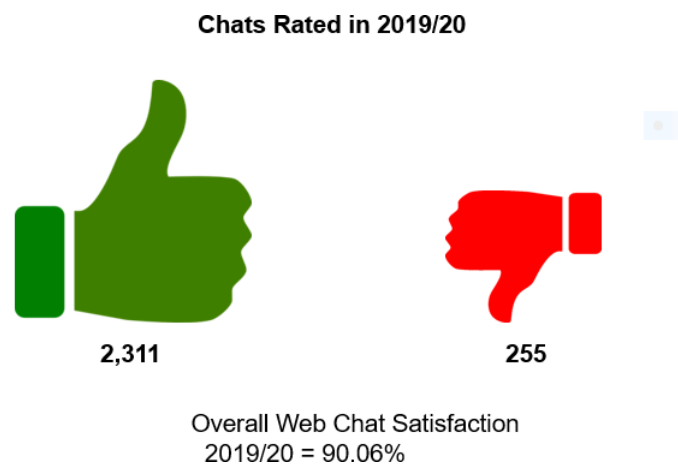
- The range of work being done on vulnerability including training staff to spot potential vulnerabilities and how to deal with them.
- Safeguarding training for staff.
- The street homeless drop in service.
- Dementia Friendly training for staff.
- Public spaces protection order consultation (used as best practice by other local authorities).
- Changes made to letters/communication and the website as a result of listening to customers.
- Development of the Area Officer role to respond to residents' concerns about the appearance of certain areas.
- The new competency behaviour framework for all staff, focusing on the customer and delivering excellence.
- Staff involvement in the process mapping of services to make sure they are effective in meeting customer needs.
- Staff "going the extra mile" to meet customers' needs
- Investment in learning and development for staff
- Feedback from customers

Feedback from the independent assessor included:

- *The ongoing passion and motivation of staff and the high levels of empowerment for all staff to deliver what is needed and to vary the offer to meet individual needs".*
- *The rate and scale of developments and improvements each year continues to illustrate the focus on continuous improvements in all areas of work.*
- *The partnership working is well developed and effective.*

We have various mechanisms that support customers to access our services and information, including providing a translation service in 14 different languages on request and a visiting officer service for Revenues and Benefits. We have continued to develop online forms and to, provide support via our in the self-serve area at the Civic Centre, over the phone and via our webchat service which is also available weekday evenings until 8pm and on Saturday mornings 9am to 2pm. We have also continued to provide a weekly drop in service at New Romney Town Council throughout the year.

Since the beginning of the coronavirus lockdown on 23 March 2020, customers and businesses have been supported to apply for welfare benefits, help with their council tax, grants and many other services over the phone or by webchat.



In 2019-20, 90.06% of customers who used our webchat service stated they were satisfied with the service they received. Some examples of feedback include:

- *“Great help, very responsive and understanding”*
- *“I am Deaf so this chat is excellent communication tool for me”.*
- *“Very helpful and quick and easy to use”*
- *“Brilliant service I'm very happy thank you”*
- *“Fantastic service and fast and very helpful thank you”*
- *“Thank you for your support, and helping me coming to a payment plan I can afford.”*
- *“Very understanding and sympathetic person. Thank you Chat is very effective and good service”*
- *“Speedy service to help me amend my council tax payment months and went out of her way to do so at this moment in time right now, this was the best thing someone could have done for me. Thank you”.*

In April 2019, we worked with the Money Advice Trust to improve our understanding of our more vulnerable counters. A training package was created and delivered to

both our customer services and revenue and benefits teams on how to identify vulnerable customers and more importantly how to support them.

The work on identifying vulnerable customers has grown since April 2019 into a dedicated welfare team of three officers trained to support customers and signpost them appropriately. Additional software has been purchased to allow the welfare team to analyse our benefit caseload to proactively identify customers who may need our support as it's recognised that some vulnerable customers find it hard to engage with the council.

The council has also been quick to provide support for residents at the start of the coronavirus pandemic, with a dedicated emergency covid-19 telephone line set up (available 7 days a week) that went live on Saturday 21 March 2020. This enabled any residents who required help with their shopping and medical needs to contact us.

In addition to the Covid-19 telephone line being established, the Council was instrumental in funding and setting up three community hubs within the district. Each hub together with the Council's central covid response provided support to vulnerable people across the district using over-70s patients and shielding lists. People with disabilities and from all sectors were given support with shopping and prescription collections, dog walking etc. Welfare calls were being made regularly to ensure anyone experiencing loneliness, isolation or mental health issues were signposted to the relevant support. Translation services were provided to those groups that needed help with understanding Covid -19 guidelines and leaflets encouraging residents to call their local hub if they required help were distributed across the district by local volunteers.

The Folkestone Community Works programme has continued to address issues faced by the most vulnerable in the district by funding projects that are working to improve access to services and opportunities for businesses and residents within the Central and East Folkestone wards.

Funding for the programme is supporting services to help both residents who are unemployed and are finding it hard to navigate their way back to work, and residents who want to return to work after having taken a break due to ill-health or family commitments but are finding the work place has changed. These services offer free, independent 1-2-1 support with experienced advisors. Each client works with an advisor who helps the client to identify their goals and employability barriers and then supports the client on their journey.

In addition, funding is also providing professional support for residents who want to supplement their income by developing a skill or hobby into a business. This support helps residents to work through their idea and understand how they could make it a reality by demystifying the process of starting-up a business as a sole-trader.

The council has continued to support charities, the voluntary and community sector and have awarded funding to organisations such as Citizens Advice, Volunteering services, Shepway Sports Trust and the Quarterhouse that undertake activities to support physical and mental health and wellbeing across our district. During 2019/20

we awarded 201 different Member Ward Grants that have benefitted local charities and community groups.

The Folkestone Haven provides an important service within the district to support people who are struggling with their mental health. In 2019/20. Folkestone safe Haven was started in collaboration with the Roger De Hann Charitable Trust who worked with the council to help the service establish a connection with the Rainbow Centre to ensure it has permanent base within Folkestone town centre for people to access ongoing advice and support.

The services of Folkestone Haven are heavily promoted with multi agency partners through the Folkestone & Hythe Community Safety Partnership and Community Safety Unit. Posters are displayed on the council's website and shared via social media channels, details of the service are also cascaded to the community hubs so they can help signpost people to these services.

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

Developing Our Staff

All staff are required to undertake specific equality and diversity e-learning on a regular basis, we also provide safeguarding training to ensure staff know how to support vulnerable people, and we deliver training on preventing extremism, which gives our staff an understanding of radicalisation and who can be drawn into it. We support staff in understanding people with different support requirements and currently have staff and Councillors trained as Dementia Friends supported by a dementia champion within HR. In some areas we ensure staff get the additional training they need to understand customer groups (e.g. specialist training on Mental Health and also Autism for the Vulnerability Group in Revenues and Benefits).

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

Section 3: Understanding our Workforce

On 31st March 2020 there were 370 members of staff employed by Folkestone & Hythe District Council. The number of full time equivalent staff was 328. Looking at the 2019/20 year as a whole, the average headcount was 363 and the average number of full time equivalent staff was 318.

Workforce Profile

All figures used in the workforce profile information below are as at 31st March 2020 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
- 84% of staff are aged between 25 and 59
- 8% of staff are aged between 60 and 64
- 2% of staff are aged 65 or over

Number of staff by age and sex:

Age	16-19	20-29	30-39	40-49	50-59	60 +	Total
Female	4	18	43	48	76	19	208
Male	4	22	27	38	53	18	162
Total	8	40	70	86	129	37	370

Ethnicity and Disability

- 3% of the council's workforce have declared a disability.
- 88% of the council's workforce have indicated that they are from white ethnic backgrounds and 6% from black and minority ethnic groups. The remaining 6% have not declared their ethnicity.

Working Hours and Pay Grade

- 24% 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. 83% of part-time staff are female. Further analysis of sex and working hours can be found on the gender pay gap reporting section of the council's website: <https://folkestone-hythe.gov.uk/reducing-the-gender-pay-gap>

Number of staff by pay grade:

No. of Staff	Pay Grades A-D	Pay Grades E-G	Pay Grades H-L	Total Staff
Part-Time Staff	47	40	3	90
Full-Time Staff	114	112	45	271
Total Staff	161	152	48	361
% of Total Staff	44%	41%	13%	98%*

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

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

Turnover

- 56 people left the council's employment during 2019/20. This represents a crude staff turnover rate of 15%. The 'crude' turnover figure includes reasons such as redundancy (including voluntary redundancy) and those engaged on a casual, seasonal or short-term basis to, for example, provide maternity cover or support the annual electoral registration canvass. The voluntary turnover rate, which counts resignations only, was 9%.

Staff Grievances

- There were no staff grievances raised relating to equality in 2019/20:

Year	Total	Equality Related
2015/16	0	0
2016/17	1	0
2017/18	1	0
2018/19	1	0
2019/20	1	0

Section 4: Our Achievements and Engagement Activities

The council has undertaken several major projects during 2019/20 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 2019/20"](#)

We have worked to deliver homes that meet the needs of our changing population, building new affordable homes, offering shared ownership schemes that will support first time buyers, in 2019/20 we have:

- Delivered a total of 76 new affordable homes with partners for rent and shared ownership continuing to boost the supply of much needed homes in the district.
- Improved 257 private sector homes for local people as a result of enforcement action and the provision of the Disabled Facilities Grant, Winter Warmth and Home Safe loans.
- Awarded a total of 78 disabled facilities grants to support those with disabilities adapt their own homes.

The Local Area Officer team ensures our district is a welcoming and attractive place to live, work and visit. Part of their work involves engaging and empowering communities to help themselves by increasing the number of volunteer clear-ups, as well as events led by local businesses.

In 2019/20 our Area Officers have successfully overseen 2,820 community volunteer hours and supported 81 community environmental events with participation from Lydd and Hawkinge Town Councils and Parish councils of Elham, Lyminge, Brookland, Stanford and Ivychurch as well as community organisations including, Stowting Wombles and The Hythe Environmental Group.



Volunteers came from a range of backgrounds and the programme has been viewed as supporting integration amongst different community groups, reducing isolation, and promoting community involvement. In addition over 120 'Lone Ranger' sets of litter picking equipment were issued during the year.

Local businesses have also continued to support local areas, with over 970 corporate social responsibility volunteer hours undertaken in the year to support community litter picks. Participating organisations have included ASDA, Holiday Extras, Balfour Beatty, Sleeping Giant Media, Dell Europe, Network Rail and the Environment Agency.

Engagement with local Armed Forces Community

The Folkestone & Hythe District has a long tradition of cooperation between its civilian community and the local armed forces. In 2019/20, the following engagement was undertaken with the local armed forces community:

In June 2019, the council helped to organise a Family Health Fair at Sir John Moore Barracks for the serving Gurkhas and their families. Stall holders providing information and advice included:

- Forward (East Kent Drug and alcohol service)
- Midwives
- Child Care
- Breastfeeding
- Folkestone Sports Centre
- Armed Forces Network
- Porchlight Live Well Kent with Folkestone Mind)
- One You Kent NHS programme

Our Armed Forces Champion established an 'Armed Forces Veterans Support Group' that meets on the last Friday of each month in Folkestone Town Hall to provide support and advice to veterans on employment, health, debt and housing

matters. The drop in sessions are staffed by case officers from Cheriton branch of the Royal British Legion.

In September 2019, we were successfully awarded the Defence Employer Recognition Scheme Silver award for supporting staff members who have worked in the Armed Forces.

In October 2019, we hosted Mental Health First Aid training at the Civic Centre delivered by Armed Forces Network for staff whose work may bring them into contact with members of the Armed Forces community.

In preparation for the Royal Ghurkha Regiment Unit moving to Shorncliffe, officers from both Kent County Council and Folkestone & Hythe DC travelled to Brunei during 2019/20 to better understand the challenges facing serving families moving to Folkestone and establish and build relationships with key partners to support their transition. *(The move of this regimental unit has been subsequently postponed to 2021 due to the Coronavirus pandemic).*

In the wake of the coronavirus pandemic, the Council signed posted government guidance and materials on COVID 19 for Nepalese community on its website.

Adult Safeguarding Week

As part of Adult Safeguarding week in October 2019, we set up a stall in Folkestone Town Centre with Community Safety Partners including Kent County Council, Kent Police and Community Wardens. The aim of stall was to raise awareness and provide information to the public on a range of subjects including domestic abuse, trading standards, scams, hate crime, adult abuse, mental health, physical health, neglect and self-neglect.

Annual Grant Funding

The Council has continued to support charities, the voluntary and community sector through grants. Our Local Children's Partnership Group distributed over £55,000 of funding towards local community projects for young people including:

- Raising aspiration and educational attainment, and extending employment opportunities
- Creating Safe and Resilient Communities
- Enhancing communication skills as a foundation for life

201 Ward Grants, totalling over £86,000, have benefitted local charities and community groups during 2019/20, further enhancing the council's involvement with local communities, and assisted with the delivery of efficient and effective projects and services to ward areas.

In 2019/20 Annual grant funding was renewed by the council for the following community organisations. Many have adjusted their activities to deliver online services when the when the coronavirus lockdown occurred:

- **Shepway Sports Trust:** To provide accessible sports and play based facilities and activities within the district, focusing on reducing health inequalities and engaging children and young people in order to encourage health lifestyles as well as reduced anti-social behaviour. From Mid-March when the coronavirus lockdown occurred many sports activities were successfully delivered online.
- **Folkestone Sports Centre Trust:** To provide accessible sports and wellbeing based facilities and activities for all age groups within the district. The Trust also supports council events like its dementia training, Armed Forces Day and Tall Ships Training.
- **Kent County Sports Partnership:** To improve access to sports clubs and coaching activities across the district.
- **Citizens Advice Bureau:** To deliver debt, legal, housing and consumer advice on the Council's behalf and working closely with FHDC teams.
- **Academy FM:** To support a community radio station serving the community by promoting the District, working with young people, aiding community interaction and raising awareness of local issues and activities to aid community cohesion.
- **Red Zebra:** To support the running of four volunteer networking session across the District to increase volunteering, support the voluntary and community sector as well as improve health and wellbeing.
- **Folkestone Quarterhouse:** To deliver a programme of visual, performance and musical arts educational and performance based activities to families, schools and hard to reach groups in the district. The Quarter House closed on 23rd March 2020 due to the coronavirus lockdown, but Creative Folkestone have provided signposting on their website for advice and support for businesses, the self-employed and individual wellbeing.
- **Musical walkabout –** To deliver music sessions to address the young onset of dementia in care homes and supporting Folkestone's music town.
- **Kent Coast Volunteering:** To part fund a Volunteer Outreach Coordinator post to support the development of volunteering groups in the district.

Young Persons Community Safety Conference

During 2019/20, the Folkestone & Hythe Community Safety Partnership, played a key role in supporting the Young Persons Community Safety Conference where over 900 young people learned about the dangers of knife crime, drugs and gangs.

The event hosted at The Leas Cliff Hall focused on the importance of emotional health and positive relationships and was targeted at Year 9 pupils. Students from secondary schools across Folkestone, Hythe and Romney Marsh attended.

Presentations included a screening of Breck's Last Game, telling the story of 14-year-old Breck Bednar who was murdered by someone he met online. His mother Lorin LaFave was there to share her experience. There were also sessions on drug and alcohol awareness as well as how to stay safe.

This is the second time a conference has been held for young people and the aim was to encourage them to think about their decisions and choices. It was an opportunity to talk about risk-taking behavior and how to stay safe and to look out for each other.



Safety in Action Day

We have worked extensively with young people. More than 600 children from 18 schools 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.

Tall Ships Programme

In July 2019 more than 30 children from local schools took part in the Tall Ships programme, a life changing cross border project with schools in Boulogne, France. Those involved experienced different cultures, formed new friendships, improved confidence and self-esteem and overcame many personal and physical challenges, culminating in a 4 day sailing voyage as part of the Boulogne Sea Festival. The scheme takes place every two years and is funded by the Council, Boulogne Town Council, Eurotunnel and Folkestone Harbour Company.

The project received some incredible feedback from the children and parents. For many of the children there was a marked increase in their self-confidence, esteem and friendship skills. Parents commented that this was a once in a life time opportunity that their children will never forget. Friendships were formed that we are proud to say are still on going to this day, many of the children who took part in the project now socialise out of school.

New Disabled Swing and Gym equipment installations in Radnor Park

The Council installed a new wheelchair swing in Radnor Park, Folkestone to enable local disabled children to experience the unique sensation of being on a swing. The local Radnor Park Community Group raised funds for the wheelchair swing which the Council match funded through the Roger De Haan Charitable Trust. The remaining costs for the swing were funded through Kent County Council and via local councillor ward grants. In addition to the new wheelchair swing, outdoor gym facilities were also introduced for adults and young people aged 14+ within the park. The new facilities included gym rings, high bars, plyometric step boxes, and easy fixing points for TRX strength bands to help with promoting healthy lifestyles with our communities.



Community Hubs

In the wake of the COVID-19 Pandemic, the Council swiftly funded the establishment of three community hubs in the District. The hubs are operated by key partners; Three Hills Sports Centre supported by Citizens Advice and Kent Coast Volunteering in Folkestone; Age UK in Hythe and the Romney Marsh Day Centre in New Romney to provide vital support to locally vulnerable people who are self-isolating. The hubs are supported by local volunteers and council officers, which in the first three weeks from 30th March 2020 dealt with over 9,000 calls, 3,500 hot meal requests, 1,000 shopping requests and 724 prescription requests on behalf of residents.

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 2019/20"](#)

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 2019/20 the council received 486 complaints and 147 compliments.

Of the 486 complaints received:

- 416 were resolved at Stage One
- 70 progressed to Stage Two
- 59 were resolved at Stage Two
- 11 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 486 complaints received, four was related to equality and diversity issues. The nature of the complaints related to:

- Disabled access to a polling station
- 2x Blue Badge parking
- Ending of a Disabled tenancy due to partner moving out

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

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

Section 6: Equality Objectives

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

Actions undertaken between 2016 and 2020:

	Action	Lead Function	Deadline	2019/20 Update
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).	Performance and Improvement Specialist	Ongoing	EIAs are documented as part of the service planning process annually and managers complete EIAs when policy or service is introduced or revised. The EIAs undertaken during the year have been documented in section 2 of this report.
2.	Continually improving the council's management information relating to equality matters including complaints and customer satisfaction.	Information & Complaints	Ongoing	A corporate complaints and compliments report is produced for Corporate Leadership Team to review on a six monthly basis. Further work is being undertaken to introduce a complaints report that will focus on solely on equality related issues that arise.

3.	Involving service users and local communities (including people with protected characteristics) in the design of council services.	Assistant Directors/Chief Officers and service managers	Ongoing	<p>We have consulted with services and local communities in design council services in the following ways during 2019/20:</p> <ul style="list-style-type: none"> • The Electoral Services team held a district wide polling station review consultation during 2019. The consultation process ensured both local ethnicity and disability groups were contacted for their views on proposed changes. • Following community feedback received when the Radnor Park Play Area was refurbished in 2017, the council installed a wheelchair accessible swing to the park in 2019. • Local residents have helped to continually shape our parking schemes across the district. We have consulted with all residents within a proposed area throughout the year to receive a wide range of views from people including those with protected characteristics.
	All managers undertaking stage 2 EIA exercise will consult appropriately and publish the results.	All managers	As required	<ul style="list-style-type: none"> • No Stage 2 EIAs have been undertaken during the year. Managers will complete EIAs in line with guidance as and when a policy or service is introduced or revised.

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	<p>The Planning Policy Team undertook the following consultations:</p> <p>Core Strategy Review Submission Draft (Housing Requirement) – 2 December 2019 to 20 January 2020</p> <p>Places and Policies Local Plan Main Modifications –13 January to 24 February 2020</p> <ul style="list-style-type: none"> • All comments received during both these consultations were made publically available on our website, suitably anonymised. • These consultations were undertaken as part of a statutory process, with requirements for consultation set out in regulations. • Results are not disaggregated for different equality groups, as we don't ask for this information from respondents. However, they form part of a statutory process where issues of equality are considered by an independent Inspector acting on behalf of the Secretary of State who has regard to Section 149(1) of the Equality Act 2010. <p>The Electoral Services team undertook a district wide polling station review consultation during 2019.</p>

				<p>The consultation process ensured both local ethnicity and disability groups were contacted for their views on proposed changes. The result of this consultation was published on the council's website alongside the recommendations provided to Full Council to approve.</p>
5.	<p>Continue with the 'Understanding our communities' programme including sessions like:</p> <ul style="list-style-type: none"> • Living with dementia and how we can support customers with dementia, 100 staff and Councillors are trained as Dementia Friends. • Deafness awareness sessions to enable staff to more effectively support those with hearing impairments. • Inputs from the mental health charity Mind; and Rainbow centre regarding the Roma community 	Learning and Development	Ongoing	<ul style="list-style-type: none"> • We have continued to run training sessions re: Living with dementia for staff and members. The last session was held in November 2019. • During 2020 we have had staff from our Vulnerability team trained in Autism. In December 2020 a cohort of 16 staff will be trained in Mental Health First Aid.
6	<p>Equality and diversity training is part of our induction and for all staff to undertake a mandatory refresh e-learning module every 3 years.</p>	Learning and Development	Ongoing	<ul style="list-style-type: none"> • Staff continue to undertake the Equality and Diversity e-learning module. In addition to this E&D is included as part of our Manager Development Programme, for example as part of training on resourcing.