



Annual Equality and Diversity Report

A reflection on the 2020-21 Year

Published: xx 2022

Folkestone & Hythe



District Council

Contents

	Pages
Foreword	Page 3
Section 1: Our Achievements and Engagement Activities	Pages 4-8
Section 2: Understanding our Customers	Pages 9-12
Section 3: Understanding Our Workforce	Pages 13-15
Section 4: Understanding our Communities	Pages 16-35
Section 5: Compliments, Feedback and Complaints	Pages 36-37
Section 6: Equality Objectives	Pages 38-42

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 2020/21 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.

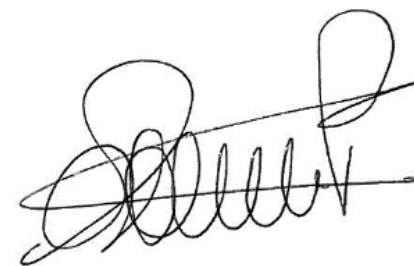
We hope that you find this document useful and informative. Further information, including the council's related Equality and Diversity Policy, can be found at: <https://folkestone-hythe.gov.uk/your-council/policies-plans-and-documents/equality-and-diversity>

Alternatively you can contact us at: policy@folkestone-hythe.gov.uk

Yours sincerely,



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



Dr Susan Priest
Chief Executive



Section 1

Our Achievements and Engagement Activities

Introduction: The council has undertaken numerous projects throughout 2020/21 against the backdrop of the coronavirus pandemic.

This section looks in more detail at some of the engagement activities we conducted over the year to promote equality, diversity and inclusion. Our achievements are fully detailed in [‘Making a Difference: A Snapshot of Our Year 2020-21’](#).

01 | Our Achievements and Engagement Activities

Folkestone & Hythe Housing Service

On the 1st October 2020, the council launched its new housing service with the vision of creating: *'A world class, digitally enabled service that is easy to do business with and where tenants are at the heart of everything we do'*.

Since the launch the housing team have worked incredibly hard over a six-month period to improve engagement with tenants through:

- **Building stronger working relationships** with colleagues and teams across the council, as well as with external partners such as the Community Navigator Service, the Peabody 'hoarding' service, and Rising Sun Domestic Abuse Service/MARAC.
- **Improving how we listen to the tenant's voice** by conducting a tenant and leaseholder satisfaction survey (STAR) within the first couple of months of the new service with [results that have been published](#), and the feedback from this survey has informed an action plan.
- **Developing tenant and leaseholder engagement activities** – working with the Tenant and Leaseholder Board, TPAS (tenant engagement specialists), and consulted with tenants, to create a Tenant Engagement Strategy. The team is building relationships with the Tenant and Leaseholder Board and a cohort of tenants who want to be involved at different levels. The team has also set up regular online coffee mornings for leaseholders and supported those Independent Living Forum members who are digitally-able to resume their meetings.
- **Introducing a variety of tenant communications**, including the establishment of a bi-annual [tenant newsletter](#), and harnessing bulk email and text messaging systems to keep tenants informed. A private Facebook group for tenants and leaseholders is under development.
- **Improved anti-social behaviour (ASB) reporting process** – by addressing 12 serious and long-standing anti-social behaviour cases. A satisfaction survey for tenants to complete after an ASB case has been dealt with is being developed to continually improve the service.

We have continued to work on delivering homes that meet the needs of our changing population and during the 2020-21 year we have:

- Delivered a total of 22 new affordable homes with partners for rent and shared ownership continuing to boost the supply of much needed homes in the district.
- Brought 78 long term empty homes within the district back into use.

- Improved 241 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 54 disabled facilities grants to support those with disabilities adapt their own homes

A new Homelessness Prevention Strategy was launched during the year to enable the council to deliver a range of services to prevent vulnerable people from becoming rough sleepers and, where people are already rough sleepers, services to support them to access accommodation and help move to a more settled way of life. The services include:

- The provision of outreach services to identify and verify people rough sleeping in the district.
- The provision of emergency accommodation to help people move away from the street.
- Sign-posting to mental health and other support services.
- Support to assist people to access long-term accommodation both within the social and private housing sectors.
- Support services to prevent tenancy breakdown and a potential return to the streets.
- The development of accommodation services for the most entrenched rough sleepers, including intensive housing support, due to be launched summer 2021.

The council provides funding to the Rainbow Centre in Sandgate Road, Folkestone, to enable them to provide a range of support services to vulnerable people with a history of rough sleeping or who are living in insecure accommodation. A total of 227 people were assisted through the service during the year, with 63 being helped into accommodation.

The council also supports the Rainbow Centre to deliver the Winter Shelter project, providing emergency accommodation to vulnerable homeless people during the winter months. A total of 21 people were supported through the project over winter period until the end of June 2021.

01 Our Achievements and Engagement Activities

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 2020/21, engagement activities were much reduced due to the pandemic but we continued to support the local armed forces community where possible:

The 'Armed Forces Veterans Support' monthly drop-in was suspended, however the council's Armed Forces Lead Officer provided individual support for veterans remotely via email and telephone. This resulted in one veteran being offered housing at the Royal British Legion Industries (RBLi) Village and another having his rent arrears cleared and being offered employment at Age UK Hythe & Lyminge.

Following our Silver Award in the Defence Employer Recognition Scheme, the council submitted an application for a Gold Award in March 2021, which proved successful; this means the council has been recognised with the highest award for its role in employing and supporting persons who serve and protect our country. The council has various armed forces personnel within its workforce, including veterans, a Cadet Forces Adult Volunteer, as well as those living in military families. Reservist leave is also available to staff.

Throughout the pandemic, the council has continued to support the Gurkha community who were badly affected by the second wave. The council provided translated information on Covid and personal protective equipment. We also worked with Kent County Council (KCC) to establish a Covid test site in Cheriton to provide easy access for the Nepalese community.

The Folkestone Nepalese Community were also supported by the council in their efforts to register as a Charitable Incorporated Organisation (CIO) with the Charity Commission and to negotiate with KCC to lease a space to open a new community centre for the Gurkha veterans and other members of the community in Cheriton. In partnership with Kent Coast Volunteering, the council successfully bid for £70,000 of grant funding from the Armed Forces Covenant Fund Trust to support the establishment of the new community centre alongside funding from KCC Combined Members grant and the district council's own Member Ward Grant funding.

The Armed Forces Lead Officer has continued to support the Gurkha veterans with their Community Led Housing project that looks at providing suitable housing for these veterans within the local area.

Our lead Armed Forces officer has attended various meetings, briefings and events throughout the year, including Kent & Medway Armed Forces lead officers meetings,

Unit Welfare Officer meetings and the Kent & Medway Civilian Military Partnership board meetings and attended the Armed Forces Covenant in the Community Conference in October and the Armed Forces Champions Conference in February.

Engagement with the wider community

Much of the usual community engagement activities did not go ahead due to lockdown, however we adapted and delivered our annual networking and Meet the Funders' events to deliver them online via Zoom. In addition two half-day training sessions were delivered called: 'Setting Up Your Group' and 'Funding Your Group'. We had good numbers of attendees at all events and positive feedback.

Officers supported the Voluntary, Community and Social Enterprise (VCSE) sector throughout lockdown with updates on the support available and funding opportunities. Information on Sport England Funding to those inactive in their homes was successfully applied for by the community hubs, Winter grant funding was distributed to VCSE organisations, including local food banks and Citizens Advice. The details of many services that transferred to online support (e.g. Safe Haven for Mental Health) were cascaded to key organisations. A spreadsheet of new support services was developed by the council and cascaded widely, this included help with food, support via volunteers and befriending services.

In partnership with Dover District Council we successfully established the White Cliffs Community Rail Partnership. The partnership covers stations between Westenhanger and Sandwich and is comprised of eleven organisations including town councils, English Heritage, South Eastern and Network Rail. The partnership has a number of aims including: the promotion of healthy and sustainable travel, bringing communities together and supporting diversity and inclusion. Terms of reference and an action plan have been developed, with the plan focusing on ways to improve station facilities and information, as well as improve transportation links and incentives to travel by train. The partnership will also support local community groups, residents and visitors with projects to develop the local railway and their towns.

At the start of the pandemic we adapted [Spotlight](#), the website that connects people with local activities and services. A number of online activities and services continued to operate during lockdown, these included: Night Owls (online mental health peer support group) for people living with mental health illness who have difficulty sleeping at night and who would like to chat with others in a safe space to help alleviate loneliness and the Pavement Pounders (Spoken memory projects) that focuses on recording verbal and written memories of older generations within local communities for heritage projects.

01 | Our Achievements and Engagement Activities

Annual Grant Funding

The council has continued to support charities, the voluntary and community sector through grants. Our Local Children's Partnership Group (LCPG) distributed over £50,000 of funding towards local community projects for young people, and delivery by funded organisations was adapted around Covid-19 restrictions to ensure the LCPG priorities below could continue to be addressed:

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

154 Ward Grants, totalling over £89,000, have benefitted local charities and community groups during 2020/21, 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 2020/21 annual grant funding was renewed by the council for the following community organisations. Many have adjusted their activities to deliver online services 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 healthy lifestyles as well as reduced anti-social behaviour. During the coronavirus pandemic many sports activities were successfully delivered online and ongoing work to the skate park F51 continued.
- **Folkestone Sports Centre Trust:** To provide accessible sports and wellbeing facilities and activities for all age groups within the district. The Trust has been impacted by the pandemic but was able to provide some online services, including free online keep fit sessions for NHS key workers.
- **Active Sport Kent (previously known as the Kent County Sports Partnership):** To improve access to sports clubs and coaching activities across the district. The partnership ran conferences and webinars and provided support and guidance to sports clubs and leisure providers on how to access funding during the pandemic and deliver alternative online provision.

- **Citizens Advice Bureau (CAB):** To deliver debt, legal, housing and consumer advice on the council's behalf and working closely with council teams. The CAB was extremely busy addressing problems of hardship and dealing with residents adversely affected by the pandemic (e.g. through job losses or furlough).
- **Academy FM:** To support a community radio station which promotes the district, works with young people, aids community interaction and raises awareness of local issues and activities. The station continued to promote local initiatives, including promotion of the community hubs for support and advice, throughout the pandemic during 2020-21.
- **Red Zebra:** To support the running of volunteer networking sessions across the district to increase volunteering, support the voluntary and community sector as well as improve health and wellbeing. Red Zebra delivered a number of these sessions online.
- **Folkestone Quarterhouse:** To deliver a programme of visual, performance and musical arts, educational and performance activities to families, schools and hard to reach groups in the district. Although the Quarter House was closed due to the pandemic, Creative Folkestone were able to deliver on line services including projects with schools and other organisations. The range of online projects increased and other events took place in the community when the first lockdown was lifted.

Over £50k
Of LCPG funding has been
distributed to local
community projects

Over £89k
In ward grants have
benefitted local charities
and community groups
during 2020-21

01 Our Achievements and Engagement Activities

Folkestone & Hythe Community Safety Partnership (F&H CSP)

During 2020/21 the statutory F&H CSP continued to meet virtually and progress key activity including the administration of Police and Crime Commissioner (PCC) funding to deliver projects to vulnerable and diverse communities across the district. These included:

- Urban Pastors – continuing to carry out night time sweeps of key locations to address Anti-Social Behaviour (ASB) and any support needed for vulnerable people they may have come across.
- Aspire – ongoing engagement and support to homeless individuals throughout the pandemic and liaising with appropriate agencies.
- Ring door bells to support victims of Domestic Abuse.
- Collaborative working with Kent Police’s Violence Reduction Unit (VRU) to support the police with the provision of knife wands (to detect people who may be carrying concealed weapons) for premises such as pubs.
- Carried out a prominent operation with high visibility policing jointly with British Transport Police using a Knife Arch (a walk-through metal detector).
- Distribution of trauma packs to partners at key locations in the district.

The CSP continues to ensure training is provided to key partners and agencies on issues such as PREVENT, knife crime and inputs to consultation documents e.g. the Kent and Medway Gangs’ Strategy.

The Community Safety Unit (CSU) weekly meeting saw an increase in partnership engagement and attendance, as the online meetings allowed more partners to attend with between 30-40 people from different agencies attending regularly. The CSU meetings have helped to deliver a number of successes - such as implementing closure orders on premises where antisocial or criminal behaviour is taking place, tracing missing persons and tackling homelessness - through the close partnership working that these meetings enable.

Napier Barracks

In 2020 the Government’s Home Office decided to use the Napier Barracks site in Folkestone to house asylum seekers. Although the district council was not involved in this decision, the council has been pivotal in addressing community concerns around the use of the Barracks throughout 2020/21, including regular joint visits with district

council and police staff to provide advice and guidance to the operators and the service users at the Barracks.

An online community engagement event was held in September 2020 (followed up in May 2021) and this reassured the community on all the mitigation and support measures being put in place at the Barracks.

Community Hubs

Following the swift establishment and funding of three community hubs across the district with local partners in response to the coronavirus pandemic at the end of March 2020, the hub model has continued to provide a range of essential services needed to ensure the health and wellbeing of residents, particularly the most vulnerable.

In July 2020, the council committed to an additional £35,000 of funding to support the hub model in 2020/21. The three hubs are based at:

- **Folkestone:** Initially at the 3 Hills Sports Centre, the hub is now run by Age UK South Kent Coast at their Folkestone offices;
- **Hythe:** being run by Age UK Hythe & Lyminge; and
- **Romney Marsh:** initially run by the Romney Marsh Day Centre, now the Romney Marsh Community Hub.

With the support of over 600 volunteers the hubs have:

- **Responded to over 65,000 calls from residents;**
- **Undertaken over 25,000 GP welfare calls;**
- **Delivered over 51,000 hot meals;**
- **Delivered 6,300 prescription requests; and**
- **Provided over 9,200 shopping requests.**

The community hubs have developed a depth of community spirit and cohesion across the district during the past year, as well as highlighted the strength of partnership and collaboration between the council and volunteer and charitable organisations to deliver for local communities. This collaborative effort has been recognised as an initiative of national importance with the council receiving a Certificate of Excellence award from iESE, a national not-for-profit social enterprise to transform public services, in March 2021.

Section 2

Understanding our Customers

Introduction

In this section we look at the council itself, how we are filling our statutory duties and how we are targeting our services to the particular needs of our residents. The coronavirus pandemic has had a significant impact on the district over the 2020/21 period, in common with the rest of the country, and in this section we also highlight how the council has responded to this crisis.

02 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 2020-21 the council completed the following EIAs:

- **Private Sector Housing Enforcement and Civil Penalties Policy**
- **Draft Homelessness Prevention Strategy**
- **Tenancy Policy**
- **Housing Management Policy**
- **Housing Community Safety Policy**
- **Home Ownership Policy**
- **Shared Ownership Policy**
- **Right to Buy 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 2020-21:

- **Folkestone & Hythe District Council Corporate Plan – ‘Creating Tomorrow Together’ (2021-30)**
- **Private Sector Housing Enforcement Policy**
- **Folkestone Harbour parking Zone G extension**
- **Walton Road Area Zone G1 controlled parking zone**

Improving our Customer Experience

Customer Service Excellence:

In September 2020, the council successfully retained its Customer Service Excellence (CSE) accreditation. The accreditation is a Government standard developed to offer a practical tool for driving customer-focused change within organisations. The independent assessor was so impressed by the council’s ongoing commitment to customer service he awarded a further 3 ‘compliance plus scores as part of his latest inspection, bringing the overall number awarded to 15.

The additional three compliance plus scores were awarded for:

- The work undertaken by the Welfare Team to make sure we understood the needs and expectations of all customers during the Covid crisis.
- The adaptation of policies and procedures (and the development of new ones where needed) to make sure customer needs were properly identified and met where possible.
- The efforts made to make sure that all customers knew how to access services during lockdown and throughout the ongoing challenges of Covid.

Feedback from the independent assessor highlighted the following positive aspects of the council’s operations:

- *“The high levels of engagement, motivation, drive and sense of pride by staff”*
- *“One team approach”*
- *“The continuous focus on improvement”*
- *“The changes and development around inclusion”*
- *“The enhanced external partnership working”*

02 Understanding our Customers

Improving our Customer Experience (continued)

Web Chat Service:

We have various mechanisms to support customers to access services and information, including the translation and British Sign language service on request and a visiting officer service for council tax and benefits. Since the beginning of the pandemic 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 the Web Chat service.

Our Web Chat service continues to be popular and in 2020-21, 93.92% of customers who rated the service stated they were happy with the service they received.

In Section 4: Understanding Our Communities we highlight the ageing profile of the population and relatively high levels of deprivation in some areas, and initial feedback from Web Chat has shown how useful customers find this service in helping them to access services online. Some examples of feedback include:

- *“The agent was so supportive and understanding. She made sure that anything that could be done to help straight away was actioned, providing me and my partner with some breathing space whilst we tackle this difficult time. thank you”*
- *“Helped a non IT literate person to navigate the website”*
- *“Excellent and empathetic to my situation”*
- *“Great customer service as always, nothing is ever too much trouble”*
- *“Agent was very professional, quick at responding and made me feel like she cared about getting my problem sorted. In short: Legend”*
- *“User was fast and found the information I needed, best service I’ve had using an online help, will be using again”*
- *“Unbelievably helpful, super skilled customer service no more words to explain the support I have received highly recommend thanks”*
- *“Very efficient and helpful person, so good to be helped so easily”*
- *“Advisor was very understanding and helped me through my query, new technology is not easy when you are 82”*

My Account and Website Accessibility:

We have continued to develop our online services and the systems development team launched our MyAccount service in August 2020. This service allowed customers to see easily information about council tax, waste collection dates, election information and who their councillors are all in one place. Customers are able to report, apply and pay for services 24/7 and links from the MyAccount take them directly to the relevant webpage without the need to navigate their way around the website. In addition there is a Myplanning area where customers can track planning applications and see at a glance any new proposals within 500 metres of their property. The latest release is the Mywaste areas where customers can see details of when their next bin collection is scheduled, or if it has been rescheduled, and easily make requests or reports (e.g. missed bins, details of which are sent directly to the waste contractor). The take up of MyAccount has been very positive and at the end of September 2021 46.73% of households had signed up.

Work is continuing to review our website for accessibility and new software has recently been purchased to ensure documents meet accessibility standards before they are uploaded onto the website. Our website meets the Web Content Accessibility Guidelines (WCAG) and we are continuing to review and improve it.

In addition there is a project in progress to review service area webpages to ensure they are in plain English, clear and concise, easily searchable and consistent across the website. Where possible pdf forms that had to be previously downloaded and sent by post are being replaced with online forms that are sent directly to the back office systems for officers to work on.

Welfare Team:

Since April 2019, we have 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 to identify vulnerable customers and more importantly to support them.

The work on identifying vulnerable customers has grown since 2019 and has led to the creation of a dedicated welfare team of four 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 is recognised that some vulnerable customers find it hard to engage with the council. The welfare team work with a multitude of partnership organisations covering a variety of disciplines, and are also trained mental health first aiders and safeguarding duty officers.

02 Understanding our Customers

Improving our Customer Experience (continued)

Welfare Team (continued):

Since April 2020 the welfare team have undertaken training with the National Autistic Society. All members of the team have become Armed Forces Champions and they have also used analytical software to identify people potentially eligible for pension credits, discretionary housing payments and financial support payments for their council tax to help them claim these benefits.

COVID-19 Support:

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), and a dedicated email address, 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 waking etc. Welfare calls were made regularly to ensure anyone experiencing loneliness, isolation or mental health issues were directed 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 council staff and local volunteers.

Folkestone Community Works:

The Folkestone Community Works programme area has continued operating throughout the Covid pandemic 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.

During the year, the council developed funded projects providing professional support for residents who decided their route to economic independence was through self-employment, or had a need to supplement their income by creating a 'table top' businesses by using a skill or hobby to generate additional income. The easy access

to e-commerce through Ebay and other social media platforms has opened the door to everyone. This support helps residents to work through their ideas and understand how they could make it a reality by demystifying the process.

In addition, the council has continued to fund support for existing businesses through 1-2-1 advice and grants to navigate and adapt to the unusual and changing environment they are operating within, with the aim to retain and increase the number of employees

Folkestone Safe Haven:

The [Folkestone Mental Health Safe Haven](#) continues to provide an important service within the district to support people who are struggling with their mental health. Established in 2019/20, the Folkestone Mental Health Safe Haven was started in collaboration with the Roger De Hann Charitable Trust who worked with the council to help establish a connection with the Rainbow Centre to ensure the Haven has a permanent base within Folkestone town centre for people to access ongoing advice and support. The service operates 365 days a year and opening times are Mon – Fri 18.00- 23.00 and weekends and bank holidays 12.00 – 23.00.

The services of the Folkestone Mental Health Safe 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.

Section 3

Understanding Our Workforce

Introduction

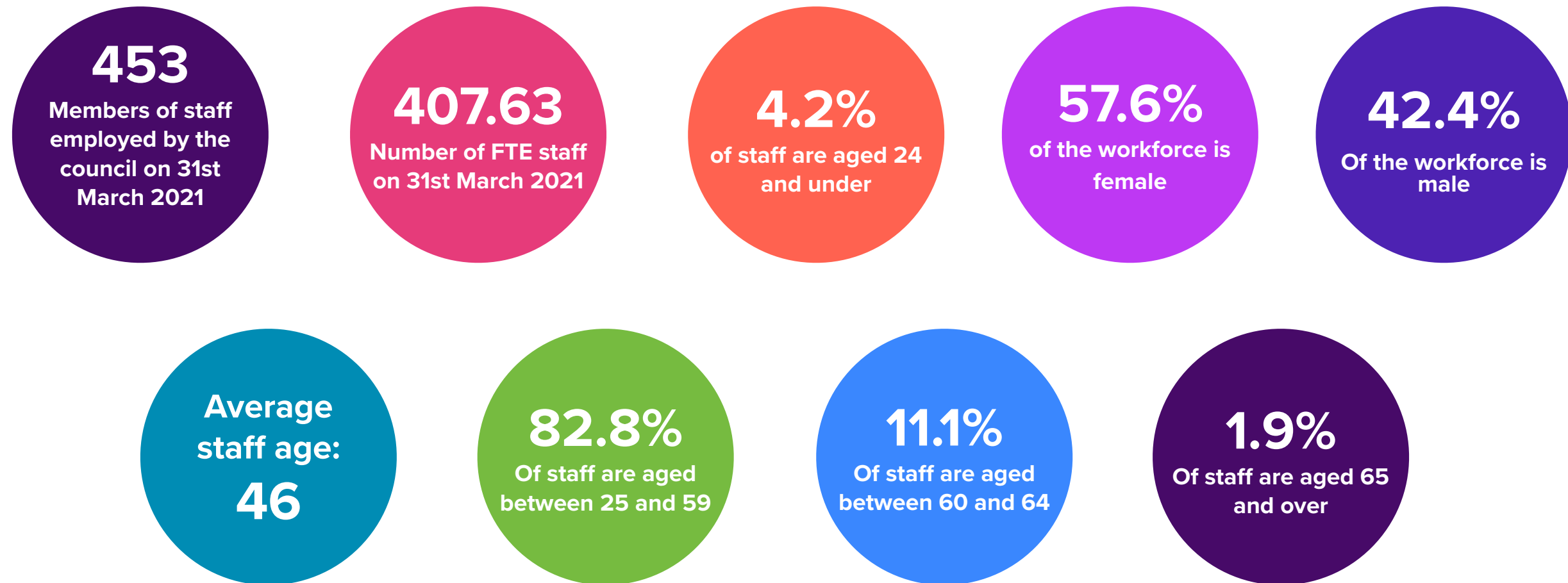
In this section we provide a brief overview of the characteristics of our own workforce.

On 31st March 2021 there were 453 members of staff employed by Folkestone & Hythe District Council. The number of full time equivalent staff was 407.63. Looking at the 2020/21 year as a whole, the average headcount was 415 and the average number of full time equivalent staff was 370.24. The difference in the figures can be attributed to the new housing service launching in October 2020 and an increase to our staffing headcount as a consequence.

03 Understanding Our Workforce

Folkestone & Hythe District Council - Workforce Profile

All figures used in the workforce profile below are as at 31st March 2021 and include staff the council directly employs.



Number of staff by age and sex:

Age	16-19	20-29	30-39	40-49	50-59	60	Total
Female	2	23	47	65	90	34	261
Male	1	24	33	44	65	25	192
Total	3	47	80	109	155	59	453

03 Understanding our Workforce

Ethnicity and Disability:

- 4% of the council's workforce have declared a disability.
- 87.2% of the council's workforce have indicated that they are from white ethnic backgrounds and 6.2% from black and minority ethnic groups. The remaining 6.6% have not declared their ethnicity.

Working Hours and Pay Grade:

- 22.7% 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. 84.5% of part-time staff are female. Further analysis of sex, working hours and pay 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>

Turnover:

- 35 people left the council's employment during 2020/21. This represents a crude staff turnover rate of 8.4%. 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 4.3%

Staff Grievances:

- There was one staff grievance raised relating to equality in 2020/21. The grievance was not upheld.

Year	Total	Equality Related
2015/16	0	0
2016/17	1	0
2017/18	1	0
2018/19	1	0
2019/20	1	0
2020/21	1	1

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. We now have 46 Mental Health First Aiders (10% of our workforce) so that we can better support those customers struggling due to the pandemic or other pressures they may be under. In other areas we ensure staff get the additional training they need to understand customer groups (e.g. specialist training on Autism and transgender awareness for the Vulnerability Group in the Revenues and Benefits team).

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 profile 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 our staff who are 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 4

Understanding our Communities

Introduction

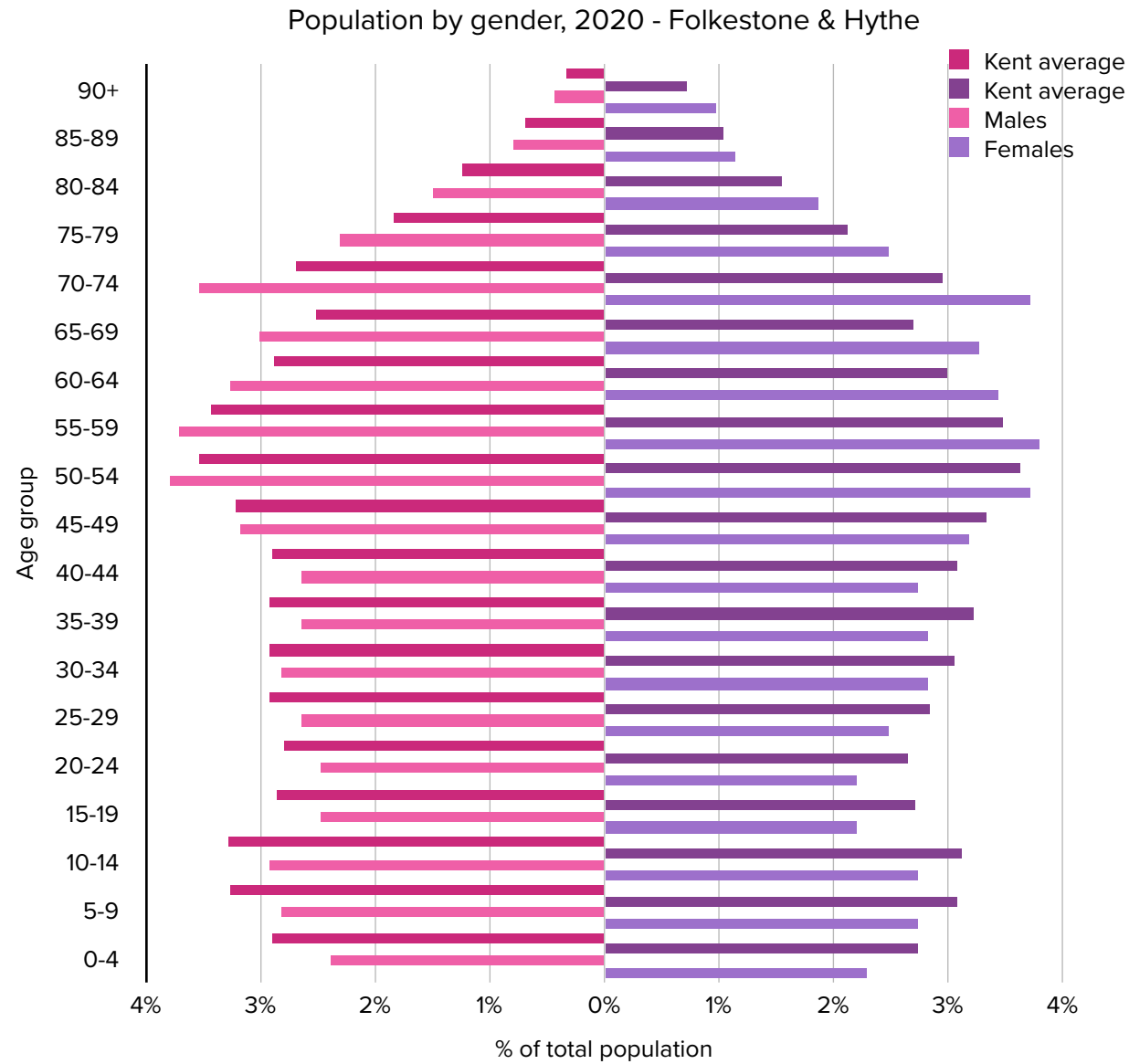
This section provides a brief overview of the characteristics of the district's population and draws comparisons with Kent and the wider South East. We outline the age profile of the district, the proportion of males and females in each age group, and how the population is likely to change over the coming years. We then go on to look at the ethnicity, religion and health of our communities. We finish by considering the economic profile of the district, including employment rates, income and deprivation.

04 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.

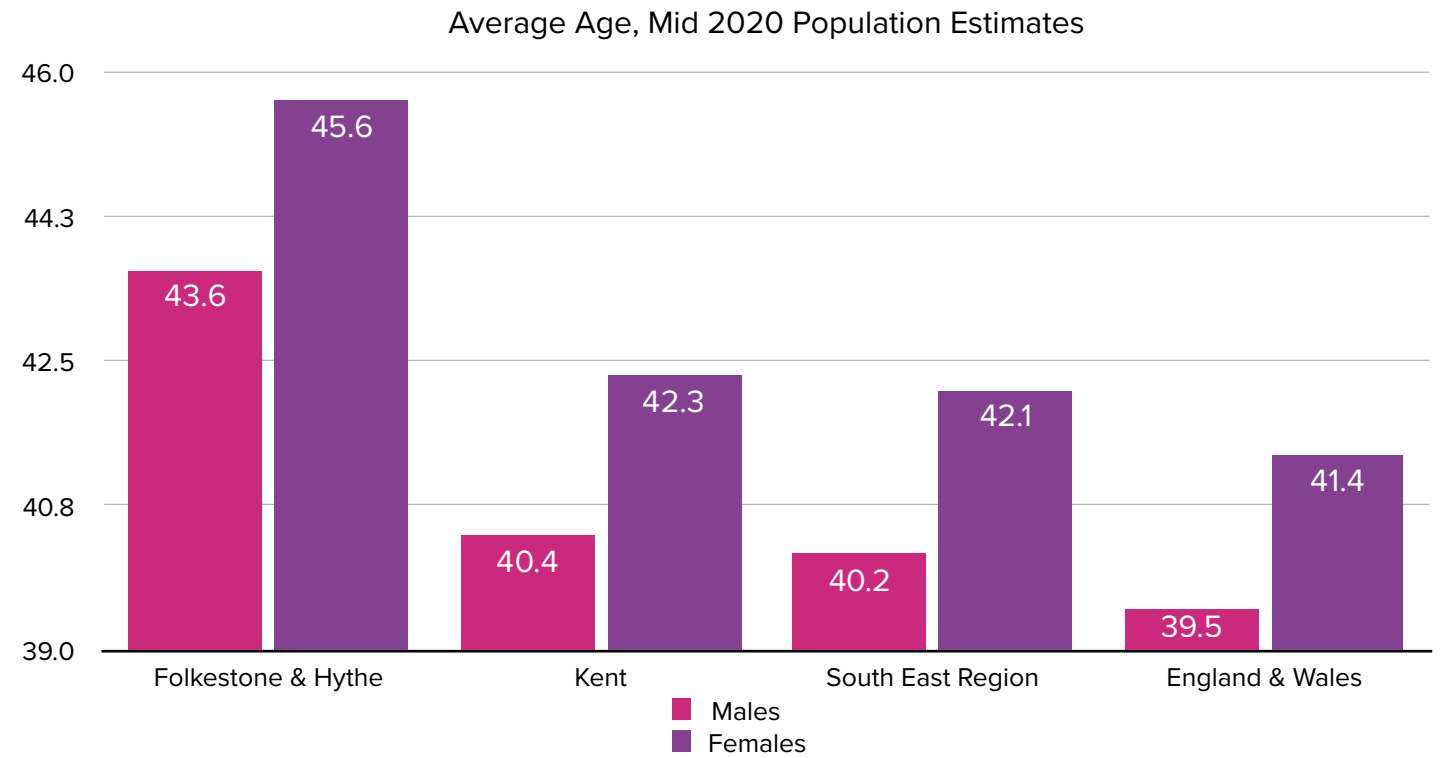


Source: KCC District Profile/ ONS, 2020 mid-year population estimates

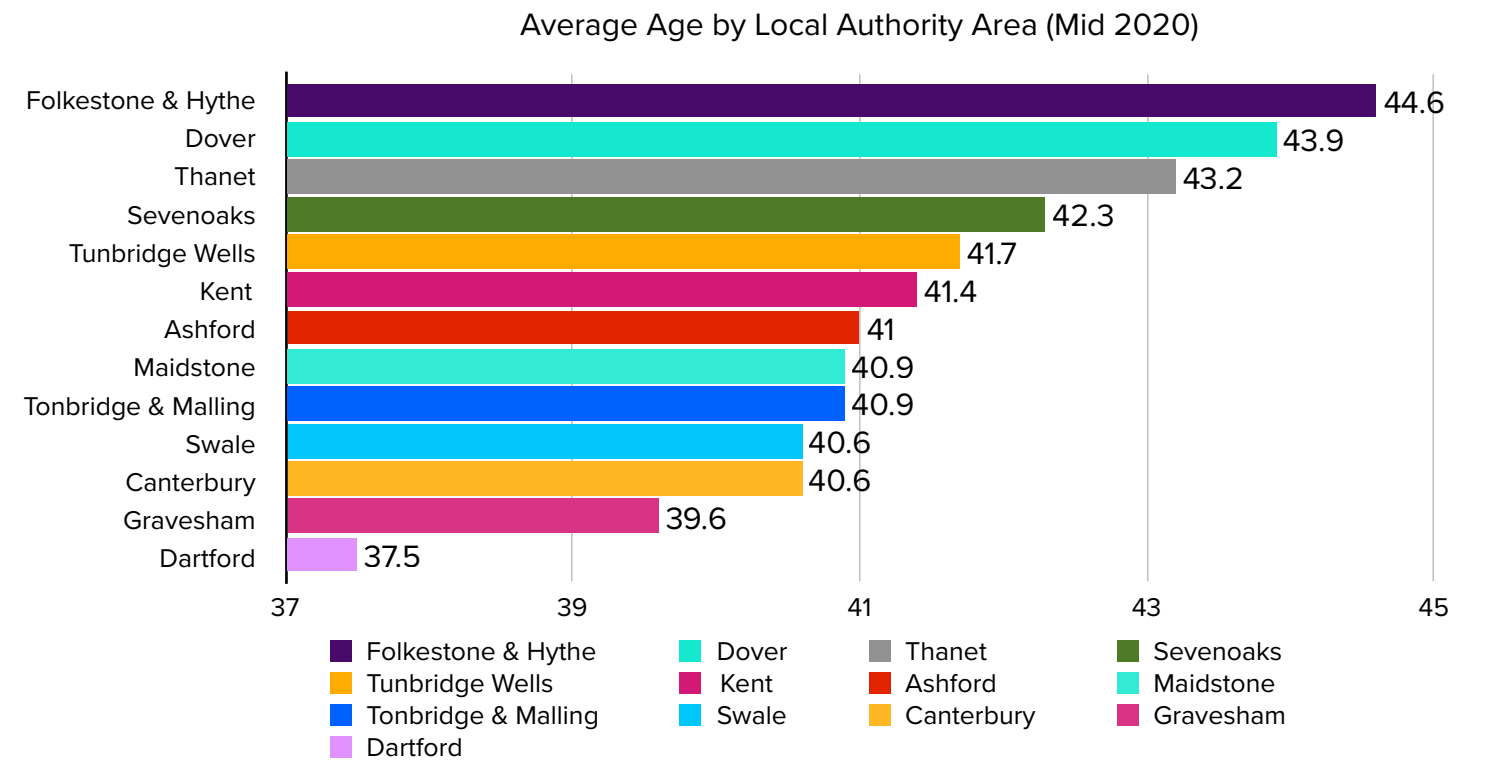
There is a lower proportion of residents aged under 45 when compared to Kent overall. The district has a larger percentage of residents aged over 45.

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 44.6 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, 2020 mid-year population estimates



Source: KCC District Profile / ONS, 2020 mid-year population estimates

04 Understanding our Communities

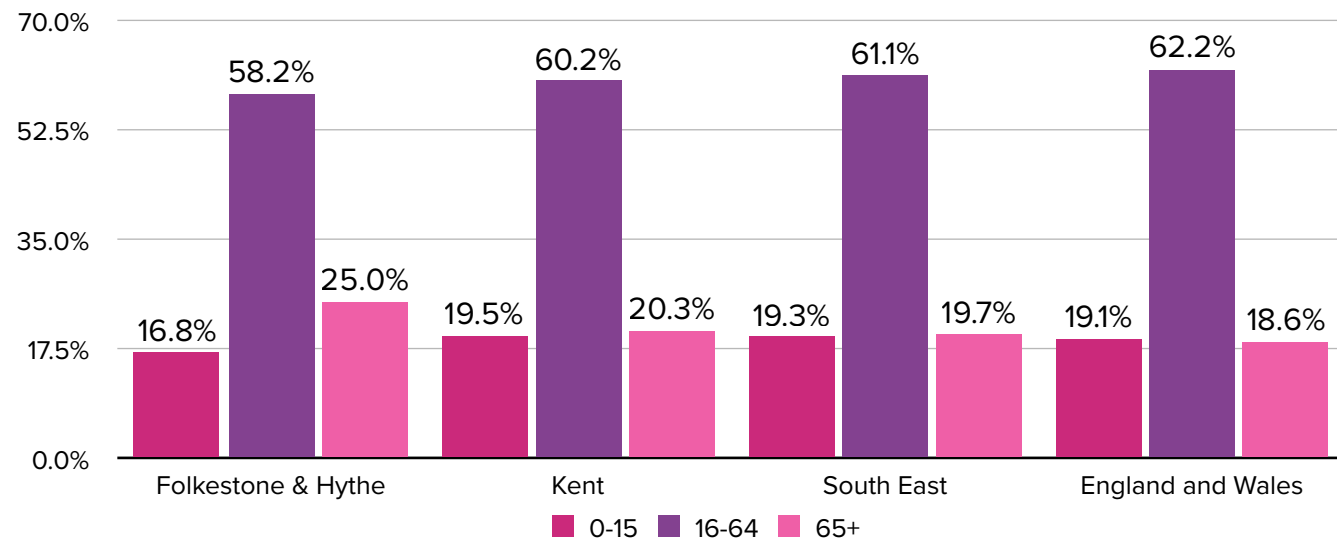
Age and Sex (continued):

The average male (at 43.6 years) is younger than the average female (45.6 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

Population by age group - Mid Year 2020 Population Estimates



Source: KCC District Profile / ONS, 2020 mid-year population estimates

Children and Young Adults:

Age group	No.	% of F&HDC population	% of Kent overall*
0-3 – Early Years Children	4,100	3.7%	4.4%
4-10 – Primary Age Children	8,700	7.7%	8.8%
11-18 – Secondary age children	9,500	8.4%	9.7%

Source: KCC District Profile/ ONS, 2020 mid-year population estimates

KCC area. E.g. within KCC, 4.5% of children are aged. 0-3

Working Age' Population (16-64):

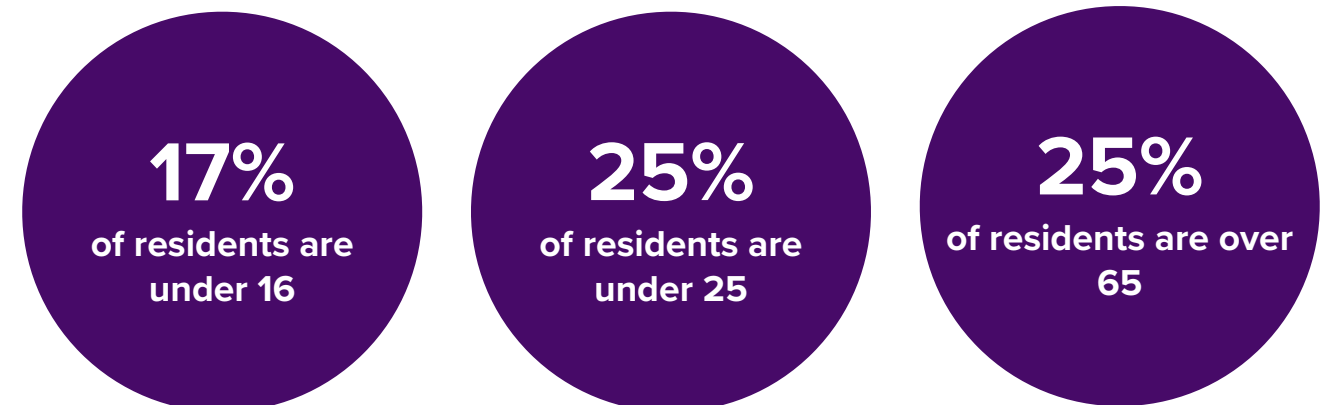
F&HDC	Number	%
16-64	66,000	58.2 % of F&HDC residents are 16-64
Female	32,900	57.4% of females in the district are 16-64
Male	33,100	59.1% of males in the district are 16-64

Source: KCC District Profile/ ONS, 2020 mid-year population estimates

Older Population:

Age Group	Number	% of Folkestone & Hythe Population
65-69	7,200	6.3%
70-74	8,200	7.2%
75-79	5,400	4.8%
80-84	3,700	3.3%
85-89	2,200	2.0%
90 and over	1,600	1.4%

Source: KCC District Profile/ ONS, 2020 mid-year population estimates



04 Understanding our Communities

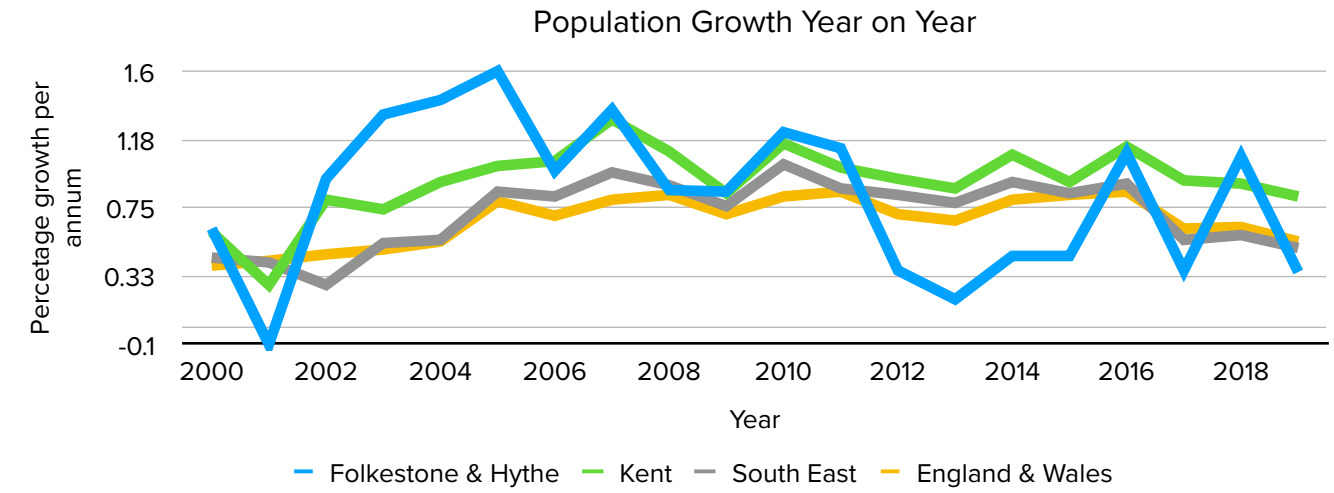
Population Changes and Forecasts

Historical Population Growth:

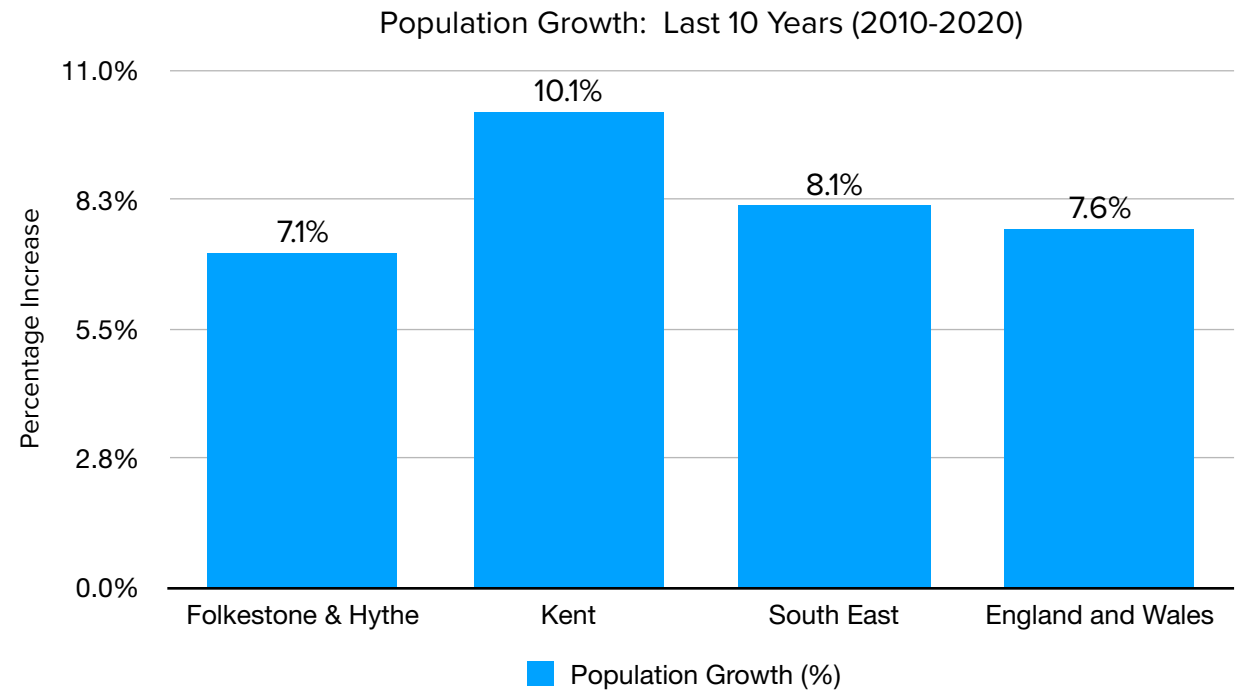
The most recent population figures (mid- 2020) estimate that the population of Folkestone & Hythe is 113,300. This accounts for 7.1% of the total population within the Kent County Council area.

In 2010 the population of Folkestone & Hythe stood at 105,700.

In the ten year period between 2010 and 2020, Folkestone & Hythe’s population grew by 7.1%. This is, however, below regional and national averages.



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

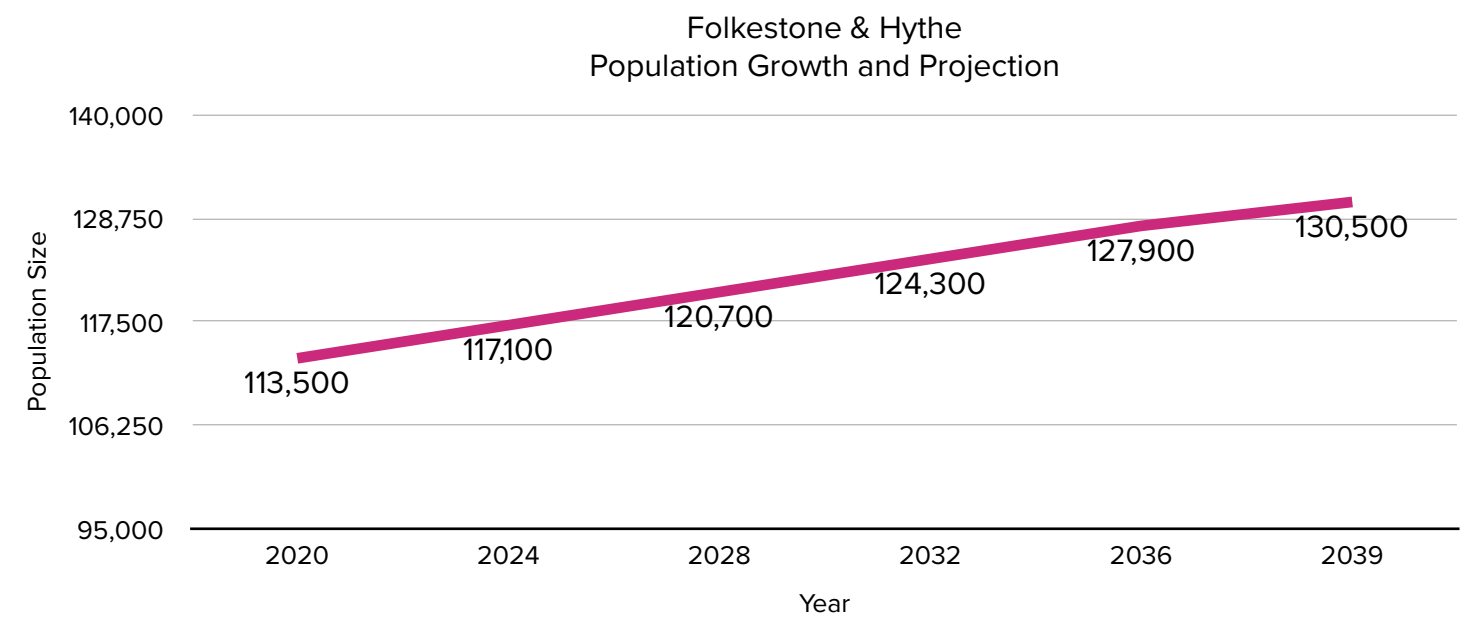


Source: KCC Interactive Mid-Year Population estimate toolkit 2020

Over the last 15 years (2005-2020) 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%).

Population Growth Forecasts

Folkestone & Hythe’s population is forecast to rise by nearly 14.9% over the next 19 years, reaching an estimated 130,500 by 2039, while Kent as a whole is expected to grow by 18.3% over the same period. Estimates, however, do not take into account any future developments in the district.



Source: KCC Housing Led Forecasts (November 2020) – Interactive Population Toolkit

04 Understanding our Communities

Population Changes

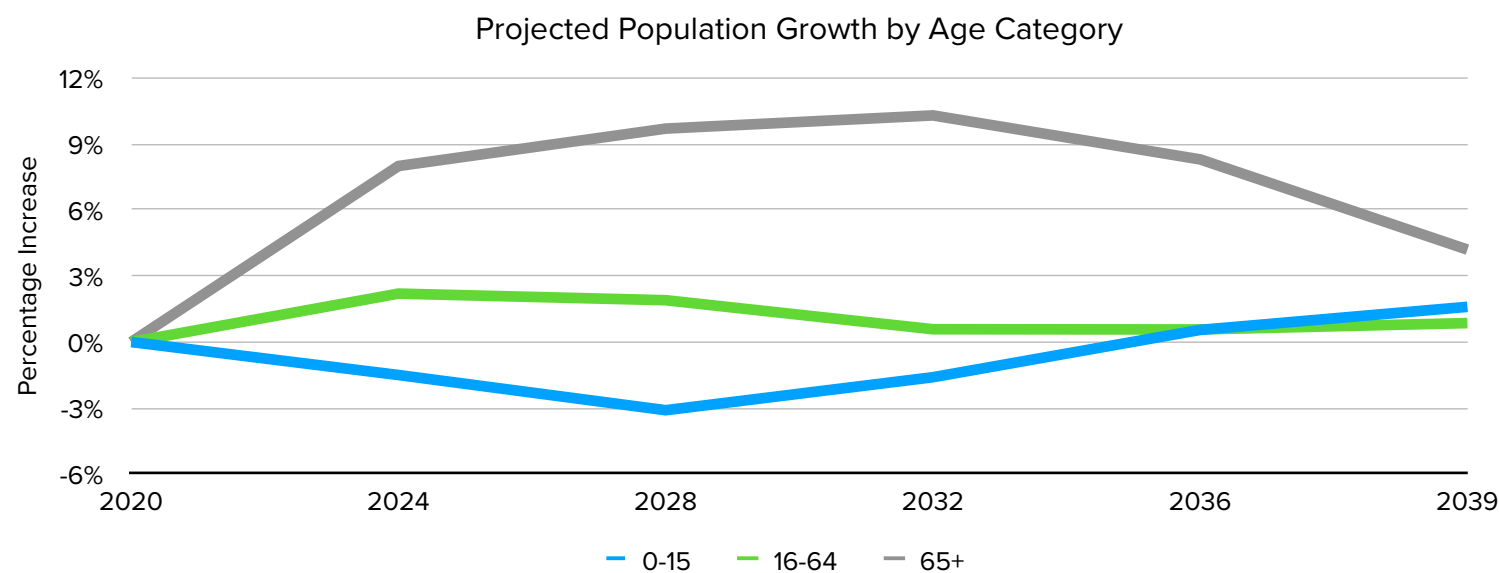
Historically, Folkestone & Hythe's population growth has varied between different age brackets. In the 20 year period between 2000 and 2020 the most significant population growth was amongst those aged between 45 and 70, with residents in this age bracket increasing by 39.3%. The number of residents aged under 45, however has remained largely the same over this period, increasing by only 0.73%.

When considering residents over the age of 65 specifically, between 2000 and 2020 there was an increase of 45%, from 19,300 to 28,000 people. It is forecasted that this will increase by a further 13,600 over the following 19 years (2020-39), a rise of 47.8%. Conversely, residents of 'working age' (between the ages of 16 and 64) are forecast to rise by 6.3% and those under the age of 15 are expected to shrink by 4.1%.

Current Population Projections: Folkestone and Hythe (2020-2039):

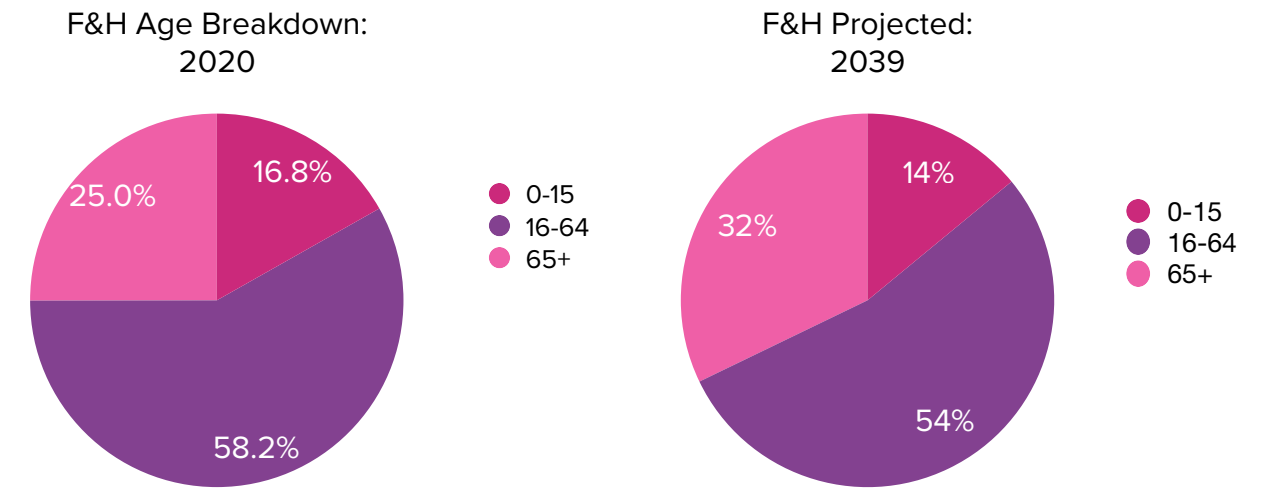
Year	Total Population	Age Group		
		0-15	16-64	65 and over
2020	113,500	19,100	66,000	28,400
2024	117,100	18,800	67,500	30,700
2028	120,700	18,200	68,000	33,700
2032	124,300	17,900	69,200	37,200
2036	127,900	18,000	69,600	40,300
2039	130,500	18,300	70,200	42,000

Source: KCC Housing Led Forecasts (November 2020) - Interactive Population Toolkit



Source: KCC Housing Led Forecasts (November 2020) - Interactive Population Toolkit

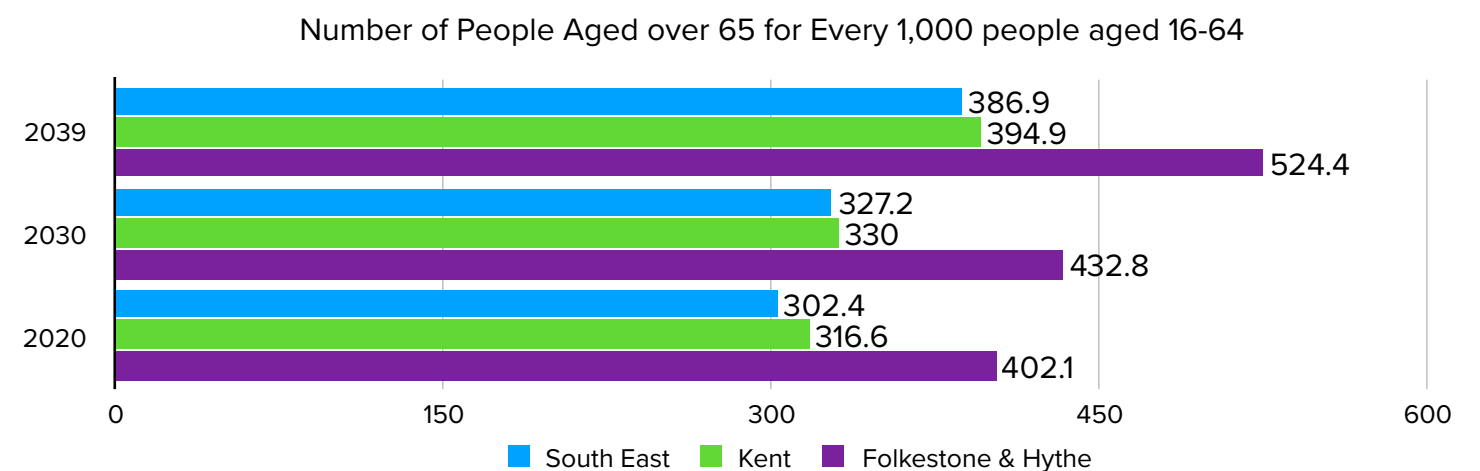
Residents over the age of 65 currently account for 25% of Folkestone & Hythe's population. By 2040 this is expected to have increased by 7.3% a more significant increase than the 5.7% anticipated across Kent.



Source: KCC Housing Led Forecasts (November 2020) - Interactive Population Toolkit

Source: KCC Housing Led Forecasts (November 2020) - Interactive Population Toolkit

The concept of an 'ageing population' is, of course, not solely confined to the Folkestone & Hythe district and the Office for National Statistics (ONS) 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 3,900 in 2020 to 7,000 by 2039.



Source: ONS, 2018-based subnational population projections

The graph above shows that the number of people aged over 65 for every thousand people aged 16-64 (known as the Dependency Ratio) is projected to grow significantly faster for Folkestone & Hythe from 402.1 in 2020 to 524.4 in 2039 than for Kent and the South East region.

04 Understanding our Communities

Population: Household Composition

*The 2011 census data remains the latest available, following the conclusion of the 2021 census, the Office for National Statistics plans to release the initial findings and topic summaries in phases from March 2022 onwards.

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

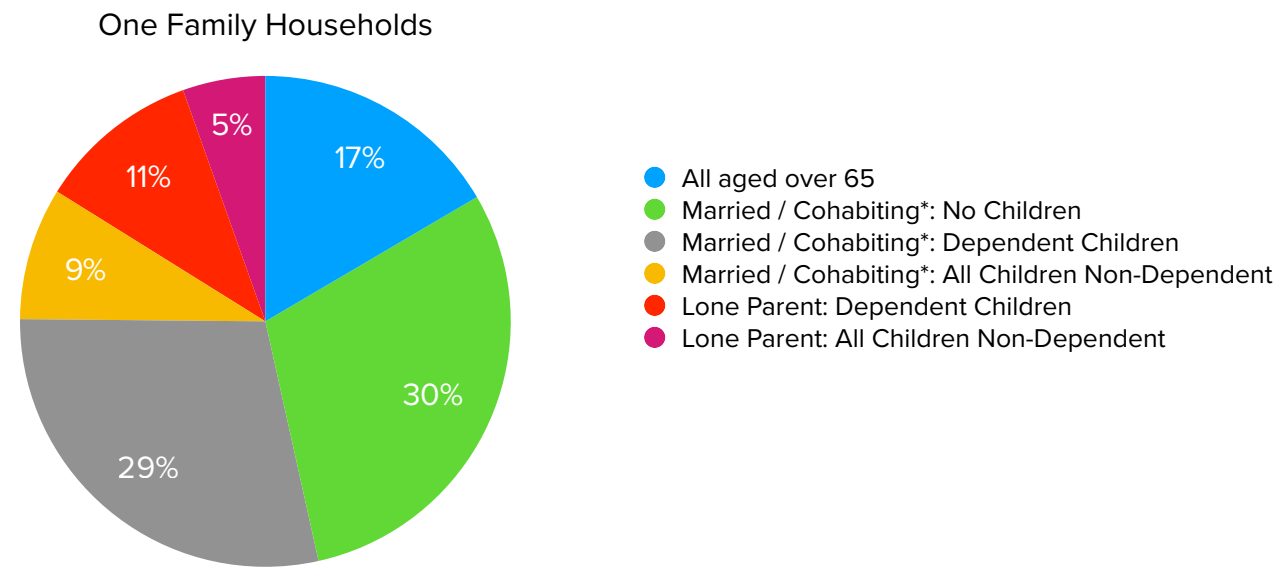
65% of households lived in accommodation that was owned (either outright, with a mortgage, or part-owned through a shared ownership scheme), 11% lived in homes that were social rented (including through F&HDC) and 22% lived in homes that were privately rented. The remaining percentage lived under other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

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

Of the 47,379 households in the district, a third were one-person households. 45% of those that lived on their own were 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 number of dependent children, or recorded that all occupants were over the age of 65:

Source: 2011 Census.



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 is low in comparison to regional and national averages, this is largely in line with other districts in east Kent.

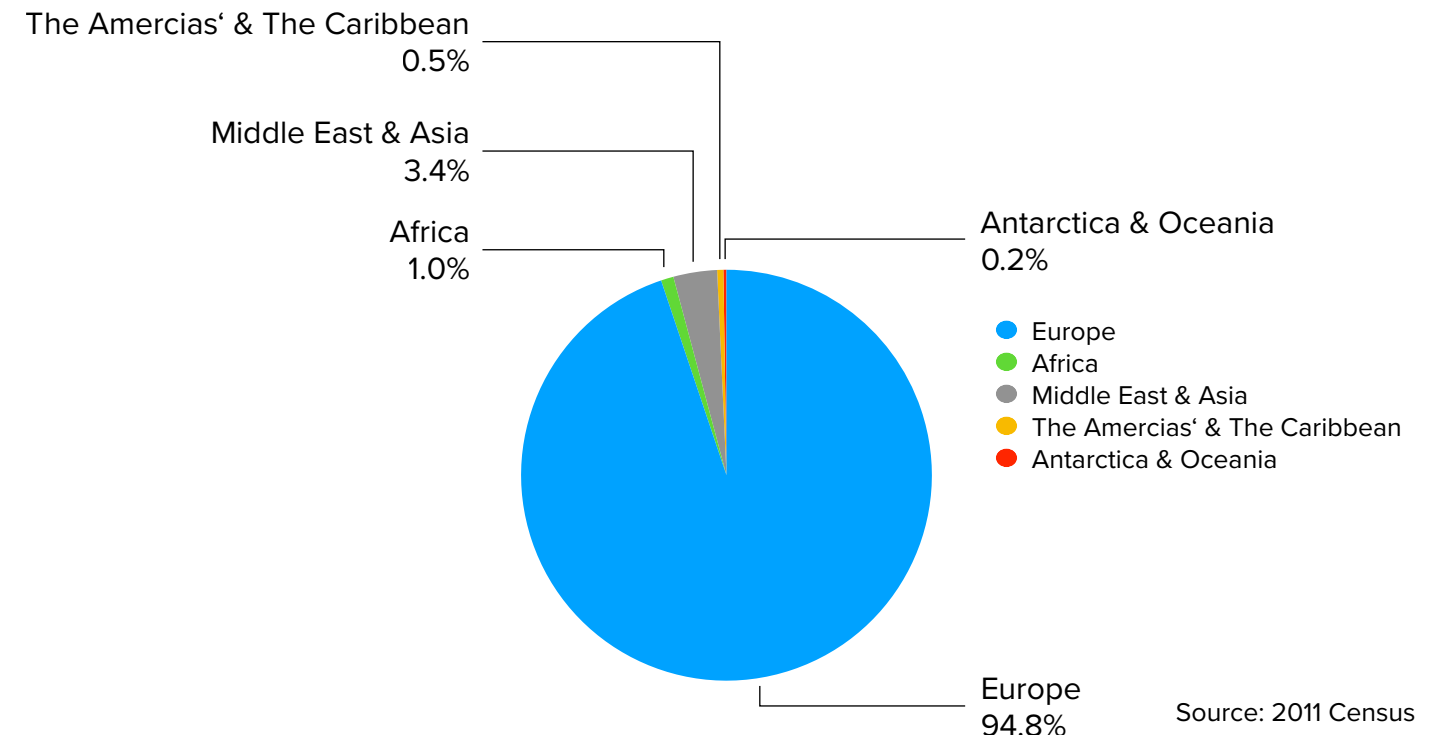
Shorncliffe Barracks is a base for the Royal Gurkha Rifles and the district is home to a significant Nepalese community. The 2011 census reported 2,341 Nepalese residents, the highest in Kent. This accounts for just over 2% of the local population and the largest black and minority ethnic grouping within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

	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

Folkestone & Hythe Residents: Continent of Birth



Source: 2011 Census

04 Understanding our Communities

Ethnicity (Continued):

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.

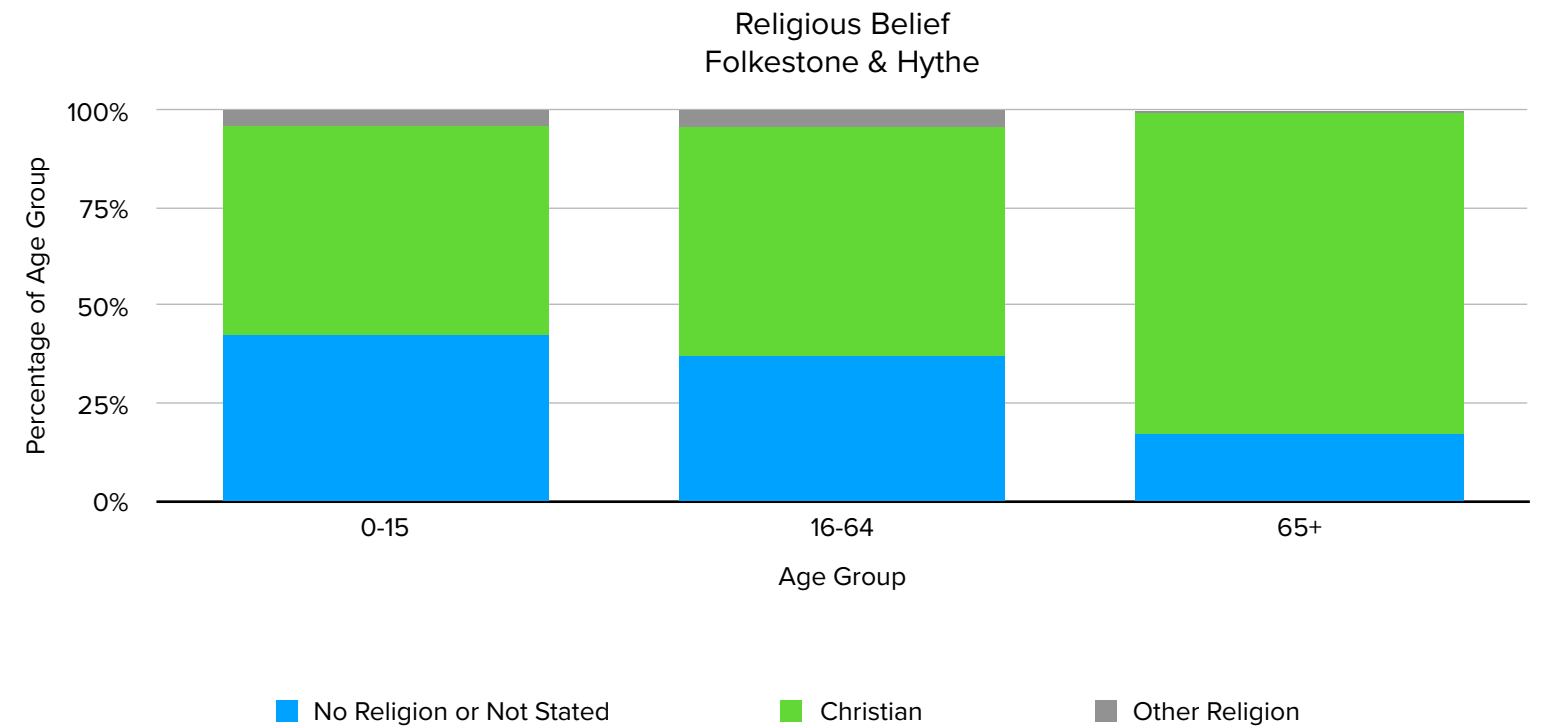
Overall, during this same period, there were 1,590 applications to join the housing register. Of these, 1,470 (92.5%) stated they were from white ethnic backgrounds and 79 (5%) from black and minority ethnic (BME) groups. All applicants were of a European nationality, with 54 stating their nationality 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 more likely to identify with a religion, particularly Christianity, than those in other age categories.



Source: 2011 Census

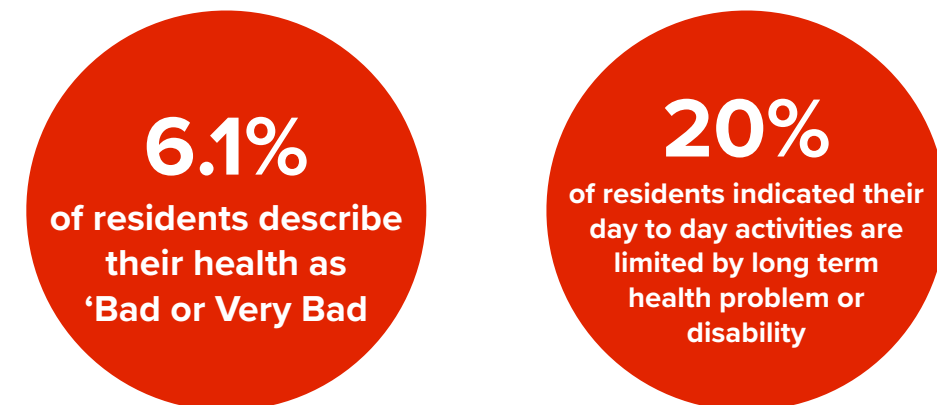
Health

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



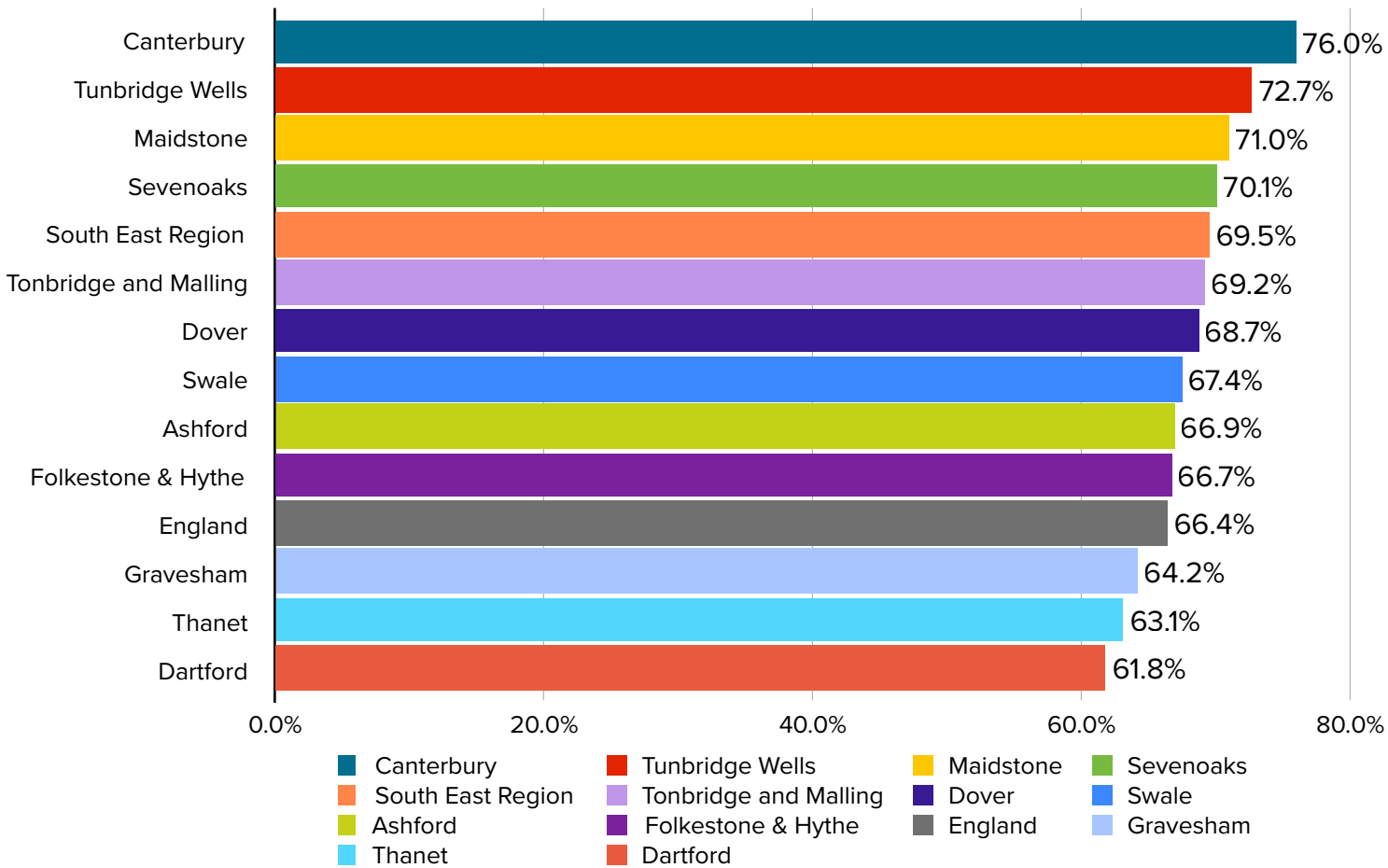
The data on physical fitness, obesity, alcohol-related hospital admissions, self-harm and smoking prevalence set out on the following pages, were sourced from the latest Public Health England's - Public Health Outcomes Framework:

04 Understanding our Communities

Physical Fitness:

In 2019/20 66.7% of Folkestone & Hythe adults were classed as 'physically active' slightly above the English national average. The graph below set out how Folkestone & Hythe compares with other Kent Local Authority areas:

Percentage of Physically Active Adults (2019-20)



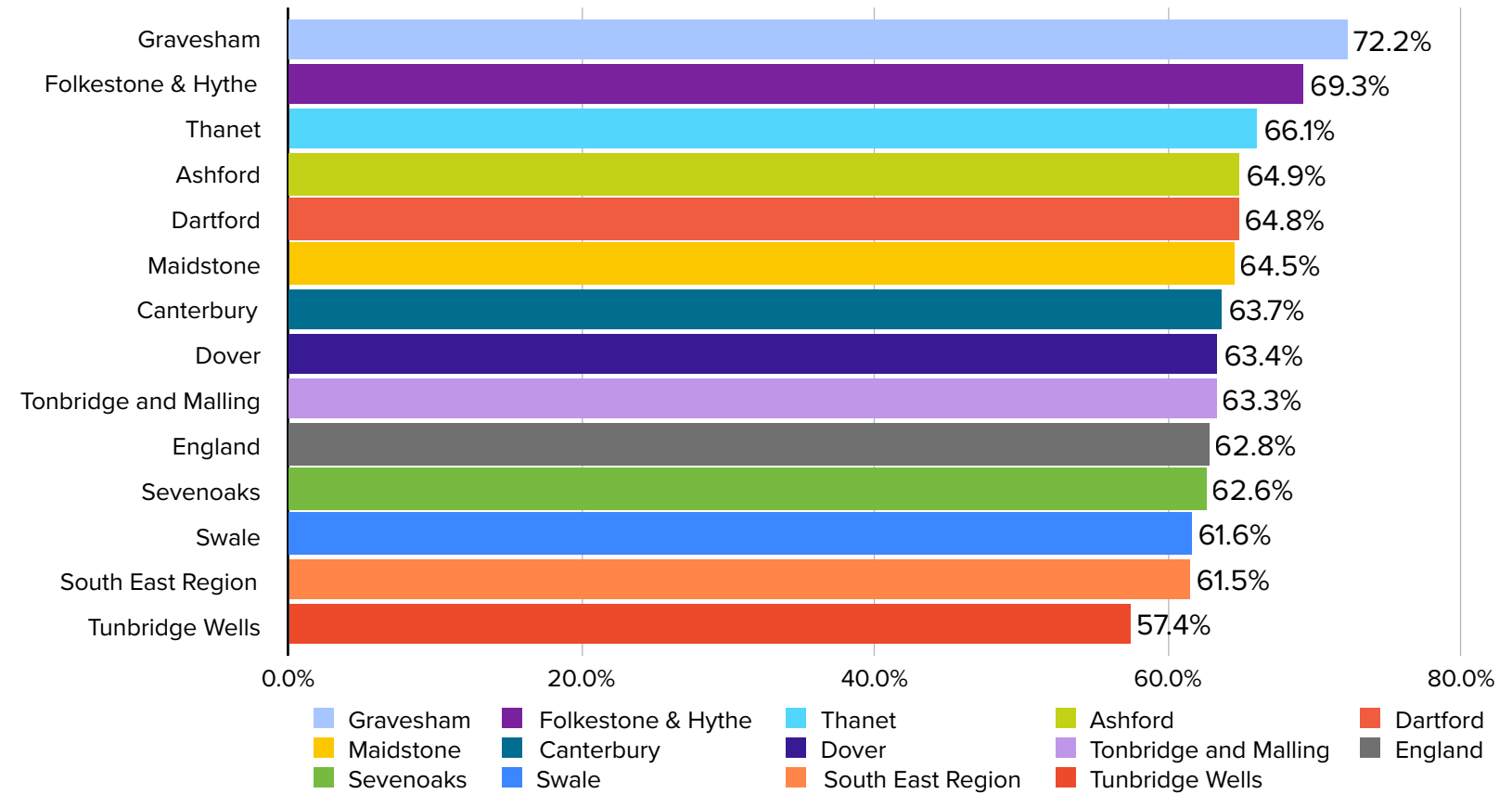
Source: Public Health England: Public Health Outcomes Framework

Obesity:

In 2019/20, 69.3% of adults in the district were classified as overweight and 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.

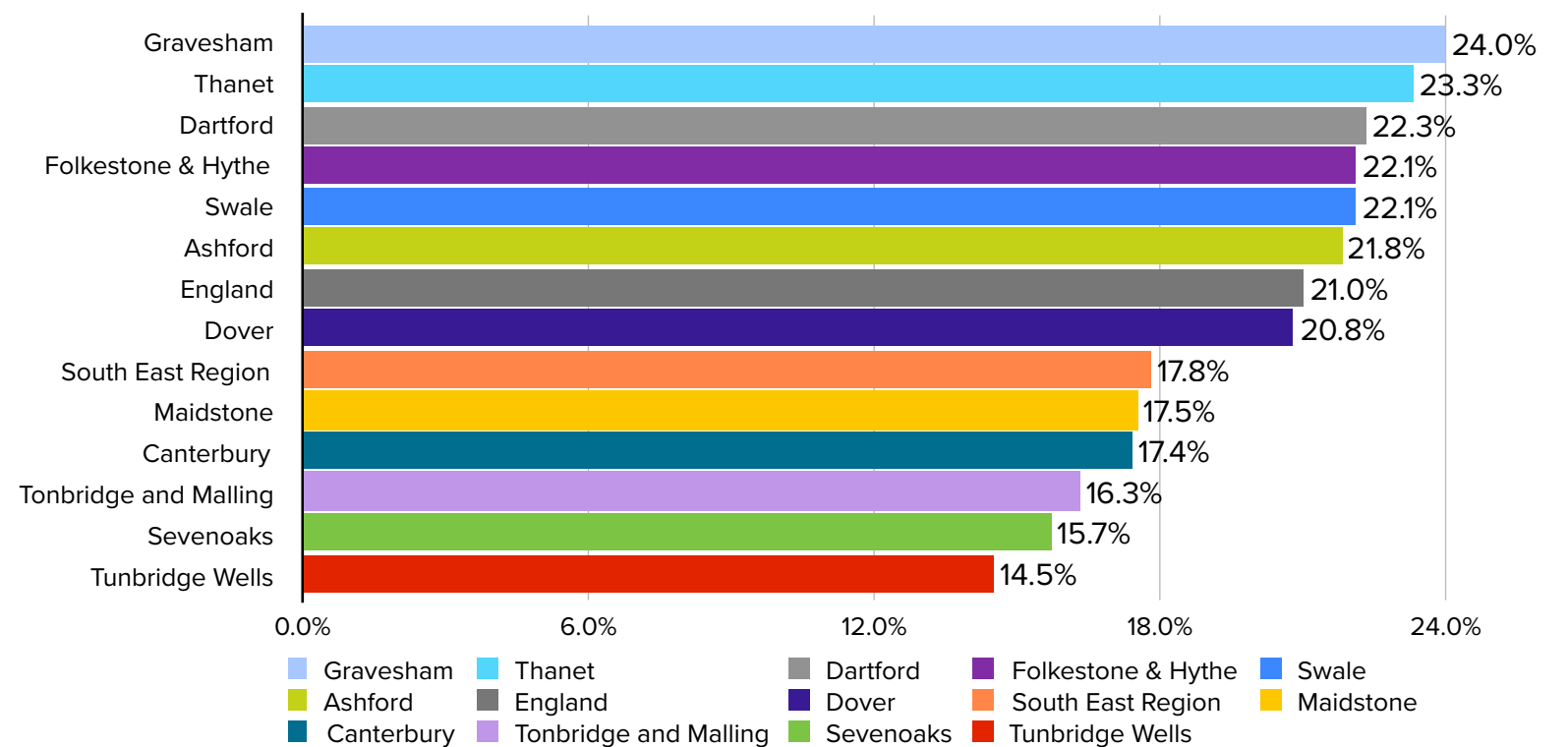
The following graphs set out how Folkestone & Hythe compares with other Kent Local Authority areas for obesity in both adults and Year 6 school age children:

Percentage of Adults (aged 18+) classified as overweight or obese (2019-20)



Source: Public Health England: Public Health Outcomes Framework

Prevalence of obesity Year 6 children (Including severe obesity) (2019-20)



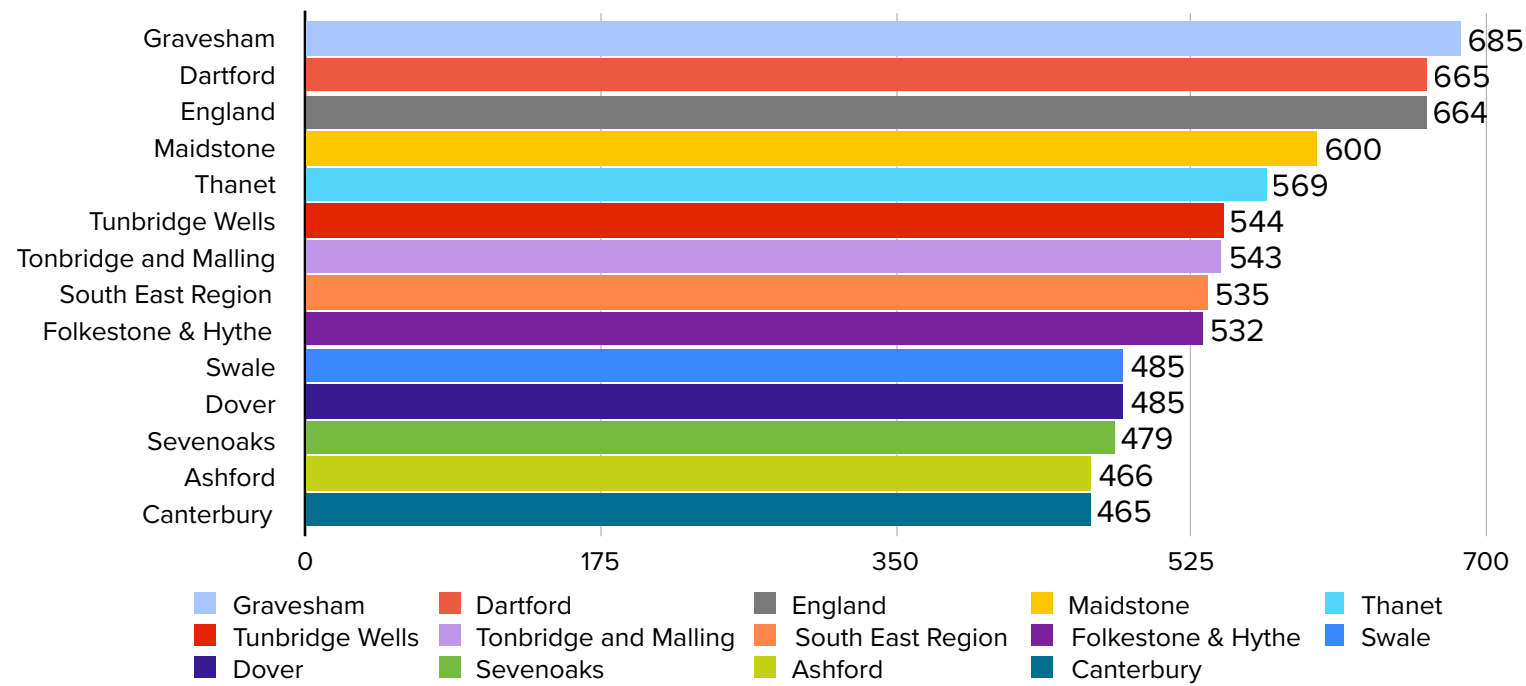
Source: Public Health England: Public Health Outcomes Framework

04 Understanding our Communities

Alcohol-related hospital admissions:

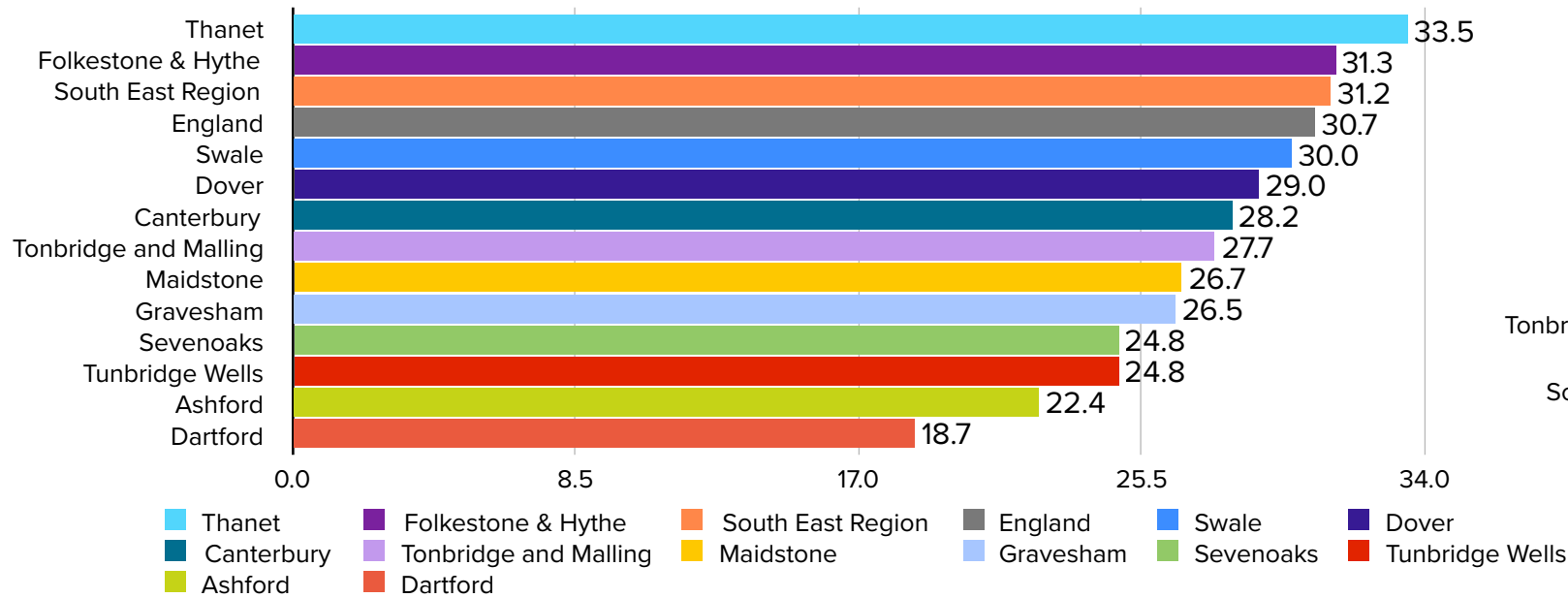
The rate of alcohol-related harm hospital admissions for adults is better than the average across England with 532 per 100,000 recorded in the district during 2018/19, compared with 664 per 100,000 nationally. However, the rate of alcohol-specific hospital stays among under 18s in the district is above the average across England with 31.3 per 100,000 recorded compared with 30.7 per 100,000 nationally. The below graphs set out how Folkestone & Hythe compares with other Kent Local Authority areas:

Alcohol Related Harm - Hospital admissions per 100,000 (2018-19)



Source: Public Health England: Public Health Outcomes Framework

Hospital Stays for alcohol specific conditions per 100,000 - Under 18s (2017-19)

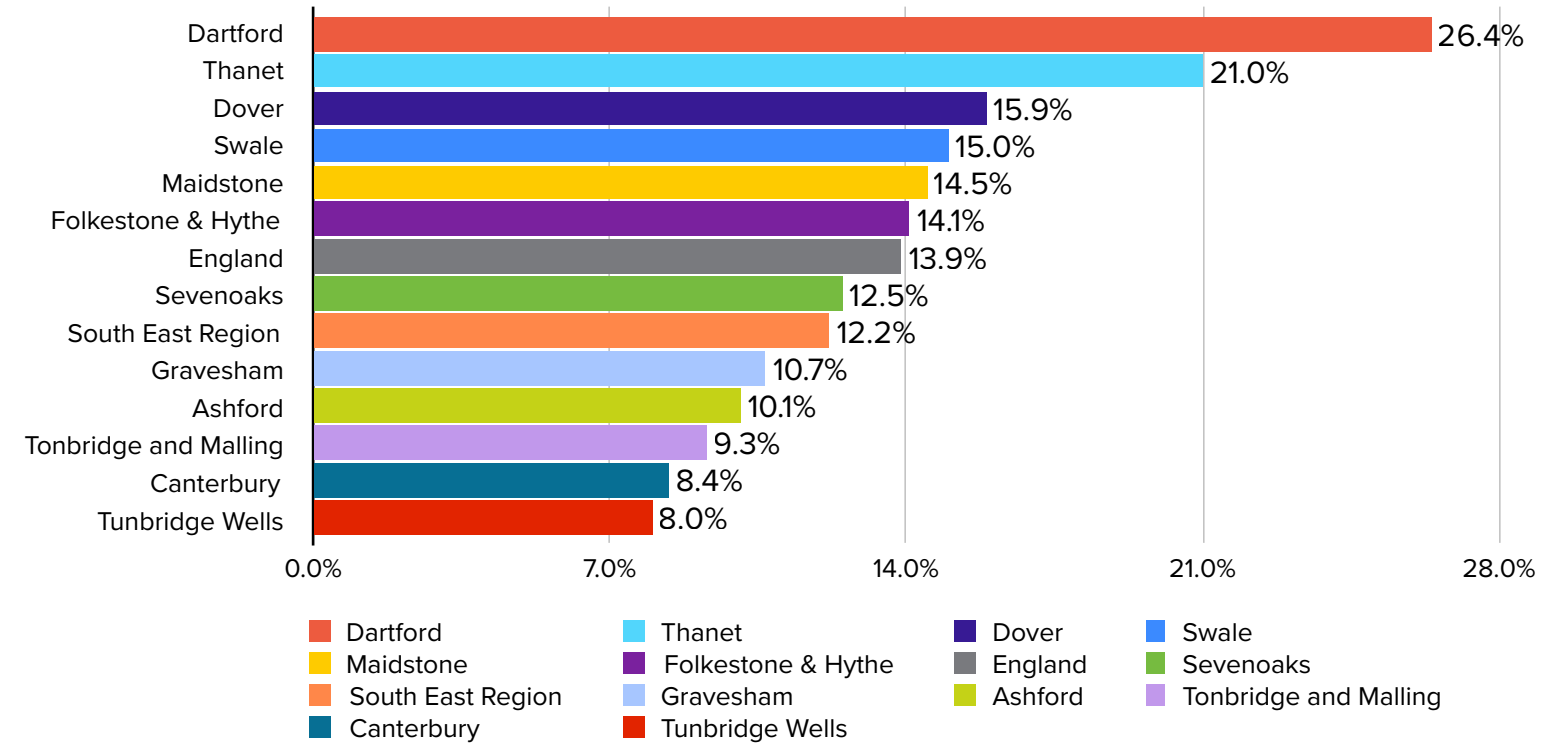


Source: Public Health England: Public Health Outcomes Framework

Smoking:

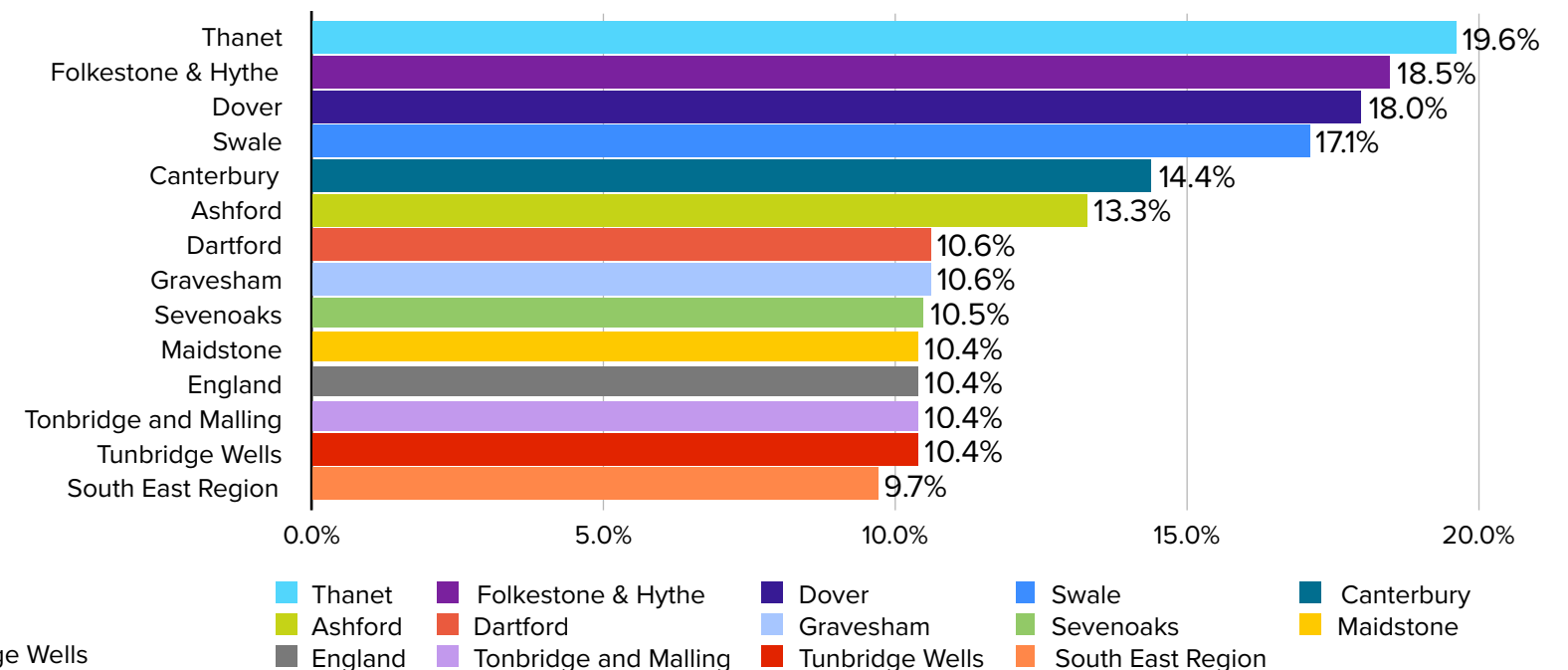
In line with the national average, 14.1% of those over the age of 18 are smokers. However, regarding pregnancy and smoking, Folkestone & Hythe performs significantly worse than average, with 18.5% of expectant mothers smoking at the time of delivery (a determinant of child health):

Smoking Prevalence in Adults (18+) 2019



Source: Public Health England: Public Health Outcomes Framework

Smoking status at time of delivery (2019-20)

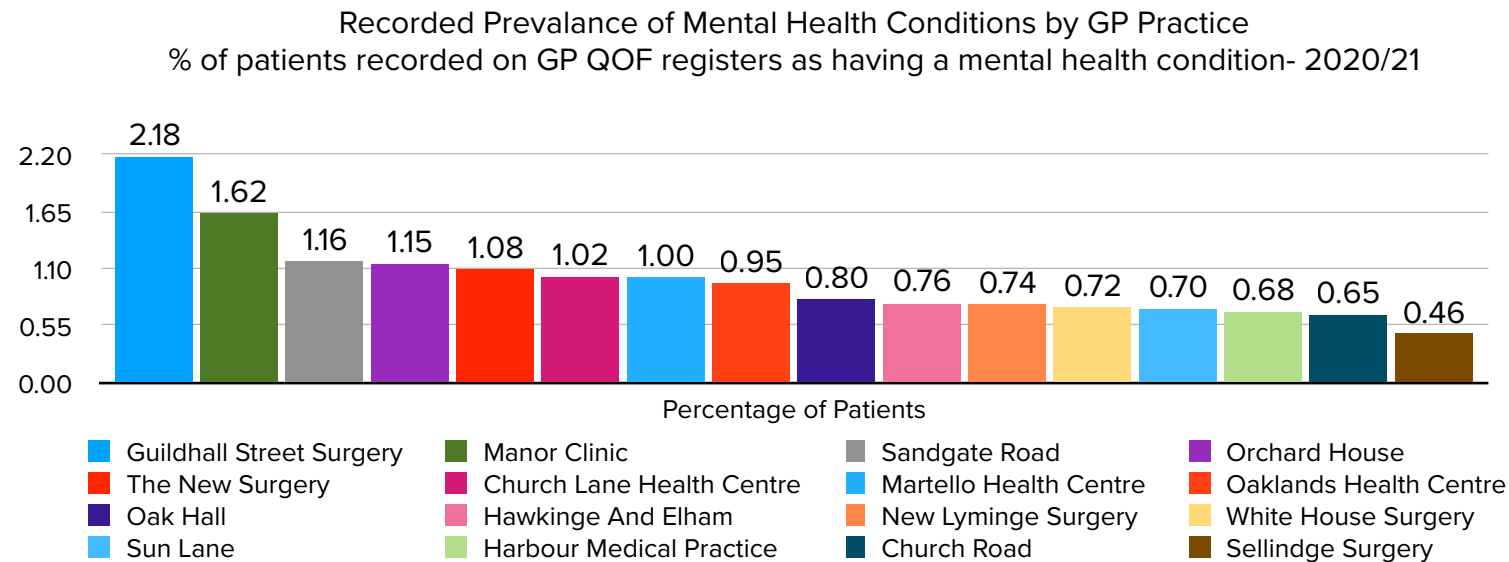


Source: Public Health England: Public Health Outcomes Framework

04 Understanding our Communities

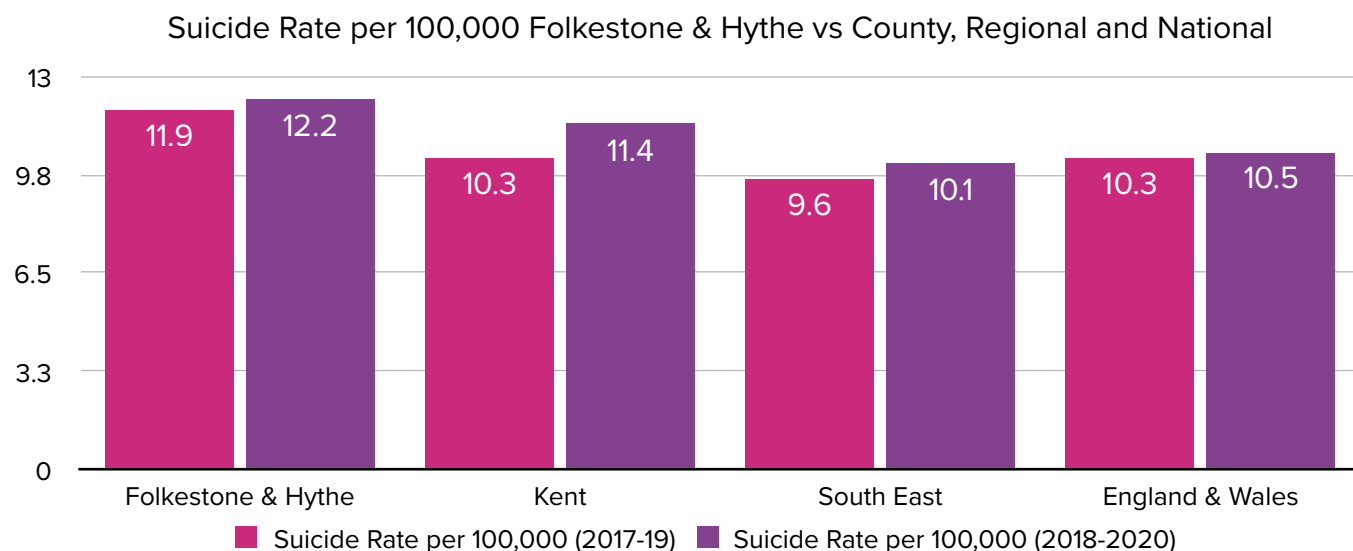
Mental Health and Suicide:

The prevalence of mental health conditions in 2020-21 by GP practice in the graph below shows Guildhall Street Surgery (Folkestone) as recording the highest prevalence (2.18%) and Sellindge Surgery recording the lowest (0.46%) on the register of their patients:



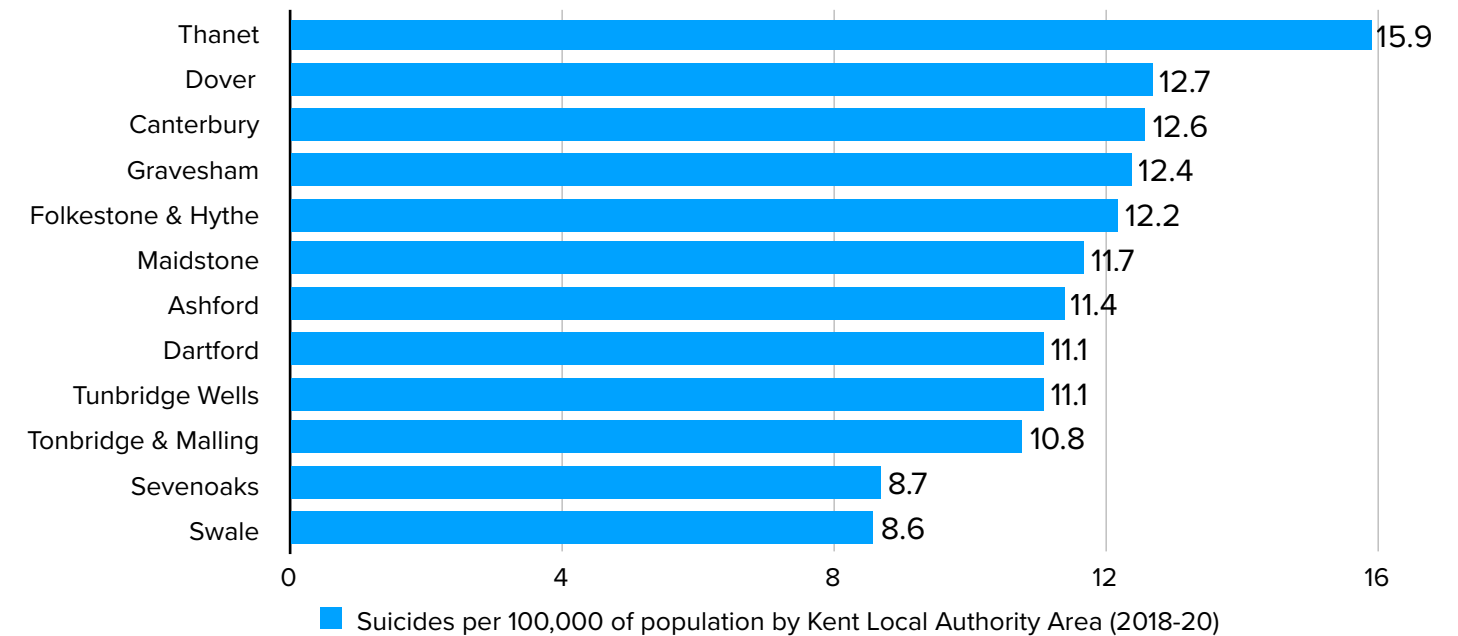
Source: NHS Digital: Quality of Outcomes Framework (2020/21)

The suicide rate in the district is above the average for Kent, the South East and England & Wales as a whole. Data for the period from 2018 to 2020 recorded by the ONS shows the rate at 12.2 per 100,000 of the population, the fifth highest amongst the Kent districts. The rate across Kent overall was 11.4, 10.1 in the South East and 10.5 nationally (England & Wales).



Source: ONS Suicides in England and Wales by Local Authority (2020)

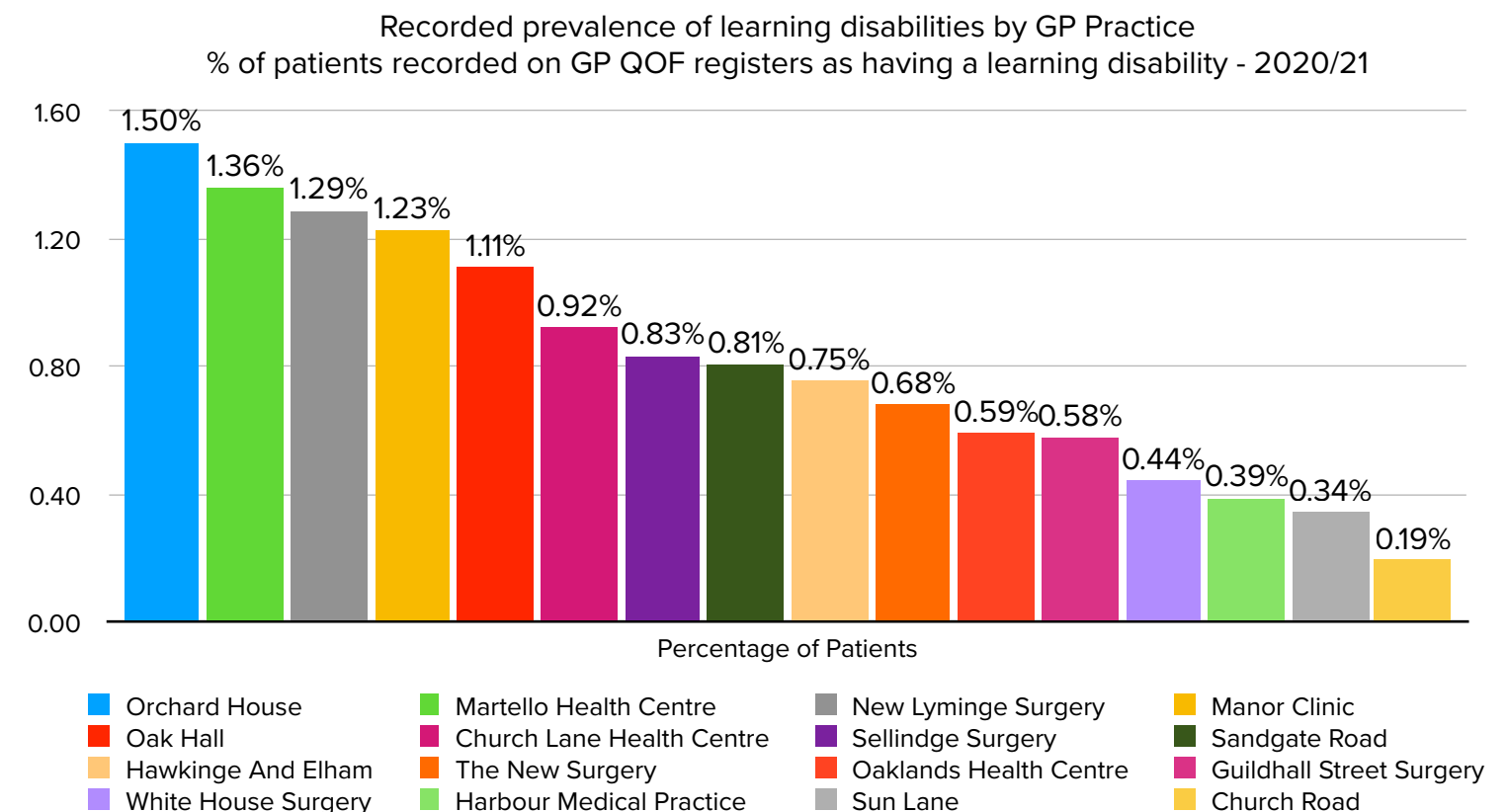
Suicides per 100,000 of population by Kent Local Authority Area (2018-20)



Source: ONS Suicides in England and Wales by Local Authority (2020)

Learning Disabilities:

The latest figures recorded in 2020/21 on the prevalence of learning disabilities by GP practice show a variance across the district with the highest at Orchard House Surgery in Lydd (1.50%) and the lowest at Church Road Surgery in Lyminge (0.19%).



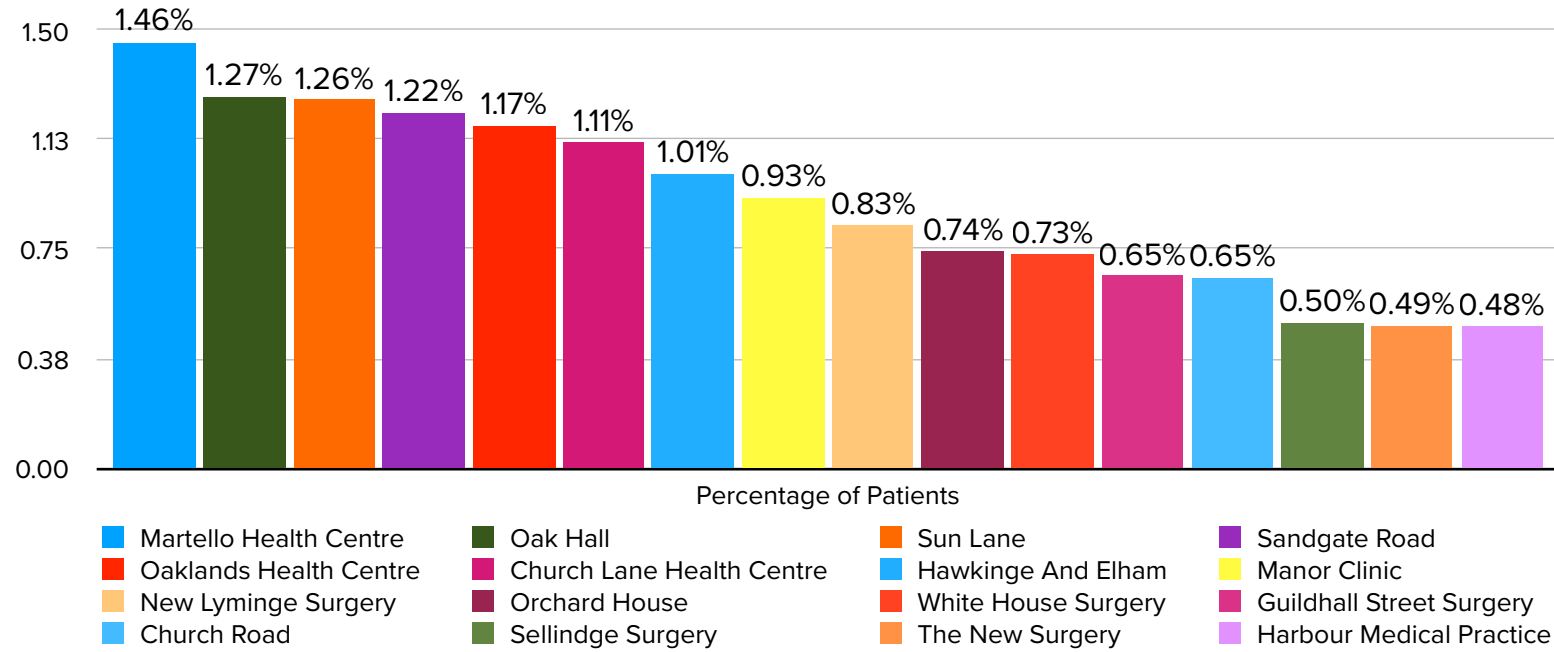
Source: NHS Digital: Quality of Outcomes Framework (2020/21)

04 Understanding our Communities

Dementia:

The latest data recorded in 2020/21 for prevalence of dementia by GP surgeries shows a variance across the district with the highest number being recorded at Martello Health Centre in Dymchurch (1.46%) and the lowest at the Harbour Medical Practice in Folkestone (0.48%).

Recorded dementia prevalence by GP Practice
% of patients recorded on GP QOF registers as having a dementia 2020-21



Source: NHS Digital: Quality of Outcomes Framework (2020/21)

Births & Deaths

In the recent past there have generally been more deaths per year in the district than births. This trend has continued with the latest figures from 2020 showing 938 live births and 1,614 deaths recorded across 2020/21 period. 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, 2020/ONS: Deaths registered monthly in England and Wales, 2020 & 2021

General Fertility Rates

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

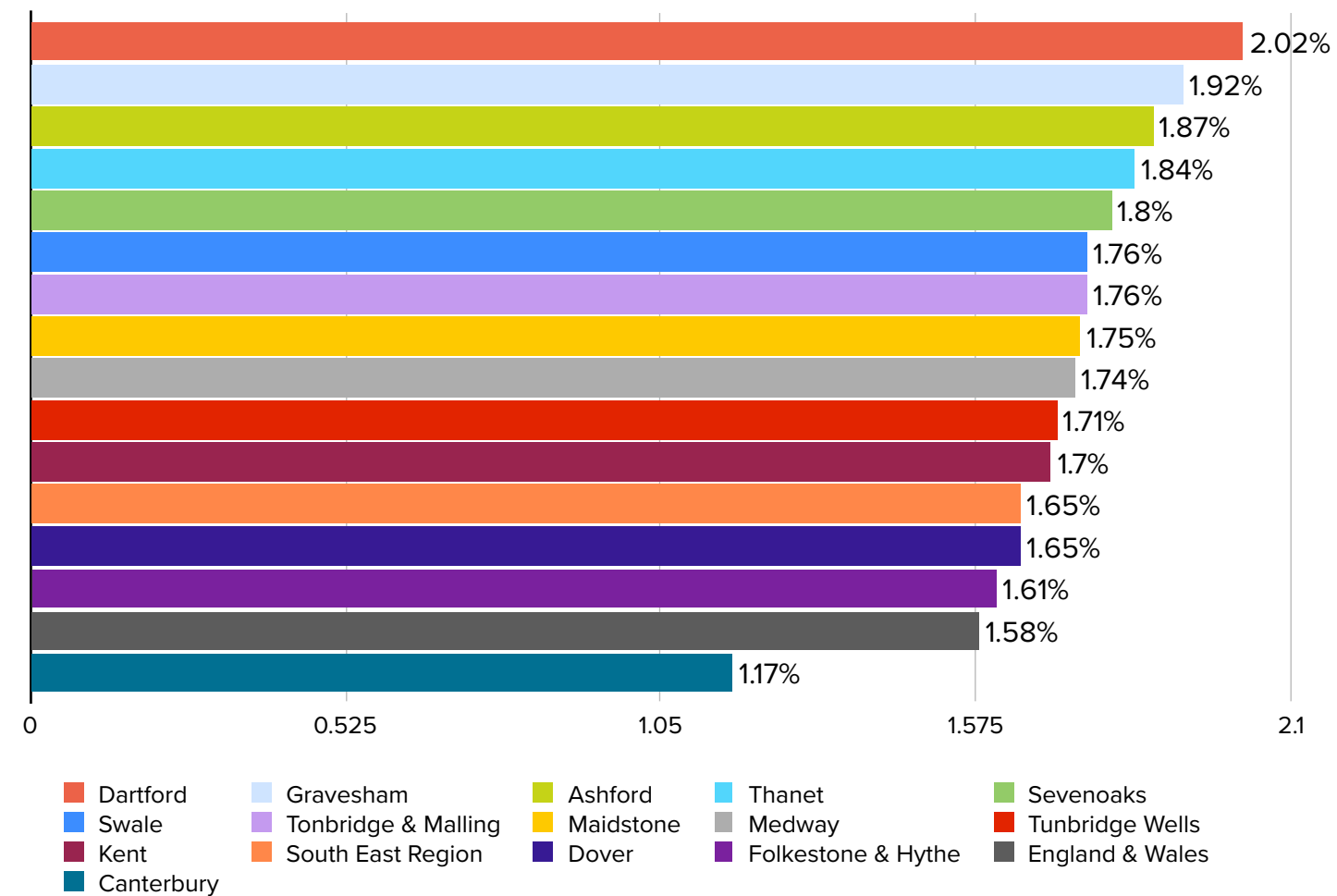
In 2019, the GFR for Folkestone & Hythe was measured at 59.2. This is the fourth lowest rate when compared with other Kent local authority areas.

Total Fertility Rates

The total fertility rate is 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 second lowest total fertility rates (1.61) in 2020 compared with East Kent local authority areas. The graph below shows the total period fertility rate for the district to be below the Kent (1.70) and South East Region (1.65) averages.

TFR Total Period Fertility Rate 2020



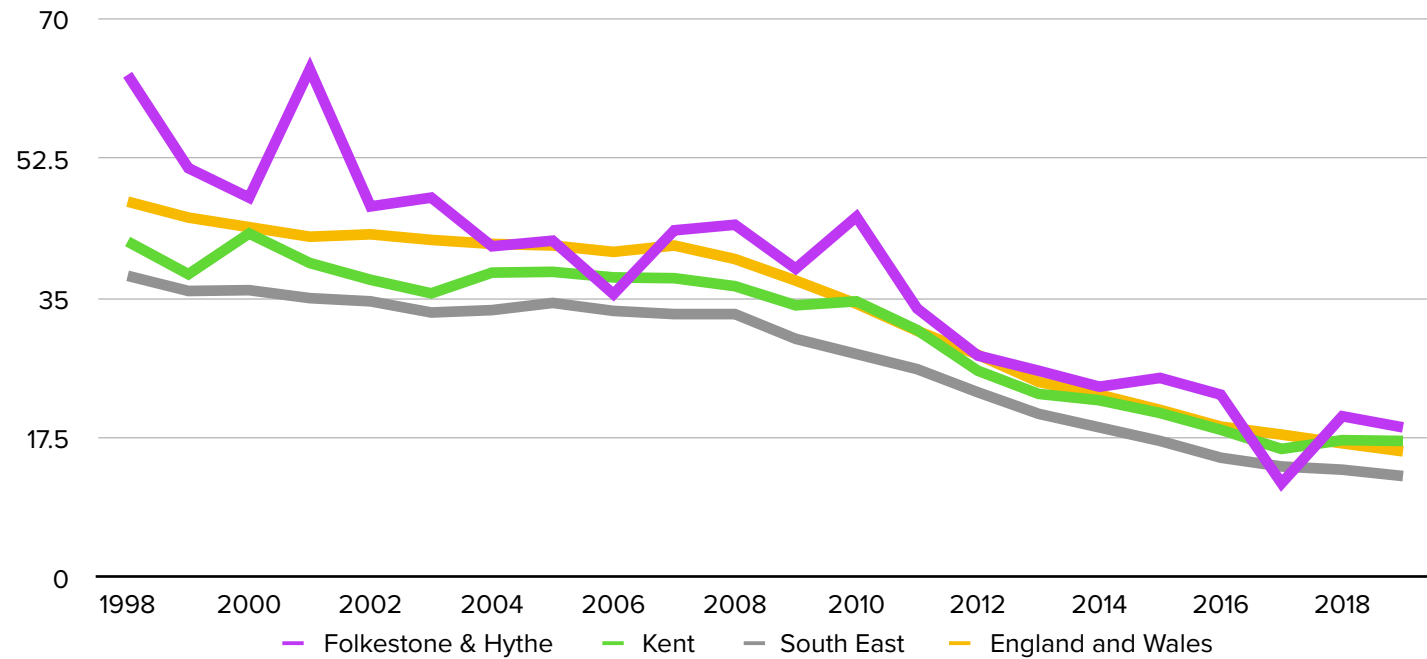
Source: KCC Strategic Commissioning Statistical Bulletin – Births & Deaths in Kent 2020

04 Understanding our Communities

Teenage Pregnancies:

Under 18 conception rate – An Historical Comparison:

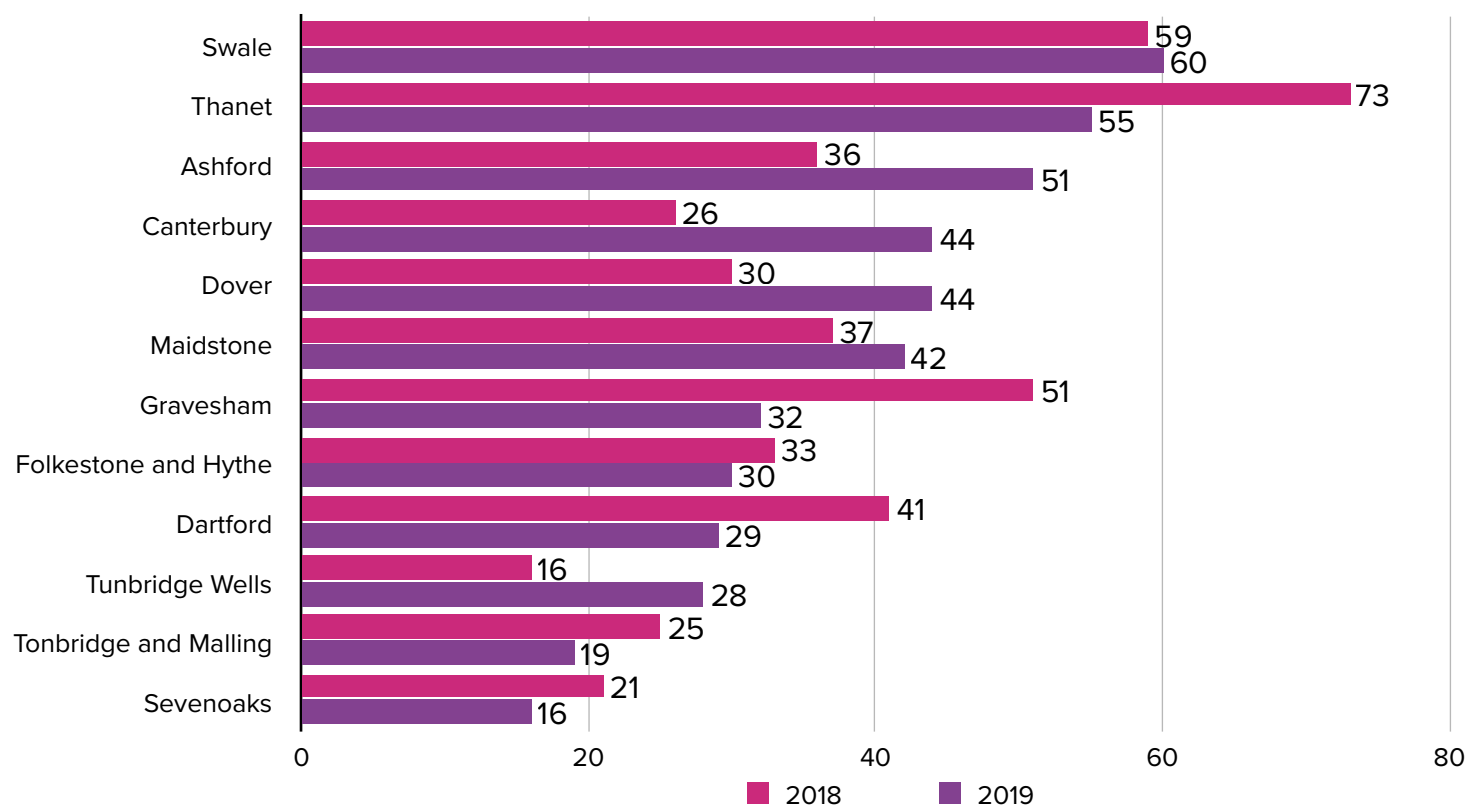
Under 18 Conceptions (Per 1,000 population) 1998-2019



Source: ONS Conception Statistics 2019

Teenage Conceptions: A Kent Comparison

Number of under 18 conceptions by Kent local authority area in 2018 vs 2019



The latest ONS data on conceptions from 2019 in the graph shows all Kent local authorities ranked from highest to lowest in terms of under 18 conceptions. Thanet was recorded as having the highest number in 2018. In 2019, Swale recorded the highest number with a total of 60 conceptions. Folkestone & Hythe, previously recorded a total of 33 conceptions in 2018, which decreased slightly to 30 in 2019. Sevenoaks recorded the lowest number within the County in 2019.

Life Expectancy:

The latest available data from the 2018-2020 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
Male	82.9	83.2	84.1
Female	78.3	79.6	80.5

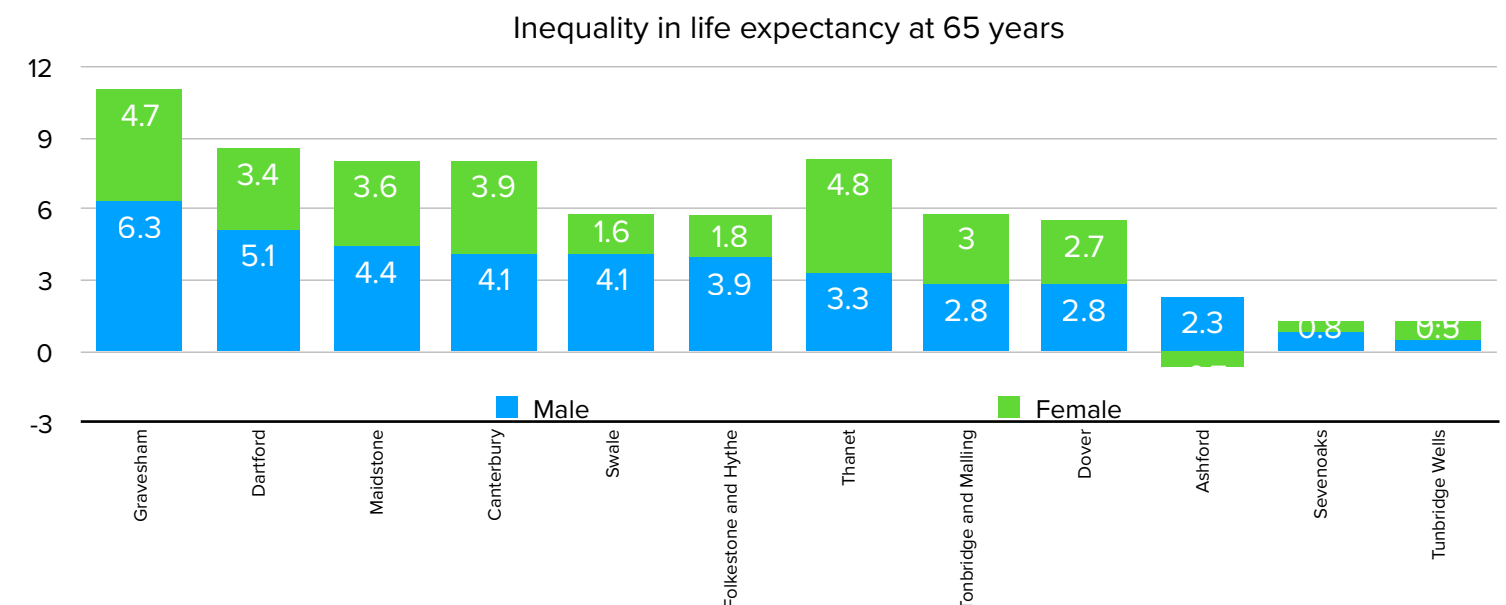
Source: ONS: Life expectancies for local areas of the UK: Between 2001-03 and 2018-20

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 18.6 years.

Source: ONS: Life expectancies for local areas of the UK: Between 2001-03 and 2018-20

Inequality in Life Expectancy:

The Slope Index of Inequality (SII) is a measure of the difference in life expectancy between the most and least deprived sections of the local population. The latest figures from the 2017-19 period show that the inequality in life expectancy at 65 for a male is 3.9 years and 1.8 years for female in Folkestone and Hythe. The below graph sets out how the district compares to other Kent Local Authority areas:



04 Understanding our Communities

Disability Benefits:

7.7% 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 11.6%) has the highest percentage of disability benefit claimants. The table below shows the proportion of each age bracket claiming disability benefits and how this compares with county, regional and national figures.

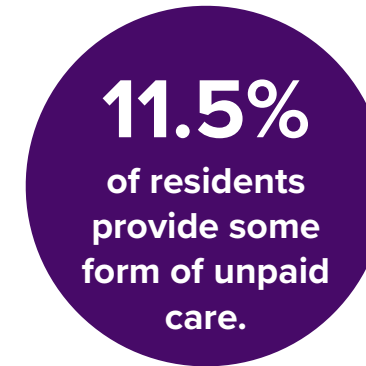
	Folkestone & Hythe	Kent	South East	England & Wales
Overall	7.7%	8.2 %	6.8%	8.3%
0-15	7.2%	5.5%	4.3%	4.4%
16-64	5.6%	5.7%	4.7%	5.8%
65+	11.8%	16.8%	15.0%	18.8%
Young People (24 and under)	7.1%	5.4%	4.2%	4.3%

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

There are a number of reasons why people may claim disability benefit and people may claim for more than one condition. Looking at why people in Folkestone & Hythe district claimed the benefit, figures show that 91.9% of disability benefit claimants in the district claim due to a physical disability, 23.9% also claimed for a mental health condition, and 20.5% of the total due to a learning difficulty.

People Providing Unpaid Care:

Age Range	Percentage
65 and over	24.8%
16-64	72.9%
0-15	2.3%



Source: 2011 Census



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

Percentage of age groups claiming carers allowance:

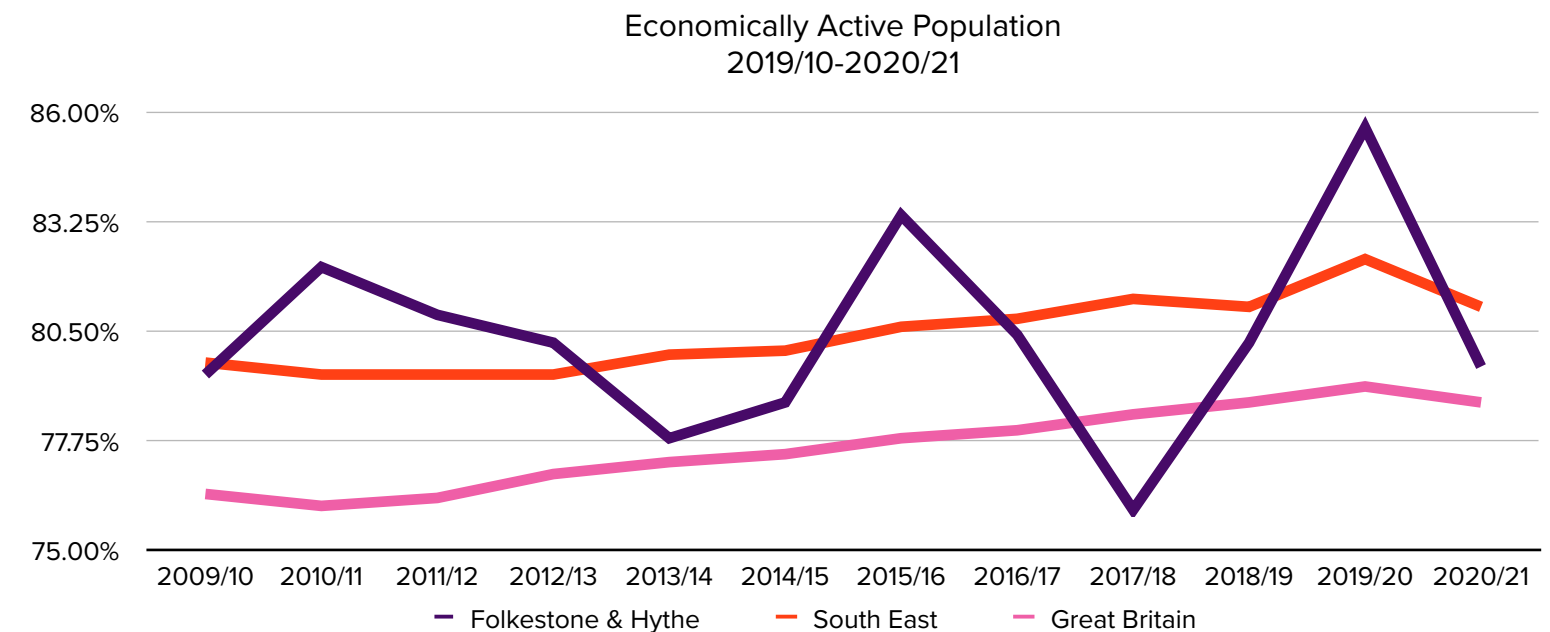
Age Range	Folkestone & Hythe	Kent	Great Britain
16-24	0.9%	0.7%	0.7%
25-64	3.4%	2.7%	2.7%
65 and over	0.2%	0.2%	2.7%

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

Economic Profile

Labour Supply & Economic Activity:

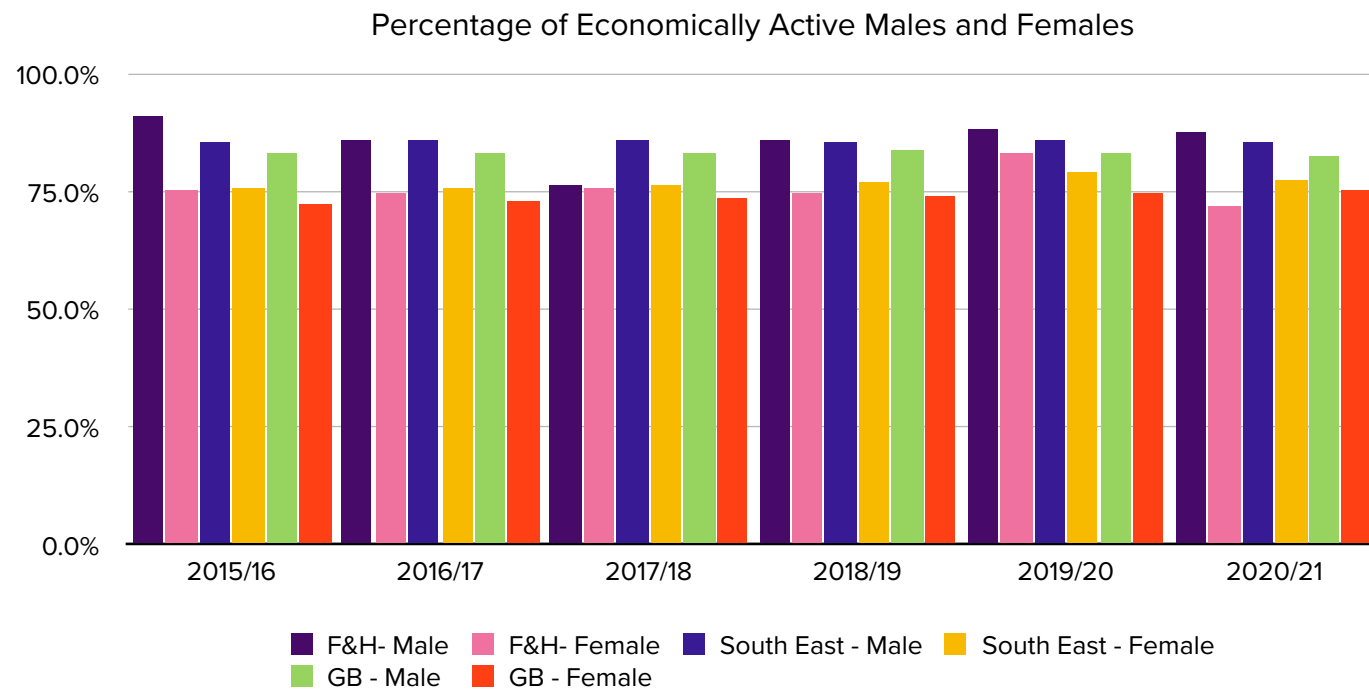
In 2020/21, 79.6% of those aged between 16 and 64 were 'economically active', defined as 'either in employment or unemployed and available for and actively seeking work' compared with 85.6% in 2019/20.



04 Understanding our Communities

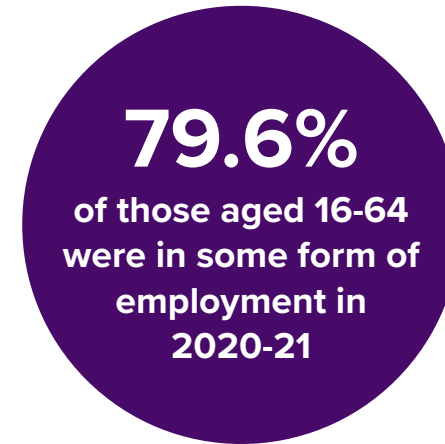
Labour Supply & Economic Activity (continued):

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 rose to 83.3% whilst the proportion of economically active males decreased to 88%. The latest data for 2020/21 shows a decrease in the proportion of economically active women down to 72.0%, whilst economically active men decreased slightly to 87.8%. The graph below shows the trend for the previous five years:

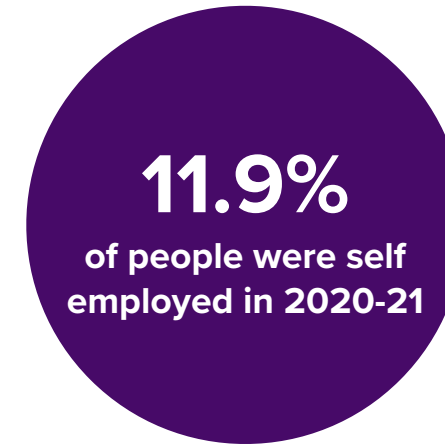


In 2020/21, 79.6% of those aged 16-64 were in some form of employment. The majority of people aged 16-64 who were classed as employees increased from 61.6% in 2019/20 to 65.5% in 2020/21. The number of those classed as self-employed has decreased from 20.8% in 2019/20 to 11.9% in 2020/21 as a likely result of the pandemic.

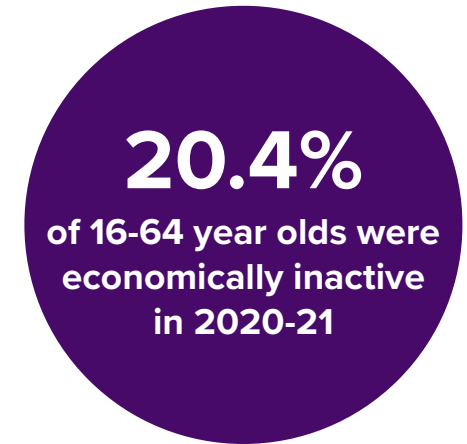
The proportion of residents classed as 'economically inactive' has shown an increase this year. In 2020/21 20.4% of those aged 16-64 were unavailable to work because of family commitments, retirement or study, or unable to work through sickness or disability compared with 14.4% in 2019/20. The figure for 2020/21 is above average when compared to the south east (18.9%), but below the average for Great Britain as whole (21.3%).



Source: Nomis



Source: Nomis



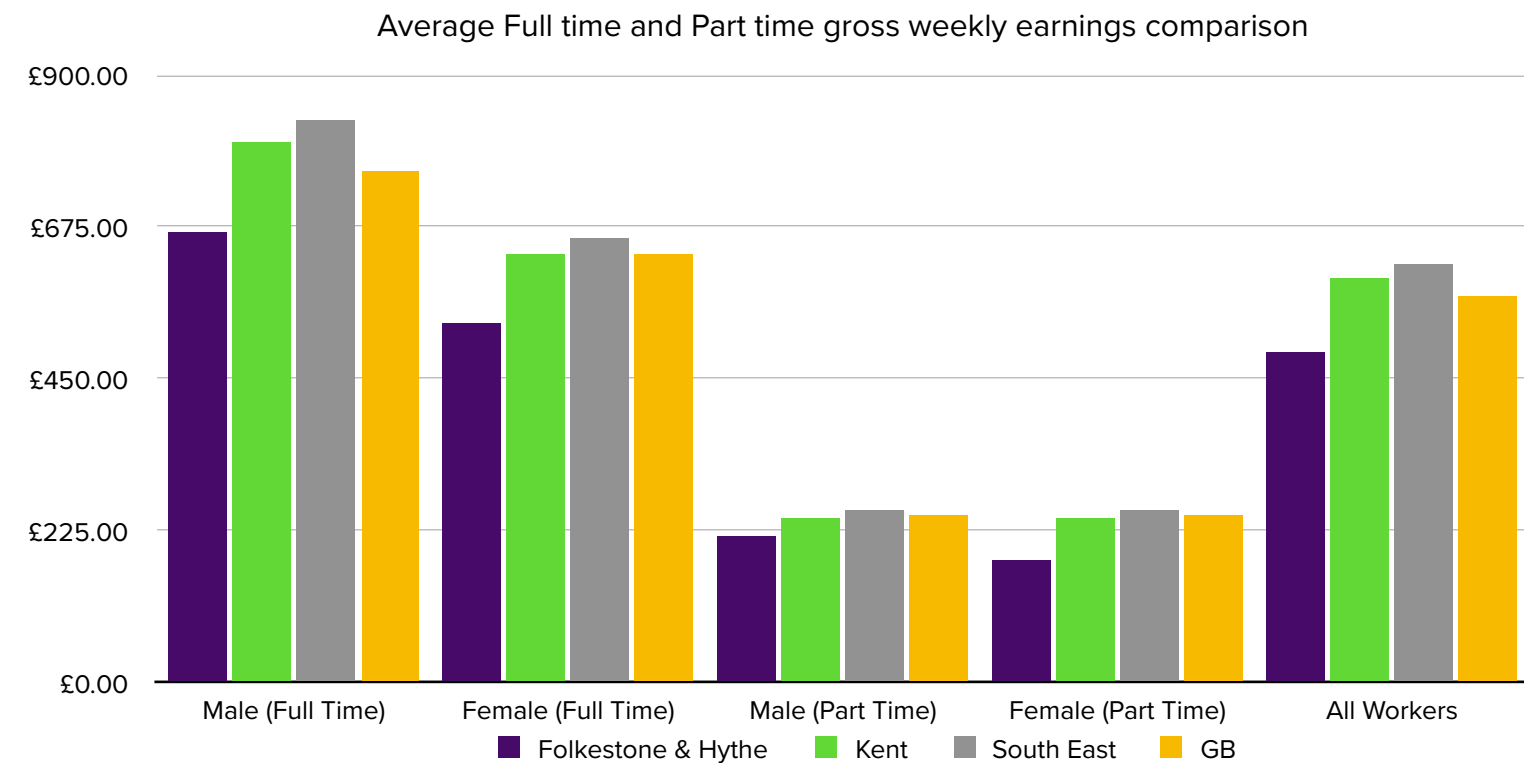
Source: Nomis

Earnings and Income:

The average gross earnings for a Folkestone & Hythe resident is £490.90 per week which is lower than those for the average Kent resident (£598.30 per week), the south east (£618.50 per week) and Great Britain as a whole (£572.70 per week).

Source: NOMIS, Annual Survey of Hours & Earnings, 2020

There are, however, variations between the earnings of men and women, and those in full time and part time employment. The graph below sets out these earnings:



Source: NOMIS, Annual Survey of Hours & Earnings, 2020

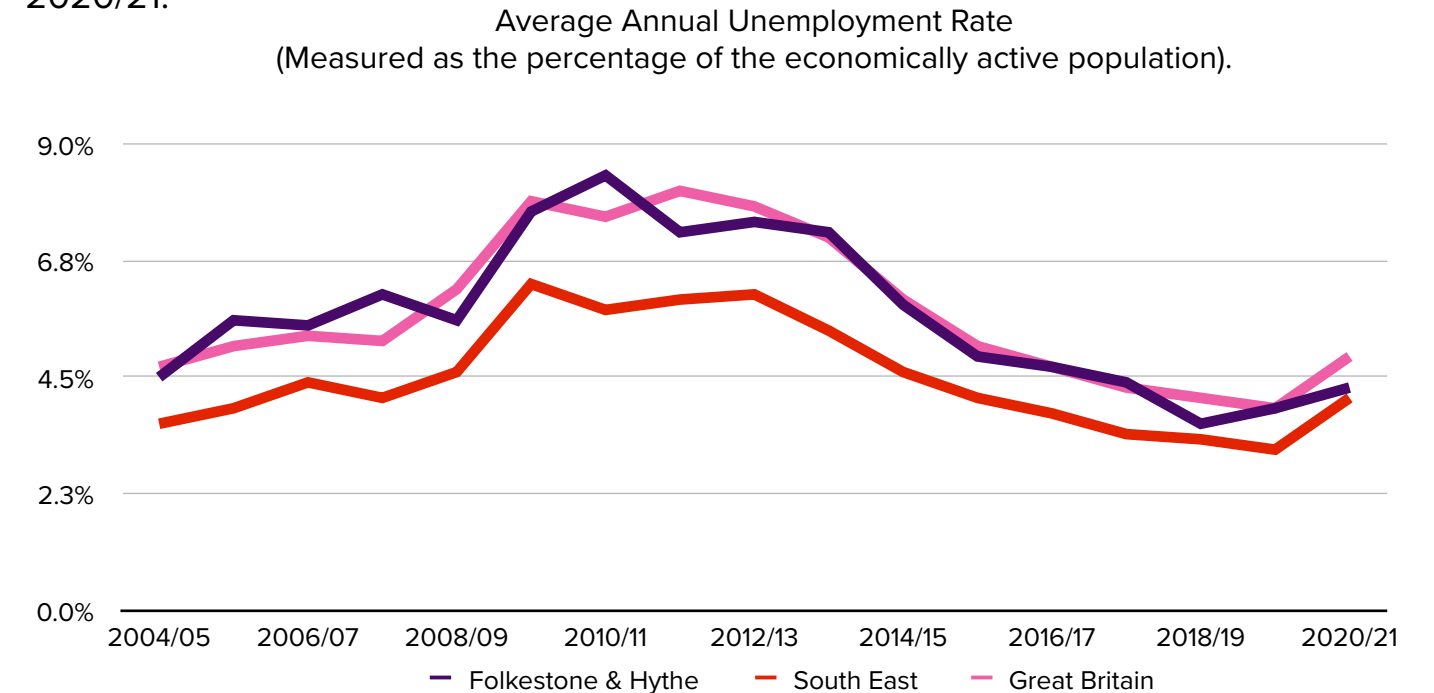
04 Understanding our Communities

Employment by Occupation: Proportion of those in Employment in 2020

	Folkestone & Hythe	South East	Great Britain
Soc 2010 major group 1-3	54.1%	53.1%	49.9%
1 Managers, directors and senior officials	10.2%	12.3%	11.1%
2 Professional occupations	16.9%	24.0%	23.1%
3 Associate professional & technical	27.1%	16.6%	15.5%
Soc 2010 major group 4-5	24.6%	19.3%	19.2%
4 Administrative & secretarial	18.2%	10.3%	10.2%
5 Skilled trades occupations	#	9.0%	8.9%
Soc 2010 major group 6-7	#	15.4%	16.1%
6 Caring, leisure and Other Service occupations	#	9.2%	9.0%
7 Sales and customer service occs		6.2%	7.1%
Soc 2010 major group 8-9	11.9%	12.1%	14.8%
8 Process plant & machine operatives		4.1%	5.7%
9 Elementary occupations		8.0%	9.1%
Soc 2010 major group 1-3	54.1%	53.1%	49.9%
1 Managers, directors and senior officials	10.2%	12.3%	11.1%
2 Professional occupations	16.9%	24.0%	23.1%
3 Associate professional & technical	27.1%	16.6%	15.5%
Soc 2010 major group 4-5	24.6%	19.3%	19.2%
4 Administrative & secretarial	18.2%	10.3%	10.2%
5 Skilled trades occupations	#	9.0%	8.9%
Soc 2010 major group 6-7	#	15.4%	16.1%
6 Caring, leisure and Other Service occupations	#	9.2%	9.0%
7 Sales and customer service occs		6.2%	7.1%
Soc 2010 major group 8-9	11.9%	12.1%	14.8%
8 Process plant & machine operatives		4.1%	5.7%
9 Elementary occupations		8.0%	9.1%

Unemployment and Working Age Benefits:

The unemployment rate in the district has risen from 3.9% in 2019/20 to 4.3% in 2020/21.



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 2020-21 the claimant count recorded a significant increase within the district from 3.7% in March 2020 to 7.3% in March 2021. The current count is higher in comparison to the south east (5.3%) and national average (6.4%). Local, regional and national averages have all shown 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	Folkestone & Hythe	South East	Great Britain
18-24	12.4%	7.8%	9.1%
(of which 18-21)	13.8%	7.7%	9.0%
25-49	7.8%	5.8%	7.0%
50+	5.5%	4.2%	5.0%

04 Understanding our Communities

Deprivation:

Folkestone & 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

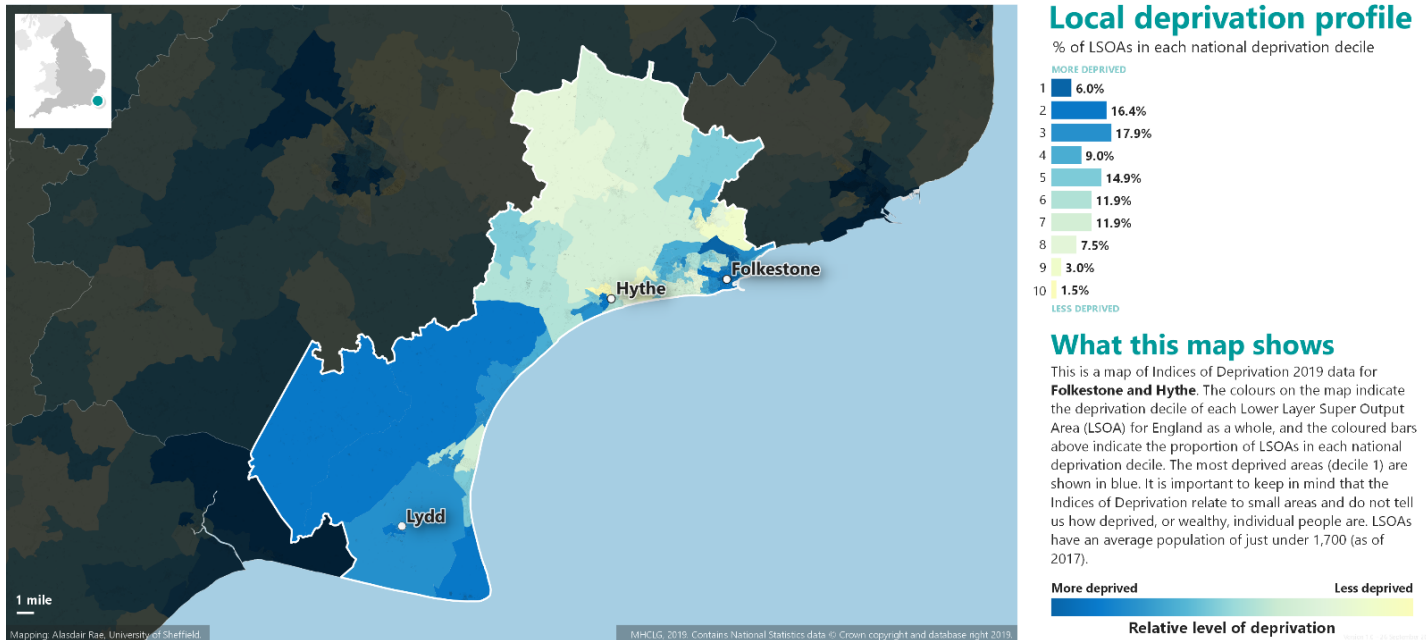
The map below shows the latest indices of multiple deprivation (2019) based on combined data from income, employment, education, skills and training, health deprivation and disability, crime, barriers to housing and services as well as living environment deprivation. The darkest blue areas show the worst deprivation. Data is split into areas generated by the Office for 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

FOLKESTONE AND HYTHE

Ministry of Housing, Communities & Local Government



Above: Map of Folkestone & Hythe showing a 2019 profile of deprivation. Darker coloured areas on the map represent the more deprived areas and lighter coloured areas least deprived.

The table below shows how Folkestone & 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 & 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.

Thanet is the most deprived area in Kent

Source: MHCLG 2019

Folkestone & Hythe is third most deprived area in Kent

Source: : MHCLG 2019

Tunbridge Wells is the least most deprived area in Kent

Source: MHCLG 2019

04 Understanding our Communities

Seven Domains of Deprivation:

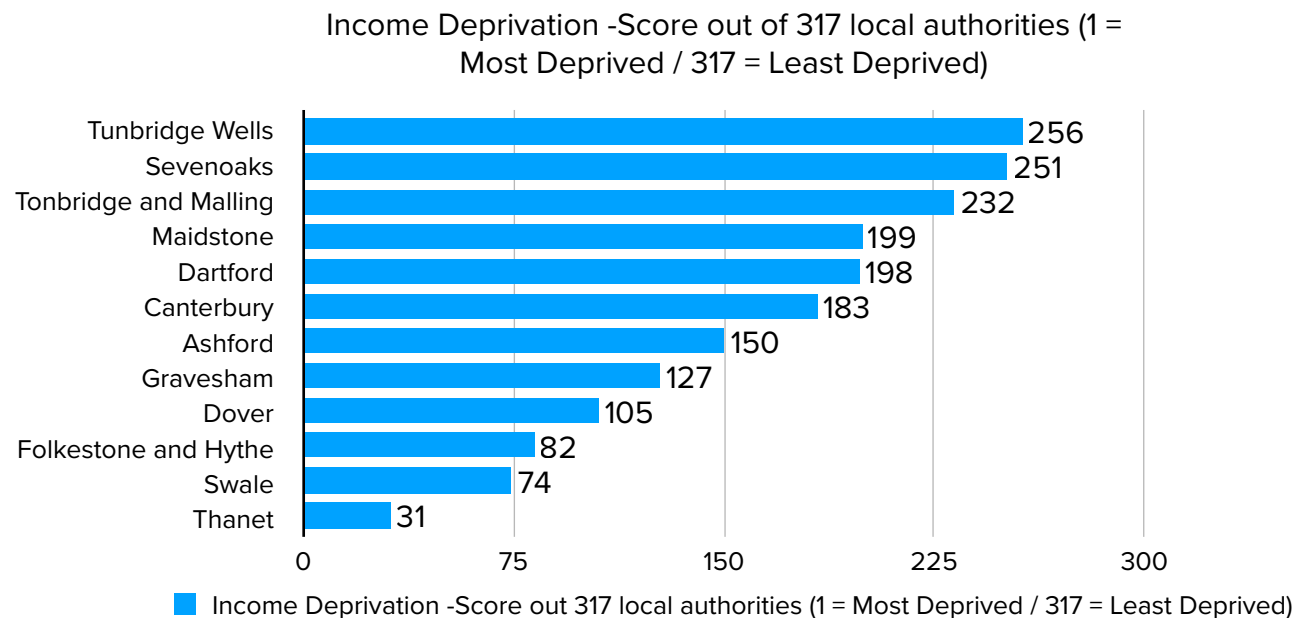
The rank of average score provided to an area is calculated using an area's individual scores across the seven Domains of Deprivation (DoDs):

1. Income
2. Employment
3. Education
4. Health
5. Crime
6. Barriers to housing and services
7. Living environment

Each of the above domains is based on a suite of indicators that are used to calculate an overall ranking for each local authority area.

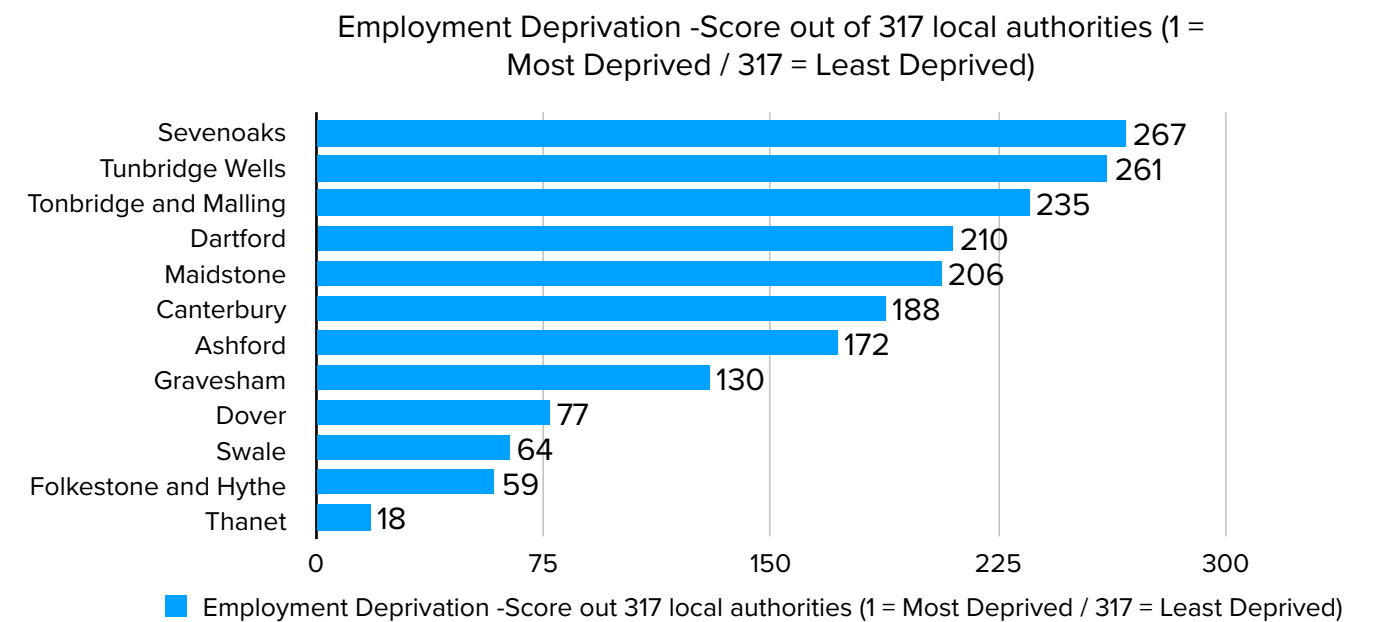
The following graphs show how the district compares with other Kent local authority areas on the Seven DoDs, where the ranking of 1 is classed as 'most deprived' and 317 'least deprived'.

1. Income:



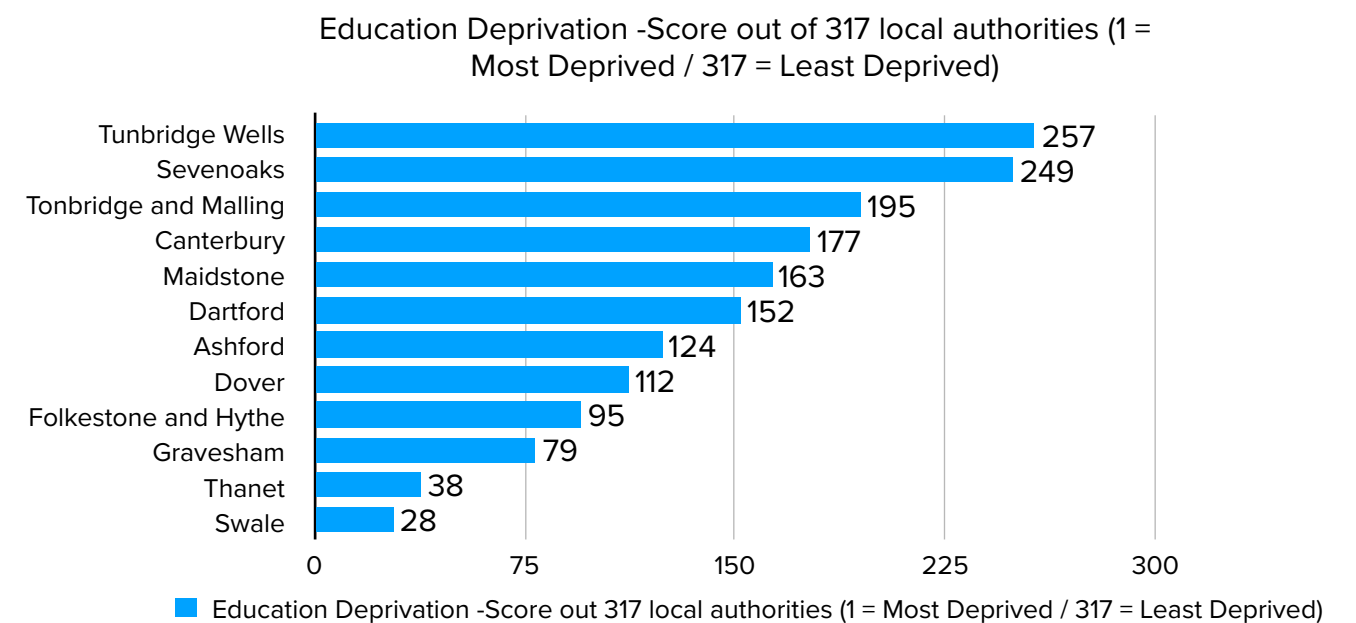
The above graph shows Tunbridge Wells to be the least income deprived and Thanet to be the most income deprived. Folkestone & Hythe is ranked as the third most deprived for income out of the twelve Kent local authority areas.

2. Employment:



The above graph shows Sevenoaks to be the least employment deprived and Thanet to be the most employment deprived. Folkestone & Hythe is ranked as the second most deprived for employment out of the twelve Kent local authority areas.

3. Education:



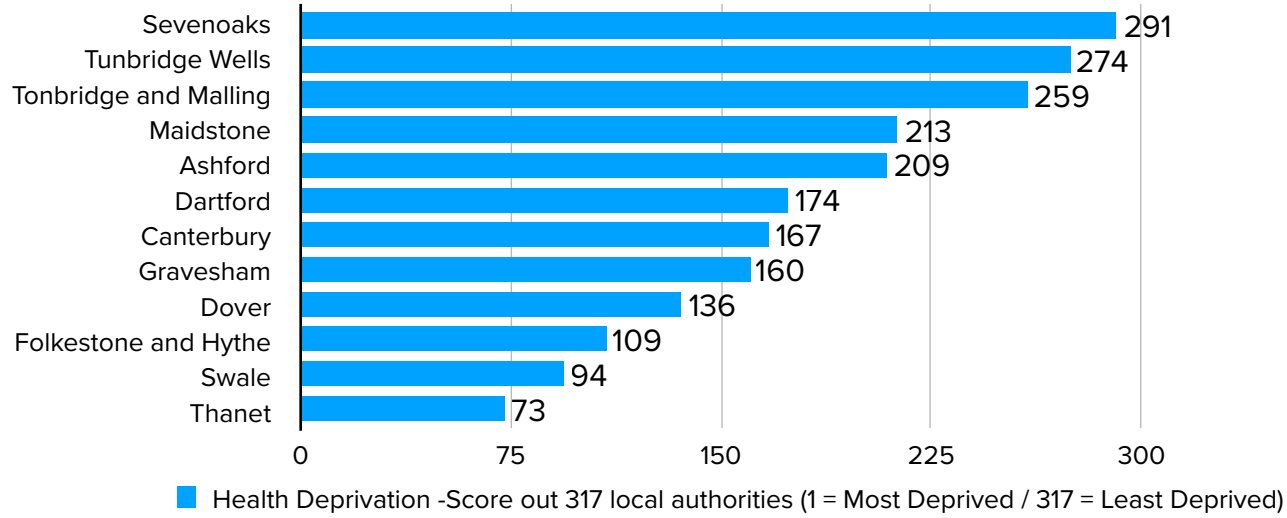
The above graph shows Tunbridge Wells to be the least education deprived and Swale to be the most education deprived. Folkestone & Hythe is ranked as the fourth most deprived for education out of the twelve Kent local authority areas.

04 Understanding our Communities

Seven Domains of Deprivation (continued):

4. Health:

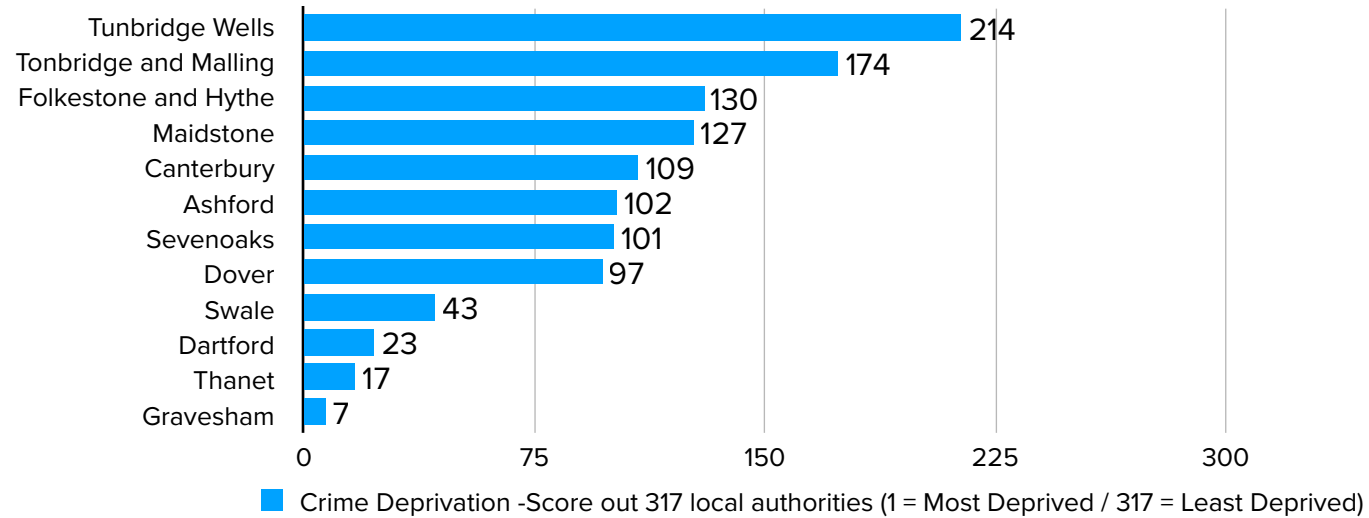
Health Deprivation -Score out of 317 local authorities (1 = Most Deprived / 317 = Least Deprived)



The above graph shows Sevenoaks to be the least health deprived and Thanet to be the most health deprived. Folkestone & Hythe is ranked as the third most deprived for health out of the twelve Kent local authority areas.

5. Crime:

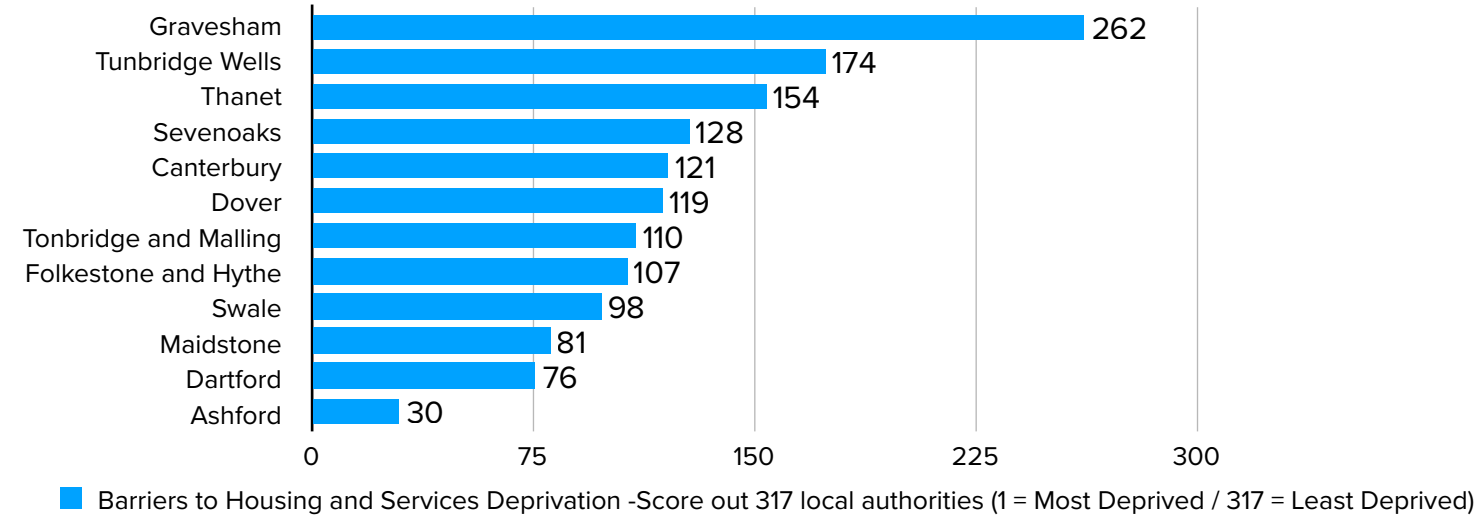
Crime Deprivation -Score out of 317 local authorities (1 = Most Deprived / 317 = Least Deprived)



The above graph shows Tunbridge Wells to be the least crime deprived and Gravesham to be the most crime deprived. Folkestone & Hythe is ranked as the third least deprived for crime out of the twelve Kent local authority areas.

6. Barriers to Housing Services:

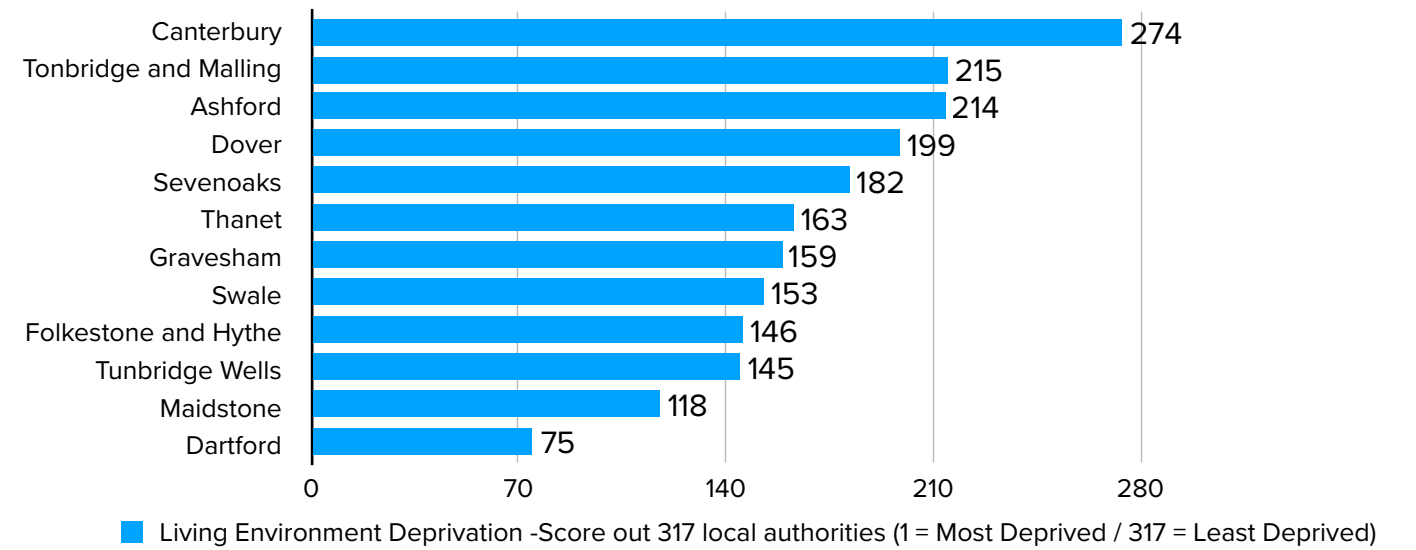
Barriers to Housing and Services Deprivation -Score out of 317 local authorities (1 = Most Deprived / 317 = Least Deprived)



The above graph shows Gravesham to be the least deprived in relation to barriers to housing and services and Ashford to be the most deprived in this area. Folkestone & Hythe is ranked as the fifth most deprived for barriers to housing and services out of the twelve Kent local authority areas.

7. Living Environment:

Living Environment Deprivation -Score out of 317 local authorities (1 = Most Deprived / 317 = Least Deprived)



The above graph shows Canterbury to be the least deprived in relation to Living Environment and Dartford to be the most deprived in this area. Folkestone & Hythe is ranked as the fourth most deprived for living environment out of the twelve Kent local authority areas.

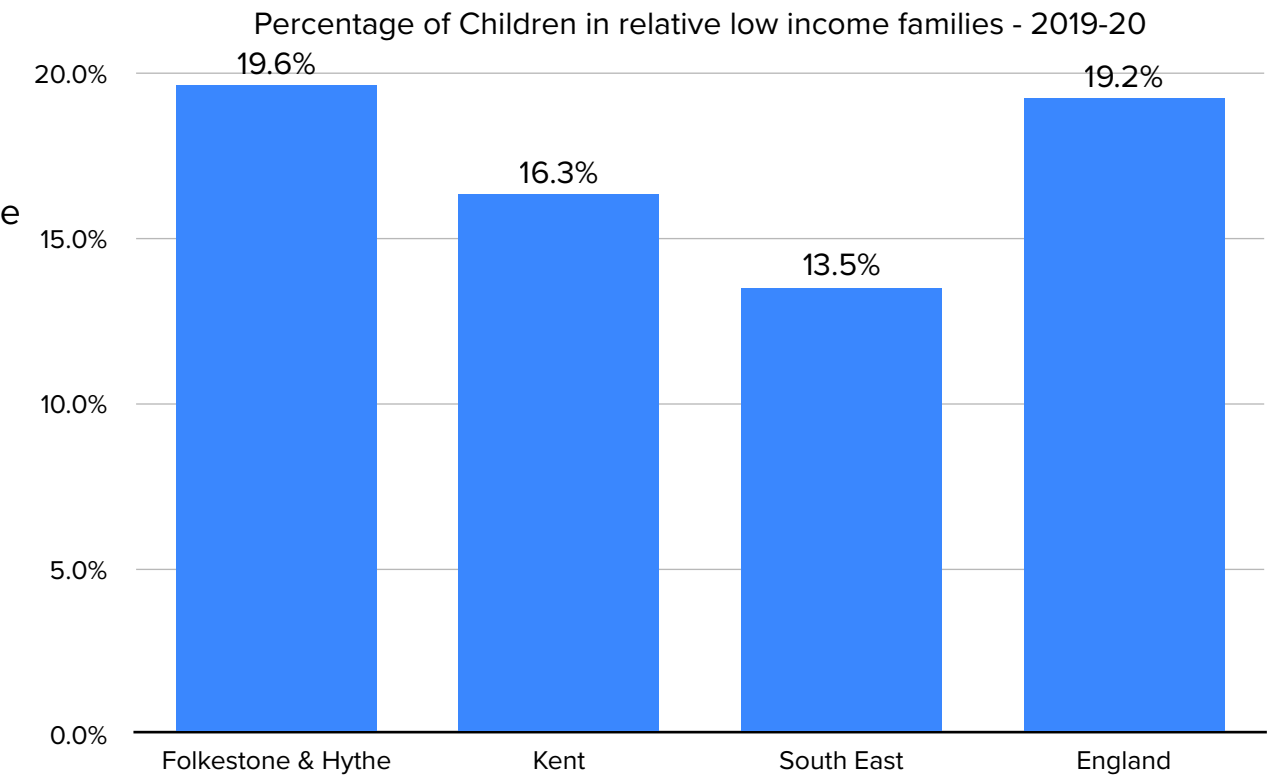
04 Understanding our Communities

Child Poverty:

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

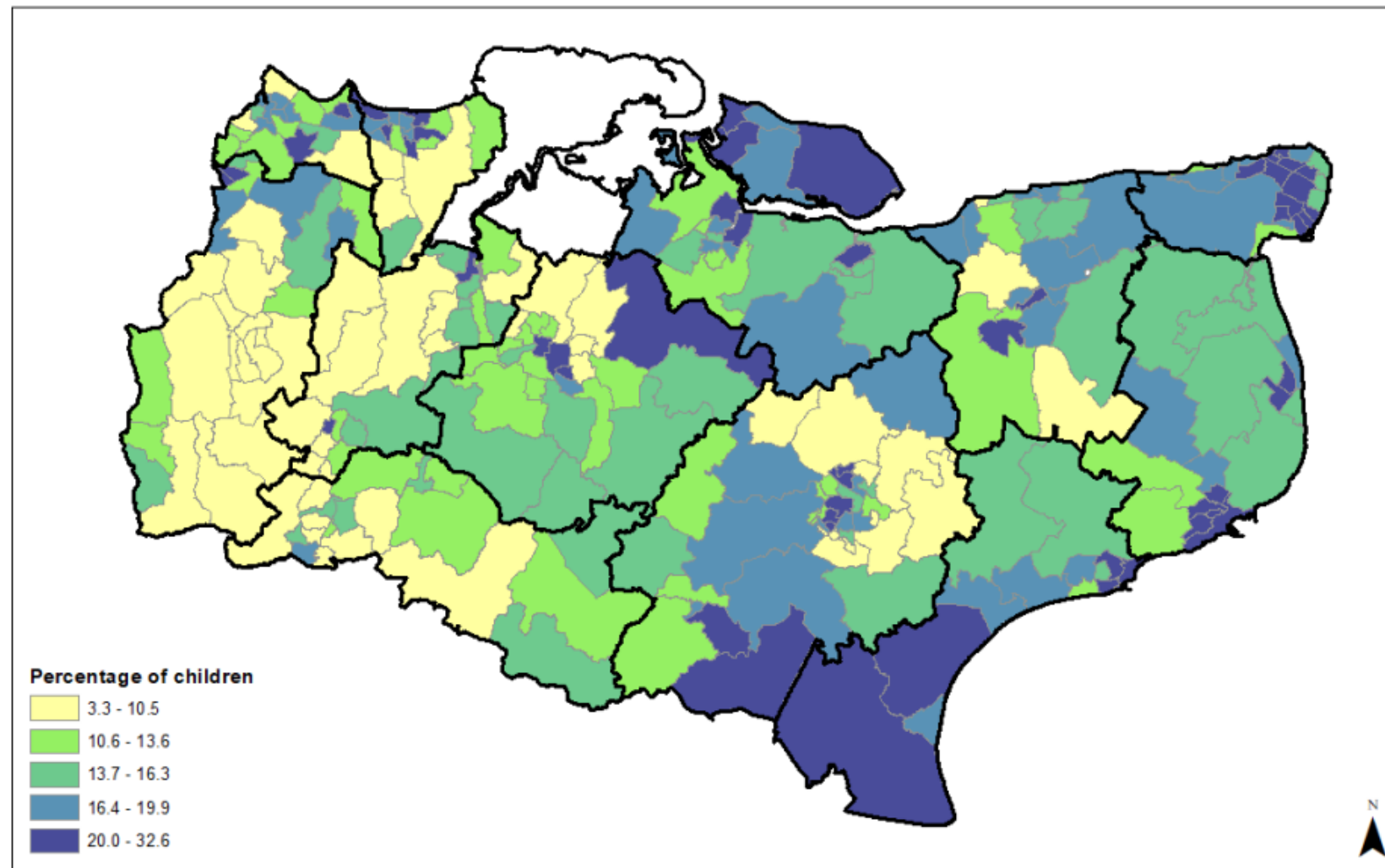
Relative low income is defined as a family in low income before housing costs in the reference year.

The latest data from 2019/20 shows that 19.6% of children are in relative low income families in Folkestone & Hythe and this is “significantly worse” than the average across Kent and the South East.



Source: KCC Strategic Commissioning Statistical Bulletin 2021 – Child Poverty

Percentage of children living in relative low income families in Kent wards 2019/20



Source: DWP Stat-Xplore
Map produced by Kent Analytics, Kent County Council
© Crown Copyright and database right 2021, Ordnance Survey 100019238



The heat map to the left shows the percentage of children living in relative low income families across Kent wards in 2019/20. In Folkestone & Hythe, the map shows the highest proportion of children living in relative low income families (shaded in dark blue) to be situated in the Folkestone Central, East and Harbour wards as well in the Romney Marsh and Walland and DengeMarsh wards in the western part of the district.

04 Understanding our Communities

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 2020 district profile, published by Kent County Council's Strategic Business Development & Intelligence Unit on 10th November 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 for National Statistics (ONS): <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>

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 Interactive population toolkit, November 2020: https://www.kent.gov.uk/_data/assets/excel_doc/0019/12880/Interactive-population-forecast-toolkit.xlsm

ONS: Births in England and Wales: Summary Tables (2020) <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths/datasets/birthsummarytables>

ONS: Deaths Registered monthly in England and Wales (2020 & 2021) <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/datasets/monthlyfiguresondeathsregisteredbyareaofusualresidence>

ONS: Conception Statistics – England and Wales (2019) <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: Population of State Pension age and working age, and old age dependency ratios, for local authorities and regions in England: www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections/datasets/populationofstatepensionageandworkingageandoldagedependencyratiosforlocalauthoritiesandregionsinengland

ONS: Life expectancy for local areas of the UK: between 2001 to 2003 and 2018 to 2020 [Life expectancy for local areas of the UK - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/lifeexpectancyforlocalareasoftheuk)

KCC Births and Deaths in Kent - 2020 https://www.kent.gov.uk/_data/assets/pdf_file/0003/13827/Births-and-deaths-bulletin.pdf

Labour market profiles of the district are constantly updated by the ONS National Online Manpower Information System (NOMIS): <http://www.nomisweb.co.uk/reports/lmp/la/1946157318/printable.aspx>

NOMIS: annual survey of hours and earnings (2020) <https://www.nomisweb.co.uk/datasets/asher>

Health:

Public Health England's [Public Health Outcomes Framework \(Folkestone & Hythe\) - at a glance summary \(phe.org.uk\)](https://www.phe.org.uk/public-health-outcomes-framework-folkestone-hythe-at-a-glance)

KCC Strategic Commissioning Statistical Bulletin 2021 – Child Poverty:

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

[Suicides in England and Wales by local authority \(2020\) - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/suicides-in-england-and-wales-by-local-authority-2020)

[Quality and Outcomes Framework, 2020-21 - NHS Digital](https://www.nhs.uk/quality-and-outcomes-framework-2020-21)

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 5

Compliments, Feedback and Complaints

Introduction

In this section we provide an outline of the comments we have received from customers relating to equality and diversity matters.

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>

05 Compliments, Feedback and Complaints

Compliments, Feedback and Complaints - Overview in 2020-21:

During 2020/21 the council received 372 complaints and 212 compliments. Of the 372 complaints received:



Stage One complaints are investigated and responded to by the complaints investigator or the specialist of the relevant service area. If the complainant is not satisfied with the response their complaint will be progressed to Stage Two, where it is investigated by the senior officer of the service area to which the complaint relates.

Of the 372 complaints received, four were related to equality and diversity issues. The nature of the complaints related to:



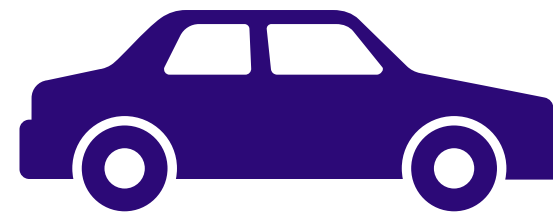
An offer of sheltered accommodation

Outcome: Not upheld



Assisted Waste Collection

Outcome: Action taken



Parking Visitor Vouchers

Outcome: Not upheld



MyAccount as a Method of Contact

Outcome: Partially Upheld

Section 6

Equality Objectives

Introduction

In this Annual Equality and Diversity Report we have given an overview of the issues affecting the district, the policies and procedures the council has in place and the work we are doing, on our own and with our partners to address these issues.

We have recently adopted an Equality and Diversity Policy (2021-25) to guide this work and this has an associated action plan. The final section provides an update on these actions.

06 Equality Objectives

	Action	Lead Function	Deadline	2020-21 Update
1.	Ensuring Equality Impact Assessments (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 a policy or service is introduced or revised. The EIAs undertaken during the year have been documented in section 2 of this report.
2.	To introduce a dedicated complaints report that will focus on equality related issues that arise under the council's corporate complaints policy and will reported to the Corporate Leadership Team on a six month basis to assist with identifying and addressing any equality related issues within a council service.	Case Management	Ongoing	Complaints regarding equality issues are reported to the Corporate Leadership Team with a particular focus on lessons learnt and any improvements implemented. In addition to this, details of these complaints will also be published in the annual complaints report on the council's website.
3.	Involving services users and local communities (including people with protected characteristics) in the design of council services.	All Service Leads	Ongoing	As part of the plan for the delivery of 30 new sustainable homes at the Highview site, tenant champions have been recruited as a formal means of direct dialogue and consultation with our end users. This has enabled us to both gain their views and take into account their needs and aspirations, as well as having them championing our efforts within the tenant community. Customer services ensure customer feedback is discussed at the fortnightly service improvement group meetings, this is used to help design and improve council services for all customers (including people with protected characteristics).
	All managers undertaking stage 2 EIA exercise will consult appropriately and publish the results.	All Service Leads	As required	No Stage 2 Equality Impact Assessments were carried out during the year.
4.	Routinely publishing the result of consultation exercises on the council website and disaggregating the results (where possible) for different equality groups.	All Service Leads	As required	During the year, the council undertook an 8 week public consultation between August and October 2020 on its draft 'Homelessness Prevention Strategy 2020-25'. The findings of the consultation and recommended amendments as a result of the finding were published as part of a publically available report presented to Cabinet on 9th December 2020.

06 Equality Objectives

	Action	Lead Function	Deadline	2020-21 Update
5.	<p>Run training for staff on the particular issues faced by minority and vulnerable groups to support them to deliver appropriate services to ALL customers (e.g. Dementia awareness).</p>	Organisational Development	Ongoing	<p>Targeted training has been provided for those in relevant roles on:</p> <p>Autism- Sensory Experience, Supporting families, Stress & Anxiety,</p> <p>Communication and understanding (National Autistic Society)</p> <p>Mental Health – Mental Health First Aid training</p> <p>Domestic Violence</p> <p>Unconscious bias</p> <p>Safeguarding – adult and child</p> <p>Armed forces covenant</p> <p>Living with cancer – Macmillan</p> <p>Homelessness - Porchlight</p> <p>We have also run sessions internally reviewing how we can support vulnerable customers.</p>
6.	<p>To ensure councillors and staff receive regular updates on Prevent, Safeguarding vulnerable people and partnership working as part of the council’s wider role.</p>	<p>Community Safety Specialist</p> <p>Health, Wellbeing & Partnerships Senior Specialist</p>	Ongoing	<p>Staff have received regular reminders on training opportunities for Prevent.</p> <p>A session was held on Prevent and radicalisation on 14th July 21 and the Organisational Development/ Learning teams have put a new Prevent module on the learning pool for council staff to access.</p> <p>Councillors on Overview & Scrutiny Committee receive a regular update on Prevent every year when the Community Safety Partnership plan is produced and they had an input in Autumn 2020.</p> <p>Councillor training was delayed due to Covid.</p>

06 Equality Objectives

	Action	Lead Function	Deadline	2020-21 Update
7	Equality and diversity training is part of our induction and for all staff to undertake a mandatory refresh e-learning module every 3 years.	Organisational Development	Ongoing	We have changed e-learning provider but have still got a mandatory Equality and Diversity module. All staff must complete this every 3 years. Reports are run on a six monthly basis and managers are notified of any staff members who have not completed the mandatory training.
8.	Increase options for customers to connect and transact with us online to help focus resources on supporting customers who are not able to go online as defined within the council's Customer Access Strategy.	All Service Leads	Ongoing	<p>We are continually increasing the number of ways for customers to connect and transact with us online as part of the Customer Access Strategy, but for those who are unable to go online we have ensured the following:</p> <ul style="list-style-type: none"> • Customers can still contact us by letter and phone, to discuss matters regarding council tax and council tax recovery, but additionally they can also arrange to come into the Civic Centre on certain days to see a Recovery Officer face to face if this suits them better in a COVID safe environment with a private office available if sensitive matters need to be discussed. • We have visiting officers who can go out to customers to help them complete forms for council tax reduction, exemptions and discounts as well as, collect evidence or provide guidance and advice. This ensures that no one is excluded from interacting positively with the council as there are a number contact routes are available. • NNDR officers (Business Rates Officers) are out in the district each month, providing a face to face (COVID safe) service to customers in the district. They can offer advice, collect information or evidence, make payment arrangements, report changes to the Valuation Officer Agency on behalf of customers and form good working relationships with occupiers of commercial properties.

06 Equality Objectives

	Action	Lead Function	Deadline	2020-21 Update
9.	Produce a 'Resident Involvement Strategy', ensuring that involved residents reflect the diversity of the council's tenants and leaseholders.	Housing Operations Lead Specialist	March 2021	The Tenant Engagement Strategy was approved by Cabinet on 14 th April 2021
10.	We will continue to evaluate our resourcing strategies, maximise accessible development opportunities, and promote flexible working approaches to support equality and diversity in our workforce.	Human Resources	Ongoing	Increase in virtual training has enhanced accessibility. A new Agile Working Framework, which furthers the ability to work in a flexible way, has been developed and subsequently now agreed.



Folkestone
& Hythe

District Council

www.folkestone-hythe.gov.uk

Folkestone & Hythe District Council, Civic Centre, Castle Hill Avenue, Folkestone, Kent, CT20 2QY