

St. Helens Council Equality Monitoring Report 2018/19

**Eliminating discrimination,
harassment and victimisation
Advancing equality of opportunity
Fostering good relations between
people within a diverse community**



St. Helens
Council



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EXECUTIVE SUMMARY

St. Helens Council publishes Service Equality Monitoring Reports annually. They provide the evidence required by the Specific Public Sector Equality Duty 2011, which requires public bodies to set measurable equality objectives and to publish information about their performance on equality annually.

St. Helens Council has set three measurable equality objectives:

- To ensure Equality Impact Assessments inform 100% of Delegated Executive Decisions and Key Decisions.
- To maintain a 90% achievement rate in service equality access targets for protected characteristics.
- To publish information relating to employees and customers who share protected characteristics.

The Annual Equality Monitoring Report 2018-19 presents an analysis of the following areas:

- Service delivery
- Equality monitoring
- Equality impact assessments
- Employment equality performance
- Equality training
- Support for schools

The Equality Monitoring Report 2018-19 identifies the following key findings:

1. The Council achieved its equality objective on service access with 91% of service equality access targets (43 of 47) being met or improved upon (90% target)
2. The Council achieved its equality objective for Equality Impact Assessments with 100% of Delegated Executive Decisions and Cabinet Decisions being subject to impact assessment (100% target)
3. Gender Pay Gap analysis demonstrated that there was **no median gender pay gap at St. Helens Council**, during 2019.

These are the key areas for improvement

Service equality targets were not met in 4 service areas. Where this occurs services must develop appropriate actions for improvement.

- Children's Social Care "Child Not Seen": The percentage for Black and Minority Ethnic Children was below the lower acceptable target percentage of 4%, at 3.32%. Ethnicity Not Stated is at 34.94%, which is an unacceptable level. This missing data will affect all findings.
- Children's Social Care Child Protection: The percentage for Black and Minority Ethnic children continues to fall below the lower target percentage of 4%. It fell from 2.41% last year, to 1.2% this year. Ethnicity Not Stated is at 3.61%.
- Children Social Care 'Children Looked After': The percentage for Black and Minority Ethnic Children was 3.3%, which has fallen below the 4% lower target percentage. Ethnicity Not Stated is at 3.31%.
- Carers Service: the percentage of Female service users increased to 70.24%. This is above the acceptable target percentage of 65%. A 70% female services user profile is an acceptable target for services that support older people, however the Carers Service covers all Adults from the age of 18 upwards. This is an unusual outcome, which the council will continue to monitor to identify if the results indicate a trend.

INTRODUCTION

St. Helens Council publishes Service Equality Monitoring Reports annually. They provide the evidence required annually to demonstrate the Council is complying with the duties of the Equality Act 2010.

Equality Act 2010, Public Sector Duty

The Public Sector Duty of the Equality Act 2010 requires public bodies, in the exercise of their functions and decisions, to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it
- Foster good relations between persons who share a protected characteristic and persons who do not share it.

This means that public bodies must use appropriate information and carry out sufficient analysis to assess the impact that their decisions, policies, service and contract delivery arrangements will have on people with characteristics protected under the Act. Public bodies must ensure that appropriate steps are taken to address or justify any adverse impact identified.

The Equality Act 2010 identifies nine protected characteristics. They are as follows:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (ethnicity)
- Religion
- Sex (gender)
- Sexual orientation

Comprehensive Equality Policy Objectives

St. Helens Council's Comprehensive Equality Policy Objectives are based on the general duty of the Equality Act 2010. They are:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations between people within a diverse community

In this way, actions that contribute to the achievement of Corporate Equality Objectives also provide the evidence required to demonstrate that St. Helens Council is meeting the General Equality Duty.

Equality Act 2010, Specific Duty 2011

The Specific Public Sector Equality Duty requires public bodies to set measurable equality objectives and to publish information about their performance on equality annually.

Measurable Equality Objectives

St. Helens Council has set three measurable equality objectives:

- To ensure Equality Impact Assessments inform 100% of Delegated Executive Decisions and Key Decisions.
- To maintain a 90% achievement rate in service equality access targets for protected characteristics.
- To publish information relating to employees and customers who share protected characteristics.

Publication of Information to Demonstrate Compliance

Since 2006, St. Helens Council has published Annual Equality Monitoring Reports. These reports contain sufficient information on impact assessment, equality monitoring and outcomes to demonstrate:

- (i) Compliance with the general equality duty across Council functions and decisions
- (ii) Progress against measurable equality objectives

Demonstrating compliance with the General Duty of the Equality Act 2010

Since 2003, St. Helens Council has demonstrated compliance with equality legislation by using the following three mechanisms to implement its equality objectives within its business and management processes.

1. Equality Impact Assessments - must be used to demonstrate that the Council has given "due regard" to the general equality duty within its decision-making, commissioning, employment, procurement and service delivery functions.
2. Equality Monitoring - equality profiles must be used appropriately within consultation, complaints and other monitoring process to demonstrate equality of opportunity in access, quality and outcome across service delivery and employment.
3. Procurement Equality Standard - must be used within the Council's procurement functions to ensure that contract bidders demonstrate that they give "due regard" to the general equality duty within their employment practices.

St. Helens Council uses training, corporate standards, and one to one support to ensure that staff, management and elected members understand the Comprehensive Equality Policy and their responsibilities.

Areas covered with this report

The Annual Service Equality Monitoring Report is the publication in which St. Helens Council sets out how it complies across its functions with the duties in the Equality Act 2010. It presents an analysis of the following areas:

- Service delivery and achievements
- Equality monitoring
- Equality impact assessments
- Employment equality performance
- Equality training
- Support for schools

SERVICE DELIVERY

St. Helens Council monitors the following elements of service delivery in order to demonstrate compliance with the General Duties of the Equality Act 2010.

- To ensure that services are accessible
- To ensure that service information is accessible to all
- To monitor service delivery, consultation and complaints to determine equality of access, quality and outcome.
- To ensure that staff have relevant training to meet the duties
- To publish the results

Access and Accessibility

The Corporate Customer Care and Accessibility Policy sets out the Council's approach to ensuring high quality, accessible, services that meet the needs and expectations of residents and service users. This policy outlines the key standards for customer contact and how they will be delivered.

Equality Access is taken into account in the Equality Impact Assessment process which looks at reasonable adjustments, access to translation and interpretation etc. to ensure services and information are accessible in relation to the nine protected characteristics (age, sex, gender reassignment, disability, race, sexual orientation, religion, marriage and civil partnership, and pregnancy and maternity) and other relevant areas such as carers, lone parents, people with autism, and people disadvantaged by deprivation.

Actions to address 'access' issues identified through Equality Impact Assessment are integrated into appropriate improvement plans.

The Council has a number of officers with a "disability access" remit within the following service areas: Asset Management, Architects, Building Control, Building Surveyors, and Engineering. These staff ensure fair access for all by incorporating (i) the Equalities Act 2010 access and reasonable adjustment duties, (ii) current Building Regulations, and (iii) associated best practice, within all projects and services.

Physical Access and Accessible Information

- All Council access points are designed to ensure there are no barriers related to disability, age, or language. All staff will be trained and supported to recognise where additional support may be needed and be aware of resources available to provide this.
- Translation and Interpretation arrangements are in place, which cover the needs of Disabled people. These include British Sign Language, Picture Symbols, Large Print, Braille and Audio Tape.
- The Council's Small Venue Hire Guidance includes details of the accessibility of each venue for people with physical and sensory disabilities and restricted mobility.
- Buildings and facilities used in the consultation and scrutiny processes are chosen to meet the needs of all potential users.
- The Council's Contact Centre / One Stop Shop at Wesley House is fully accessible: with accessible signage, wheelchair access, loop hearing aid system, staff who can use British Sign Language, access to translation and interpretation services, Minicom, fax, email, text, website and telephone.

Headline Events Promoting Awareness, Inclusion and Cohesion

Mental Health Awareness Week – May 2018

St Helens Council's Healthy Living Team organised a 'Get Together' event at Wesley Methodist Church to mark Mental Health Awareness Week. Over 50 people turned out for a 'curry, cuppa and chat', which was focused on the ['5 Ways to Wellbeing'](#) campaign to help improve and protect mental health and wellbeing.

The Tuition Service helps pupils with complex and medical needs to return to mainstream provision. During Mental Health Week 2018 they created a [video of the Godley and Crème's song 'Cry' sung by former Tuition Service student, Olivia Parr](#). The video was made as part of a wider emotionally healthy schools project alongside St.Helens Public Health and NHS St.Helens Clinical Commissioning Group (CCG). The video featured past and present students who had received support from Tuition Services, and a number of familiar faces across the borough including Saints legend Paul Wellens; local poet and mental health activist Lynn Gerrard; Mike Lindley (aka Ralph's Life); and some of the Councillors at that time, including Andy Bowden; Jeanie Bell, Jeanette Banks, and former Mayor, Joe Pearson and his wife Sylvia.

IDAHOT Day - May 2018

St.Helens Council supported IDAHOT Day on the 17th May 2018 – the International Day against Homophobia, Transphobia and Biphobia - by running a social media campaign which encouraged Twitter and Facebook users to share ['5 Ways to #SpreadLove on IDAHOTB Day'](#) and raise awareness of how to report and support those who are subjected to bullying, hate incidents, and hate crimes because of prejudice against sexual orientation and gender identity.

World Refugee Day Community Event – June 2018

On the 20th June 2018, Eccleston Library hosted a Panel Discussion Event for World Refugee Day. The panel was chaired by Vanessa Altin author of *The Pomegranate Tree*- a child's-eye view of war-torn Syria – alongside Vanessa on the Panel were Julia Savage from Asylum Matters, and Emily Hayes Co-Artistic Director of Pathway Arts. The panel, with residents, refugees, partners and artists, was designed to stimulate a wider conversation and raise awareness about refugees and the asylum process.

The Eccleston Library Event for World Refugee Day also saw the first screening of "Maze Of Displacement", a film by local artists Claire Weetman and Sophie Tickle, who worked with SOLA Arts and Asylum Seekers housed in St Helens to produce visual, digital and movement artwork - a physical and visual experience of people making emotive gestures with their hands and bodies; a maze where the walls shift as you experience it; a place to share what it means to feel displaced.

Haydock and Eccleston Libraries marked Refugee Week with a display of Turner Prize nominee artist Mark Titchner 'World Refugee Week Artwork', featuring thought-provoking text messages taken directly from the experiences a group of fifteen refugees, all of whom had fled countries such as Afghanistan, Pakistan, Somalia, and Zimbabwe to find safety for themselves and their families.

Black History Month – October 2018

On the 1st October 2019, Parr Library hosted a performance of "Black", which was described as 'a provocative and engaging theatre show which digs deep at the heart of racial tensions in the UK today'. "[Black](#)" by award winning writer Keith Saha tells the story of the arrival of a Africa migrant family to a local Council estate in the UK, and the tensions that arise from racial hatred and ignorance.

Winter Warmer Campaign – Autumn 2018

St Helens Council, Age UK Mid Mersey and local partners undertook their annual Winter Warmer campaign between October and December 2018, handing out around 6,000 free winter survival packs and information to residents on the best ways to stay safe, warm and well - while saving money and becoming more energy efficient. Packs were made available to collect events across the borough libraries November. Packs contain a range of winter essentials, including, gloves, tea bags, torches, water bottles and 2019 calendars full of useful information.

Eccleston Library Multi Faith Event – December 2019

On the 6th December 2019 representatives from the local Christian, Jewish, Muslim and Hindu faith communities joined the then Mayor and Mayoress of St Helens, Pat Ireland and Lynn Glover, as the library celebrated the bringing together of diverse and different cultures through songs, readings, and refreshments - and the lighting of candles. Children and young people from St Julie's Catholic Primary School attended the event to sing carols, while representatives of the faith communities lit advent candles and the Chanukah candle, for the eight-day Jewish festival of light. Representatives included Rabbi Abel of the Princes Road Synagogue in Liverpool; local Islamic scholar and chaplain Imam Sufyan; Dr Jayaram of the Hindu faith, who was a doctor for 35 years at St Helens and Knowsley Teaching Hospitals; and Anita Fath, regional volunteer coordinator for Christian organisation Mission in the Economy (MitE), which provides a volunteer chaplaincy service to workplaces and churches in St Helens and across Merseyside.

Holocaust Memorial Commemorations – January 2019

Throughout January 2019, St.Helens Council Libraries hosted the exhibition 'No Child's Play', which they loaned from Yad Vashem - Israel's official memorial to the victims of the Holocaust. 'No Child's Play' provided a glimpse into the lives of children during the Holocaust, through their personal stories.

The formal Holocaust Memorial Commemoration ceremony took place in St.Helens Town Hall on Friday 25th January 2019. The keynote presentation was by The Rev Kevin Duffy Chair of the St.Helens Charity "Our Warm Welcome", which provides support to Refugees and Asylum Seekers housed in the borough. The event included performances and readings by pupils from the borough's schools based on the 2019 Holocaust Memorial Theme 'Torn from Home'. The event concluded with 'A Young Girl Torn from Home', a presentation delivered by Jonathan McKee of the Anne Frank Trust.

International Women's Day Celebration – March 2019

International Women's Day is a global day celebrating the social, economic, cultural and political achievements of women. As part of International Women's Day, St Helens Libraries Service held a community event at Parr Library on Friday 8th March 2019 to launch 'We Can Women's Wellbeing Campaign'. The event celebrated aspects of the creativity of St.Helens women both past and present; displaying archival material showcasing women who have contributed to the cultural landscape of St Helens borough, a selection of female artist sketchbooks from the St Helens Art Club dated from 1944-1998, alongside a contemporary exhibition of screen-prints by Parr Women's Collective. The 'We Can Women's Wellbeing Campaign' - #wecan - asked local people to share stories and pictures of woman who inspire and some of these were shared on [St.Helens Council website](#)

EQUALITY MONITORING

Equality monitoring is used to demonstrate equality of opportunity. Equality of opportunity is defined in terms of achieving a proportionate level of employment or service level access, quality and outcome for different groups across the strands of age, gender, sexual orientation, disability, race and religion. It can be measured by monitoring service level access, satisfaction, complaints or outcomes:

- Equality of access – can I get in?
- Equality of quality – will I be respected as an individual?
- Equality of outcome – will the answer always be no?

The Council's Corporate Standard for Equality Monitoring ensures the same methods and definitions are being used by all Services when collecting equality information for use within performance and service level monitoring. Key to equality monitoring is the collection of service user equality profiles – age, disability, gender, race, sexual orientation and religion - and the analysis of results by equality profile to identify issues for particular groups.

Equality profiles are integrated within:

- Complaints Process
- Service level equality monitoring reports

Service Level Equality Access Monitoring

The Council undertakes service level equality access monitoring to demonstrate that people have an equal opportunity to access services. Services define an appropriate equality profile of potential service users using census data or other demographic statistics. The equality profile covers relevant age, gender, disability, race, religion and sexual orientation percentages. Each service can then set realistic percentage targets for the proportion of service users they might expect to access their service. These are set for age, gender, race etc., based upon the percentage equality profile of their potential service users. Where the actual percentage equality profile of services users matches the targeted percentage profile, the service can reasonably demonstrate equal opportunity in its service access.

Service Level Equality Access Monitoring Report, March 2019

The following table shows the number of service level equality access targets set for the period April 2018 to March 2019. The targets are broken down into disability, race, gender, and religion.

Corporate Results	Disability	Race	Gender	Religion	Total
Targets not met	0	3	1	0	4
Not met but improving	0	3	0	3	6
Targets Met	4	8	14	12	38
Targets Set	4	14	15	14	47

“Targets met” – the number of targets where the actual percentage of services users matched the target percentage

“Targets not met but improving” - the number of targets where the actual percentage of services users did not match the target percentage but the percentage access for the targeted group did increase.

“Targets not met” – the number of targets where the actual percentage of services users did not match the target percentage and the percentage access for the targeted group did not increase.

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Service Level Equality Access Monitoring Results April 2018 to March 2019

In line with the Specific Public Sector Equality Duty of the Equality Act 2010, St.Helens Council has set the following Measurable Equality Objective in relation to Service Equality Access Monitoring:

Target: To maintain a 90% achievement rate in service equality access targets for protected characteristics.

In total, 47 “service equality access targets” were set across the Council.

79% (37) of the “service equality access targets” were met.

13% (6) of the “service equality access targets” were not met but protected characteristic representation did move towards the target percentage.

9% (4) of the “service equality access targets” were not met and protected characteristic representation did not move towards the target percentage.

Performance Indicator	Target	Outturn	Comment
To maintain a 90% achievement rate in service equality access targets for protected characteristics	90%	91%	This is a slight improvement to the outturn for 2017/18, which was 90%. The 91% outturn represents 43 out of 47 service equality access targets set.

A total of 4 service equality targets were not met. These covered 4 service areas. Where this occurs services must develop appropriate actions for improvement.

- Children’s Social Care “Child Not Seen”: The percentage for Black and Minority Ethnic Children was below the lower acceptable target percentage of 4%, at 3.32%. Ethnicity Not Stated is at 34.94%, which is an unacceptable level and may account for the fall.
- Children’s Social Care Child Protection: The percentage for Black and Minority Ethnic children continues to fall below the lower acceptable target percentage of 4%. It fell from 2.41% last year, to 1.2% this year. Ethnicity Not Stated is at 3.61%.
- Children Social Care ‘Children Looked After’: The percentage for Black and Minority Ethnic Children was 3.3%, which has fallen below the 4% lower acceptable target percentage. Ethnicity Not Stated is at an acceptable level of 3.31%.

The Council’s Equalities Officer continues to work with Senior Management in Children’s Social Care Services to understand if there is any underlying barrier affecting the percentage of BME accessing these particular services. Children’s social care services have recently undertaken extensive equality training which has improved the recording of race and religion data, which in turn helps to demonstrate that service user’s cultural and religious needs are identified and taken into account within the holistic person centred care planning process.

- Carers Service: the percentage of Female service users increased to 70.24%. This is above the acceptable target percentage of 65%. A 70% female services user profile is an acceptable target for services that support older people, however the Carers Service covers all Adults from the age of 18 upwards. This is an unusual outcome, which the council will continue to monitor to identify if the results indicate a trend.

Complaints and Satisfaction

Peoples’ Service Department Complaints Report

The Peoples’ Service Department produces an Annual Complaint Report, which include a section on the equality analysis of complaints. The 2018-19 report showed no evidence to indicate that any complaints were linked directly or indirectly to the prohibited conduct of discrimination, harassment or victimisation.

IMPACT ASSESSMENTS

Impact Assessment of policies, decisions and service delivery arrangements

The Council's Corporate Standard for Community Impact Assessment is designed to ensure that the impact of council policy, decisions and service delivery arrangements upon the community is analysed in terms of the health, sustainability and equality impact. The tool is designed to support officers in identifying both the positive and negative impact of proposals.

In relation to Equality Impact, the tool and guidance is designed to support the Council in giving due regard to the General Duties of the Equality Act 2010, elimination of discrimination, harassment and victimisation; advancement of equality of opportunity; and the promotion of good relations between people who share protected characteristics and people who do not.

"Due regard" means a substantial, rigorous and open-minded consideration of the duty when developing or formulating policy, decisions, or service delivery arrangements (including contract specifications and funding agreement). "Due regard" requires analysis of relevant materials (including the outcomes of consultation and needs assessments).

The amount of 'due regard', i.e. the degree of consideration or attention demanded, will depend on the circumstances of the proposal. The greater the potential impact, the greater regard must be given. Due regard must therefore entail:

- The collection and consideration of data and information in relation to the people directly and indirectly affected by the decision, policy or proposal;
- Ensuring that the data and information are sufficient to enable the Council to assess whether the decision might amount to prohibited conduct, might impact on the promotion of equality of opportunity, or impact on the promotion of good relations, and;
- If there is an impact, proper appreciation of the extent, nature and duration of that impact.

Where a proposal has an adverse effect on, or disproportionately disadvantages people with protected characteristics, the duty requires the Council to take positive steps to mitigate or address that impact. This has to be done before the Council or responsible Members can make a decision or agree a proposal.

Cabinet Key Decisions

St. Helens Council Cabinet is the principal decision making body of the Council. It is made up of the Leader of the Council and the nine Cabinet Portfolio Holder Members. The Council's business is divided into nine portfolio areas. Portfolio Holders are responsible for portfolio areas. This means they make the day-to-day decisions that affect their area of responsibility. Impact Assessments are used to inform Cabinet Key Decisions. Over the Council Year 2018/19 there were 19 Cabinet Key Decisions. An Equality Impact Assessment was considered for each.

Delegated Executive Decisions

Cabinet delegate some decisions to the relevant Portfolio Holder in conjunction with the appropriate Strategic Directors. Over the Council Year 2018/19 there were 230 Delegated Executive Decisions. The Equality Impact was considered for all decisions, and the Council's Equality Officer was consulted on each one.

Good Practice and Service Improvements from Equality Impact Assessment from April 2018 – March 2019 (This is not a complete or exhaustive list)

St.Helens Local Plan 2019

St.Helens Local Plan contains a set of 'Policies' which determine how economic development balances the best interests of the local people, business and the environment. An Equality Impact Assessment was used to inform the drafting of the Local Plan, and this ensured equality and diversity implications were explicitly taken into account. As a result the Strategic Aims and Objectives within the Spatial Vision of the Local Plan will ensure that improvements and developments will be designed to support accessibility for all.

(i) Local Plan's Strategic Aim 3: Creating an Accessible St.Helens requires developers to improve access for all by facilitating sustainable transport choices, through development in accessible locations, ensuring developments are integrated to public transport network and targeted improvements within the local transport plan.

(ii) Local Plan's Strategic Aim 6: Safeguarding and Enhancing Quality of Life - requires developers to ensure their developments incorporate the provision of community facilities, including health, education, leisure, and cultural facilities: and to encourage the integration of these facilities in such a way as to increase convenience and reduce the need to travel.

(iii) The Local Plan's Development Management Policy LPD11 for Health and Wellbeing, requires developers to maximise opportunities to improve quality of life and make it easier for people in St.Helens to lead healthy, active lifestyles, by:

1. Improving access to a choice of homes and providing new homes that meet the needs of future occupiers;
2. Improving access to jobs;
3. Making adequate provision for safe waste storage or recycling opportunities;
4. Designing easy to maintain, safe and attractive public areas and green spaces which minimise the opportunity for crime and reduce the fear of crime, and which promote social cohesion and mental wellbeing;
5. Encouraging people to be physically active by providing opportunities for walking, cycling, outdoor recreation and sport;
6. Appropriately locating food and drink shops, hot food takeaways, drinking establishments, restaurants, cafes and other non-food and drink uses which have negative health impacts, having regard to other land uses in the local area;
7. Having regard to accessibility of homes, education, jobs, public transport services, health and other services, recreational opportunities and community, cultural and leisure facilities;
8. Encouraging measures to achieve affordable warmth; and
9. Managing air quality and pollution.

Fuel Poverty Strategy

In September 2018 the council launched its Fuel Poverty Strategy with the aims to improve the energy efficiency of dwellings in the borough, and to reduce the level of fuel poverty. Key to advancing equality of opportunity within 'Fuel Poverty Reduction' is the identification of household vulnerable to the highest risk of fuel poverty. The Impact Assessment identified that Fuel Poverty has a disproportionate effect on the following groups protected under the Equality Act 2010: disabled people, elderly people, and households with children. These household vulnerable to the highest risk of fuel poverty are also most vulnerable to cold related illnesses. Improved housing conditions and thermal comfort have a direct link to improved health outcomes in relation to cold related illnesses; in particular a reduction in the number of excess winter deaths. It is estimated that one fifth of all excess winter deaths are

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attributed to cold homes with many of these linked to fuel poverty. The Impact Assessment ensured equality implications - such as identifying the most vulnerable groups - were (i) identified, (ii) included within the Fuel Poverty Strategy, and (iii) subsequently built into the Fuel Poverty Assistance service specification.

Fuel Poverty Assistance is delivered by the Council's Home Improvement Agency (HIA). The HIA uses the 'Housing Health and Safety Rating System' (HHSRS) to identify areas where households have the highest fuel poverty. Within these areas services are targeted at household vulnerable to the highest risk of fuel poverty - disabled people, elderly people, and households with children. To ensure equality of opportunity all Home Improvement Agency (HIA) staff

- Have the appropriate Disclosure and Barring Service Certificates
- Have completed safeguarding awareness training.
- Receive appropriate training to deliver high quality, accessible services that meet the diverse needs and expectations of its customers.
- Understand how to access translation and interpretation services

HIA services are monitored by customer satisfaction surveys, helping to identify if any issues arise in relation to the equality of access, quality and outcome.

Troubled Families Programme

St.Helens Council's Troubled Families Programme provides targeted intervention for families with multiple problems. The Council identifies 'troubled families' within the borough and the interventions help families to meet set criteria or move into continuous employment.

St.Helens Council identified that it was under-performing in relation to identifying families that had 'turned around' through the interventions of the programme. The greatest challenge to the council was being able to interrogate the information which it held on families in order to measure change. In October 2018, St.Helens Council invested in an Information Management System to help manage the programme.

An impact assessment was used to inform the commissioning of the Information Management System. It identified issues that influenced family 'turn around'. These included the experience of Hate Crime, Domestic Violence and Domestic Abuse, Health Inequalities, and circumstances where family members have Special Educational Needs, Mental ill Health, or a Disability. The impact assessment identified that accessibility to services, information and accessible communication were key factors that influenced a family's progress.

Accessibility - where family members have a disability that limits or prevents access to services and information, then reasonable adjustments must be made.

Communication - where family members do not have English as a first language or have difficulty reading or writing in English then translation and interpretation services must be provided. E.g. this can occur where a family member has a disability which impairs communication or where a family member speaks a foreign language or is unable to read in English or their first language.

Responsive Repair Contract

In November 2018, the Council renewed its Responsive Repair contract. The decision ensured that Council Assets (including partaking schools) would be maintained in an appropriate state of repair in line with legal, and health and safety requirements. An impact Assessment was used to inform the decision and ensured that the Council would prioritise

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maintenance and repair work that improved access for disabled pupils to the physical environment of a school. This is in line with Schedule 10 of the Equality Act, which requires the council (amongst other things) to improve the physical environment of the schools for the purpose of increasing the extent to which disabled pupils are able to take advantage of education and benefits, facilities or services provided or offered by the schools;.

Section 2.11 of the Responsive Repair contract includes the following Equality specifications Works will be carried out in line with current Building Regulations and associated best practice, to ensure fair access for all is provided across the council and school estate. This will include considerations to ensure that

(i) In the planning of Works

- Access to assets for disabled people is not unnecessarily reduced as a result of works carried out under this contract, and
- Reasonable adjustments for disabled people are put in place where it is necessary to create a physical barrier to Asset access as a consequence the work required

(ii) During the period when works are being carried out

- Assets remain as accessible as possible and disruption to council and school functions are kept to a minimum
- Reasonable adjustments are made to ensure disabled people have equality of access to assets

Revenue and Capital Budget 2019-20

In January 2019, the Council used an Equality Impact Assessment to inform its Budget Setting. The impact Assessment identified the following equality implications. When looking at the impact of budget savings across the period 2019/20, the following stakeholders in particular are likely to be affected:

- Staff – given the scale of the savings it is inevitable that there will be an impact on staff, whether through loss of employment or associated restructuring and change. The Council's workforce has reduced significantly as a result the continuing Central Government imposed austerity. The vast majority of this reduction has been achieved through voluntary leavers or the deletion of vacant posts
- Service users / carers – Outcomes of service and policy reviews - required to meet budget savings - can vary greatly and service users, both now and in the future, may find that some aspects of service provision will change: some services may change fundamentally and be delivered in a very different way; some may reduce or stop; some may introduce or revise charges, and some may change their service user eligibility criteria.
- Organisations working with or supported by the council – the reducing level of resources available has had an effect on the extent to which the council can provide financial support for the work of partner organisations. Equally, whilst difficult to quantify, the reduction in services provided by the council may also have an effect on the demands for the services provided by these partners.
- Members of the general public – are likely to be affected by proposed review of universal services such as highways, neighbourhood services, or libraries.

The Budget Impact Assessment identified that the Schedule of Proposed Savings as a whole would not necessarily have a disproportionate impact in relation to the following protected characteristics: race, religion, sex (gender), gender reassignment, sexual orientation, pregnancy and maternity, or marriage and civil partnership. However, it did identify that some of the Proposed Savings within People's Services will, by their very nature, have an impact in relation to the protected characteristics of disability and/or age.

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The Council acknowledged the importance of carrying out Equality Impact Assessments to inform each Policy and Service Review from its outset to enable 'equality' considerations to be taken into account from the very beginning of the review process - through its development, consultation, and option appraisal - to its outcome.

The Council also acknowledged that it was not a foregone conclusion that the impact for protected characteristics would be a negative one. The review process encourages stakeholders and service user to express their views, identify opportunities and influence options. This can lead to service users experiencing positive changes such as increased independence, access to employment, and greater participation in public life.

Where a service review does identify a potential adverse impact for people who share a protected characteristic, then the council acknowledged that it would give 'due regard' to that adverse impact; which means an assessment of the extent, nature and duration of that impact, and the identification of measures to mitigate (remove or minimise) any disadvantage.

Cultural Hubs Arts Programme

Cultural Hubs is an 'arts in libraries' project that brings a varied programme of arts events into St.Helens Libraries. These include theatre shows and performances, art installations and community events. In January 2019 the Arts Service carried out an Impact Assessment on the programme. As a result the Cultural Hubs Programme included an Equality Aim - "For Cultural Hubs to contribute positively to the advancement of equality and diversity", and the following objectives

- To ensure that the Cultural Hubs programme provides opportunities to engage a diverse range of the St Helens population (as set out in our Goal 2 objectives in Business Plan).
- To review Cultural Hubs audiences and consider how to might engage those who do not engage.
- To build on intelligence gathered to attract hard to reach groups and undertake targeted work to address barriers to engagement, focusing some targeted work with:
 - The Deaf community
 - Young people
 - Adults living with poor mental health
- To engage with families from deprived areas in the borough.
- To use the 'freelance' opportunities within the programme to create greater diversity of staff and representation. For example, providing an opportunity for a younger person to curate work across the programme.
- Add equality conditions to contracts when commissioning artists

The programme included specific events targeted at groups of people who share particular protected characteristics

- Children's theatre, working with the Citadel Arts Centre as part of the Big Imaginations Network
- Disability arts in collaboration with Dadafest
- Work for LGBT audiences with Homotopia
- Arts events / performances for young people
- A collaborative arts programme to engage adults with mental health issues
- A series of "relaxed events" suitable for people with sensory disabilities or learning disabilities
- A selection of events with audio description or British Sign Language interpreters

ACCESS TO INFORMATION

Ensure that all sections of the community have access to information about all Council services and access to the service they require

The Council has a set of agreed Standards that cover Customer Access Points (Planning Reception, Wesley House Contact Centre etc.), e-government and website. These include response times for phone calls and emails and other correspondence, as well as a zero tolerance approach to discrimination and harassment of Council Staff and Customers.

A Corporate Translation and Interpretation Service is in place and Council publications carry information on how to access translations to ensure all disabled groups and people with different language needs can access Council information.

Provision includes foreign language interpreting and translation, Braille translation, British Sign Language interpreting, audio transcription and large print translation.

Evidence of the removal of barriers, improvements in service accessibility and reasonable adjustments which have come about as a result of the Customer Service and Accessibility Policy, Service Level Equality Monitoring and Equality Impact Assessment include:

- The Corporate Customer Services and Contact Centre is fully accessible: interpretation service, disabled access, public hate crime reporting centre, loop system, staff who can use British Sign Language, Minicom, fax, email, text, website and telephone
- The Council's Small Venue Hire Guidance includes details of the accessibility of each venue for people with physical and sensory disabilities and restricted mobility
- Buildings and facilities used in the consultation and scrutiny processes are chosen to meet the needs of all potential users
- The Council has portable loop systems available for meetings
- Translation and Interpretation Service is available to all department services (including foreign languages, British Sign Language and Braille)
- Information on how to access translation is included on Council publications
- The use of appropriate language and inclusive images in all departmental publications and service information leaflets
- The Council's website provides online service information and information in different community languages
- The Council uses various tools to make its website accessible to people with sensory and physical impairments

EQUALITY IN EMPLOYMENT

As a major employer and provider of services, St. Helens Council promotes equality of opportunity in recruitment and employment. The Council's policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of the characteristics protected by the Equality Act 2010.

The council also ensures that people are not disadvantaged by conditions or requirements which cannot reasonably be shown to be justifiable.

St. Helens Council promotes a welcoming environment where individual dignity is respected. When necessary the Council will take action to ensure that unwanted behaviour linked to the protected characteristics of the Equality Act 2010 is challenged and where necessary sanctions are used to support the duty to eliminate discrimination, harassment and victimisation from the workplace.

The Council maintains a baby welcome policy, makes reasonable adjustments to remove barriers affecting disabled employees, has developed gender reassignment guidelines, and all reviews of employment policies and procedures are informed by equality impact assessments.

All disciplinary, disciplinary and capability cases are monitored to ensure that investigations and proceedings are free from any discriminatory practices.

The Council monitors the workforce to evidence that there is equality of opportunity in employment, and to identify and respond to issues that arise. We include a summary of the outcomes of monitoring below.

Where a disabled employee, or an employee from a black or minority ethnicity, leaves employment, their termination is investigated to ensure that it did not arise as a result of harassment, victimisation or discriminatory practice.

Employment Equality Monitoring Performance Indicators March 2019

All employment indicators are affected by

- (i) Appointments, which are undertaken in accordance with fair and equitable practice
- (ii) Terminations, which are largely beyond the Council's control, and
- (iii) Reduced recruitment due to the current financial climate

Performance Indicator	Target	Outcome	Comment
Indicator - CS-04 - Percentage of the top 5% of earners that are women (excluding schools based staff).	50%	59.82%	Improvement from the outturn figure for 2017/18, which was 58.37%. The 59.82% outturn figure represents 134 female employees in a group of 224.
Indicator - CS-05 - Percentage of top 5% of earners from black and minority ethnic communities (excluding schools based staff).	2.2%	2.23%	Improvement from the outturn figure for 2017/18, which was 2.15%. The 2.23% outturn figure represents 5 BAME employees in a group of 224.
Indicator - CS-06 - Percentage of the top paid 5% of staff who have	3.9%	4.91%	Improvement from the outturn figure for 2017/18, which was

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Performance Indicator	Target	Outcome	Comment
a disability (excluding schools based staff).			3.86%. The 4.91% outturn figure represents 11 disabled employees in a group of 224.
Indicator - CS07 - Percentage of authority employees declaring that they meet the Disability Discrimination Act definition of disability (superseded by the Equality Act)	3%	3.22%	Improvement from the outturn figure for 2017/18, which was 2.96%. The 3.22% outturn figure represents 196 disabled employees in a group of 6086.
Indicator - CS-08 - Percentage of authority employees from minority ethnic communities as a percentage of the total workforce (including schools based staff).	1.1%	1.25%	Improvement from the outturn figure for 2017/18, which was 0.99%. The 1.25% outturn figure represents 76 BAME employees in a group of 6086.

GENDER PAY POLICY STATEMENT SUMMARY – MARCH 2019

From 2017, any organisation that has 250 or more employees must publish and report specific figures about their gender pay gap.

Employers must report their data to government on-line and publish their gender pay gap data and a written statement on their public-facing website.

The 2019 report below was calculated using a specific reference date of 31st March 2018, and must be published by 30th March 2019.

Gender Pay Indicator	Women	Men	Pay Gap	Comment
The median hourly rate across the Council. (The hourly rate in the middle of the highest and lowest hourly rates)	£10.44	£10.44	0%	At 31 st March 2018, the median hourly rate across the Council was £10.44: the rate for women was £10.44 and the rate for men was £10.44, meaning there was no median gender pay gap at St.Helens Council . This is an improvement on the previous year, where the Council reported a median gender pay gap of 6.9%
The mean hourly rate across the Council. (The sum of all the wages of female or male employees divided by the respective number of employees of each gender.)	£11.71	£12.83	8.7%	The mean hourly rate across the Council was £12.06: for women the rate was £11.71 and for men it was £12.83, meaning there is a mean gender pay gap of 8.7%. This is the same mean gender pay gap percentage as the Council reported in 2018, meaning no change on the previous year.

The Council does not pay bonuses so is unable to report this.

EQUALITY TRAINING

Arrangements for training staff – Training Strategy

Our Equalities and Diversity Training Strategy “Meeting the needs of the Community – Understanding and Managing/Valuing Diversity” has the following aims to ensure that:

1. Staff managing and delivering services are trained to provide an appropriate and informed response to all service users, in order to advance equality of opportunity and eliminate unlawful discrimination, harassment or victimisation.
2. Staff managing and delivering services are clear about their responsibilities to promote equality in accordance with Council Policy.
3. Managers have the knowledge and capacity to discharge the Council’s duties around equalities specifically the requirements to monitor service provision and take up, carry out impact assessments and report the outcomes of this work to be able to make appropriate changes to service provision.
4. Managers are equipped to manage a diverse workforce and implement the Council’s Equalities Policy and related Human Resource policies.
5. Staff have a clear understanding of the relationship between the various elements of equal opportunities legislation and their tasks and responsibilities.
6. Equality issues are fully understood and taken account of in the Council’s Human Resource policies in particular recruitment and selection practice and procedures, disciplinary, capability and grievance procedures and bullying and harassment.
7. All new staff joining the Council are provided with an understanding of the Council’s policies around equal opportunities and understand how these are translated into procedures and codes of practice

Delivery of the Strategy – key features

Corporate Training

The strategy has been delivered in a flexible, phased way. Training is designed and delivered for members and managers around their role and responsibilities. This uses very practical methodologies delivered in a workshop format to encourage discussion and challenge without condemning staff for displaying ignorance of these issues. Elected members receive briefings on the Equality Act 2010, Equality Impact Assessments and the nature of “due regard”. Staff induction includes a presentation by the Council’s Equality Officer to help staff understand the importance of equality and diversity within the Council.

Departmental Training

Departments can request specific equality training for individual services, aimed at ensuring training is relevant to the equality and cohesion duties that are appropriate for each service. Training in 2018-19 included:

- The Equality and Diversity training for staff working in social care - for frontline workers in a care setting supporting people who require assistance in their day to day lives. With the objective to make staff aware of the standards of equality and diversity required of them, and how they can apply them in the workplace. The course is mapped to the Care Certificate Standards and covers issues such challenging and reporting discrimination, harassment and victimisation, and promoting respect, inclusion and dignity.

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Examples of training modules that support staff working with vulnerable people, which are relevant to demonstrating “due regard” for people with protected characteristics, includes:

- Acquired Brain Injury - This course is mandatory for independent providers and staff within Peoples Services that work directly with people who have a brain injury.
- Alzheimer's Certificate - The programme is aimed at Care Workers, Domiciliary and Residential, Carers, Personal Assistants and anyone who cares for someone with Dementia.
- Dementia Awareness - mandatory for all staff within Adult Social Care and Health and independent providers who work with people with dementia. This course is also suitable for and relevant for all staff employed in a care setting.
- Deprivation Of Liberty Safeguards - understand the principles and application of the Mental Capacity Act and Deprivation of Liberty Safeguards.
- Dignity, Privacy and respect – for anyone new to working in a care setting and anyone who cares for someone who requires support. This is linked to the Care Certificate and includes the Common Core Principles of Dignity, valuing uniqueness, shaping care to support the individual, communicate in ways that are meaningful, respect how individuals may be affected when having personal care delivered, and recognise surroundings, possessions and environment are important to their sense of dignity. Promotes dignity through workplace cultures and challenges care that may reduce dignity of an individual. The Human Rights Act 1998, Mental Capacity Act 2005, The Equality Act 2010 and The Care Act 2014 are briefly explored during this course.
- Person Centred Thinking Skills and Approaches is for all staff who support people needing help with their care, including care workers, social workers independent providers and carers. It explores how to support people who receive care in taking control where able and supporting choice and inclusion and integration into the community and how to uphold their rights as an individual.
- Person Centred Support Planning for everyone who may be involved in producing an individual care plan with the person at the centre, co-production using internationally recognised tools.
- Space – a Service User Specific Programme for staff within the Supported Living Section of St. Helens Council who work with Adults with a learning disability or complex and challenging needs.

DUTIES FOR SCHOOLS

Educational Institutions

All the governing bodies of educational establishments maintained by the Local Education Authority (LEA) are subject to the following duties.

The Special Educational Needs And Disability Act 2001

The Special Educational Needs and Disability Act 2001 sets a duty on schools to plan to increase physical and curriculum access for disabled pupil.

Education Act 2002, Section 78

The curriculum for all maintained schools should promote the spiritual, moral, cultural, mental and physical development of pupils at the school and of society, and prepare pupils at the school for the opportunities, responsibilities and experiences of later life.

Education And Inspections Act 2006

The Education and Inspections Act 2006 inserted section 21(5) to the Education Act 2002 introducing a duty on the governing bodies of maintained schools to promote community cohesion from September 2007.

Equality Act 2010

The General Public Sector Duty of the Equality Act 2010 requires schools, in the exercise of their functions and decisions, to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it
- Foster good relations between persons who share a protected characteristic and persons who do not share it.

The Specific Public Sector Equality Duty requires schools to set measurable equality objectives and to publish information about their performance on equality.

- Publish sufficient information to demonstrate compliance with the general equality duty across its functions annually.
- Prepare and publish equality objectives to demonstrate how the general equality duty will be met.

Equality Act 2010, Accessibility for Disabled Pupils

Schedule 10 of the Equality Act 2010 requires Local Authorities to prepare and maintain an Education Accessibility Strategy, with the outcome over a prescribed period of:

- a) Increasing the extent to which disabled pupils can participate in the schools' curriculums;
- b) Improving the physical environment of the schools for the purpose of increasing the extent to which disabled pupils are able to take advantage of education and benefits, facilities or services provided or offered by the schools;
- c) Improving the delivery to disabled pupils of information which is readily accessible to pupils who are not disabled.

The delivery of information must be:

1. within a reasonable time;
2. in ways which are determined after taking account of the pupils' disabilities and any preferences expressed by them or their parents.

St.Helens Council's Education Accessibility Strategy

Arrangements for increasing the extent to which disabled pupils can participate in the schools' curriculums are set out within:

- Guidance For Schools: Meeting Additional Needs (January 2015)
- St Helens Council's Special Educational Needs and Disability - Local Offer

Arrangements for improving the physical environment of schools are set out within the Council's Programme of School Work, which is based on the assessment of all relevant built assets. Arrangements include contingency to make reasonable adjustments that meet unexpected or unforeseen access needs.

Arrangements for improving the delivery to disabled pupils of information which is readily accessible to non-disabled pupils, is covered in the following ways.

- Council Translation and Interpretation arrangements
- School Translation and Interpretation arrangements
- St Helens Information Advice and Support Service

St.Helens Council's Education Accessibility Strategy is part of the Council's Comprehensive Equality Policy.

COUNCIL SUPPORT OFFER FOR SCHOOLS (Through Service level Agreement)

During 2018-19 St.Helens Council offered the following support packages for schools

Equality Policy and Implementation Package

This package covers the following services and support

- Review and improve the School's Equality Policy to ensure it is up to date
- Audit the School against equality duties, the outcome of which is used to develop an equality monitoring, reporting and publishing process that provides the evidence required to demonstrate the school is meeting its statutory requirements.
- Briefing Governors and Senior Management Team on the Equality Duties, the schools position in relation to the policies and the actions required
- Training for staff on the equality duties and the meanings of the terms such as harassment, discrimination, victimisation and protected characteristics

Equality Policy Review Package

This package covers the following services:

- Review of the School's Equality Policy to ensure it is up to date
- Review of progress against the school's Equality Audit and Action Plan
- Briefing Governors and Senior Management Team the outcome of review

Additional Support

- General Equality Guidance and Advice
- Curriculum Equality Audit Tool Training
- Equality Impact Assessment - One To One Support
- General Equality Training for School Staff
- Reasonable Adjustment Guidance

PUBLISHING RESULTS

This document is published in line with the specific public sector duty under the Equality Act 2010 to publish information to demonstrate its compliance with the General Duty of the Equality Act 2010: to give due regard to eliminating unlawful discrimination, advancing equality of opportunity and fostering good community relations within decisions, policy and service delivery

As well as this Annual Equality Monitoring Report, St.Helens Council publishes the following information:

The Council's decision-making processes are published upon the Council's website and Equality Impact Assessments for decisions that are not restricted are available on request.

In line with normal requirements related to information for the public, information produced will be available in different formats on request (large print, translated, in Braille etc.).

Your views are important to us

Comments concerning this document or St. Helens Council's equality and diversity performance are very welcome.

You can send comments to us in the following ways

Email – contactcentre@sthelens.gov.uk

Phone - 01744 676 789

Or write to

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Victoria Square
St. Helens
Merseyside
WA10 1HP