

Equality Statement 2021

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Our annual Equality Statement demonstrates how we take into account the varying needs of people who live, work or visit our district.

In particular our focus is on the nine protected characteristics and demonstrating how equality considerations are embedded in our decision making processes, and how they can influence both our service delivery and employment practices.

Protected characteristics

The Equality Act 2010 has identified these nine protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

This Equality Statement shows how we are meeting the Public Sector Equality Duty (PSED), under The Equality Act 2010. It helps our customers, staff, the Equality & Human Rights Commission, regulators and other interested parties to assess our equality performance and our compliance with equality legislation. It also shows how we are meeting the equality objectives we have set. We want to be an organisation that is diverse at all levels.

We know 2020 was a challenging and difficult year for everyone. We continued to provide our services to the best of our ability, complying with government advice on services which needed to be temporarily stopped or changed.

We considered the way some of our services could be delivered differently to ensure everyone was kept as safe as possible. We also introduced extra services to assist our vulnerable residents. There will be references to Covid-19 throughout the statement.

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Our Equality Statement is available to download at www.lichfielddc.gov.uk/equalities2021

All figures included were sourced shortly before publication, using the most recent data available.

If you would like this document in large print, another format or colour, please telephone Alison Bowen on 01543 308129 or email alison.bowen@lichfielddc.gov.uk

Our equality duty and objectives

Under the Equalities Act 2010 we have a public sector equality duty to have due regard of the need to:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the act.
- Advance equality of opportunity between people who share a protected characteristic and people who do not.
- Foster good relations between people who share a protected characteristic and people who do not.

Our equality objectives

Our equality objectives help us to focus attention on the priority equality issues for Lichfield District Council, to deliver improvements in policy making, service delivery and employment, including resources allocation. The objectives are:

- We will scrutinise and improve access to our services ensuring we treat people fairly, provide our customers with equal opportunity, and that we gain business benefits from our services being accessible to the maximum number of people.
- We will ensure our workforce profile reflects best practice in recruitment and, in consultation with our staff, we will continue to develop a culture that is both inclusive and open.
- We will further promote the use of equality impact assessments so they become fully embedded in our planning and decision making process.

Who lives in our district?

Understanding who lives in our district helps us understand the needs of our local communities and gives us information to help us make our services accessible.

We have considered the protected characteristics of our population using the Census 2011 data to provide the majority of information. Unless otherwise stated, data quoted is from the Census 2011.

In 2018 the total population of Lichfield District was 104,000, in 2019 it had risen by 1% to 104,800 (Office for National Statistics (Nomis)).

Age

Since 2001, the largest population growth has taken place in the number of residents aged 65 years or over, and we expect this to continue in the coming years.

In 2001, 15.5% of residents (14,437) were aged 65+ years and by 2019 this had increased to 24% (25,200). (National Office of Statistics – local authority based by five year age band – December 2020)

Disability

There are 16% of people living in our district (17,253) that have a limiting long-term illness. (National Office of Statistics – Long-term health problem or disability/2011)

Gender

The number of men and women in the district is almost equal, during 2019 the split was 50.7% female and 49.3% male (Nomis). These are the only figures available at this time to identify the breakdown of gender within the district.

Gender reassignment

Currently there are no statistics available for gender reassignment within the district.

Marital status

In 2001 60% of people living in the district aged 16 years or over were married. By 2011 this proportion had reduced to 55% and included 48 registered same-sex civil partnerships. (National Office of Statistics Marital and Civil Partnership Status 2011)

Pregnancy and maternity

During 2019 there were 991 babies born to mothers that normally reside within the district. This was an increase compared to 2018 when there were 885. (ONS births by usual area of residence)

Race

In 2011 the ethnic make-up of Lichfield District is as follows:

Ethnicity	2011	% of population	2001	% of population
White British	95,263	94.6%	90,034	96.6%
White Irish/other	2,136	2.1%	1,463	1.6%
Mixed	1,034	1.1%	499	0.53%
Asian or Asian British	1,623	1.7%	728	0.78%
Black or Black British	481	0.5%	237	0.25%
Other ethnic group	117	0.1%	274	0.29%

Religion or belief (including non-belief)

In 2011 69% of residents classed themselves as Christians. This decreased from 80% in 2001. 23% of local people state they have no religion, which is an increase from 12% in 2001. 6.4% of people did not state their religion. The number of people of all other religions, including Buddhist, Hindu, Jewish, Muslim and Sikh has increased since 2001. (National Office for Statistics Religion 2011).

Sexual orientation

There is no specific data on the number of lesbian, gay, bisexuals and transgender people in the UK, as no national census has ever asked people to define their sexuality.

The monitoring of protected characteristics carried out by this authority does include questions on this where appropriate.

The Office for National statistics has a [data set for sexual orientation in the United Kingdom](#). The data set available for the West Midlands (2018) identifies the following:

Heterosexual or straight:	94.8%
Gay or lesbian:	0.9%
Bisexual:	1.3%
Other:	0.7%
Don't know/refused to say:	2.3%

How we delivered equality in our services in 2020

We deliver a range of services, which we adapt and review to meet local needs and opportunities, and to take account of our funding situation. We also offer a range of services that particularly support individuals with protected characteristics. These include:

Regulatory Services, Housing and Wellbeing

We help people to apply for disabled facilities grants to deliver adaptations within their home. During 2019/2020 we helped 60 people adapt their homes using the grant.

Our Warm Homes, Greener District initiative works to help local people improve the energy efficiency of their homes, stay warmer in winter and reduce their energy bills. We continue to use and expand our networks to promote and make the services accessible to all residents in the district. Covid-19 has seen the use of this service increase significantly as more people fall into the vulnerable groups and need assistance.

Our housing assistance policy provides emergency home repair assistance grants. Highest priority is given to low income households with a disabled person over 65 years of age. During 2020 we issued one grant. A number of grant applications are currently in progress.

We have a Regulatory Services, Housing & Wellbeing Equalities Impact Assessment Group made up of colleagues from across housing, environmental health and community teams, which assesses all documents produced by the service.

In our homelessness database we have an equal opportunities monitoring form which we can report on.

We gave grant funding of between £500 and £52,000 to local voluntary and community groups to delivery outcomes that support the local community. In 2020 this included:

- MHA Communities (The Lichfield and District Live at Home Scheme) – assisted shopping for their members, care checks and telephone befriending.
- MHA Communities (The Lichfield and District Live at Home Scheme) – workshops, activities and activity packs
- Liberty Jamboree – meet ups for young people with disabilities
- Action against Hearing Loss – awareness raising and support activities
- Friends2Friends – activity days for their members
- Kendall and Wall – newsletters for their members
- South Staffordshire Network for Mental Health – Toolbox
- BLAST – support for autistic children
- Burntwood be a Friend – befriending service, hot meals & emergency supply box
- We have also allocated funding to support victims of hate crime and fund diversionary activities for young people.

Responding to Covid during the first national lockdown

We found accommodation for residents of women's refuges in the district, which had needed to close due to coronavirus.

Accommodation was found and offered to all of the rough sleepers within our district.

We supported residents by forming a joint venture with Central England Co-op to distribute food parcels (a model which was subsequently rolled out nationally). We contacted local people through advisory bin-tags and phone calls to ensure no one who could be considered vulnerable was missed.

Many of the residents were not officially shielding so were ineligible to receive the government food backed parcels. However, they were either self-isolating or needed assistance to get basic food and household items that were in general short supply in supermarkets due to short-term changes in consumption habits of the general public.

Central England Co-op at the time did not have online shopping, call & collect, remote payment or domestic delivery facilities. To meet demand we set up a call centre, staffed by people seconded from within our workforce, to receive the shopping orders from a list of protected food and essential household items secured within the supply chain by Co-op.

At the beginning records collated for other purposes were used to contact everyone who it was thought may need help. We later promoted the scheme on our website and through press releases and social media. Some residents also contacted us directly to request assistance. Orders were collated by our team, anonymised to meet GDPR requirements and passed to Co-op twice daily for picking and packing.

Payments were taken by CECO-OP and the orders were passed back to a team of volunteer drivers managed by us to complete the deliveries to the customers, in hired vans.

The initial scheme was set up and operational within ten days and deliveries started on 30 March. In total 891 deliveries were made to 220 vulnerable households.

Our call centre was also used to signpost residents to other assistance services, including financial support, mental health, befriending and pharmacy support services. Some volunteer delivery drivers were also asked to take time to engage with users of the service to check on their general wellbeing, as the drivers in some cases were the only people the residents were seeing in a typical week.

This scheme continued until July 2020, then with our assistance, it transferred to the call centre being directly operated by Co-op and deliveries being completed by Burntwood and Lichfield Live at Home service volunteers.

Between April and October 2020 we managed volunteer delivery drivers and completed an additional 141 deliveries of government backed food parcels, supplied by Staffordshire County Council to temporarily housed homeless people across the district.

Operational Services

Our leisure and parks team encourages participation in sports and physical activity to improve the health and wellbeing of people that would most benefit. This includes children and young people, people aged 60 and over, people with disabilities, women and carers. The service works in partnership with a number of key partners, including our commissioned leisure operator, Freedom Leisure, who support the provision of a range of activities that target specific groups.

During 2020 services in parks have continued, but with slight alterations to availability due to Covid restrictions. This included play equipment, skate parks, outdoor gyms, and golf facilities having to be closed off as necessary in line with government guidance. We also had to cancel our planned events, such as Lichfield Proms in Beacon Park.

Throughout 2020 we installed outdoor gyms in three of our parks:

- In Shortbutts Park we are focussing on 'active aging'. Equipment is available for all, but in particular older users with suitable equipment in line with recuperation. Equipment includes exercise bikes, stretching stations, sit to stand equipment on a surface that is suitable for wheelchairs.
- We installed outdoor gyms at Burntwood Park and Chase Terrace Park. Equipment included a sports bike and cross trainer for a bit of a challenge.

The toilets in Beacon Park have disabled facilities with a portable hoist on site. There are also disabled facilities in the football changing rooms. Accessibility information can be found at www.lichfieldhistoricparks.co.uk/beacon-park/accessibility/. Further detailed information can be sought by emailing parks@lichfielddc.gov.uk.

Our sports development and wellbeing team works in partnership with a number of key partners, including our commissioned leisure operator, Freedom Leisure, who support the provision of a range of activities that target specific groups. These include:

- Activities for older adults - aerobics, Pilates, relaxation classes and walking netball at Burntwood Leisure Centre, and exercise sessions, silver circuits at Friary Grange Leisure Centre.
- Coaching sessions for young people with autism.
- Dementia friendly activities.
- Coaching courses and sessions in swimming, football, gymnastics, trampolining, tennis, no strings badminton, multi-games, dance for children and young people.
- Swimming sessions for mothers and toddlers.

Covid-19 lockdowns and Level 4 restrictions, meant our leisure centres had to close for long periods throughout the year. When allowed to operate, not all activities were able to restart fully, due to the governments social distancing restrictions.

To encourage participation, Freedom Leisure offer Leisure Activity Passports (LAP), which provides up to 30% savings on leisure activities across the district. People aged 60 and over, those on means tested benefits, those with disabilities and registered carers can apply for a free passport.

When Covid-19 restrictions allowed and following the government social distancing guidelines, our Active Lichfield team provided specific targeted intervention programmes which included:

- Getin2it diversionary programme to reduce anti-social behaviour among young people aged from 7 to 25 years.
- Netball in Beacon Park for girls and women.
- Walking football, cricket and netball for older people.
- Disability multi sports sessions for young people aged 5 to 18.
- Providing physical activity, physical literacy and wellbeing programmes within our parks and open spaces.
- Online Zoom fitness and dance sessions.

The programme of essential repairs at Friary Grange Leisure Centre, to extend the life of the facility for up to five years, got underway in 2020. We also worked to identify a potential site for a replacement leisure centre in Lichfield city and progressed work to identify an affordable facility mix.

Our joint waste service continued to operate a full service of emptying bins during 2020. This service also provides:

- Supplies bin collection calendars in braille and large print.
- Provides free/additional domestic waste bins to families where extra waste is generated. This might be due to a medical condition, or children in nappies, and for families of six or more. In 2020 we supplied 728 additional bins.
- Provides assisted bin collections for people who struggle to get their bins to the roadside, such as older residents and people with disabilities. In 2020 we helped 972 homes with assisted collections.

We operate a shopmobility service for people who have permanent or temporary disabilities within Lichfield city centre.

There are six public toilets in Lichfield and Burntwood. All either have cubicles suitable for disabled people or an all in one unit suitable for everyone. We have a dedicated Changing Places facility for people with severe disabilities in The Friary car park.

Our grounds maintenance and park teams trim back hedges each year to ensure footpaths in our parks and open spaces are not obstructed. This particularly assists people in wheelchairs, users of mobility scooters and helps people with pushchairs.

Economic Growth and Development

We work with developers to secure contributions (CIL and Section 106) towards community improvements/infrastructure and engage all sectors of the community in determining how to best use these funds. These contributions help to reduce the impact of developments on local areas and create better quality environments in and around new developments.

This ranges from improving roads and building new community facilities, through to creating open spaces and improving local schools. Examples of projects that have positively impacted on communities and specific groups of people, include allocations of monies to bring forward improvements to community halls and the creation of new space to accommodate community activities, enhancing medical facilities, supporting a range of arts projects and contributing towards new school provision.

In developing and creating our local plan and its subsequent on-going review:

- We have prepared executive summaries to help people understand detailed documents.
- We have carried out equality impact assessments to check our documents are not having a negative impact on any particular sector of the community.
- We have worked towards providing policies to support the delivery of housing, including affordable housing and housing to meet differing needs as well as sites to serve the requirements of the Gypsy and Traveller community.
- We have liaised with interest groups and representative bodies to ensure our policies protect and safeguard our important centres, allowing access to services and facilities.
- We have updated our Statement of Community Involvement to take account of the impacts of Covid-19 on the public consultation process while ensuring there is fair access for everyone to be able to view and comment on the plan making process.

We continue to enforce building regulations and ensure the built environment is accessible and useable by the whole community, including people with a disability.

We comply with all relevant recommendations for the provision of dedicated parking for blue badge holders. Blue badge holders are also allowed to use any of our parking bays (with the exception of those dedicated to electric vehicle charging) without payment. Due to Covid-19 there were some unavoidable closures of some on street and blue badge bays to allow for improved social distancing in line with government guidance. An equal number of additional spaces were provided in alternative car parks serving the city centre. We have continued to work with colleagues at County Highways and with the major retailers and hospitality providers to ensure a safe visitor environment is maintained in the city centre.

The new bus station development has been delivered and provides improved facilities for users of public transport while fully complying with disability access requirements.

Corporate Services

We ensure our website is accessible in the following ways:

- Descriptive headers and images so a screen reader can pick them up.
- Variety of font sizes for those hard of vision.
- Clear font colour contrast.
- Descriptive links for easy access on a screen reader.
- We are currently AA compliant according to the Web Content Accessibility Guidelines (WCAG).
- Providing clear and consistent navigation mechanisms, orientation information, navigation bars, and a site map that increases the likelihood that a person will find what they are looking for.
- We carry out user testing of all online forms to ensure they are easy to use and are accessible.
- Implemented the accessibility regulations to ensure all documents on our website either meet these requirements or can be requested in a suitable format compatible with screen readers etc.

Our property services team work with a company called AccessAble who carry out inspections of various assets to ensure they are accessible for all abilities. The information is hosted on the website and mainly used by people who want to visit the area and need to check they can get around.

Customer Services, Revenues and Benefits

Although not currently open, our main customer contact point, Lichfield Connects, is accessible. Where customers must come into the office as there is no other means of supplying information, we facilitated this in a covid safe way, looking after both customers and staff. Our reception area has a portable hearing loop that is made available to those who need it, and the desks have been selected to be wheelchair user friendly.

Our Lichfield Connects team regularly receive safeguarding and equality training.

Our District Council House offices offers a disabled toilet available to visitors, which uses a radar key for access.

There is a lift available to access the first floor of District Council House and one at the depot in Burntwood.

We can make provision to ensure that translation services are available. Previously translation services have been used in housing, environmental services, taxi licensing and housing benefits.

Our revenues and benefits team can make appointments to support vulnerable customers in completing their online benefit applications. During 2020 this has been done over the telephone.

How we improved equality in our services in 2020

In our 2020 Equality Statement we identified a number of service equality priorities which are detailed below. This section sets out what we said we would do and what we did.

We said: We will review our equalities policy and our equalities objectives to ensure they reflect our equalities commitments and provide a framework for progressing these commitments.

We continue to ensure they reflect our equalities commitments and provide a framework for progression of our commitments.

We said: We will continue to maximise take up of Discretionary Housing Payments (DHP) to support vulnerable people and helping to prevent homelessness.

Our DHP policy was reviewed in 2017 and this made it easier to claim and ensures we are providing more payments to those most in need.

In 2019 we provided £85,060 in DHP payments. In 2020 this decreased to £78,405. During March 2020 (first national lockdown) the number of applications received fell considerably. Many of the claims are referred to us via the Jobcentre and housing associations, and their contact with customers had to stop and we believe this has impacted on the number of claims. To compensate we carried out a proactive exercise writing to over 100 residents who had claimed the housing costs of universal credit, inviting them to apply for assistance if they needed it. The response was fewer than 5%. This might have been because the government has placed some restrictions on landlords evicting people, or even though some residents have had a decrease in income because of furlough pay, their expenditure, particularly on leisure (as not being available), has decreased. The number of claims we are receiving is now increasing again, but this is typical of the normal trend.

No: of decisions	Jan – Mar 20	Apr – June 20	Jul – Sep 20	Oct – Dec 20
Monies paid	£19,439	£12,384	£14,835	£31,746
Number paid	42	32	25	34
Not paid	38	20	31	20

We said: We will continue to monitor the protected characteristics of service users and consider the expansion of this monitoring into other service areas where possible.

We have continued to do this and have this data for the following services:

- Business inspections for food safety and health and safety
- Taxi licensing
- Discretionary housing payments
- Housing enquiries
- Temporary accommodation placement

We said: Where services and policies are reviewed and changes are proposed, equality impact assessments will be carried out to ensure the full impact of changes is understood before a decisions is made. They are also done when introducing new services and policies.

We completed an equality impact assessment for:

- Rough sleeper strategy
- Digital innovation strategy
- Events and festivals strategy
- Procurement strategy

We found there were no differential impacts affecting any of the protected characteristics.

We said: When conducting customer surveys we will collect equality trend data.

During 2020 we carried out customer surveys for our parks and for the budget.

We said: We will ensure projects which are implemented from the local plan and community infrastructure levy projects are subject to an equality impact assessment.

During 2020 we did not complete any.

We said: Further actions for 2020 will come from our service planning process. An action plan will be formulated based on the service plans and monitored during the year. The equality impact assessments below came from service plans completed as part of the service planning process mentioned previously.

During the year we completed the following additional equality impact assessments:

- Food service delivery plan
- Persistent or vexatious communication guidance

We said: We will work to ensure all elected members have completed equalities training.

Since May 2019, 47% of all elected members have completed equalities training. Further training was planned during November 2020. Unfortunately this had to be postponed until January 2021. We aim to ensure that training is updated every three years.

We said: We will work to ensure all elected members have completed recent training in safeguarding and child sexual exploitation.

46% of our elected members have now completed the training since the district council elections in May 2019. An additional training session took place in 2020 covering county lines and we aim to carry out more in 2021.

We said: We will continue to embed equalities and our corporate value of having respect for everyone in how we work as a council and all that we do. We will measure this through our employee surveys.

Our most recent employee survey was done in 2018. 64% of staff agreed that our approach to equalities is embedded within our organisation. We plan to do another survey in 2021.

Our service equality priorities for 2021

We will undertake the following actions:

- We have a new in house procurement team who will review our policies and procedures to ensure they take into account our equality duty.
- We will continue to maximise take up of discretionary housing payments to support vulnerable people and help prevent homelessness.
- We will continue to monitor the protected characteristics of service users where this data will be of use and consider the expansion of this monitoring into other service areas where possible.
- When services are reviewed and changes are proposed, we will carry out equality impact assessments to ensure the full impact of changes is understood before decisions are made.
- We will consider revising our equality impact assessment process.
- When conducting customer surveys we will collect equality trend data.
- We will ensure new projects, services and strategies implemented as a result of our local plan or through community infrastructure levy projects will be subject to equality impact assessments.
- Further actions for 2021 will come from our service planning process. An action plan will be formulated based on the service plans and monitored during the year.
- We will continue to work to ensure all elected members have completed recent training in equalities as well as safeguarding and child sexual exploitation.
- We will continue to embed equalities and our corporate value of having respect for everyone.
- We will ensure equality and accessibility are key outcomes from our digitisation programme in ensuring the delivery of consistent customer journeys and easy to use online services.

How we delivered equality in employment in 2020

We aim to provide an inclusive, respectful and discrimination free work environment for all our employees. We want all our employees to feel respected and appreciated.

We have three core values that our staff and councillors work towards:

- **Put customers first** - We are passionate about our customer service. We always listen and work with our customers to meet their needs. We take responsibility for things we can change and improve and encourage our customers to do the same.
- **Improve and innovate** - We challenge each other to look for ways to do things better. We listen to feedback and learn from it so we can improve. We welcome change and move forward with confidence.
- **Have respect for everyone** - We listen to everyone and understand each other's views and pressures. We appreciate each other and trust our colleagues to do a good job to the best of their ability.

One of the ways we demonstrate this is by valuing diversity and welcoming the different perspectives that can lead to discussions and problem solving.

We are also committed to promoting and encouraging a culture where people can openly and constructively express their feelings without fear of retribution and criticism. In support of this we maintain policies on whistleblowing and the prevention of bullying and harassment, to ensure employees can raise concerns in confidence without fear of recrimination.

We also continue to make adjustments to meet the needs of employees with a disability. Examples include: purchase of specialist technology (speech recognition software) for users who have had difficulty using keyboards/mice, provision of specialist ICT equipment such as an upright mouse or trackball devices, specialist keyboards and specialist furniture, such as rise and fall desks, ergonomic seating for people with long term chronic back, neck or leg issues and specialist seat pads for drivers with conditions, such as sciatica or sacro iliac damage.

We have a total of 333 employees of which 161 are women (48% compared to 51% of residents in the district), 172 are men (52% compared to 49% of residents). Just over 4% of our employees are from black and minority backgrounds (compared to 5.5% of the district) and 2.5% have a disability (compared to 16% of residents).

Of our 333 members of staff, 247 (74%) are full time employees and 86 (26%) are part time.

Within our workforce 3% are aged between 18 and 24 (compared to 7% of residents), while 35% are aged between 25 and 44 (compared to 24% of residents).

The majority of our employees (58%) are aged between 45 and 64 (compared to 28% of residents), and 4% of our workforce are aged between 65 and 74 (compared to 12% of our residents).

We regularly collect information relating to our employees and this helps us monitor changes in our workforce profile.

In 2021 we plan to collect data from our employees relating to protected characteristics. However, this will be optional.

When changes are proposed, our management consults with employees, both as individuals and collectively through employee representatives with support from the human resources team. We have a code of conduct and continually update a range of HR policies. These are subject to regular review and impact assessment.

How we improved equality in employment in 2020

In our 2020 Equality Statement we identified employment equality priorities which are detailed below. This section sets out what we said we would do and what we did:

We said: We will continue to equality impact assess key policies, procedures and procurement, including considering the implications of savings proposals, which may impact on staff with protected characteristics.

Our Equality and Diversity Policy was reviewed in 2017. A positive impact was found for all groups with protected characteristics, in that the policy will ensure all protected characteristics are taken into account in all decisions and policy development and this continues. In addition the revision also ensures the availability of British sign language interpreters to support customers and applicants and includes a revised definition of anti-Semitism. The revised policy also looks to ensure we do not discriminate against those who are economically or socially challenged.

We said: We will continue to collect, analyse and publish key workforce data.

Workforce data has been collected and is published as part of this Equality Statement.

We said: We will continue to increase the number of staff that successfully complete equality awareness training so at least 50% of all employees have completed training and 100% of all employees in front line customer facing roles.

Almost 50% of current staff have had face-to-face equality and diversity training within the last three years. This figure includes frontline staff who work in revenues, benefits and customer services. This is a rolling figure due to the changes in personnel throughout the year and our training programme continues. During 2020 we were unable to deliver training. However, there are multiple training sessions taking place in February 2021.

Our employment equality priorities for 2021

This year we will deliver the following:

- We will continue to equality impact assess key policies, procedures and procurement.
- We will continue to collect, analyse and publish key workforce data and develop a workforce development plan, which will set out how we develop and attract the workforce of the future.
- We will continue to increase the number of staff that successfully complete equality awareness training.
- We will follow up on our 2018 employee survey to establish measures for a culture that is welcoming and supportive to all.

How we monitor progress and identify equality issues

Monitoring our progress and ensuring we have the right data to both inform and review how well equality issues are embedded into our services, underpins our service delivery. Here's how we achieve this:

- The actions and priorities identified in the Equality Statement 2021 will be monitored throughout 2021, progress will be reported in the council's next Equality Statement (to be published 31 January 2022).
- We are monitored by the Equality and Human Rights Commission and the government's Equalities Office to ensure equality issues are addressed.

Getting the right data

We use national and local data to produce a profile of the district.

We use population profiling to help identify local priority issues. One clear message that comes through local data is the high proportion of people who are 65 years or above (24%) in our community.

However, we have much less data on other protected characteristics, such as sexual orientation, and are conscious of the sensitivities around collecting this information.