

South Lakeland District Council

# Single Equality Scheme



2008 – 2011



The Scheme is also available on the website : [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)

South Lakeland District Council welcomes feedback on all aspects of this policy - if you would like to comment please do so at the following address:

Policy Officer (equalities)  
Strategy and Performance  
South Lakeland House  
Lowther Street  
Kendal LA9 4UF

Telephone : 0845 050 4434 ext 7102 Email : [policy@southlakeland.gov.uk](mailto:policy@southlakeland.gov.uk)

SLDC has a Complaints/Compliments procedure – this can be accessed from the website or leaflets can be picked up at the main Council offices (page 38). Alternatively you can call the Contact Centre on 0845 050 4434.

Further details and information on equality and diversity issues can be found on [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)

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# Contents

Page

<b>1.0</b>	<b>Executive Summary</b>	<b>4</b>
<b>2.0</b>	<b>Introduction</b>	<b>5</b>
<b>3.0</b>	<b>SLDC Equality statement</b>	<b>6</b>
<b>4.0</b>	<b>Cumbria and South Lakeland in figures</b>	<b>8</b>
<b>5.0</b>	<b>Ethnicity in Cumbria</b>	<b>10</b>
<b>6.0</b>	<b>Disability in Cumbria</b>	<b>13</b>
<b>7.0</b>	<b>Gender in Cumbria</b>	<b>16</b>
<b>8.0</b>	<b>Sexuality in Cumbria</b>	<b>17</b>
<b>9.0</b>	<b>Age in Cumbria</b>	<b>18</b>
<b>10.0</b>	<b>Religion/Belief in Cumbria</b>	<b>20</b>
<b>11.0</b>	<b>South Lakeland District Council in figures</b>	<b>21</b>
<b>12.0</b>	<b>SLDC Actions to date</b>	<b>23</b>
<b>13.0</b>	<b>Managing equality at SLDC</b>	<b>26</b>
<b>14.0</b>	<b>Wider Cumbrian Equality framework</b>	<b>31</b>
<b>15.0</b>	<b>Equality in Action</b>	<b>34</b>
<b>16.0</b>	<b>Contact details</b>	<b>36</b>
<b>17.0</b>	<b>Glossary</b>	<b>40</b>
<b>18.0</b>	<b>Selected Bibliography</b>	<b>42</b>

*With thanks to Steve Barber, Ben Barden and SLDC staff for photographs used throughout this document.*

## 1.0 Executive Summary

**The Council's aim is to ensure that all of its citizens, employees and job applicants are treated equally irrespective of disability, race, religion or belief, nationality, ethnic origin, age, sexual orientation, social origin or gender.**

**This principle will be embedded in all Council policies, procedures and employment practices.**

1.1 This Single Equality Scheme details South Lakeland District Council's work to date on Equality and Diversity issues. It contains an analysis of the issues in South Lakeland and looks at the actions the authority will take to remove any barriers to accessing its services and opening up employment opportunities for the six equality strands of age, disability, ethnicity, gender, religion/ belief and sexuality.

1.2 A statistical overview of South Lakeland highlights the diversity of people who live, work and visit the District. SLDC recognises that each group of people has different needs and requirements and the Council aims to better understand these needs, and provide suitable services accordingly, as far as it is able.

1.3 To help achieve this the Council has analysed its key policies and functions in terms of how they deliver services to different groups of people. Cumbria Disability Network, OutREACH Cumbria, Age Concern South Lakeland and AWAZ (a Cumbrian Black Minority Ethnic group) have provided specialised expertise and advice. The results of this work can be viewed in this Scheme as well as information on how the Council will progress the actions over the next three years (section 15).

1.4 The Scheme also outlines the work SLDC are doing with its local and County partners in progressing equality issues in Cumbria. Throughout the Scheme there are case studies of partnership working which have achieved benefits for local community groups.

1.5 This Scheme is a 3 year commitment and will be reviewed and updated in 2011.



## 2.0 Introduction

2.1 Welcome to South Lakeland District Council's Single Equality Scheme. The scheme sets out where the Council is now with the equality agenda and our aims and objectives to 2011. It highlights the work we are doing as a District Council as well as with our partners to provide fair and inclusive services for everyone living in South Lakeland. The Scheme also aims to positively promote equality within SLDC and the wider community by ensuring discrimination on the grounds of race, disability, gender, sexuality, religion/belief, rurality, social status, and age does not occur.

The rural nature of South Lakeland provides its own challenges - isolation and difficulty in accessing support and services can affect both the young and old, ethnic groups (for example eastern European migrant workers) as well as other vulnerable people who lack local support networks. The Access to Services Strategy (2009 – 2011) will detail the Council's approach to delivering equitable services to rural communities.

The benefits of mainstreaming equalities within SLDC are varied and compelling:

- It ensures policy, and subsequent services, respond to the diversity of people's experiences of the region.
- It improves policy making through better information and greater transparency

- Through use of effective consultation mechanisms it ensures involvement with groups and individuals who experience discrimination and inequality
- It encourages wider participation in Council decisions and policies
- It tackles the structures, behaviours and attitudes that contribute to discrimination and avoids policies with a negative impact on equality.
- It complements lawful positive action to address the long-term historic disadvantage experienced by specific groups.

This is a living document and we welcome comments, criticisms and compliments (see page 2) – these will be taken into account to ensure services remain relevant to all our residents. Regular equality updates will be published on our website, [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk).

The Council is a democratically elected body and represents everyone who lives and works in South Lakeland. We recognise our responsibilities and the importance of ensuring we are not discriminatory in carrying out our functions and providing civic leadership. This scheme sets out how we propose to achieve this.

**Councillor  
Peter Thornton  
Portfolio Holder  
Communities and  
Wellbeing**  
South Lakeland  
District Council



**Peter Ridgway  
Chief Executive**  
South Lakeland  
District Council

## 3.0 Equality statement

3.1 South Lakeland District Council accepts that it has a duty of responsibility to work towards the elimination of unfair discrimination through its service delivery and the application of good employment practices. The Council is legally required to produce equality schemes for race, disability and gender. This Equality Scheme also incorporates age, sexuality and religion/ belief equality aims. In addition, rurality as an issue is included in the Council's equality impact assessment process - officers are required to look at whether people living in rural and remote areas are adversely affected by their proposed plans or procedures. A summary of the equality schemes' requirements can be found on [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk) (equality and diversity pages).

3.2 The Council will abide by statutory legislation requirements contained within:

- The Race Relations Act 1976 and Race Relations Amendment Act 2000
- The Sex Discrimination Act 1975, Sex Discrimination (Amendment) Act 1986 and Equal Pay Act 1970
- Disability Discrimination Act 1995 and Disability Act 2005
- The Equality Act 2006
- The Human Rights Act 1998
- The Equal Pay (Amendment) Regulations 1983
- Part-time Workers (prevention of less favourable treatment) Regulations 2000
- The Employment Equality (Sexual Orientation) Regulations
- The Employment Equality (Religion and Belief) Regulations
- Age Discrimination Regulations 2006

3.3 Although not explicitly linked, the Council will meet, through this Single Equality Scheme, the general and specific duties of the race, disability and gender equality schemes (summarized on the equality and diversity pages on the website) as well as meeting the obligations of the age, sexuality and religion/ belief schemes.

3.4 This Scheme will:

- Refer to the functions and policies that are relevant to the general duty
- Address each of the specific duties
- Contain corporate and service priorities and targets to fulfill the duties in a 3 year action plan
- Address equality in procurement and partnerships
- Be communicated to members of the public and Council employees
- Be reviewed regularly
- Have ownership by Council members and senior officers

3.5 The Council will ensure that all of its citizens, employees and job applicants are treated equally irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, social origin or gender.

This principle will be embedded in all Council policies, procedures and employment practices.

3.6 The outcomes of implementing this Policy will be a fairer District Council, a more representatively diverse workforce and the elimination of unfair discrimination and promotion of equality of opportunity within South Lakeland.

3.7 The Council is committed to:

- **Ensuring all who access or are delivered services by South Lakeland District Council receive a fair and equal service and do not experience discrimination.**
- **Providing an environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.**
- **Seeking to better understand the local community, and its different needs, so we can provide an improved and more responsive service**
- **Ensuring equality training is provided for all employees.**
- **Communicating this policy to all members of the public, councillors, workers and contractors and ensuring easy access to the policy for local citizens, job applicants and partner organisations.**

## 3.8 Policies

SLDC has a suite of policies designed to ensure a workplace that is non-discriminatory, fair, flexible and accessible to all:

**Career Break**  
**Job sharing**  
**Dignity at work**  
**Parental leave**  
**Flexible working**  
**Potential retirement at 65**  
**Complaints procedure**  
**Purchase of additional leave**  
**Recruitment and Selection**  
**Whistle blowing**  
**Flexible retirement**  
**Recruitment of ex-offenders**  
**Part-time working**  
**Secondment Policy**

3.9 These policies are reviewed regularly to ensure equality issues are embedded, and promoted to employees via workshops/ briefing sessions. A staff survey takes place every 2 years where these issues are open for feedback and working groups are set up to look at, and action, the issues arising.



## 4.0 Cumbria and South Lakeland in Figures

- South Lakeland covers around 1,600 square kilometres. There are six market towns in the District: Kendal, the largest, Sedbergh, Kirkby Lonsdale, Broughton, Milnthorpe and Ulverston, as well as the towns of Windermere, Grange-over-Sands and Ambleside. A striking feature of the District is its size. At 153,000 hectares, South Lakeland is one of the largest districts in England. It also has one of the sparsest population densities of any local authority area in England - 0.7 people per hectare.
- The rural nature of the area has impacts on the costs of direct services and the ability of people to access those services not available locally. With an increasing ageing population the question of a sustainable workforce to support their needs provides a challenge.
- South Lakeland's current estimated population of 104,800 is growing with a 10.4% increase from 1981 to 2006 compared with overall county growth of 3.1% and national growth of 8.2%. The largest increase is in the 45 - 59 age group, which has risen by 7000 people since 1981. Currently 29.3% of the population is over 60 and this figure is forecast to rise to 41.7% by 2029.
- There are, however, fewer young people with a fall of 4,500 people in the 15 - 29 age group living within the district.
- The forecast is for further growth to a population of 120,300 by 2029. There is expected to be an increase in the number of households from 45,252 in 2001 to 53,327 by 2021 - an increase of 17.8%, most of which will be single occupancy households.
- The 2001 Census showed that there was a low percentage of ethnic minority groups living in South Lakeland (0.8%), compared to 5.6% in the North West and 8.7% in England and Wales. Approximately 79% of residents state their religion to be Christian with the remaining being: no religion 13.2%, others 0.7% and Buddhist 0.4%. However it is likely that these numbers have grown since 2001.
- According to Department for Work & Pensions guidance (2007) disability is defined under the Disability Discrimination Act [DDA] as; a (or multiple) long term health problem or disability that substantially limits a persons ability to carry out normal day-to-day activities. Figures from the DWP indicate that 22% of all adults in Great Britain come under the DDA definition. Based on South Lakeland population of 102,900 this potentially gives 22,638 adults in South Lakeland.
- A study of migrant workers in June 2007 revealed that there was an estimated 580 migrant workers in South Lakeland – the largest group being from Poland. The true figure however is believed to be far higher.
- Government estimates the Lesbian Gay Bisexual Transgender community to be between 5% and 7% of the population. This equates to a figure of 5,145 – 7,203 in South Lakeland.
- Travelling in South Lakeland, particularly by public transport, can be a real challenge. Most employed people (54%) travel to work by car or van - only 3% use public transport. Whilst there are some public transport services for towns and larger villages, there is significantly less provision in rural areas. Our geography limits our transport infrastructure and there are pressure points across our road network.
- South Lakeland does not have high levels of deprivation as measured by the Government's Indices of Multiple Deprivation (IMD). However, the perception that South

Lakeland is an area of wealth masks the problems that exist for some households. There is evidence of poverty in the older population. Often people are on fixed incomes and have to face increased charges whilst services are reduced. Clearly there are wealthy people in the area, but they reside side by side with people who are income deprived. Individual incomes are often low, and this presents problems in affording housing, consumables and local transport in rural areas. There is an adverse relationship between the district average house price of £245,000 and the district average household income of £26,801 - the ratio being 9.1 (Source CACI Paycheck/Street Value 2007).



**The Cumbria Housing Group (consisting of all the district authorities, Cumbria County Council and Registered Social Landlords) produced the first Cumbria Housing Strategy in 2006. This is now (2008) being revised and the Action Plan to address the issues, such as affordability, is being formulated. A target has been set for 86 affordable homes per year with public funding, and 56 per year without public funding. This includes social rented, shared equity, open market home buy, discounted for sale and private rent properties. For 2006/07, 127 homes have been completed and in 2007/08, 120 homes have been completed.**

**South Lakeland District Council are also completing Strategic Housing Market Assessments – an examination of six identified housing market areas in South Lakes to identify actions to address the issues in each housing market. Further information can be found on the Council’s website.**

**The Council is working with its partners (as part of the Local Strategic Partnership and through the Community Strategy) on a number of projects to increase the provision of affordable homes in South Lakeland.**

## 5.0 Ethnicity in Cumbria

### What we know

5.1 In the 2001 Census the Black and Minority Ethnic population of Cumbria consisted of:

- 0.7% Black minority ethnic groups.

- 1.3% White minority ethnic groups (this included Irish people, Gypsies and Travellers)
- Total BME population in Cumbria in 2001 - 2% (this figure is likely to have grown to around 3% today)

5.2 Between 2005 and December 2006, 239 people in Cumbria undertook the British Citizenship ceremony. They were from 42 countries with the Philippines, Turkey and India having the highest number of people undertaking the ceremony.

5.3 National Insurance data since 2002 indicates a steady growth in the diversity of Cumbria’s working population. The table below gives the breakdown of the numbers of non-British nationals with a National Insurance number in Cumbria:

Year	Number of Nationalities	Main Nationality	Total non-British nationals and % increase on previous year	
2002-3	20	South African (90 people)	790	
2003-4	32	South African (140 people)	1,050	+33%
2004-5	33	Polish (460 people)	1,730	+65
2005-6	30	Polish (1,200 people)	2,970	+71
Taken from Cumbria County Council Equality Scheme 2007-10			Total increase since 2002: <b>+276%</b>	



5.4 In July 2006, the Home Office estimated around 228,000 Polish people moved to the UK between May 2004 and June 2006 following EU enlargement, including 1200 living in Cumbria – however these figures do not include the self-employed and dependents. According to other estimates from the Polish community, the number of migrants to Britain could be as high as 800,000.

5.5 Cumbria Tourism's 2008 business survey of members found that almost a quarter employed overseas staff. The vast majority (61%) were staff from Poland - a rise from just 17% in 2005.

## What we are doing

### **First Kendal Multi-Cultural Event attracts over 120 people**

In March 2008 SLDC were partners in a Multi-Cultural Day in Kendal. The event featured displays of drumming from young adults supported by Connexions, as well as felt-making and bug making (using recycled materials) workshops with the Brewery Arts Centre, which were enjoyed by children of all ages.

In addition there was a varied and tasty range of food from Poland, China and India, as well as traditional English food.

The event was designed to promote and highlight the contribution of different cultures to Kendal life as well as to promote good relations between people of different racial groups.

The event was supported by Cumbria Constabulary, South Lakes Housing, Cumbria County Council, Barrow Multi-Cultural Centre, Connexions, Kendal College and SLDC.

### **Customer Care Skills**

Cumbria Tourism, supported by SLDC, have provided Polish workers with the opportunity to learn customer care skills through the Welcome Host programme – this training is available in Polish if required.

Cumbria County Council's Multi-Cultural Service has produced a useful information booklet on Cumbrian services called "Welcome to Cumbria". This is available in English, Polish, Czech and Lithuanian and can be obtained from Cumbria County Council offices ( website – [www.cumbria.gov.uk](http://www.cumbria.gov.uk))

### **Gypsy and Traveller community in Cumbria**

SLDC are partners in the South Lakeland Gypsy and Traveller working group (with Gypsy and Traveller representatives, Cumbria Constabulary and Cumbria County Council). The group works through local issues and shares information and ideas.

A key issue in South Lakeland concerns the annual Appleby Horse Fair in June and accommodating travellers to the event in South Lakeland. Council Enforcement Officers undertake risk assessments on a site in Kirkby Lonsdale and, in conjunction with partners, portaloos are provided along with skips and a refuse collection point. SLDC also work with the local caravan site to provide fresh water. The emphasis is on building relationships between Gypsies and Travellers and the local community.

Elsewhere, SLDC are working to resolve wider accommodation issues for gypsies and travellers: This work has developed a Joint Protocol for dealing with unauthorised encampments and Gypsy and Traveller rights. In addition an accommodation assessment in Cumbria run by the University of Salford in 2007 uncovered significant evidence of Gypsy/ Travellers accommodation needs. The report identified a shortfall of 89 residential pitches (plots) for 2007, 8 of which have been identified for South Lakeland. A need was also identified for 35 transit pitches across Cumbria. The Cumbria Housing Group will be considering how to take this work forward and it is likely that a task group will be established. This ongoing work will involve local authorities (Enforcement, Planning and Housing staff), Gypsy and Traveller representatives and parish councils.

This work will be included in the next Cumbria Housing Strategy (2008) along with an action plan. The work will also be reflected in the revisions to the Regional Spatial Strategy and subsequently the Council's Local Development Framework.



## 6.0 Disability in Cumbria

### What we know

6.1 The 2001 Census showed that out of 209,027 households, 76,365 had someone with a long-term limiting condition. This means that 36.5% of Cumbrian households had someone with a condition that would be recognised under the Disability Discrimination Act.

6.2 In 2006 the Cumbria Quality of Life Survey asked the Cumbrian public about their level of satisfaction with their community and services. 22 % of respondents said they had a long-term illness or disability that restricted their daily activities.

6.3 The findings from the Quality of Life Survey highlighted the following issues for disabled people in Cumbria:

#### Safety

- Nearly a third of people with a long-term illness or disability said they felt unsafe outdoors at night (29%) compared with a fifth of all respondents (21%).

#### Employment and voluntary work

- 19% of people with a long-term illness or disability said they were in full-time employment compared with a county-wide average of 40%.
- 44% of people with a long-term illness or disability said they had done two to five hours of voluntary work during the past year compared with 36% for the countywide average.

#### Housing

- Fewer people with a long-term illness or disability own their own home (69 %) compared with the survey average 76%.

- 17% of people with long-term illness or disability said they rent their home from a social housing provider compared with the county-wide average as reported in the survey of 9%.

#### Education

- 18% of people with a long-term illness or disability had a formal qualification compared with the survey average of 32%.

### What we are doing

#### **Disabled Applicants and the Guaranteed Interview Scheme**

South Lakeland District Council has been awarded the 'positive about disabled' two ticks symbol. To achieve this, the Council met five commitments regarding the employment, consultation, retention, training and career development of disabled employees. Within recruitment, if a disabled applicant meets the minimum criteria specified for a post they would be guaranteed an interview.

The Council provides work experience opportunities for young people (17 to 18 year olds) with learning difficulties. SLDC has an agreement with Lindeth College (a residential Further Education College for students with learning difficulties and disabilities). SLDC have also held consultations with the college students on the corporate website – looking at issues such as, plain English, clear summaries of key information and the use of images.

Lake Windermere is managed by SLDC: Groups such as Bendrigg Lodge (which caters for disabled and disadvantaged young people), Blackwell Sailing Trust and High Borrans Lodge take full advantage of the Lake facilities for free; for example the park and launch facility and free training sessions are put on by the Lake Wardens.

South Lakeland's Crime and Disorder Reduction Partnership are addressing safety issues with a number of initiatives, for example street safe surveys, aimed at tackling concerns and reassuring all communities that South Lakeland is generally a safe place to live.

In partnership with Social Services and other Cumbrian authorities SLDC have produced a Disabled Housing Register. The register matches people with appropriate properties. It also gathers information on income to assess need for owner occupied shared ownership/equity.

### **[www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)**

In 2008, SLDC's website was awarded "transactional status" by the Society of IT Managers. This means that a number of Council services can now be accessed online and members of the public can, if they choose, minimize unnecessary journeys and access services via the website at a location of choice and at a day or time that best suits them. The website also scored highly for accessibility and passed Royal National Institute for the Blind "A"

standards, which places it in the top 5.4% of Councils nationwide.

In addition, the new "Find It" service on the website enables users to locate many local facilities (i.e. hospital, doctors' surgeries, schools, bus stops etc), simply by keying in their postcode or a name.

### **Improved access for people with disabilities**

The website has been redesigned with accessibility as a top priority. Visually impaired users are now enabled to access the website using a screen reader. Adopting RNIB standards enables the site to be read and navigated in an easy and consistent manner. We have also incorporated text-reading software, which enables the individual to select text to be read, by simply clicking on the headphones button.

In order to simplify and improve website content, the Council has signed up to the Plain English Crystal mark scheme. The recommendations are being implemented throughout the site, making it easier to read and understand.

### **Ethnic Groups**

Simple language translators have been included on each page of the site, which are activated by clicking on the relevant country flag.

The life events section for Migrant Workers provides more customised content for the large resident Polish community, detailing in the Polish language, the services provided by SLDC and more generalised information

necessary to living and working in the UK. Between December 2007 and by May 2008 these pages had received 5067 "hits" in total - considerably greater use than many other pages. It is aimed to further extend these pages to include information in Chinese.

The equality and diversity pages have a range of useful information on equality issues – including, for example, a summary of accessible SLDC buildings.



## 7.0 Gender in Cumbria

### What we know

7.1 In 2006, Cumbria County Council carried out a Local Labour Market Survey, which looked at the 2004 Household Survey and information from the Office of National Statistics. The Council identified three trends, which indicate that Cumbria's gender inequality is wider than England as a whole and the North West Region.

Cumbria has:

1. A lower proportion of women who are self-employed compared to men
2. A lower proportion of women are in full-time work compared to men
3. A lower proportion of men are in part-time work compared to women

### What we are doing

**In March 2008, the Council held a series of gender focus groups for citizens and staff. The key issue in the citizens' group was the unavailability of baby changing facilities in public toilets and Leisure Centres.**

#### **Leisure Centres**

**South Lakeland's leisure centres (2008) have the following facilities available:**

**Kendal – In the female changing rooms there is one baby change unit plus an extra unit in the breast-feeding room. Male changing rooms contain one baby change unit, baby pens and a pull down seat in shower. The Kendal centre is carrying out a feasibility study on**

**replacing the changing areas with a village design concept that will improve facilities for all. In addition there is a baby change unit in the ladies balcony toilet area and the centre is planning to install a similar unit in the gents' area.**

**In Ulverston Leisure Centre the male changing rooms have 1 cubicle with a fold down shelf onto a bench and a portable baby-changing unit available on request.**

#### **Public Conveniences**

**4% of SLDC owned public conveniences have baby change facilities in the male toilets, these facilities are present in 18% of female toilets. A fundamental review of SLDC's public convenience provision is planned for 2008/09. This review will take into account the issues highlighted.**

## 8.0 Sexuality in Cumbria

### What we know

8.1 The 2001 Census did not record the sexuality of respondents. However we know that in 2006, there were 117 Civil Partnerships in the county (63 female and 54 male).

8.2 This lack of stable data on sexuality reflects a national issue, suggesting that authorities underestimate the numbers of Lesbian, Gay, Bi-sexual and Trans-gender people in local communities. The North West Regional Development Agency's estimation is that between 5-7% of people are lesbian, gay, bi-sexual or trans-gender. This would translate into 25,000 to 35,000 Cumbrians.

### **The Cumbria Quality of Life Survey (December 2006) discovered:**

80% of residents in Cumbria identify themselves as heterosexual, with one in six choosing not to give an answer (17%). 2% describe themselves as bisexual and 1% say they are lesbian or gay.

#### **Liveability**

88% of Cumbrian residents are satisfied with their local area as a place to live. In South Lakeland 44% are very satisfied, 90% saying they are satisfied with the area.

#### **Community participation**

64% of Cumbrian residents feel they belong to their area. 53% of people in South Lakeland agree that a sense of community exists (higher than in the rest of Cumbria).

### **Community Cohesion**

A stronger sense of community cohesion is evident in South Lakeland than in Cumbria generally – three-quarters of residents in South Lakeland say they trust most people locally, compared to two-thirds in Cumbria overall.

48% of people in Cumbria believe people from different backgrounds mingle well in the local area – one in ten disagree with this. People living in South Lakeland are more positive about community cohesion – 55% agree people from different backgrounds get on locally.

### **Hate crime**

County-wide less than one in ten residents think that people being attacked because of their skin colour ethnic origin or religion is a problem.

### What we are doing

Actions centre around gathering better intelligence to help inform our equality impact assessments – see section 15 and appendix 1 (Corporate Equality Action Plan).

## 9.0 Age in Cumbria

### What we know

9.1 There are a higher proportion of older residents in South Lakeland than any other district in Cumbria, with 44% of residents aged 55+, compared with 40% County wide (source 2001 census).

9.2 In South Lakeland, according to the **Age Concern South Lakeland report – The Needs of Older People in Rural Areas, 2006** issues include:

- Limited public transport provision – “often buses are so infrequent as to be unusable, not enough time available before the return bus or there was no bus service at all. Also most buses are not designed for those with mobility problems and the lack of an integrated approach to public transport in South Lakeland proved problematical for older people. This affects the ability of older people to access Council, and other, services”.
- “The loss of the old transport token system, whereby tokens could be used across different forms of transport, was regretted. The existing NoW Card for bus access was regarded as useless by those unable to access bus transport or for those living in areas where bus transport was not available at all. Many older people either did not apply for a NoW card or, where they had one, did not use it”. (SLDC have scheduled an equality impact assessment of the Concessionary Travel scheme to take place in 2008 to consider this issue)
- Housing - The main issue was one of “very high, and constantly rising, property prices, which made it impossible for young people to buy property and remain in the village. The social consequences of this (break up of family bonds upon which older people are often so dependent, an ageing community etc) were detrimental to older people”.

- “The Local Authority Planning Department and the National Parks Authority fail to listen to the needs of local people in terms of development of low cost housing and sheltered accommodation for the elderly. Too much consideration is given to the powerful lobby of second home owners at the expense of the needs of local people”.

The Council’s Corporate Equality Action Plan (appendix 1) acknowledges the lack of information held on this strand and commits to significantly developing our intelligence of the issues.



## What we are doing

The Council, with its LSP partners, are working on several projects to enhance accessibility to services – these include; better access to health services through the Closer to Home project, extending the Rural Wheels scheme, and initiatives to support Community transport – more details in the South Lakeland Community Strategy).

The Council's Older Persons Housing Strategy - 2007-11 identifies the needs of older people in terms of sheltered and very sheltered (sometimes referred to as extra care housing, for frailer older people) accommodation and support. The council is working with partners to increase choice in accommodation and support for older people. Two new extra care schemes are being developed in Kendal, an extra scheme has been developed in Windermere and Ambleside and further schemes will be in the pipeline. The Council is aware of issues around second homes and a decision was taken to charge second home owners 90% council tax in April 2004. Money is then reinvested in affordable housing.

## Young people

### **“Multi sport mania”**

In 2007 SLDC rolled out a scheme aimed at helping young people living in rural areas to have improved access to sport and activity in school holidays. The programme runs in villages across South Lakeland (for example, Broughton, Dent, Coniston, Langdale, and Kirkby Lonsdale). Car sharing is

encouraged and the cost is kept low. Qualified coaches take sessions to promote core skills in football, rounder's, rugby etc (a mixture of sports and activities). A mini Olympics rounds off the end of the week. The emphasis is on learning through fun. In 2008, in order to build sustainability and provide pathways, multi-sport clubs are being developed to provide ongoing opportunities for the young people.

### **SLDC - supporting young people**

1. In 2007 the Council secured £200,000 (from the BIG Lottery) to build two natural play areas in South Lakeland for young children. The signature play area will reflect the topography of the Lake District, themed on rocks, lake, roads, buildings and sand.
2. Council officers worked with young people, local residents and Councillors in Sedbergh to provide a youth shelter
3. SLDC Scrutiny officers worked with 6th form students in Kendal and Ulverston schools to identify issues for Overview & Scrutiny reviews which were subsequently taken up by the Committees – for example, in the climate change task and finish group, findings resulted in SLDC joining the Local Authority carbon management programme as well as leading to the appointment of a climate change officer.

## 10.0 Religion/Belief in Cumbria

### What we know

Religion in South Lakeland (2001 census):

	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	No religion	Non stated
Religion (all people 2001)	80,962	366	43	67	67	6	248	13,579	6,963

The Employment Equality (Religious Belief) Regulations (2003), gave people of all religious faiths rights against discrimination in the workplace. This does not include political beliefs, but does include agnostics or atheists.

### What we are doing

The Equality Standard assesses our ability as a Council to meet the needs of people's religion or belief. Officers undertaking equality impact assessments are required to consider the effects of their work on people from different religions/ beliefs.

The Council work with AWAZ (a BME group based in Carlisle) who also represent minority religions in Cumbria. In addition, through the South Lakeland Equality and Diversity Partnership groups such as the Humanists and a local Buddhist group are represented.

Although issues of religion/ belief are not prominent in South Lakeland, the Council are aware it has a lack of information of this area.

Consequently in 2008 the Council are working with local groups to provide a comprehensive list of all the religious and belief groups in South Lakeland – this list will be available to the public (on the council website and through Tourist Information Centres) and will provide a useful resource for officers, locals and visitors to the area.



## 11.0 South Lakeland District Council in figures

### 11.1 SLDC employee statistics

1. The percentage of top 5% of earners in SLDC that have a disability is **0%**
2. The percentage of SLDC employees who have declared a disability is **2.48%**
3. The percentage of top 5% of earners that are women in SLDC is **16%**
4. The percentage of top 5% of earners that are from an ethnic minority in SLDC is **0%**
5. The percentage of SLDC employees from ethnic minority communities is **2.6%**
6. The proportion/percentage of males to females, including Councillors, at SLDC is: Male - **54.6%**  
Female - **45.4%**  
Almost half (45.4%) of the females who work for the Council work part-time, as opposed to only 9.6% of the males.

Age	%
Under 21 years	0.2%
21-30 years	9%
31-40 years	19%
41-50 years	33%
51-60 years	30%
Over 60 years	7%

(All figures from March 2008).

### 11.2 Human Resources monitoring

The Council collects, and publishes online, information on ethnicity, disability, age and gender of employees. Additional information will be collected (on a voluntary basis) on sexuality and religion/ belief. This information will enable the Council to better understand its citizen's and employees and consequently be in a position to improve services and employment for particular groups, should the need arise.

This regular quarterly report, for the Human Resources Committee, includes the following information (from October 2008): Applicants for posts, employees in post, training, employees who benefit from performance assessment, grievances and disciplinaries, employees who leave and sickness absence. This information ensures that the workforce is representative of the local community and helps the Council achieve demonstrable fairness and transparency as an employer.

### 11.3 Officer development

The new corporate employee induction scheme will include an overview of equality issues to ensure the main points are covered with all new employees prior to the provision of full equality training.

The Council has in place a 3 year equality and diversity training programme for all staff (see section 13.11).

### 11.4 Recruitment

Our latest (2007) Employee Opinion Survey told us that 77.8% of employees feel that South Lakeland District Council is 'a good/ very good' organisation to work for.

However there is room for new initiatives which further integrate the principles of equality and diversity into the way the Council operates. By April 2009:

- Employee job consultations, will include equality and diversity objectives.
- All job descriptions will include an equality statement.

The Council is “positive about disabled people” and will make reasonable adjustments for disabled applicants where the Council knows that the particular applicant has a disability, which is likely to place them at a disadvantage.

Reasonable adjustments might include the following:

- Rearranging the time of the interview;
- Accommodating a hearing-impaired applicant by ensuring that the interviewer faces the applicant, speaks clearly and is prepared to repeat questions, or providing a hearing loop or a signer;
- Paying additional expenses to meet any special requirements, e.g. travelling expenses for a support worker and
- Allowing the applicant with a learning impairment to bring a friend or relative to assist when answering questions that are not part of tests.

The Council’s People Strategy (2008 – 2011) highlights the need for the Council to further modernise recruitment processes, integrate flexible working, instil positive attitudes towards employing and retaining disabled staff, re-skilling and expanding training to reach all age groups

The council also:

- Has a gender-neutral job evaluation process, which does not take into account the sex of the employee.
- Is part of the National Graduate Development Programme and offers placement for graduates with an interest in working for local government.

**The Council will:**

- **Monitor recruitment and workforce equality data and report on a regular basis to the Human Resources Committee.**
- **Monitor the workforce profile of the Council against that of the local population.**
- **Monitor its performance against national and local performance indicators in respect of all equality issues.**
- **Continue to review its monitoring processes to comply with changes in legislation.**

## 12.0 SLDC Actions to date

### 12.1 Vision and priorities

In November 2006, South Lakeland District Council approved its first Comprehensive Equality Policy and its vision:

*“Work to eliminate discrimination, promote equality of opportunity and improve access and accountability in the provision of services and employment provided by the Council and through Arms Length Management Organisations, consultants and contractors, partnerships and other stakeholders, and in the Council’s community leadership role”.*

- To progress this work SLDC signed up to the Equality Standard for Local Government (ESLG) framework (further information on the website, equality and diversity pages). This has enabled the Council to set targets to eliminate any barriers there are in accessing SLDC services.
- The means of doing this are through the equality impact assessment (EIA) process. EIA’s lead to the Corporate Equality Action Plan (appendix 1) and Service Equality Action Plans (see section 15) – through identification of actions to overcome barriers.
- In 2006 the Council approved a timescale of March 2008 to achieve Level 2 of the Equality Standard (achieved) and March

2010 to achieve Level 3. This ambitious target has been set to ensure the Council provides a fair and equitable service to all council users and employees, and it ties in and complements the existing Access to Services projects underway elsewhere within the Council.

**In February 2009 the Council launches its Customer Charter, which outlines the service citizens, and visitors can expect from SLDC. The Charter will be found in all Council outlets (South Lakeland House, Town Halls, Tourist Information Centres as well as on the Council website – [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)) and it will contain service standards from council departments on customer care and response targets. The Charter also has a section on compliments, comments and complaints. This document is part of the Council’s Access to Services project and commits SLDC to a positive and proactive customer care policy.**

### 12.2 In 2007 the Council:

- Assessed all its key policies and functions across all departments (31 in total) to determine whether there are any significant barriers to accessing services or employment for the six equality strands – age (young and old), disability, race, sexuality, religion/ belief and gender (male, female, transgender).
- Released the completed equality impact assessments for consultation with Cumbria Disability Network and AWAZ (a Cumbrian BME group). Age Concern South Lakeland also provided a critical input.
- Held a programme of discussion groups in 2007/08 – for example with local migrant workers and male and female Council officers and members of the public to help inform the process.

- Conducted a local customer survey on access to council services across South Lakeland in July 2007. This involved 1500 telephone interviews, 3 focus groups, a mystery shop (testing customer service across the Council) and an online survey.
- Set up and launched a new equality forum called the South Lakeland Equality and Diversity Partnership – this group is comprised of equality representatives from local organisations – for example the Police, Connexions, Probation Service, Cumbria County Council, Voluntary Action Cumbria.

## 12.3 Understanding the local community

A key challenge the Council is facing is to improve its knowledge of the South Lakeland community in order to understand better the challenges it faces in delivering services to all sectors of the community. To address this a number of initiatives are under way:

1. SLDC are developing an Information/ Intelligence Unit, which will gather and provide intelligence of the local community to Council officers to enable the Council to develop policy based on real local evidence. This Unit will be operational in March 2009.
2. The Planning Department has produced a Statement of Community Involvement, which lists the various communities of interests (including minority and other groups) in South Lakeland. This document enables the Council to consult fully on local development issues before reaching a decision.
3. SLDC have joined forces with Cumbria County Council and other local organisations to sign an agreement with Cumbria Disability Network, OutREACH Cumbria and AWAZ. This agreement will offer the Council expertise, advice and

support on its equality actions and in return the groups receive funding to build and develop their organisations. The Council also have worked with Age Concern South Lakeland in order to help inform our impact assessments.

4. The customer contact centre in Kendal has begun regular surveying of customer satisfaction with service received – this information will be capable of being analysed by ethnicity, age, gender and disability.

### **Hate Crime in South Lakeland**

**A number of "discreet centres" for reporting hate crime have been set up across South Lakeland. SLDC, in partnership with Cumbria Police and other local organisations, have opened up its Tourist Information Centres and Council reception points to enable the general public to report hate crime incidents anonymously and in confidence. The third party reporting centres have been selected as safe, neutral places where people can report a hate crime as a victim, witness or third party without them having to visit a police station.**

**Hate crime incidents are perpetrated by offenders who are motivated by hatred against a particular race, colour, ethnic or national origin, religion or belief, disability, sexual orientation, gender or gender identity. Hate crimes come in many forms, be it physical attacks, threats of violence or verbal abuse, including insults. There were 108 reported hate crimes in South Cumbria in 2007 – however Police believe the real figure is much higher.**

Third party reporting centres can be found in: the main offices of South Lakeland District Council at South Lakeland House in Kendal; the South Lakes Housing offices in Little Aynham Rd in Kendal and Ulverston Town Hall; Tourist Information Centres in Kendal, Windermere and Ulverston; Kendal Library on Stricklandgate; the Connexions offices on Highgate in Kendal and Cross St in Ulverston; and the Citizens Advice Bureau and Cumbria Multicultural Service (Windermere Library).



## 13.0 How we are managing equality

### 13.1 The Corporate Plan 2008-2011

The Vision for South Lakeland is:

*"By involving people and creating opportunities we will make South Lakeland the best place to live, work and visit"*

Our three key values are:

- *Valuing People*
- *Excellence*
- *Openness*

Within the Corporate Plan priority 6 is:

*"Stronger communities as a result of increased community involvement in the design, delivery of, and access to, high quality local services"*

13.2 South Lakeland District Council (2008) has 51 councillors and a Liberal Democrat majority. The Council has adopted a Leader and Cabinet model with 7 Portfolio Holders. We employ 436 (FTE) staff and manage a capital budget of £13.6 million and a revenue budget of £14.6 million for 08/09.

In 2008, the Portfolio Holder with responsibility for equality and diversity (Communities and Well-Being) is Peter Thornton.

We will publish all documents/ surveys and reports relating to the Scheme on our website ([www.southlakeland.gov.uk/Community/Equality and Diversity](http://www.southlakeland.gov.uk/Community/Equality%20and%20Diversity)). Information can also be viewed in other formats – see page 2 for contact details.

### 13.3 Corporate equality management

Corporately the Single Equality Scheme is applicable to all staff at the Council – everyone has a personal responsibility for the practical application of the Scheme.

### 13.4 Corporate Equality Action Plan

In March 2008 the Council finalised its Corporate Equality Action Plan (taken from the equality impact assessment programme). This plan details the actions SLDC need to take to overcome the identified barriers minority groups face in accessing Council services and employment. There are 6 generic aims in the Equality Action Plan (Appendix 1):

**Aim 1: Improve and Promote the Councils Translation Services (including other languages and alternative formats)**

**Aim 2: Improve Accessibility of All Council Buildings and Meeting Rooms**

**Aim 3: Provide Targeted and Relevant Staff Training on Equality Issues Across the Council**

**Aim 4: Improve Data Collection on all users and non users of Council Services**

**Aim 5: Embed Equality Within the Organisation**

**Aim 6: Improve Monitoring of Equality Actions and Data**

The Corporate Equality Action Plan sits within the Single Equality Scheme as the mechanism of delivering equality both within the Council and to the community at large.

## **13.5 Service Equality Action Plans**

The equality impact assessment process also highlighted a number of specific service actions – these will be progressed by officers with responsibility for equality issues in the individual service departments. A summary of these actions can be seen in the Equality in Action section on page 35.

## **13.6 Equality Impact Assessments (EIA's)**

SLDC, in common with all public authorities, have legal duties relating to race, gender and disability. Our obligations focus on:

- promoting equality of opportunity
- promoting good relations
- promoting positive attitudes
- eliminating harassment, and
- eliminating unlawful discrimination.

Equality impact assessments are a tool to fulfil these obligations. By equality impact assessing our work (all new or amended Council policies or functions are equality impact assessed prior to gaining approval from Council), we ensure that our services take into account, and are accessible and available to, all our customers regardless of ethnicity, disability, gender, sexuality, faith/ belief and age.

Actions arising from completed assessments are included in departments' annual service plans and monitored by Heads of Service through Service Plan reviews and biannual job consultations.

## **13.7 Monitoring**

The equality action plans are monitored through the Council's performance monitoring system – Covalent. The corporate equality action plan is monitored by the equality officer and reported to Management Team (and Portfolio Holder) on a quarterly basis – with managers monitoring service actions through service plans.

All equality impact assessments undertaken will be published on the Council's website along with associated action plans – these can be found on [www.southlakeland.gov.uk/community/ equality and diversity](http://www.southlakeland.gov.uk/community/equality%20and%20diversity). Other formats are available on request.

## **13.8 Communication of the Scheme**

An equality and diversity policy cannot be effective unless it is known by all Councillors, employees and job applicants. Therefore an equality and diversity statement will be included in all job application packs, as well as in the Human Resources manual, Member information packs and published on the intranet and website. The Single Equality Scheme will be available as a document in every Council Unit.

The Council website contains an equality section where updates on progress and other information and reports can be viewed by the public. The Council newspaper, South Lakeland News, also publishes information on the Scheme and equality issues.

The equality and diversity work has been reported to Council employees via the in-house newsletter "Inside Story" as well as regular postings on the intranet.

## **13.9 Dealing with Complaints of Discrimination**

The Council has a Complaints Procedure and customer complaints are analysed by category and reported quarterly to the Council's Standards Committee and Management Team.

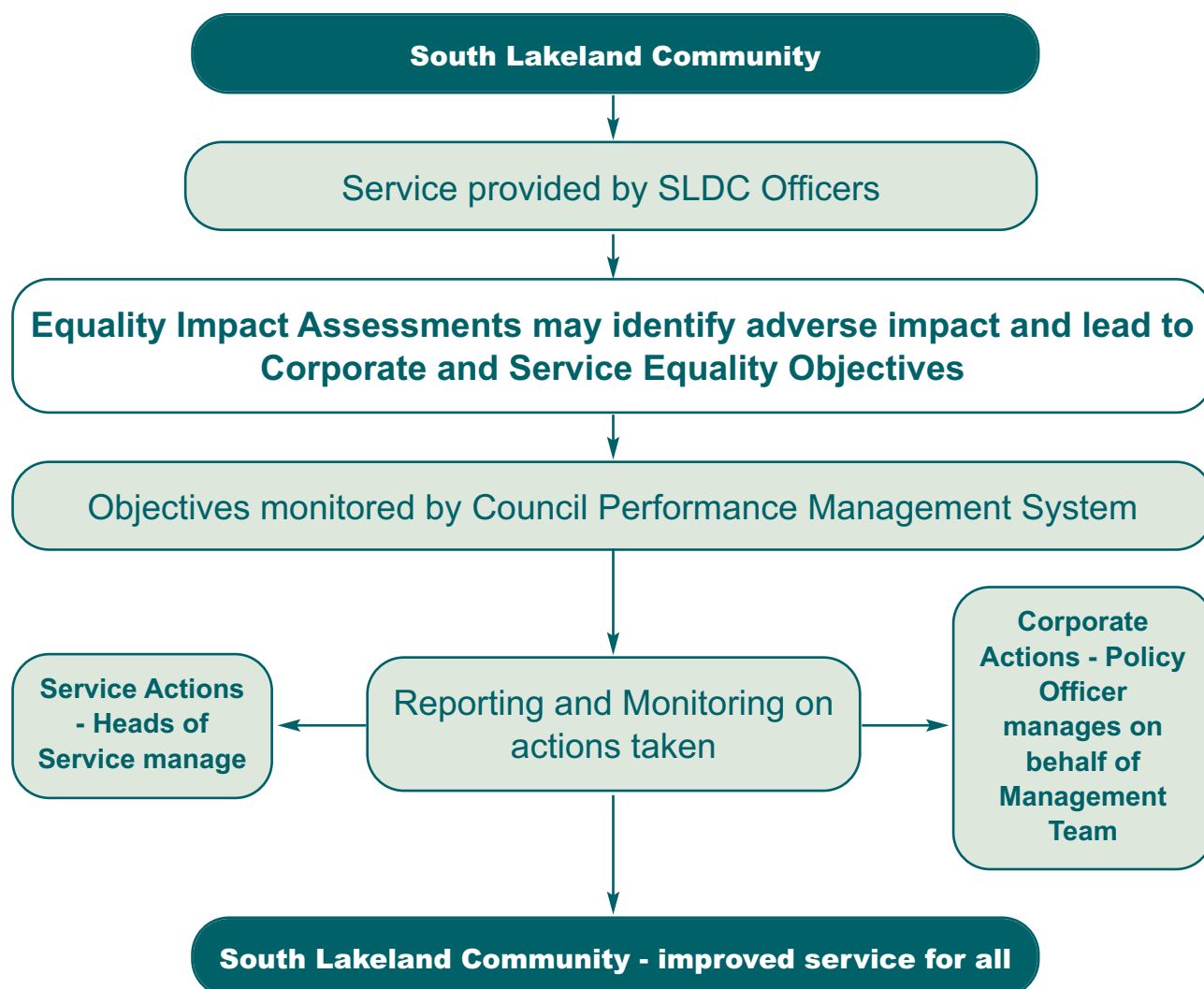
A member of the public who experiences, or witnesses, discrimination or hate crime incidents can report the incident confidentially via SLDC's offices – more details on page 24.

Any employee who believes that they may have been unfairly discriminated against may raise their concerns through the grievance procedure or, if more appropriate, the dignity at work procedure.

**SLDC Neighbourhood Services provide a range of services, including waste and recycling collections, street cleansing and the maintenance of parks and open spaces. The department also provides street cleaning services, inspects food outlets to monitor hygiene standards and maintains parks and open spaces around South Lakeland.**

**Across the range of services provided, the department endeavors to respond and accommodate to the needs of all sectors of our community in the provision of its services. To this end it has produced a customer charter which sets out its service standards, as well as providing a feedback opportunity for customers to further improve its service. To access this charter call into SLDC offices in Kendal, Windermere or Ulverston, telephone 0845 050 4434 or go to the Neighbourhood Services pages on the Council's website.**

## 13.10 Equality Impact Assessment process



## 13.11 Equality and Diversity training

Equality training for employees is an integral part of the corporate equality action plan (Aim 3). The Equality training raises awareness of the Council's equality policies, highlights the diversity of people and requirements in South Lakeland and looks at how officers can become more effective and considerate to others' needs in their day-to-day work.

In 2007, over 150 staff and 45 councillors were trained in equality and diversity issues and key staff went on to participate in equality impact assessment workshops. In 2008, the Council has developed, with the help of managers and staff, an equality training programme aimed to provide practical and relevant instruction to help officers with their work in South Lakeland. In addition a councillor's equality training programme will be delivered over the 3 year period of the Scheme.

## 13.12 Financial Resources

The Council has a revenue budget of £22,000 (08/09) for the development of the equality and diversity improvement project.

The capital budget of £1.2m (08/09) is earmarked for projects to improve access to Council buildings and land - and comply with Disability Discrimination Act legislation.

13.13 The following tools, resources and facilities are available to support equality issues within SLDC:

- Interpretation service (language Line)
- Hate crime reporting centres
- Website accessibility and translation facility
- Translators list (including other formats, for example sign language/ Braille)
- Single Equality Scheme 2008 – 2011
- Equality and Diversity section on the corporate website and intranet + Life Events pages (Information on Migrant workers, Embracing your Sexuality, Teenage Life, Dealing with Disability and Coping with Retirement)
- Guidance on equality impact assessments and other equality information on the Council's intranet.
- The Policy Officer (responsible for Equality) is available for consultation and advice.

SLDC are developing the following resources to provide further support for employees and the public.

- Accessibility guide to Council buildings
- Cultural guide to South Lakeland

- Equality section in staff induction
- Listing of minority groups in South Lakeland
- Plain English training
- Hate crime reporting form online
- South Lakeland Religious and Belief groups contact list
- Corporate Style Guide

## 13.13 Procurement

SLDC are committed to promoting equality through its contracting arrangements. Every supplier/contractor who tenders for business with the Council must comply with national equality legislation and either SLDC's equality scheme or their own equality policy. Without this commitment the Council will not transact business with that contractor/ supplier.

Complaints against contractors or consultants with regard to alleged discrimination and/or harassment need to be investigated and appropriate action will be taken that could ultimately result in the termination of the contract. Contractors and consultants should be expected to take prompt and appropriate action against any employee found to be acting in a way that breaches the equality principles outlined in this document or the Equality Policy of that organisation. Contractors are required to deliver an effective and appropriate service fairly and without unlawful discrimination.

## 14.0 The Wider Cumbrian Equality framework

### 14.1 The South Lakeland Sustainable Community Strategy (2008-2028)

is the overarching strategy for South Lakeland. It influences the Cumbria Community Strategy and ensures the interests of South Lakeland are reflected. Partnering SLDC are a wide range of organisations including Cumbria County Council, Cumbria Primary Care Trust, Cumbria Council for Voluntary Service, Cumbria Police and the Lake District National Park Authority. Priorities include “Access to Services”, “Children and Young People” and “Involving Communities”. The document outlines the long-term vision for South Lakeland as identified by local people.

Actions within the Community Strategy include:

- Supporting the development of community projects that allow services to be delivered locally
- Exploring transport subsidies for young people
- Identifying and addressing accommodation and support issues for vulnerable young people

### 14.2 The Cumbria Equality and Diversity Partnership (CEDP)

This group is part of the Cumbria Strategic Partnership, which brings together partners representing the public, private and third sector organisations in Cumbria. It is responsible, on behalf of the County Council, for developing a Sustainable Community Strategy and for

developing and implementing the Local Area Agreement.

The partnership:

- Provides equality and diversity input into the Local Area Agreement
- Co-ordinates policy change and works with the media countywide
- Ensures consistency in the embedding of equality and diversity both countywide and locally
- Ensures that changes are driven by the issues affecting people from the six equality strands of disability, age, gender, sexual orientation, religion & belief and race
- Produces a partnership newsletter

14.3 The South Lakeland Equality and Diversity Partnership is a sub group based in South Lakeland and chaired by SLDC - it reports directly to the CEDP. Its aims are to:

- ensure local service providers are addressing equality and diversity
- develop better intelligence of issues affecting people from the six equality strands
- support the development of local forums, initiatives and events
- ensure that harassment and hate crime are being addressed

See page 33 for a diagrammatic structure.

SLDC hosted the launch of the South Lakeland Equality & Diversity Partnership at the Castle Green Hotel on 4 June 2007. The aim of the event was to highlight the discrimination facing people based on their race, gender, age, sexuality, disability and or faith or belief. Speakers from these areas gave a short presentation pointing out the issues that people face living, working and contributing to the South Lakeland area. It was an opportunity for officers from SLDC to further raise awareness of equality issues. Over 80 people including council officers, district and parish councillors, heard from several keynote speakers on issues covering race, age, sexuality and disability. The issues raised are being tackled by the South Lakeland Equality and Diversity Partnership in its regular meetings.

- Improving service design
- Promotion and advertising and measuring customer satisfaction

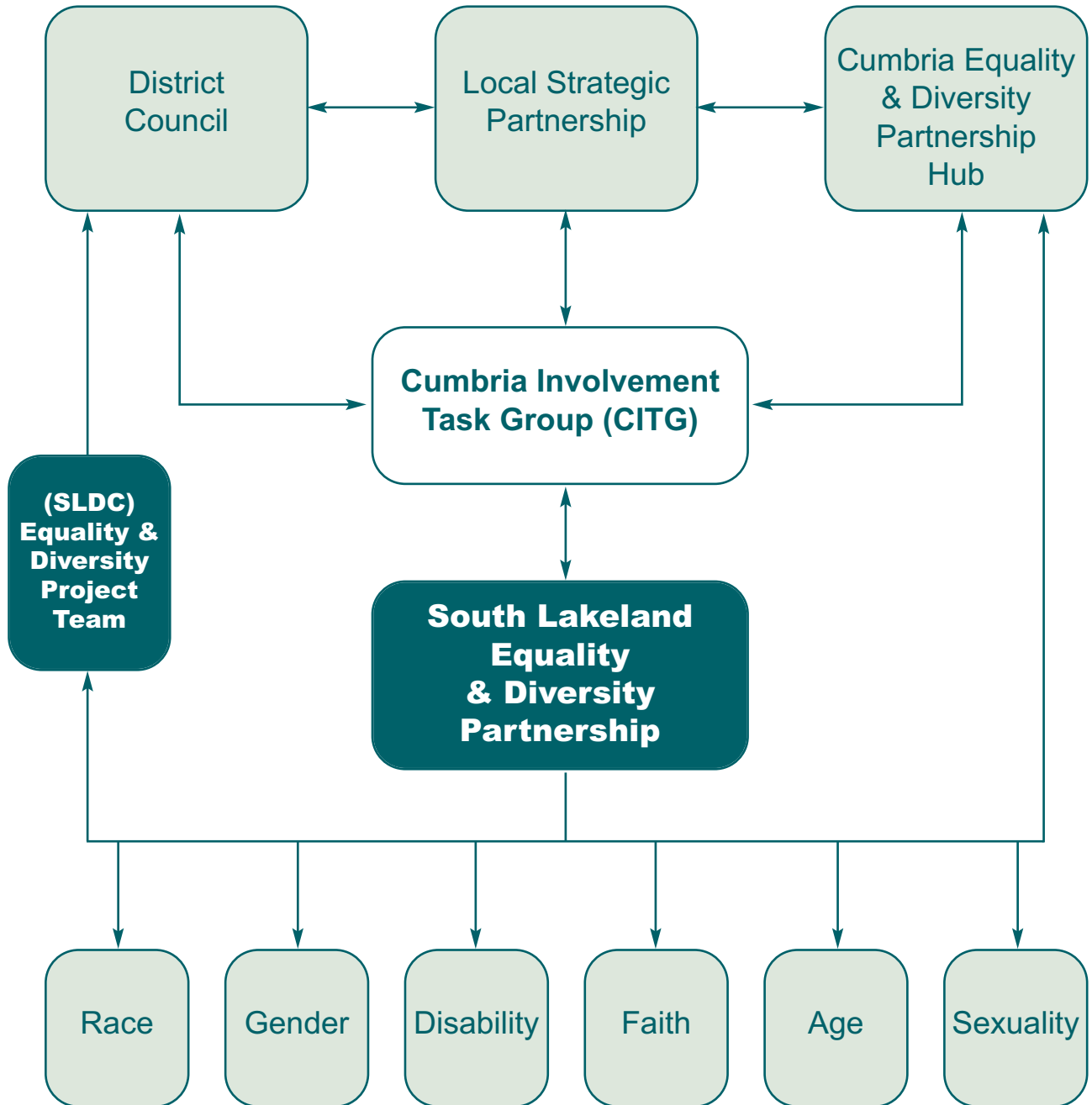
A strategy will be published in January 2009 outlining the actions and timescales and explaining the outcomes expected to be achieved by October 2010.

14.4 The equality officer at SLDC attends regular meetings with the County's equality officers to work together in progressing the Equality Standard across Cumbria – this group seeks joint funding provision and collaborates with shared initiatives to help individual workloads.

The Council is developing plans to significantly improve its customer contact provision through a 2-year “access to services” plan. The following projects are involved:

- Assessing current SLDC capability
- Understanding our customers (customer profiling, surveys)
- One stop shops and the provision and enhancement of other channels of communication (e.g. telephone, website etc)

## The Equality framework in Cumbria



## 15.0 Equality in Action

15.1 SLDC has committed officers, and resources, to its 3 year corporate equality action plan (appendix 1). Successful implementation of this plan will help the Council achieve Level 3 of the Equality Standard for Local Government (ESLG) by 2010. At this level SLDC will be required to demonstrate that:

- Members and officers champion equality issues
- The Council works with all strategic partners and the third sector to achieve defined equality outcomes
- It has evidence of the equalities profile of the community based on regularly reviewed data
- It measures progress on equality outcomes and can demonstrate real outcomes that have improved equality in services and employment
- It identifies the changing nature of its community and prioritises its activities accordingly
- The council provides good customer care by ensuring that services are provided by knowledgeable and well trained staff who are equipped to cater to particular needs of clients where necessary
- It has improving satisfaction indicators from all sections of the community
- It uses equality impact assessments to review all major new changes in policy
- All relevant data on service access is monitored against the equality strands
- Equality groups are integrally involved in its community engagement programmes

- There are forums for all equality stakeholders to share experiences and evaluate the authority's progress
- All parts of the authority can show tangible progress towards achieving outcomes which address persistent inequalities.
- Members, officers, key stakeholders and community members are confident about equality issues and their relevance for the authority and their own responsibilities
- The authority has implemented action for equal pay outcomes and demonstrates progress on under representation, flexible working, access to training and development and promotes an inclusive working culture based on respect
- It reviews its equality strategy and public duty equality schemes every three years and seeks innovative improvement challenges.
- It is an exemplar of good practice for other local authorities and agencies

By 2011 the Council aims to be working towards a Level 4 standard ("Moving towards excellence").

15.2 The list of actions below sets out how the Council will ensure equality is embedded in SLDC services and employment. They are taken from the service equality action plans and relate to the 6 equality strands (age, ethnicity, gender, religion/ belief, disability and sexuality). The Council's corporate equality actions can be found in appendix 1.

Action	Department	Date
<b>Ethnicity</b>		
Understand and include migrant worker issues in the Cumbria Housing Strategy	Community and Housing	December 2008
Enable Council documents to be produced in alternative languages and formats	Communications	July 2008
Address potential language issues for Officers working remotely.	Building Control	April 2009
Provide Polish and Chinese (if need identified) language pages on the internet	Information Services	March 2009
Explore how the Council can increase the response from BME people	Strategy and Performance	April 2009
Monitor language line for usage	Customer Services	Sept 2008
The FAQ list on the Council website will be reviewed (and amended if necessary) so that customers can use the translation service available on the Environmental Health web pages	Environmental Protection	November 2010
Work with Cumbria Sport to identify the reasons for lack of participation amongst ethnic groups	Sport and Recreation	August 2008

Action	Department	Date
<b>Disability</b>		
Continue with service improvements in housing adaptation.	Regeneration and Housing	Service planning for 2009/10
Increase number of planning documents online	Regeneration and Housing	Ongoing
Identify any barriers to accessing documents online by some members of the public	Regeneration and Housing	Ongoing
Encourage Tourism operators to provide information through TIC's in alternative formats	Culture and Economy	April 2009 and ongoing
Review use of Pay on Exit car parking system – to include information on whether disabled spaces are available	Commercial and Technical Services	Aug-08
Explore how the Council can increase the response from disabled people	Strategy and Performance	Apr-09

Action	Department	Date
Monitor usage to ensure access to polling stations is sufficient for all groups	Electoral Services	Review annually
Ensure staff take account of disabled people in day to day duties – for example, accessible litter bins	Streetcare Division Learning and Development	Mar-09
Work to provide a bulky waste collection scheme where items are removed from within the property via an appointment system	Streetcare Division	Apr-09
Introduce assisted collection on blue boxes	Streetcare Division	Dec-10
Carry out a DDA survey of all parks and open spaces.	Parks and Open Spaces	Dec-10
Research viable options and cost implications of improving the cemeteries toilet facilities for full wheelchair access	Environmental Protection	Apr-09
Work with Cumbria Sport to identify the reasons for lack of participation amongst disabled groups	Sport and Recreation	Aug-08
Assess leisure facilities and clubs to identify access/ DDA issues and work with clubs to address these	Sport and Recreation	Jul-08

Action	Department	Date
<b>Gender</b>		
Increase housing provision for women and men fleeing domestic violence	Regeneration and Housing	Part of Service planning for 2009/10 (4 extra refuge places by 2010)
Ensure employees are made aware of the range of Council policies around flexible working and “family friendly” working arrangements. Awareness raising of Dignity at Work policies ensuring equal and fair treatment and opportunities at work.	Human Resources	March 2009

Action	Department	Date
<b>Age</b>		
Increase housing provision for young people in South Lakeland	Regeneration and Housing	Part of Service Planning for 2009/10
Take into account communication methods for older people in Communication Strategy	Communications	October 2008
Training supplied in avoiding discrimination in Council documents	Strategy and Performance Learning and Development	March 2010
Introduce assisted collection on blue boxes	Streetcare	December 2009
Develop play space for young people	Parks and Open Spaces	September 2009
Work in partnership with youth organisations and schools to better engage young people in the planning and implementation of any future developments	Parks and Open Spaces	May 2008

Action	Department	Date
<b>Sexuality</b>		
Monitor usage of life events pages, including "Sexuality"	ICT	March 2008
Work with LGBT groups to identify any barriers to participating in sport and physical activity	Sport and Recreation	October 2008

Action	Department	Date
<b>Religion</b>		
Review inclusion of a religious events calendar as part of the website	Communications	December 2008
Work with LGBT groups to identify any barriers to participating in sport and physical activity	Sport and Recreation	October 2008

Action	Department	Date
<b>General</b>		
Better informed targeting and delivery of arts and cultural events at appropriate groups	Culture and Economy	April 2010
To provide an online ticketing system for the Coronation Hall	Culture and Economy	April 2009
Work with Cumbria Tourism to provide an online accommodation and tourism service, whilst maintaining alternative forms of information provision	Culture and Economy	April 2009
Introduce procedures in the contact centre/ reception to gather feedback from users/ customers to South Lakeland House	Customer Services	June 2008
Adopt user feedback mechanisms on procurement documents and include question on suppliers equality and diversity policy and SLDC equality statement	Finance	December 2008
Better information provision on the website	Finance	March 2008
Review Finance documents, budgets, guides for Plain English	Finance	March 2008
Systematic monitoring and reporting on recruitment and workforce data to highlight any equality issues.	HR	April 2009
Review format of voting literature to ensure it is clear and accessible for all groups	Electoral Services	Review annually
Record languages spoken in business premises to ensure improved service delivery	Environmental Protection	April 2008
Establish out of hours working arrangements for professional officers	Neighbourhood Services	August 2008
Develop and promote online a frequently asked questions and guidance sheet	Environmental Protection	October 2008
Work with the CDRP and Continental Landscapes to improve the safety and appearance of all parks and open spaces	Parks and Open Spaces/ CDRP	Ongoing
Develop projects to address any identified barriers to be included in the Sport Development Action Plan 2009 – 2012	Sport and Recreation	March 2012

We will publish all documents/surveys and reports relating to the scheme on our website [www.southlakeland.gov.uk/Community/Equality and Diversity](http://www.southlakeland.gov.uk/Community/Equality and Diversity).

Information can also be viewed in other formats – see page 2 for contact details.

## 16.0 Contact details

### **Kendal:**

South Lakeland District Council  
South Lakeland House  
Lowther Street  
Kendal  
Cumbria LA9 4UF

Telephone : 0845 050 4434  
(local rate 8:00 am - 6:00 pm)  
Fax : 01539 740300

Opening Times : Monday to Friday  
8:45 am - 5.00 pm

### **Ulverston:**

South Lakeland District Council  
Town Hall  
Ulverston  
LA12 7AR

Telephonme: 01229 584424

Opening Days: Mon, Thurs and Fri  
Opening Times:  
9:00 am - 12.30 pm and 1.30 pm - 4.30 pm

### **Windermere:**

South Lakeland District Council  
Langstone House  
Broad Street  
Windermere  
LA23 2AB

Telephone: 015394 44283

Opening Days: Tuesday and Thursday  
Opening Times:  
9.00 am - 12.30 am and 1.30 pm - 4.30 pm

### **Website:**

[www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)

## 17.0 Glossary of Terms

**AWAZ** – independent organisation representing Black and Minority Groups in Cumbria. AWAZ is a membership organisation open to anyone in the county from a Black and Minority Ethnic community. The organisation's aims are to:

- Influence local authorities and statutory sector organisations on race equality.
- Raise the profile of Black and Minority Ethnic communities in Cumbrian public life.
- Develop a network of local Black and Minority Ethnic groups who can support one another.
- Influence local media representation of race equality issues.

**CDN** – Cumbria Disability Network - Acts as umbrella group to represent disabled people in Cumbria and represents disability equality issues at strategic level

**Direct Discrimination** - When an individual is treated less favourably than others are, or would be, treated in the same or similar circumstances. For example:

- Excluding people of a certain race from training courses.
- Placing an advert, which specifies a 'male' or 'female' revenue officer where this cannot be justified.
- Failing to recruit a disabled person solely on the ground of their disability when this cannot be justified.

**Diversity** - Diversity is about the recognition and understanding of difference in its broadest sense. It is about creating a working culture and practices that recognise, respect, value and harness difference for the benefit of the organisation and individual and, in turn, the community.

**DWP** - Department of Work and Pensions.

**CEAP** – Corporate Equality Action Plan – the Council's corporate actions taken from the impact assessment programme.

**CEDP** – Cumbria Equality and Diversity Partnership - part of the Cumbria Strategic Partnership, responsible, on behalf of the County Council, for developing a Sustainable Community Strategy and ensures consistency in the embedding of equality and diversity both countywide and locally.

**EIA** – Equality Impact assessment – a tool to analyse the impacts of policies/ functions on minority groups and draw up action plans to address any unequal outcomes

**Equality** - Equality is primarily concerned with ensuring that people from specific under represented groups are provided with fair and equal opportunities.

**ESLG** – Equality Standard for Local Government – A tool to combat the institutional processes that lead to discrimination as part of the culture, administration and governance of organisations

**Indirect Discrimination** - When an unjustifiable requirement or condition is applied which, although applied equally to all persons, is such that it has an adverse affect on one particular group of people or person. It also affects formal and informal arrangements. For example:

arranging work practices such as informal catch-up meetings in the evenings may indirectly discriminate against married workers as a greater proportion of them may find them hard to attend due to childcare responsibilities.

**Monitoring** – The process of collecting and analysing information about people's gender/ racial or ethnic origins/ disability status/ sexual orientation/ religion or belief/ age to see whether all groups are fairly represented.

**Positive action** – Intended to improve the representation in a workforce where monitoring has shown a particular group to be under-represented, either in proportion to the profile of the total workforce or of the local population. Positive action, permitted by the anti-discrimination legislation, allows a person to: provide facilities to meet the special needs of

people from particular groups in relation to their training, education or welfare, and target job training at people from groups that are under-represented in a particular area of work, or encourage them to apply for such work.

**Positive discrimination** – Selecting someone for a job/ promotion/ training etc purely on the basis of their gender/ ethnic origin/ disability\*/ sexual orientation/ religion or belief/ age, not on their ability to do the job. This is illegal under anti-discrimination legislation. \* However under the Disability Discrimination Act (1995) employers are required to make “reasonable adjustments” for disabled people – i.e. a change made specifically because of disability.

**Reasonable adjustments** – A legal term introduced under the DDA Act 1995. An employer has a duty to make reasonable adjustments where arrangements or physical premises place the disabled person at a substantial disadvantage in comparison with persons who are not disabled.

**SEAP** – Service Equality Action Plan - the Council's service actions taken from the impact assessment programme.

**SLEDP** – South Lakeland Equality and Diversity Partnership – comprised of local organisations and a sub group of the CEDP. Addresses equality issues in South Lakeland

## 18. Selected Bibliography

Age Concern (South Lakeland) – The Needs of Older People in Rural Areas (Consultation report 2005 – 2006)

Comprehensive Equality Policy 2006 – 2009, SLDC

CN Research, SLDC Gender focus group reports (2008)

Cumbria Equality Scheme 2007-10 – Equality Officer, Cumbria County Council (Jan 2007)

Equality Standard for Local Government (2007) IDeA/ LGA, dialog.

Ipsos MORI Social Research Institute (on behalf of Cumbria County Council),

Cumbria Quality of Life Survey (December 2006)

Leicestershire County Council – Draft Equality and Diversity Strategy 2008 – 2010

South Lakeland Older Persons Housing Strategy Update – 2007-2011

South Lakeland Sustainable Community Strategy – 2008-2028

SLDC Corporate Plan – 2008-2011

SLDC – Self-Assessment May 2007

Voluntary Action Cumbria – Mapping of Advice and Support Needs in Cumbria for Migrant Workers June 2007. Mohammed Dhalech, Partnership Associate, Edge Hill University.

Appendices:

1 – Corporate Equality Action Plan



