Annual Equalities Report

2018/19

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Introduction

This report provides a detailed analysis of the council's workforce and external applicants applying for jobs, by the protected characteristics of the Equality Act 2010.

The Equality Act (2010) consolidated the legislation for groups protected by previous equalities legislation. Everyone has the right to be treated fairly and the Equality Act protects people from discrimination on the basis of protected characteristics.

The Act sets out the following protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership.

The Equality Act 2010 (Specific Duties) Regulations 2011 require public sector bodies with more than 150 employees to publish data on equality in their workforces annually.

The council is committed to complying with the Equality Act across all its services and continues to increase awareness and understanding through its policies, training and staff groups.

This report provides a detailed analysis of the available monitoring data for 2018/19.

It covers six areas:

- Employee Profile
- Recruitment
- Performance Management
- Discipline and Grievance
- Training
- Leavers

This year the report also includes information on 'Our Communities'. This section of the report gives a picture of the make-up of our community and looks back at the ways we have supported and celebrated equality and diversity over the past year.

Executive Summary

Employee Profile

The council's employee profile as at the end of March 2019 is broadly reflective of the profile of the working population in East Hertfordshire and the East of England in terms of ethnic origin, religion and belief, disability and sexual orientation.

The areas where the employee profile is not reflective are sex and age. The council has a considerably higher percentage of females than males (73%:27%) compared to the working population of East Hertfordshire (51%:49%), however this is common in the public sector and is further impacted at East Herts by many of the more traditionally male areas of work such as refuse and grounds maintenance being contracted out.

The council has a considerably higher proportion of employees aged between 50 and 64 compared to East Herts residents. The size and structure of the council means that there are a limited number of entry level posts meaning that the majority of posts require experience and are likely to be filled by older individuals who have the required experience. The council has introduced more apprenticeships and trainee posts which require less experience and support staff developing in the role to both increase the younger age profile and provide succession planning but these posts can also be filled by career changers. The council also has a significant number of long serving employees which also impacts on the workforce age profile. The percentage of employees under the age of 20 has actually decreased slightly since last year (1.1% to 0.9%) in part because employees in apprenticeships and trainee posts have aged whilst in post. The figure is still lower than East Herts residents in this age group (6.2%) however it must be noted that it is compulsory to remain in full time education or training until the age of 18. The percentage of employees in the 20-29 age range has risen since last year (7.2%) to 9.7% but remains slightly lower than the percentage of East Herts residents in this age group (13.3%).

Recruitment

The report shows that in 2018/19 the council was successful in attracting a diverse range of external applicants in terms of most of the protected characteristics. The council was particularly successful in attracting applicants from the 20-29 age group,

from Black, Asian and Minority Ethnic (BAME) groups and applicants who are lesbian, gay or bisexual, when compared with the overall East Herts population.

At the shortlisting stage, the percentage of males and females being shortlisted for interview closely reflects the percentage of applicants and the male to female ratio at the council overall. Applicants from the 20-29 and 30-39 age groups were slightly less successful than the other age groups. In 2017/18 there was a concern regarding the percentage of applicants from BAME groups being shortlisted for interview being much lower compared to white applicants. This gap has noticeably reduced since last year which is positive and reflects previous years and does not therefore indicate an ongoing concern.

At the interview stage, the number of male and female applicants appointed closely reflects the percentage of applicants and the male to female ratio at the council overall. The number of applicants from BAME groups being appointed has increased from 4% last year to 5% compared to white applicants (6%). Applicants in the 20-29 and 30-39 age groups were slightly less successful at interview.

Performance Management, Discipline & Grievance and Training

Employees graded as 'Exceeding Expectations' were generally reflective of the employee profile with a couple of exceptions but due to the small numbers these are not of statistical significance. Employees in other categories were not analysed either because there are no performance issues (i.e. they are 'Meeting Expectations') or due to the small numbers it was not possible to analyse the data in relation to protected characteristics.

Due to the small number of disciplinary and grievance cases (7 - from a workforce of 329) any analysis will be limited and not statistically significant. The 7 cases do not demonstrate any pattern in terms of specific protected characteristics. It is also worth noting that none of the 3 grievances related to a protected characteristic complaint.

We are satisfied that training and development is provided on a fair and equal basis across the council and allows all employees to take advantage of the opportunities.

Leavers

The report found that there were no concerns with regard to leavers in terms of ethnic origin, religion and belief, disability and sexual orientation.

There was however a disproportionate percentage of male leavers (36%) when compared to the percentage of male employees (27%) although it has reduced since last year (38%). HR have reviewed exit questionnaires which has not indicated any gender related points, it is worth noting that when splitting voluntary leavers from involuntary leavers (i.e. staff where the council has ended their employment rather than the employee resigning), the percentage of men increase to 55% and this has therefore had an impact in the overall percentage of male leavers. It is also worth noting that the council in part has more female employees due to the flexible working arrangements offered and whilst this can also benefit men it does tend to mean female employees stay longer whereas men in predominately full-time roles are more able to move on to similar full-time roles in various sectors. There were also a disproportionate percentage of leavers aged 30-39 (27%) when compared to the percentage of employees in this age group overall (16%).

Action plan

All 14 actions in the 17/18 action plan have either been progressed or rolled forward into the 18/19 action plan.

Achievements against 2017/18 action plan

Action	Progress
Employee Profile	
To complete the Gender Pay Gap report in 2019.	The Council's Gender Pay Gap report for 2018 was published in January 2019.
Recruitment	
To continue to explore initiatives to attract more applicants in the under 20 age group to apply for jobs at the council. For example, increase the council's digital presence on social media such as LinkedIn and improve the recruitment pages on the website to help attract younger people to apply for jobs at the council.	We are now in the fourth year of our apprenticeship scheme which continues to be very successful, with many of our apprentices staying at the council in new roles.
Review introducing 'name-blind' recruitment (where names are removed during the shortlisting process to avoid sex and ethnicity bias).	This has not been progressed due to limitations of the current online recruitment system. This may be revisited if the recruitment module of the HR system is implemented.
Include a guidance document on bias when sending managers job applications.	This has been drafted and is currently with Design to then be rolled out to all recruitment panels.
Educate employees about stereotypes and unconscious bias.	This is now included in the recruitment and selection training and it continues to be a requirement for at least one member of a panel to be appropriately trained. This is being further supported by a guide which is re-sent to every panel member before any selection process is commenced.
To complete actions from the Gender Pay Gap report 2018 to help reduce sex bias in recruitment.	The actions from the Gender Pay Gap Report 2018 are either completed or ongoing.
To continue to collect data on sexual orientation at the	This data has been collected over period and analysis of this

recruitment stage during 2018/19 to ensure this can be fully reported on next year.	is included in this 18/19 report.
To ensure that the new HR and Payroll System can capture equalities data during the recruitment process.	We have not implemented the recruitment module of the HR system yet due to difficulties with the provider and whether the module will continue to be supported delaying by the provider. This data has continued to be collected from applications manually although it should be noted that some candidate do not provide data or choose not to specify e.g. in relation to Sexual Orientation or Religion.
To reconsider placing job adverts on disability websites to attract disabled people to apply for jobs at the council.	HR considered this action, identifying suitable sites, but determined that costs involved would not provide sufficient value. Discussion has been held with online recruitment specialists who have provided research that general job boards and search engines mean that disabled people are more likely to be recruited through these methods rather than targeting a disability focused recruitment website provided the adverts welcome applications from all. The council is also part of the Disability Confident scheme and this is stated to the candidates.
Performance Management	
HR to continue to undertake spot checks on PDR documentation to ensure that they are of good quality and provide sufficient evidence to justify the rating given.	This is an ongoing task and has taken place for the 2018/19 PDRs, any quality concerns have been actioned but it should be noted that generally forms are in line with expectations.
Disciplinaries and Grievances	
Continue to monitor equalities data for all disciplinaries and grievances.	This data has been collected and is contained within this report.
Training	

Continue to work on developing a 'talent pool' of employees graded as 'exceptional performance' and 'exceeding expectations'. Work closely with service managers to ensure that these employees have tailored development plans to aid their personal career progression and succession planning within the council.	HR Officers have been working with service managers through quarterly 1-1 meetings to ensure that employees identified as exceeding expectations or above have effective and appropriate personal development plans in place and are given development and opportunities/projects to support their progression. In house development has included bitesize sessions on difficult conversations, carrying out PDRs, project management, partnering and networking and these have been encouraged to appropriate staff as well as existing line managers.
Leavers	
Maintain a robust process for chasing exit questionnaires to ensure exit data for all leavers is captured.	Exit questionnaires are chased if not received by HR within a defined timeframe. The percentage of exit questionnaires returned has increased this year from 42% to 66%.
Review the content of the exit questionnaire to ensure it is capturing the required data.	This was completed but will be looked at again by the recently appointed Head of HR & OD in line with his review of all HR practice to support a revised Organisational Development strategy.

Employee profile

Introduction

This section provides information on employees employed by the council as at 31 March 2019. Casual employees, agency workers and contractors are not included. The total number of employees employed by the council as at 31 March 2019 was a headcount of 329. This has decreased from 348 in the previous year.

The data has been analysed using 6 of the 9 protected characteristics under the Equality Act 2010 as follows:

- Sex
- Ethnic origin
- Age
- Religion or Belief
- Disability status
- Sexual orientation

Although marital status data is recorded this is not currently reportable from the system. This will be investigated and added to the 2019/20 report if possible.

Pregnancy is not a permanent characteristic but a state in time. 3 employees took maternity leave in 2018/19 and it should be noted that no concerns have been raised regarding this protected characteristic.

Although the HR system has capacity for employees to indicate if they are transgender the new starter forms do not request this and instead the council has focused on the current gender and not the past in line with our recruitment forms. It is worth noting there have never been any complaints in this area. The council does employ staff who have changed gender without any complaints being made and HR are going to develop guidance on supporting employees who are changing gender so that best practice is available to both staff and managers where required.

Various comparison data has been used to understand how the employee profile of the council compares to the wider context in which it operates and to identify whether there are any areas of concern which the council needs to take action on.

Where possible, comparisons have been made at the most local level (i.e. with East Herts residents) and using the most recent data available. However where this data has been unavailable at this level, comparisons have been made with East of England residents. Most of the comparison data has been taken from either the Nomis or Office for National Statistics (ONS) websites.

Sex

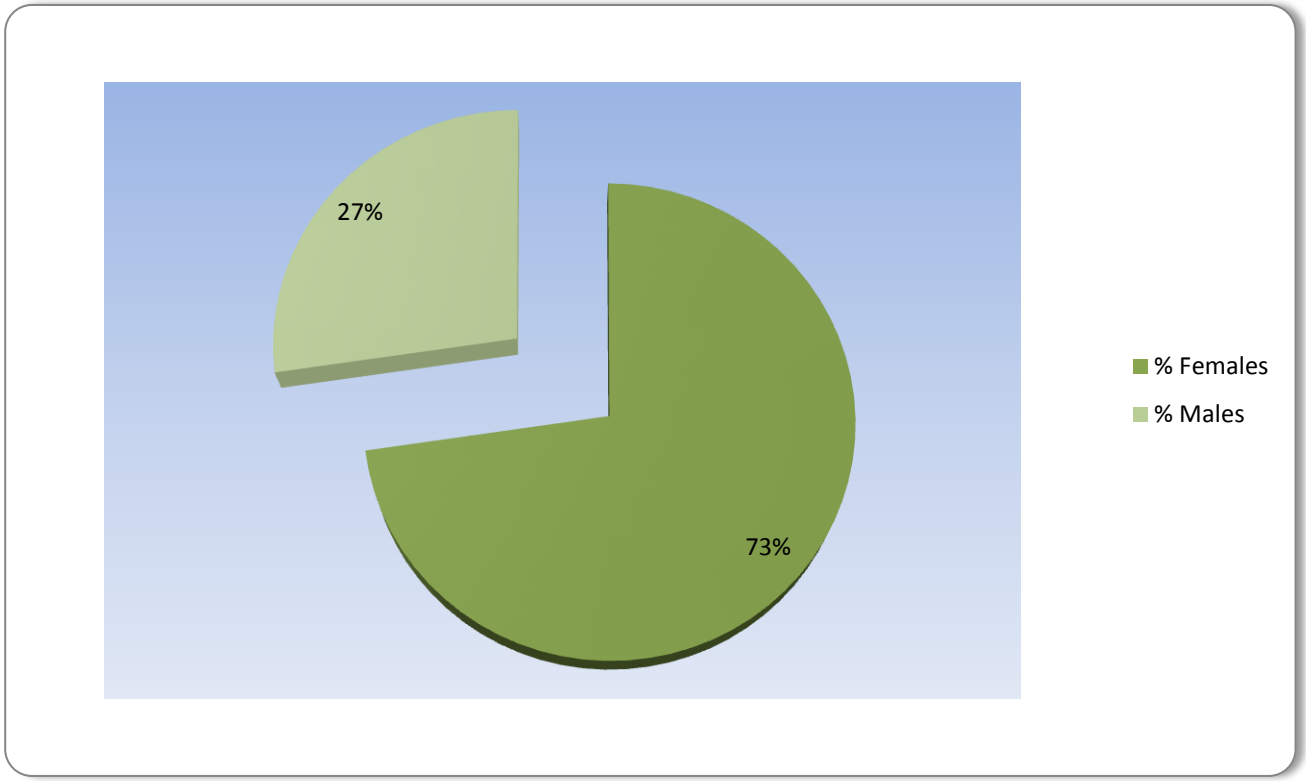


Figure 1.0 Employee profile by sex

Figure 1.0 shows the sex profile of employees at the council. The profile does not closely reflect that of the East Herts working population. The council has a considerably lower percentage of male employees (27%) compared to the overall male working population in East Herts (49%) (Nomis Official Labour Market Statistics (East Herts residents 2018)).

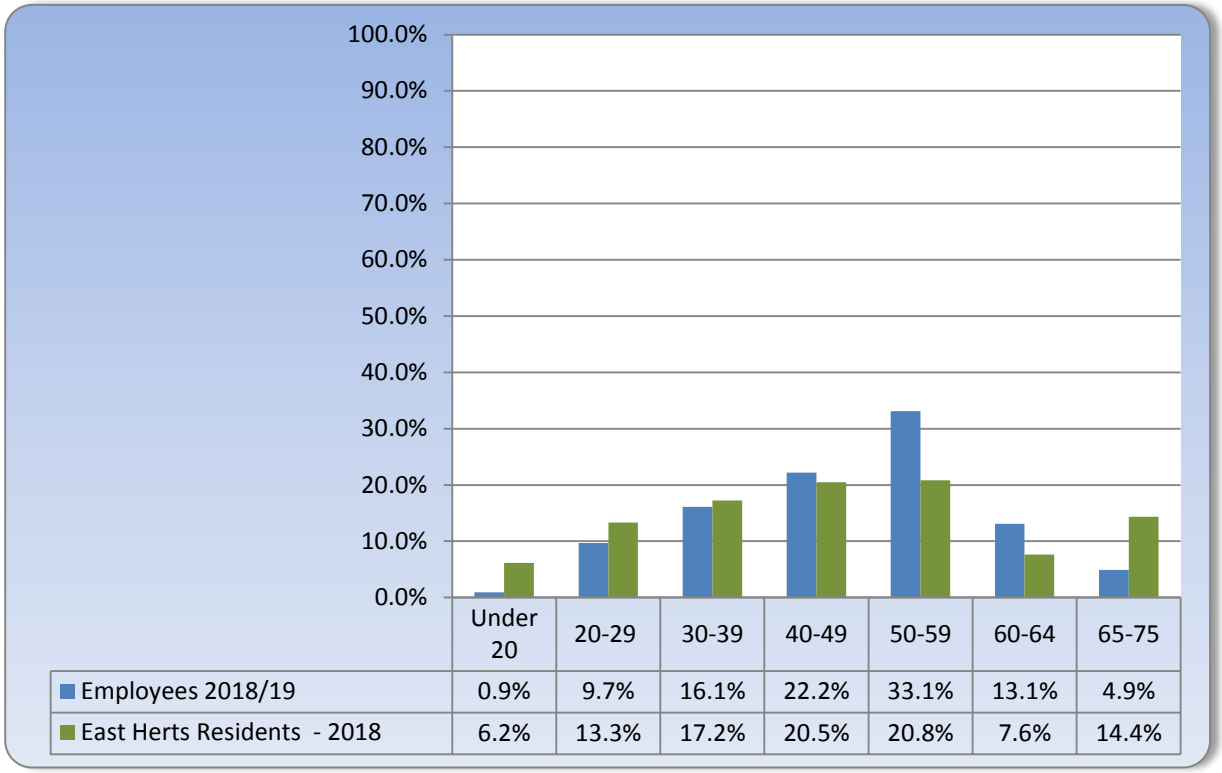
However, a high female to male workforce ratio is common in public sector with 68% being female and 32% being male (ONS: Public sector employment by gender (2015)). In addition, the council has contracted out many of the more male dominated areas of work such as refuse and grounds maintenance which has affected the male to female ratio further.

Ethnic origin

Figure 2.0 Employee profile by ethnic origin
Source: ONS Census 2011 - Ethnic Group by Measures

Figure 2.0 shows that the ethnic origin of employees is reflective of East Herts residents. The total percentage of BAME employees has increased over the last 3 years and noticeably so in 2018/19 (4.2% in 2016/17, 4.6% in 2017/18 and 6.4% in 2018/19) and is higher than the BAME residents in East Herts (4.5%). It is positive to see that the council is attracting a wider diversity of staff in terms of ethnicity.

Age



	Under 20	20-29	30-39	40-49	50-59	60-64	65-75
Employees 2018/19	0.9%	9.7%	16.1%	22.2%	33.1%	13.1%	4.9%
East Herts Residents - 2018	6.2%	13.3%	17.2%	20.5%	20.8%	7.6%	14.4%

Figure 3.0 Employee profile by age
Source: Nomis Official Labour Market Statistics – Population Estimates in East Herts (2018)

Note: The percentages shown for East Herts residents are the percentage of 16-75 year olds, not the total population.

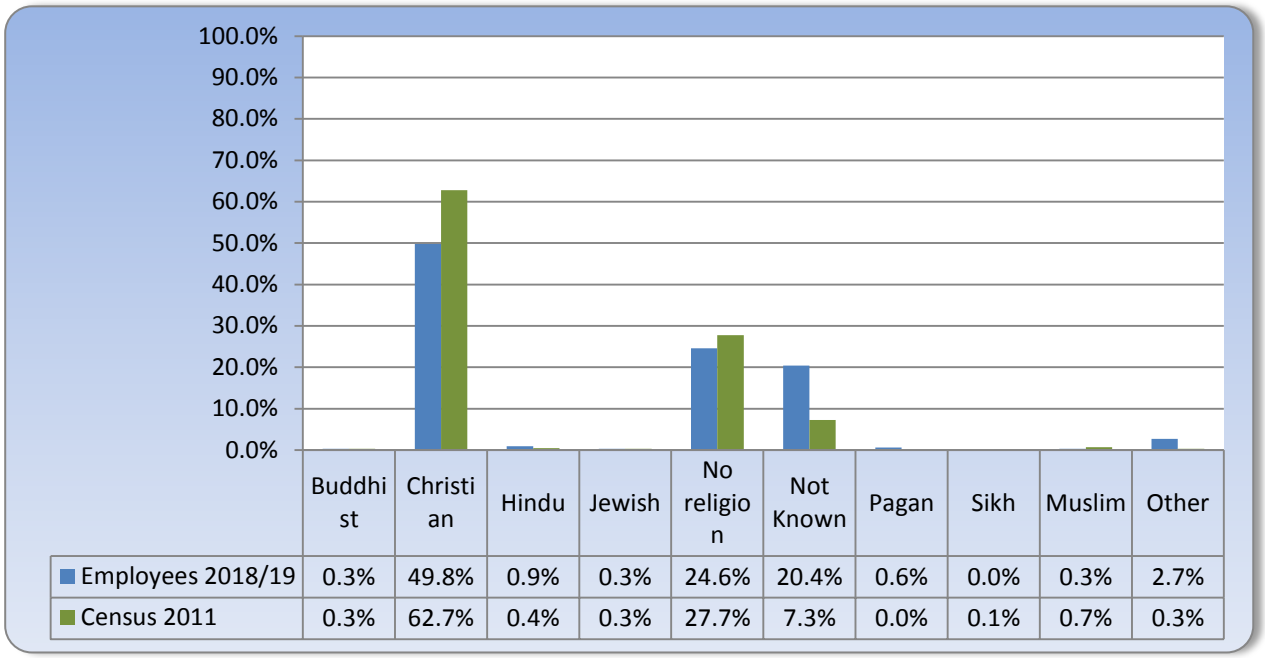
Figure 3.0 shows that the council has a considerably higher proportion of employees aged between 50 and 64 compared to East Herts residents. 46.2% of employees are in the 50-59 and 60-64 age groups compared to 28.4% of East Herts residents in these age groups. The size and structure of the council means that there are a limited number of entry level posts meaning that the majority of posts require experience and are likely to be filled by older individuals who have the required experience. The council has introduced more apprenticeships and trainee posts which require less experience and support staff developing in the role to both increase the younger age profile and provide succession planning but these posts can also be filled by career changers. The council also has a significant number of long serving employees which also impacts on the workforce age profile.

The percentage of employees under the age of 20 has decreased slightly since last year from 1.1% (4 employees) to 0.9% (3 employees). This is partly due to retaining some of our apprentices and they have turned 20 in the time they have been with us

and also recently recruited apprentices have been over the age of 20 in part because they have been Level 3 apprentices rather than Level 2. The percentage of employees under the age of 20 is lower than East Herts residents in this age group (4.5%) however this is likely to be due to it being compulsory to remain in full time education or training until the age of 18. The percentage of employees in the 20-29 age range has increased from 7.2% in 2017/18 to 9.7% in 2018/19 but is still lower than the percentage of East Herts residents in this age group (13.3%). This is likely to be due to many of the posts at the council being experience based, as mentioned above.

Although there are differences in the age profile of the workforce to that of the East Herts residents there are no significant concerns or evidence of discrimination or bias.

Religion and Belief



	Buddhist	Christian	Hindu	Jewish	No religion	Not Known	Pagan	Sikh	Muslim	Other
Employees 2018/19	0.3%	49.8%	0.9%	0.3%	24.6%	20.4%	0.6%	0.0%	0.3%	2.7%
Census 2011	0.3%	62.7%	0.4%	0.3%	27.7%	7.3%	0.0%	0.1%	0.7%	0.3%

Figure 4.0 Employee profile by religion and belief
Source: ONS Census 2011 - Religion

Figure 4.0 shows that the religions and beliefs of employees are generally reflective of East Herts residents and therefore there are no concerns in this area.

Disability

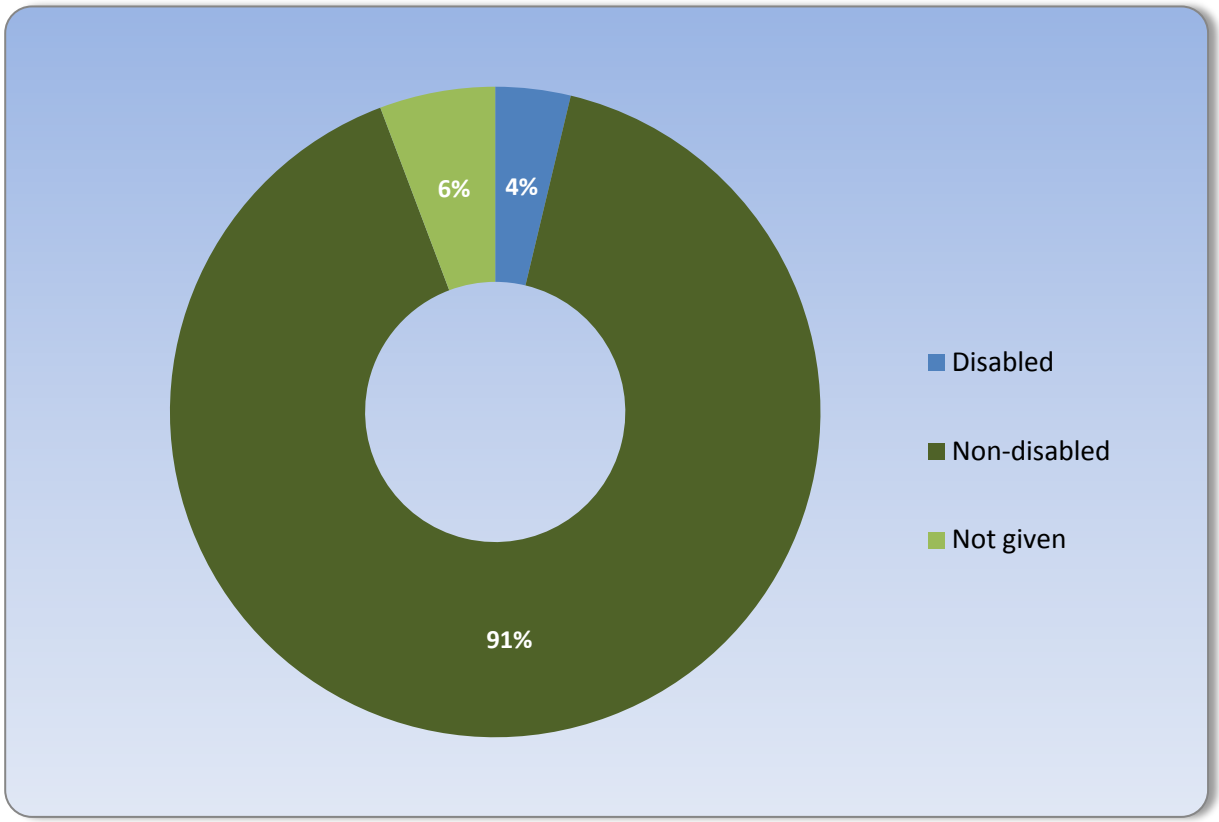
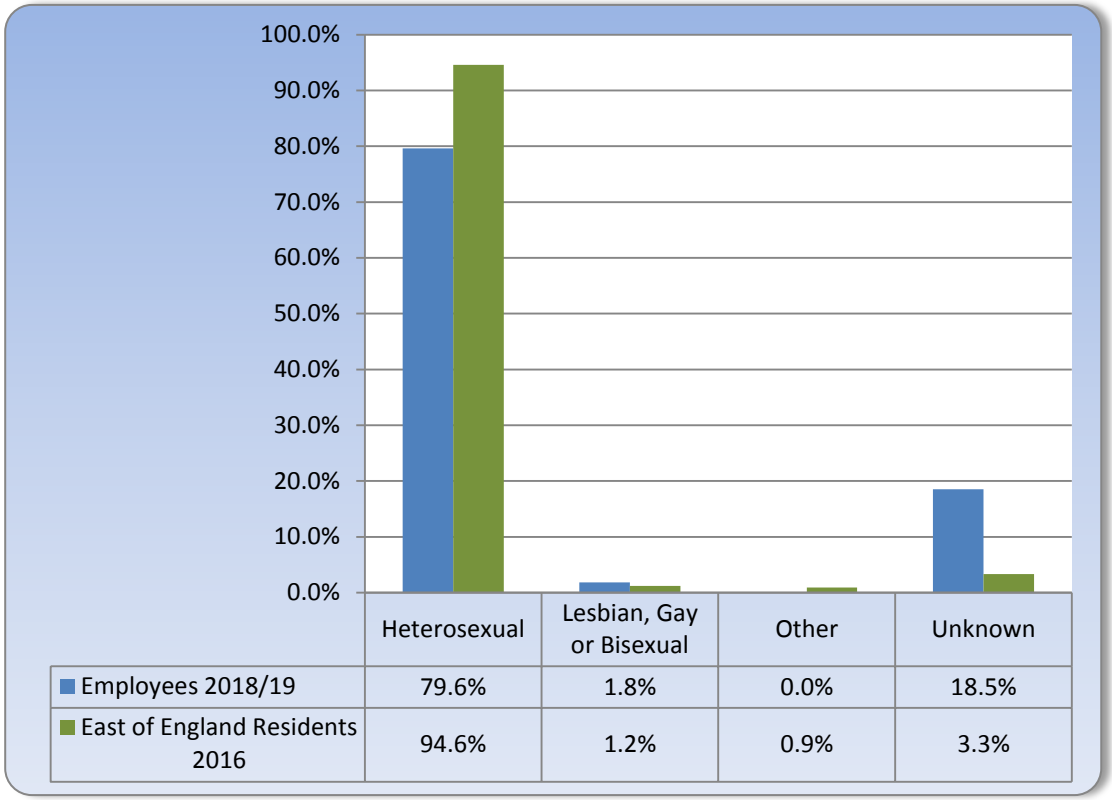


Figure 5.0 Employee profile by disability status

Figure 5.0 shows that as at 31 March 2019, 4% of employees had a disability, which is the same as 2017/18. This is slightly lower than East Herts residents with a disability (5%) (ONS Census 2011 - Long Term Health Problem or Disability). It is worth noting however that the 2011 Census data was household based and in addition people with a long term health problem may be unfit to work.

Sexual Orientation



	Heterosexual	Lesbian, Gay or Bisexual	Other	Unknown
Employees 2018/19	79.6%	1.8%	0.0%	18.5%
East of England Residents 2016	94.6%	1.2%	0.9%	3.3%

Figure 6.0 Employee profile by sexual orientation
Source: ONS – Sexual Identity by Region (East of England) – 2018

Figure 6.0 shows that there are no concerns with regard to the council's employee profile in terms of sexual orientation; in fact the council had a slightly higher percentage of lesbian, gay and bisexual employees (1.8%) compared to residents in the East of England (1.2%).

Recruitment

Introduction

This section provides information on external applicants who applied for jobs at the council between 1 April 2018 and 31 March 2019. Data has been collected at the application, shortlist and appointment stages. There were 80 external recruitment campaigns between 1 April 2018 and 31 March 2019. A total of 663 external applicants applied for jobs with the council.

Recruitment data has been analysed using 5 of the 9 protected characteristics under the Equality Act 2010:

- Sex
- Ethnic origin
- Age
- Disability status
- Sexual orientation

The council's position is that Transgender people should be respected as part of the gender they have chosen and therefore does not monitor separately in terms of their past gender or transition they have undertaken.

In terms of pregnancy and marital status these are not asked for at the recruitment stage. Regarding pregnancy, individuals may not wish to disclose this and by asking the wrong message maybe given to potential candidates and this also applies to a lesser extent to marital status (this is also a protected characteristic that can change and again could cause concern for candidate if asked based on previous discrimination in the employment market to newly married women re potential pregnancy/maternity in the future).

Although data is collected for religion or belief, this has not been reported on due to the low number of applicant reporting a religion other than Christian or not stated (4% in total across all other religions).

Due to the small numbers in each of the individual BAME groups, they have been combined and include:

- Mixed/Multiple Ethnic – includes White & Black Caribbean, White & Black African, White and Asian, Other mixed.
- Asian/Asian British – includes Indian, Pakistani, Bangladeshi, Chinese, Other Asian.
- Black/African/Caribbean/Black British – includes African, Caribbean, Other Black.
- Other – includes Arab, Any other ethnic group.

'White' includes English, Welsh, Scottish, Northern Irish, British, Irish, Gypsy or Irish Traveller, Other White.

(Definitions of Ethnic Groups taken from the 2011 Census)

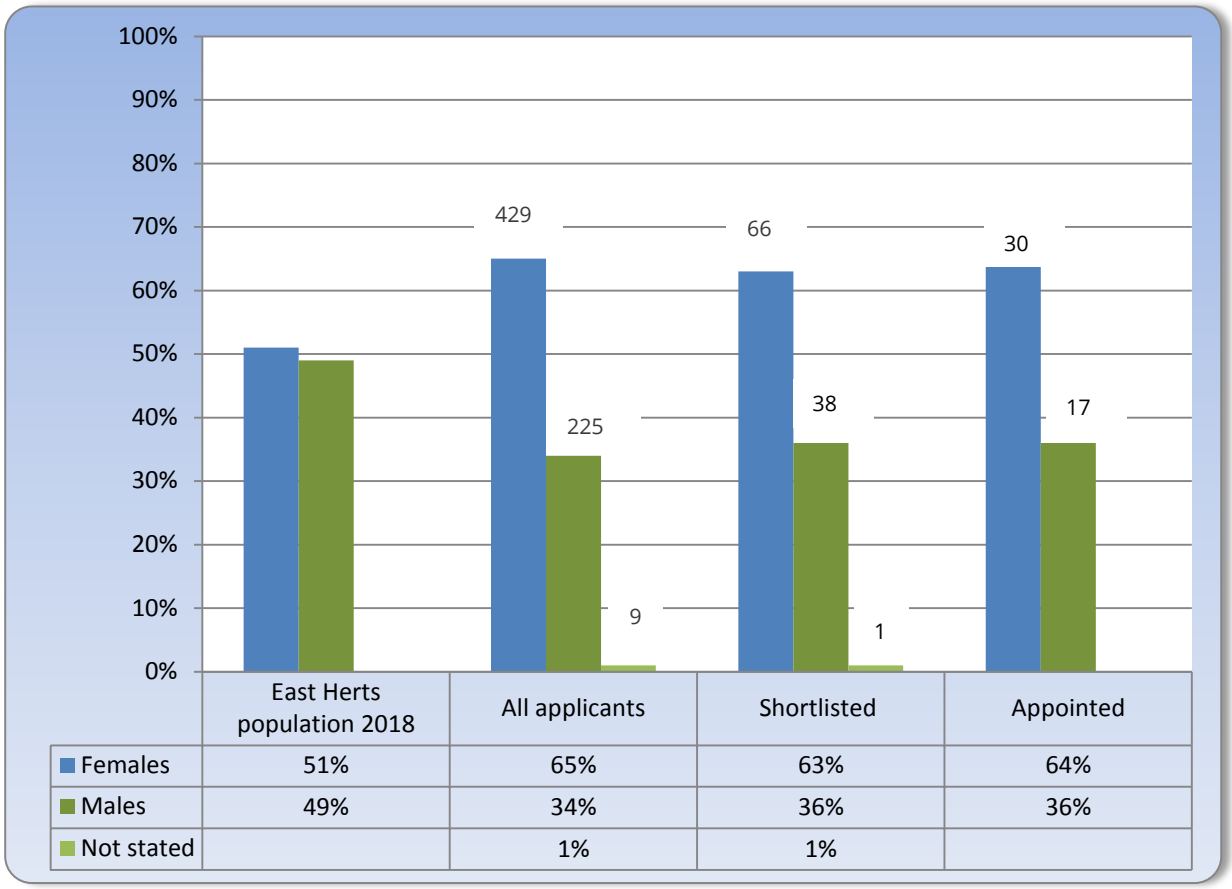
The data has been collected from the Equalities Monitoring Forms which are part of the application form and are detached before sending to managers.

Comparisons have been drawn to the profile of the working population of East Herts to understand whether the council has been successful in attracting a diverse range of applicants that are reflective of the local population.

The equalities data of applicants reaching the shortlisting and appointment stages has been compared to the data of all applicants to understand whether certain groups are being disadvantaged and at what stage of the recruitment process. At the application stage applicants will drop out of the process where they do not meet the required criteria and at this stage in the process the recruiting manager does not have any equalities information regarding the applicants. Therefore it is particularly important to note the shortlisting to appointment data as it is at this point that there is more opportunity for bias to occur once the recruiting manager has met the applicants.

It should be noted that the data for the shortlisting stage has been inconsistently provided by selection panels and therefore has a number of gaps in this stage. Some recruiting managers are not returning interview paperwork to HR and therefore for some positions we do not have the data on whom was shortlisted, only the successful candidate appointed. HR have recently addressed this and gained Leadership Team support to put back in place a requirement for shortlisting and interview paperwork to be returned before a conditional job offer is made. This is also addressed at the actions section at the end of this report.

Sex



	East Herts population 2018	All applicants	Shortlisted	Appointed
Females	51%	65%	63%	64%
Males	49%	34%	36%	36%
Not stated		1%	1%	

Figure 7.0 Applicant profile by sex compared to the population of East Herts
Source: Nomis Official Labour Market Statistics (East Herts residents aged 16-64 (2018))

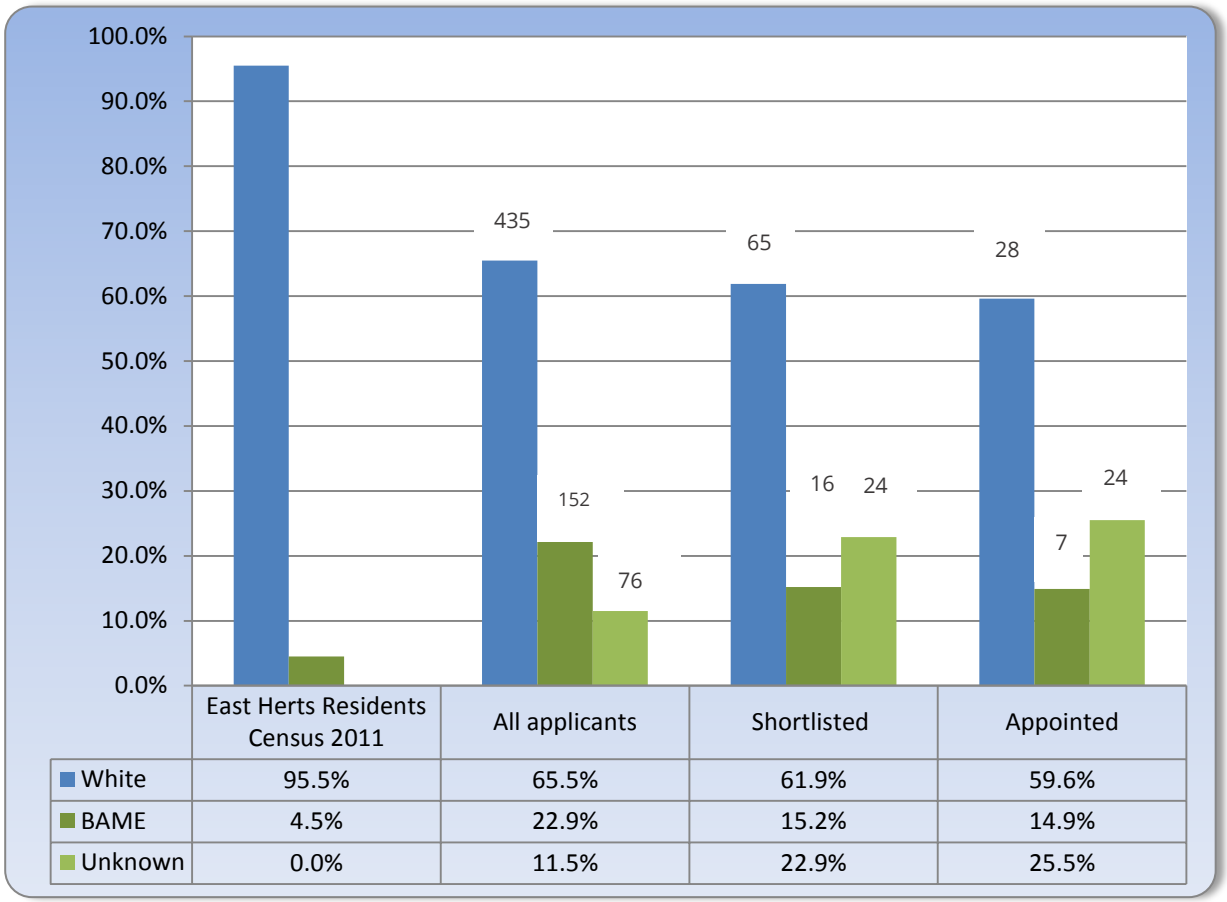
Figure 7.0 shows that in 2018/19 council attracted a higher proportion of female applicants than male applicants: 65% (429) of applicants were female and 34% (225) were male compared to the profile of the working population of East Herts (51% and 49% respectively).

This is a change from 2017/18 where 46% of applicants were female and 54% were male but is more in keeping with the council's overall profile (73% female to 27% male). It is however pleasing to note that the percentage of male applicants (34%) has remained higher than the male EHC profile of 27% and this continues and in fact increases slightly to 36% at the appointment stage.

Figure 7.0 also shows that of the 105 applicants shortlisted for interview, 66 (63%) were female and 38 (36%) were male. Figure 4.0 shows that of the 47 applicants appointed, 30 (64%) were female and 17 (36%) were male.

The percentages of males and females at application, shortlist and appointment stage are all closely aligned and therefore there is no indication of bias.

Ethnic origin



	East Herts Residents Census 2011	All applicants	Shortlisted	Appointed
White	95.5%	65.5%	61.9%	59.6%
BAME	4.5%	22.9%	15.2%	14.9%
Unknown	0.0%	11.5%	22.9%	25.5%

Figure 8.0 Applicant profile by ethnic origin compared to the population of East Herts

Source: ONS Census 2011 - Ethnic Group by Measures

Figure 8.0 shows that in 2018/19 the council attracted applicants from a diverse range of ethnic origins reflective of those of East Herts residents; 152 applicants (22.9%) were from BAME groups which is significantly higher than the percentage of East Herts residents in these groups (4.5%). This is also significantly higher than 2017/18 where 13.2% applicants were from BAME groups.

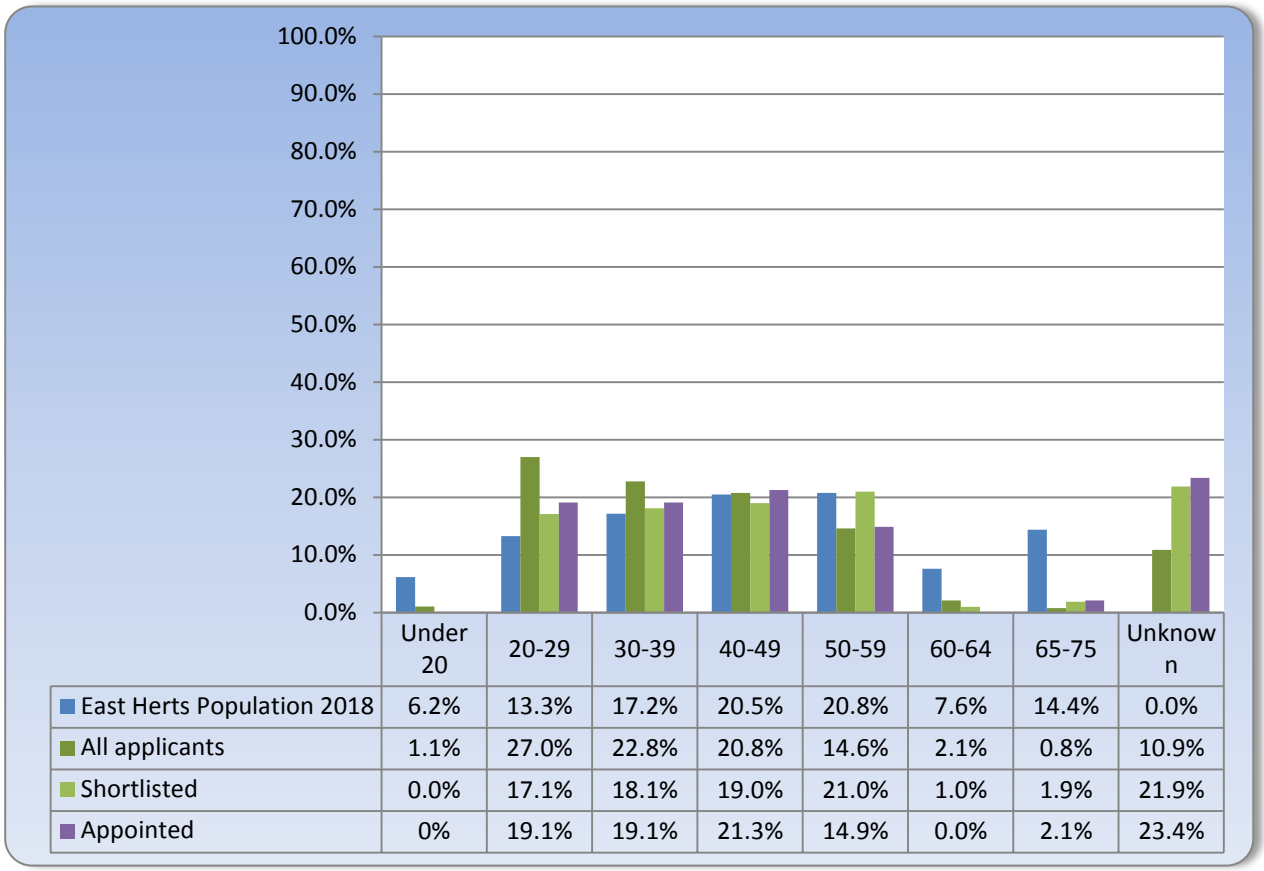
There is a close consistency in the percentages of applicants in the different ethnic groups at the application, shortlist and appointment stage. It is particularly pleasing to see that there is a close alignment in the percentages of applicants from BAME groups moving from the shortlisting to the appointment stage because it is at this stage that the applicant's ethnic origin can be identified and there is an opportunity for bias to occur.

Both white applicants and those from BAME groups see a reduction at the shortlisting stage, which is in part due to the number of unknowns.

In terms of progression within ethnic groups, in 2018/18 there was a concern regarding the percentage of applicants from BAME groups being shortlisted for interview (16%) compared to white applicants (26%). This year that gap has reduced by 4 percentage points; of the 152 applicants from BAME groups, 16 (11%) were shortlisted for interview and of the 435 white applicants, 65 (15%) were shortlisted for interview. Clearly with much smaller numbers of applicants from BAME groups, one individual can make a big difference to the percentages and this difference is not of statistical significance.

Of the 152 applicants from BAME groups, 7 (5%) were appointed compared to 28 of the 435 white applicants (6%). This gap between these percentages has reduced since 2017/18 where 4% of applicants from BAME groups were appointed compared to 11% of white applicants.

Age



	Under 20	20-29	30-39	40-49	50-59	60-64	65-75	Unknown
East Herts Population 2018	6.2%	13.3%	17.2%	20.5%	20.8%	7.6%	14.4%	0.0%
All applicants	1.1%	27.0%	22.8%	20.8%	14.6%	2.1%	0.8%	10.9%
Shortlisted	0.0%	17.1%	18.1%	19.0%	21.0%	1.0%	1.9%	21.9%
Appointed	0%	19.1%	19.1%	21.3%	14.9%	0.0%	2.1%	23.4%

Figure 9.0 Applicant profile by age compared to the working population of East Herts

Source: Nomis Population estimates - local authority based by single year of age (2018).

Note: The percentages shown for East Herts residents are the percentage of 16-75 year olds, not the total population. Numbers could not be added to this chart due to the size of the columns.

Figure 9.0 shows that the council attracted applicants from a wide range of age groups reflective of those of East Herts residents.

The data suggests that younger applicants see the council as an attractive place to work. The percentage of applicants in the 20-29 age group (27%) is double that of East Herts residents in that age group (13.3%). The percentage of applicants under the age of 20 is low (1.1%) compared to East Herts residents in that age group (6.2%), however this is likely to be due to it being compulsory to remain full time education or training up to the age of 18. In addition, the council retained several apprentices this year and the entry level for recently recruited apprentices has been Level 3 rather than Level 2.

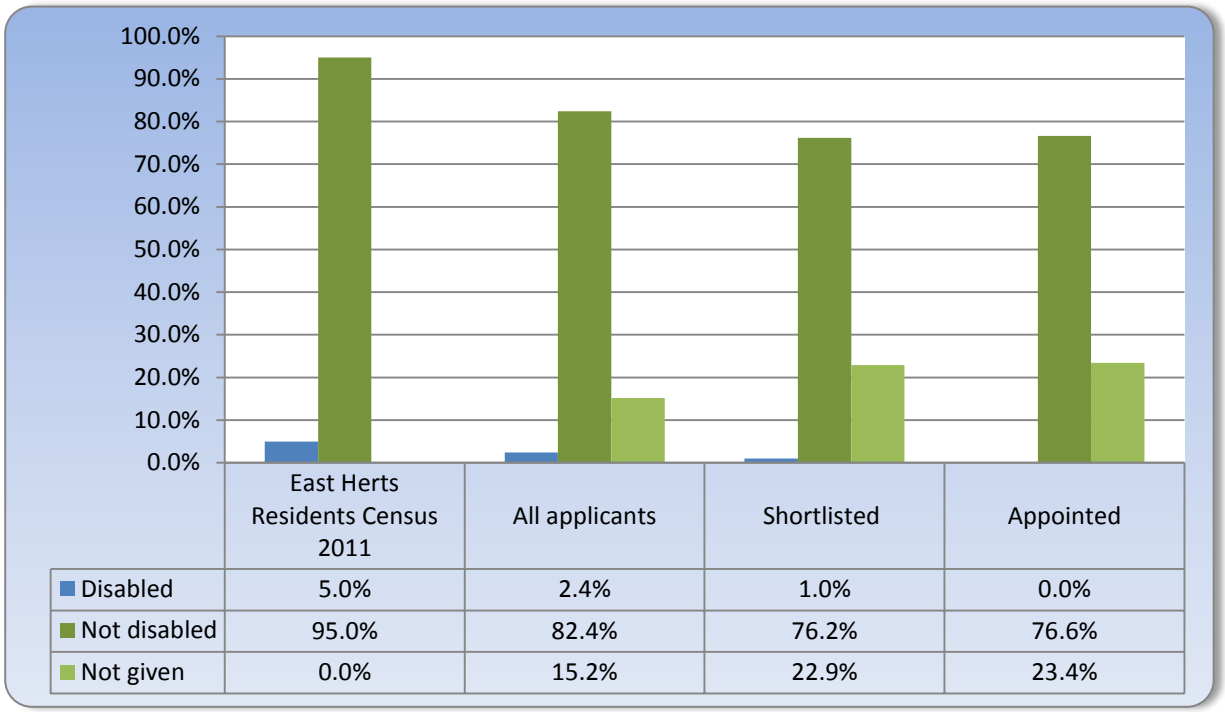
There were 5 applicants (0.8%) from the 65-75 age group which is less than the East Herts residents in that age group (14.4%) but this is likely to be due to most people taking retirement rather than looking for employment in this age group.

It is positive to see that there is close alignment in the percentages of applicants in the different age groups between the shortlisting and appointment stage with the exception of the 50-59 age group.

There is more variation at the shortlisting stage. There were 7 applicants under the age of 20 but none were shortlisted for interview, however due to the small numbers it is difficult to comment on the reasons for this although it is likely to be related to the level of experience required for the role. The percentage of applicants shortlisted in the 20-29 and 30-39 age groups were also slightly less successful at shortlisting stage than those in the older age groups.

Despite this variation at the shortlisting stage, there is consistency again between the application and appointment stages and there are no obvious areas for concern.

Disability status



	East Herts Residents Census 2011	All applicants	Shortlisted	Appointed
Disabled	5.0%	2.4%	1.0%	0.0%
Not disabled	95.0%	82.4%	76.2%	76.6%
Not given	0.0%	15.2%	22.9%	23.4%

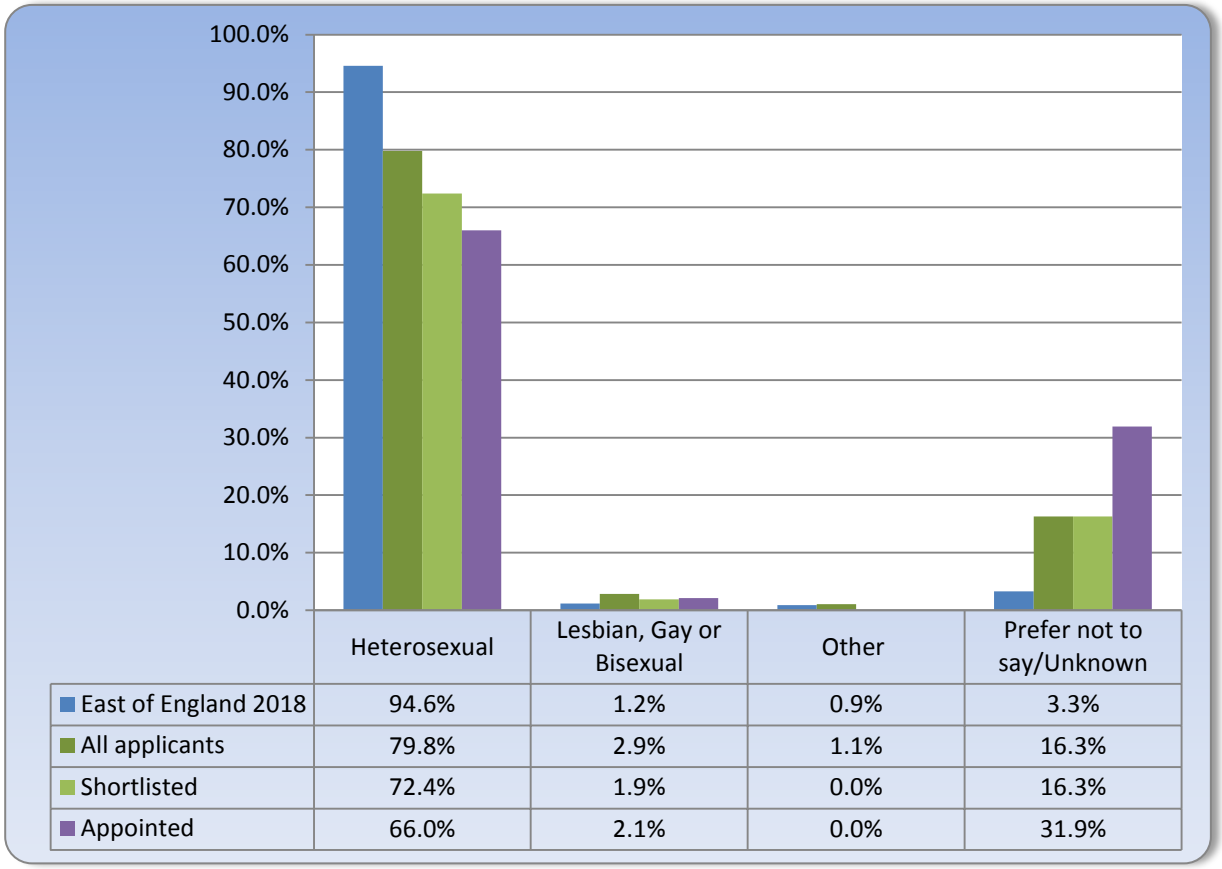
Figure 10.0 Applicant profile by disability compared to the working population of East Herts (Disability status)

Source: ONS Census 2011 - Long Term Health Problem or Disability

Figure 10.0 shows that 2.4% of applicants had a disability in 2018/19 which is lower than East Herts residents with a disability (5%). This is not of particular concern as the figure for East Herts residents includes those with a long term health problem which may mean they are unfit to work. In addition, the disability status of almost a quarter of those at the shortlisting and appointment stage was unknown.

The council guarantees that applicants who have applied under the Disability Confident Scheme will be invited for an interview if they meet the minimum essential criteria for the role. In 2018/19, there were 16 applicants (2.4%) who stated that they have a disability. Of these, 1 met the essential criteria and was shortlisted for interview but they were not appointed. Whilst this is of some concern, due to the small numbers and the level of unknowns it is difficult to draw any significant conclusions. However it should be noted that no applicants raised any concerns regarding their disability status. The council will continue to encourage disabled applicants to apply for jobs at the council in job adverts and the HR team will be contacting Disability Advisors at the Jobcentre to make them aware of available jobs at the council and the council's commitment to interview disabled applicants who meet the essential criteria and to make reasonable adjustments where required. In next year's report the disabled status of appointed applicants will be checked on the HR system and included in the analysis to reduce the number of unknowns.

Sexual orientation



	Heterosexual	Lesbian, Gay or Bisexual	Other	Prefer not to say/Unknown
East of England 2018	94.6%	1.2%	0.9%	3.3%
All applicants	79.8%	2.9%	1.1%	16.3%
Shortlisted	72.4%	1.9%	0.0%	16.3%
Appointed	66.0%	2.1%	0.0%	31.9%

Figure 11.0 Applicant profile by sexual orientation compared to the East of England

Source: ONS – Sexual Identity by Region (East of England) – 2018.

Figure 11.0 shows that 2.9% of applicants in 2018/19 were lesbian, gay or bisexual. It is pleasing to note that this is higher than the percentage for the East of England (1.2%).

Overall there is good consistency between the percentages at the application, shortlist and appointment stages. This is particularly positive given the high level of unknowns, although this is common as many applicants choose not to specify their sexual orientation.

Performance Management

All employees have one annual Performance Development Review (PDR) completed between January and March with regular one to ones throughout the year. There are five PDR ratings:

- Exceptional Performance
- Exceeding Expectations
- Meeting Expectations
- Opportunity for Improvement
- Immediate Improvement Required

90% of PDRs for 2018/19 were completed. 58% of PDRs completed were graded as 'Meeting Expectations'. No further analysis has been made regarding employees in this category in terms of protected characteristics as they are performing their role effectively and this group tends to be representative of the overall employee profile.

Due to the small numbers of employees falling in 'Exceptional Performance' category (6 employees), 'Opportunity for Improvement' (6 employees) and 'Immediate improvement required' (0), no further analysis has been carried out in relation to protected characteristics.

84 (31%) of employees were graded as 'Exceeding Expectations'. Of these, 76% of were female and 24% were male. This is reflective of the employee profile (73% and 27% respectively) and therefore there are no concerns in this area.

Employees ranged across all of the age groups and numbers were reflective of the employee profile and therefore there are no concerns in this area.

1 employee (0.4%) in this category was from a BAME group which is less than the employee profile overall (6.4%) however it is worth noting that it was 3.6% last year and due to the small numbers one individual can make a significant impact on the statistics. This will be monitored to ensure that there is not an emerging pattern.

1 employee (0.4%) in this category was disabled which is less than the employee profile overall (4%) but this is from a potential group of 14 at the council in total. As noted above due to the small numbers one individual can make a significant impact on the statistics.

Disciplinary and Grievance

There were 4 formal disciplinary cases and 3 formal grievances in 2018/19. Full details of protected characteristics are not provided due to the sensitivity of the data and the small number of cases. However it is possible to state that all 7 employees were white, 6 were male and 1 was female, and no employees stated they had a disability. Although 6 employees were male, 3 of these relate to grievances which were not upheld. Two of the grievances related to a service restructure. It is difficult to draw any meaningful conclusions but there is nothing to suggest that there is any bias or cause for concern.

Training

The 2018/19 Learning and Development Programme offered a range of learning and development opportunities designed to meet corporate, service and individual needs. Development needs were identified both corporately and through individual PDRs. Development opportunities were delivered by facilitated events, workshops, job shadowing, mentoring, coaching, webinars and e-learning. All employees are trained in equality and diversity as part of the mandatory training programme.

Corporate training courses are advertised to all staff via an email bulletin. Access to the courses is subject to manager approval and places are offered on a first come first served basis. Requests for funded professional and vocational training are approved by Leadership Team. No requests for professional or vocational training were refused in 2018/19.

We are satisfied that training and development is provided on a fair and equal basis across the council and allows all employees to take advantage of the opportunities.

Leavers

Introduction

This section provides information on employees who have left the council (both voluntarily and involuntarily) between the period 1 April 2018 and 31 March 2019. The figures exclude casual employees who have left the council and those who are on a career break.

The total number of leavers during the period is 64. Of these, 53 left voluntarily and 11 left involuntarily. The involuntary leavers include those temporary contract had come to an end or dismissal e.g. as a result of compulsory redundancy or misconduct. Please refer to the Annual Turnover Report for 2018/19 (Human Resources Committee July 2019) for full details in terms of reasons for leaving, leavers by length of service, leavers by service area etc. This section looks at leavers in terms of equalities and protected characteristics but does not going in the same details as the Turnover Report.

Leaver data has been analysed using 5 of the 9 protected characteristics under the Equality Act 2010 as follows:

- Sex
- Ethnic origin
- Age
- Religion or Belief
- Disability

Sexual orientation was not provided due to the small numbers of employees in some categories which may identify individuals. There are no concerns in this area.

Although marital status data is recorded this is not currently reportable from the system. This will be investigated and added to the 2019/20 report if possible.

Pregnancy is not a permanent characteristic but a state in time. 3 employees took maternity leave in 2018/19 and it should be noted that no concerns have been raised regarding this protected characteristic.

Although the HR system has capacity for employees to indicate if they are transgender the new starter forms do not request this and instead the council has focused on the current gender and not the past.

Sex

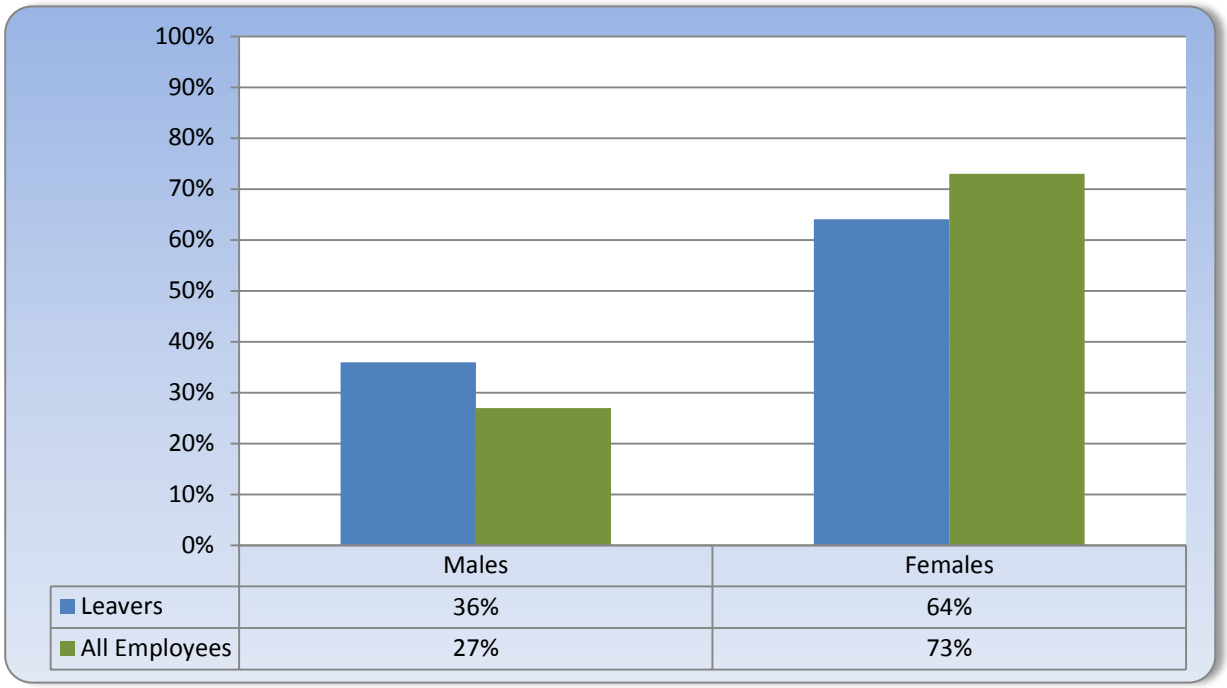
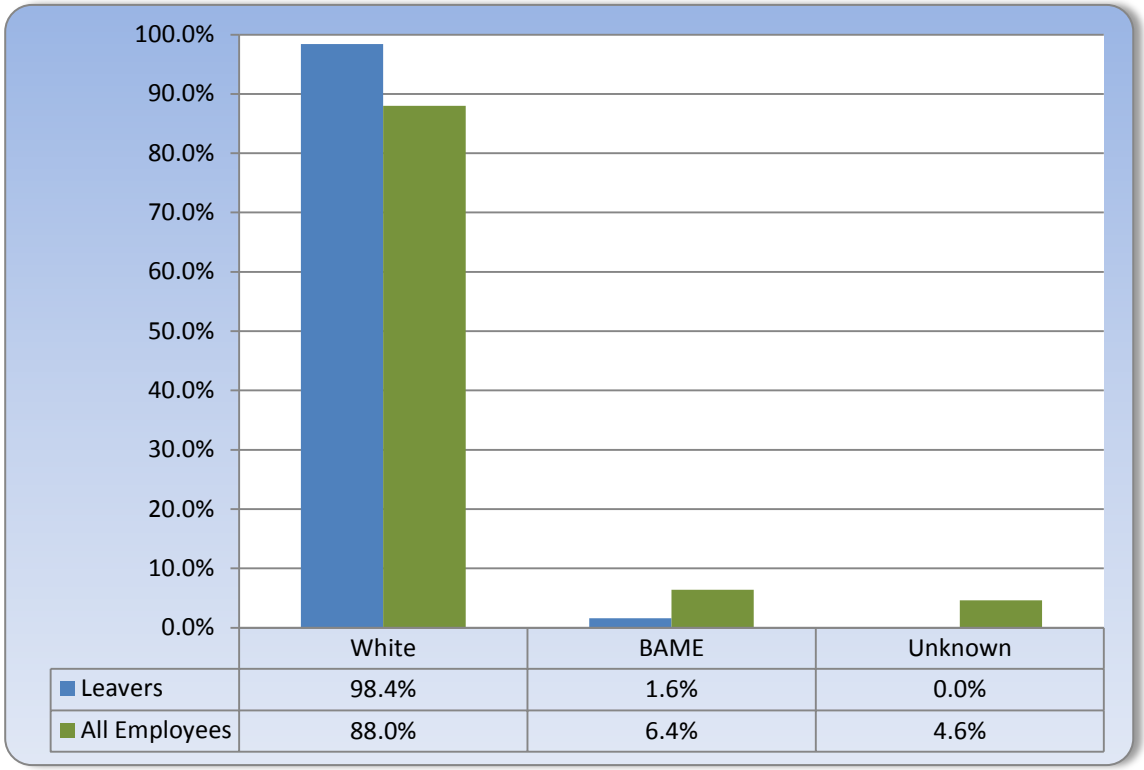


Figure 12.0 Leavers by sex

Figure 12.0 shows that there was a higher percentage of male leavers when compared to the percentage of male employees; 36% of leavers were male and 64% were female which is not reflective of all employees (27% and 73% respectively). However, the percentage of male leavers has reduced slightly since 2017/18, where 38% of leavers were male.

HR have reviewed exit questionnaires which has not indicated any gender related points, it is worth noting that when splitting voluntary leavers from involuntary leavers (i.e. staff where the council has ended their employment rather than the employee resigning), the percentage of men increase to 55% and this has therefore had an impact in the overall percentage of male leavers. It is also worth noting that the council in part has more female employees due to the flexible working arrangements offered and whilst this can also benefit men it does tend to mean female employees stay longer whereas men in predominately full-time roles are more able to move on to similar full-time roles in various sectors.

Ethnic Origin

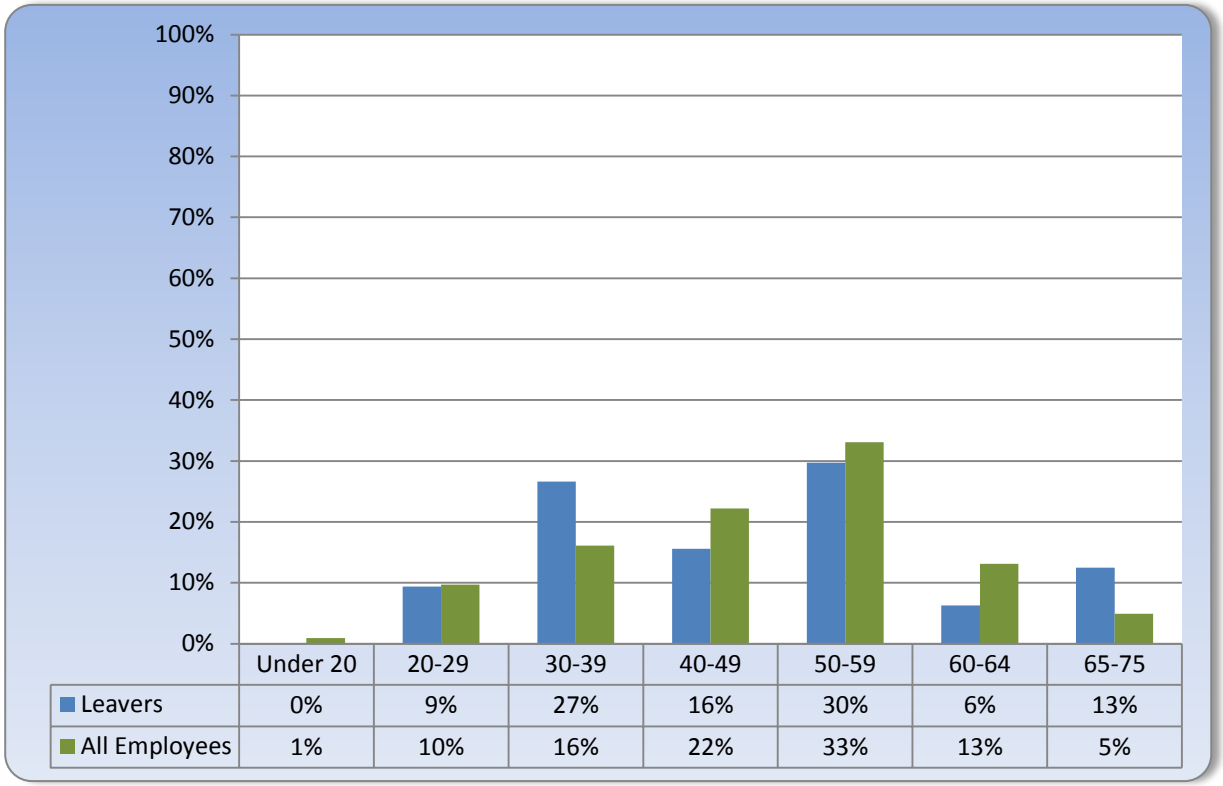


	White	BAME	Unknown
Leavers	98.4%	1.6%	0.0%
All Employees	88.0%	6.4%	4.6%

Figure 13.0 Leavers by ethnic origin

Figure 13.0 shows that there was a higher percentage of white leavers when compared to the percentage of white employees; 98.4% of leavers were white and 1.6% were from BAME groups which is not reflective of the employee profile (88% and 6.4% respectively). However, due to the relatively small numbers involved and the number of unknowns these differences are not of concern and it is positive that the council is retaining employees from BAME groups. The HR team will be encouraging employees to update their equalities details on MyView.

Age



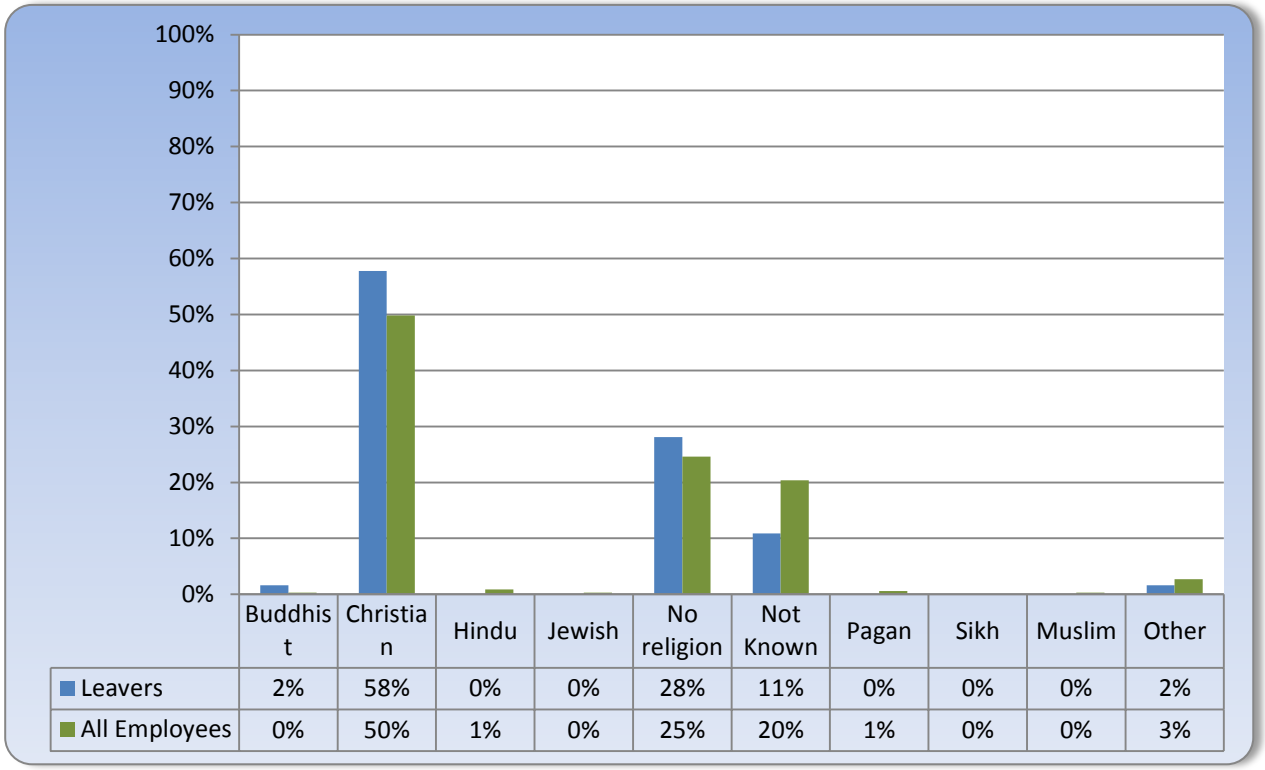
	Under 20	20-29	30-39	40-49	50-59	60-64	65-75
Leavers	0%	9%	27%	16%	30%	6%	13%
All Employees	1%	10%	16%	22%	33%	13%	5%

Figure 14.0 Leavers by age

Figure 14.0 shows that there was more than twice the number of leavers in the 65-75 age group than employees in this age range but this is due to employees in this age group taking retirement.

The percentage of leavers in the 30-39 age group (27%) was significantly higher than the percentage of employees in this age range (16%). This could be because employees in this age group are more likely to be progressing in their career and due to the small teams at the council may have to seek career progression outside of the council. This is an area the council continually tries to address but is ultimately limited by the overall size and structure.

Religion or Belief

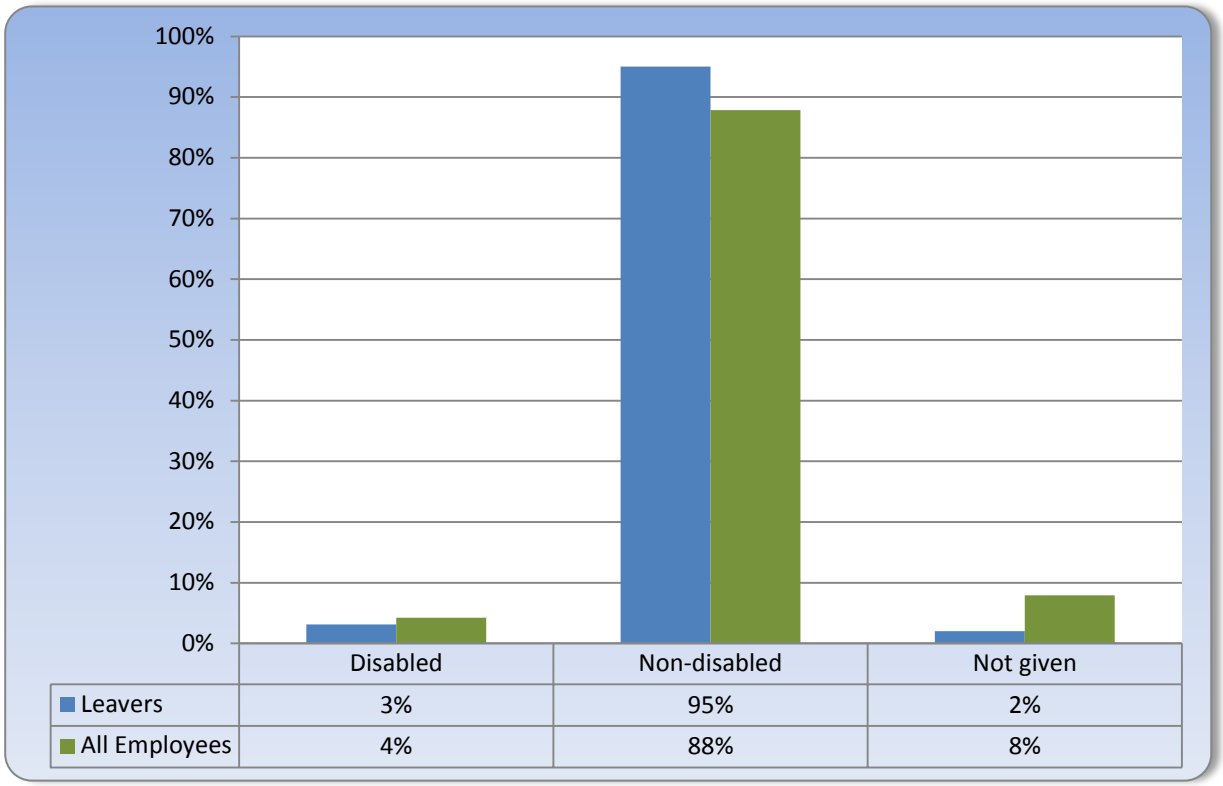


	Buddhist	Christian	Hindu	Jewish	No religion	Not Known	Pagan	Sikh	Muslim	Other
Leavers	2%	58%	0%	0%	28%	11%	0%	0%	0%	2%
All Employees	0%	50%	1%	0%	25%	20%	1%	0%	0%	3%

Figure 15.0 Leavers by religion

There are no concerns in this area, the religious belief of leavers in 2018/19 were generally reflective of the overall employee profile given the small numbers involved.

Disability



	Disabled	Non-disabled	Not given
Leavers	3%	95%	2%
All Employees	4%	88%	8%

Figure 16.0 Leavers by disability

Figure 16.0 shows the percentage of leavers with a disability (3%) was slightly lower than the percentage of employees with a disability (4%). Therefore there are no concerns in this area. It is positive to note that the council is retaining disabled staff at a time that no more have been recruited. Employees' disability status can change during the course of their employment and HR will be encouraging all employees to check and update their equalities details as necessary.

Action plan

Action	Timescale
Employee Profile	
To complete the required annual Gender Pay Gap report for 2019.	Published by March 2020
Develop guidance on supporting employees who are changing gender so that best practice is available to both staff and managers where required.	March 2020
Send all staff a reminder to check and update their personal details on MyView ahead of the data being analysed for the next annual equalities report to ensure we have full rather than partial data, reminding staff that we are not interested in their individual data but global percentages.	February 2020
Review the exit questionnaire with the intention of including equalities based questions going forward.	January 2020
Review the questions in the next staff survey to include a range of equalities questions and analyse these in future equalities reports as data becomes available.	Next staff survey Autumn 2020
Recruitment	
Require managers to return all recruitment paperwork before an offer letter can be sent out to ensure HR have full shortlisting data to be able to report on	LT support has been agreed for this to be put back in place and was implemented in October 2019
Review introducing 'name-blind' recruitment (where names are removed during the shortlisting process to avoid sex and ethnicity bias).	To be revisited if the recruitment module of the HR system is implemented and can provide this feature, without the system this task would not be achievable in the current HR

	team administration capacity.
Include a guidance document on bias when sending managers job applications.	To be rolled out to all recruitment panels once produced by the Design team
To develop links with Disability Advisors at the Jobcentre to make them aware of our vacancies.	By December 2019
Performance Management	
HR to continue to undertake spot checks on PDR documentation to ensure that they are of good quality and provide sufficient evidence to justify the rating given.	Ongoing. Next round of annual PDRs to be submitted by end of March 2020.
Discipline and Grievance	
Continue to monitor equalities data for all disciplinaries and grievances.	Ongoing
Training	
Continue to ensure that all staff complete the equality and diversity module as part of the mandatory training programme.	Ongoing
Continue to ensure that managers are trained in the PDR process and that effective and appropriate personal development plans are put in place for all employees, including those rated as 'exceeding expectations' and above.	Ongoing
Continue to develop Mental Health First Aiders to support staff experiencing mental health issues.	Ongoing

Our communities

East Herts Council is committed to promoting equality across the district - our Corporate Equality Policy sets out this commitment clearly. The policy also explains what our duties are under the Equality Act 2010 and in particular the Public Sector Equality Duty.

It is important that we understand our resident population so that we can design and deliver services that are fair, accessible and open to everyone who needs them. The purpose of this section of the report is to demonstrate this understanding and to tell you about some of the things we have achieved in the last year to promote equality and diversity across the district.

This section of the report gives a picture of the make-up of our community and looks back at the ways we have supported and celebrated equality and diversity over the past year.

Population data

Main data source and source of all tables and charts:
https://www.hertfordshire.gov.uk/microsites/herts-insight/home.aspx

Demographics:

- The total population of East Herts is 147,100 (mid-2017 estimates).
- 49.16% of the usual resident population of East Hertfordshire District at the time of the 2011 Census were male compared to 50.84% who (naturally) were female.
- Population projections suggest an increase of approximately 27,600 in population (18.89%) in East Hertfordshire District over the 25 period from 2016 to 2041.

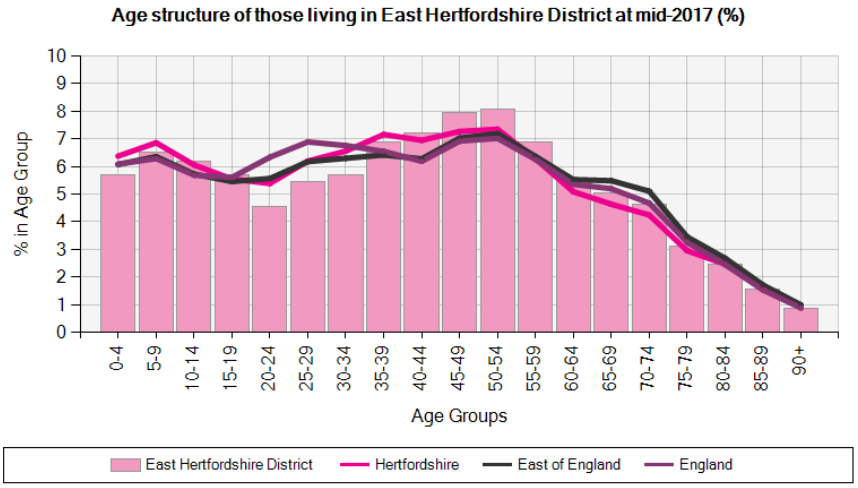
Age:

- The age profile of East Herts residents is shown below:

Age structure of those living in East Hertfordshire District at mid-2017

	East Hertfordshire District	Hertfordshire	East of England	England
All persons : All ages (2017)	147100	1180900	6168400	55619400
All persons : Aged 0-4 (2017)	8400	75400	375200	3384900
All persons : Aged 5-9 (2017)	9600	81000	392100	3497400
All persons : Aged 10-14 (2017)	9100	71600	353400	3166000
All persons : Aged 15-19 (2017)	8400	65500	337000	3120700
All persons : Aged 20-24 (2017)	6700	63700	343500	3526100
All persons : Aged 25-29 (2017)	8000	73200	381100	3831600
All persons : Aged 30-34 (2017)	8400	77500	388700	3757400
All persons : Aged 35-39 (2017)	10100	84500	396000	3642600
All persons : Aged 40-44 (2017)	10600	82100	387500	3442800
All persons : Aged 45-49 (2017)	11700	85900	433800	3850100
All persons : Aged 50-54 (2017)	11900	86800	443800	3907200
All persons : Aged 55-59 (2017)	10100	74200	393000	3479000
All persons : Aged 60-64 (2017)	8000	60100	341100	2982900
All persons : Aged 65-69 (2017)	7400	54800	338900	2890600
All persons : Aged 70-74 (2017)	6800	50200	315500	2604500
All persons : Aged 75-79 (2017)	4600	35000	213600	1813400
All persons : Aged 80-84 (2017)	3600	29200	166200	1369900
All persons : Aged 85-89 (2017)	2300	19000	106400	856800
All persons : Aged 90+ (2017)	1300	11100	61600	495200

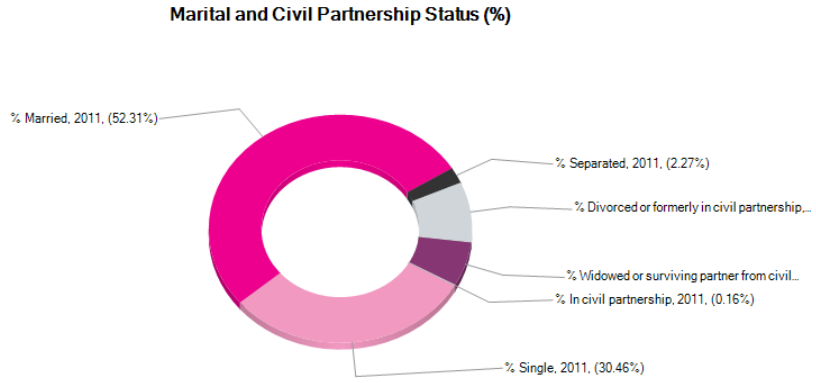
Source: Office for National Statistics, Mid Year Population Estimates.
This data is rounded to the nearest 100 in line with ONS policy, where a figure is 0 this does not neccessarily mean that this is the case. Also figures may not sum to the total.



Source: Office for National Statistics, Mid Year Population Estimates.
Figures rounded to the nearest 100 have been used to calculate these percentages.

Marital status:

- 52.31% of the population in East Herts are married - higher than the rest of England (46.59%).
- 30.46% of the population are single - lower than the rest of England (34.64%).
- (Census 2011)



Source: Office for National Statistics, 2011 Census, Table KS103EW
N.B. This was a new question in the 2011 Census and therefore no comparable statistics are available from the 2001 data.

Religion:

- 62.75% of the East Herts population is Christian – higher than the English average at 59.38% (Census 2011).
- 27.75% of the population stated that they have no religion.

- East Herts has a low proportion of residents who belong to other religions. After Christianity, the proportion of the population who stated a religion in 2011 belonged to the following religions:
    - Islam: 0.72% (5.02% across England)
    - Hinduism 0.45% (1.52% across England)
    - Judaism: 0.33% (0.49% across England)

Stated Religion for those living in East Hertfordshire District at 2011 (%)

	East Hertfordshire District	Hertfordshire	East of England	England
% Christian (2011)	62.75	58.25	59.66	59.38
% Buddhist (2011)	0.32	0.49	0.38	0.45
% Hindu (2011)	0.45	1.93	0.92	1.52
% Jewish (2011)	0.33	1.91	0.60	0.49
% Muslim (2011)	0.72	2.75	2.54	5.02
% Sikh (2011)	0.12	0.45	0.31	0.79
% Other religion (2011)	0.32	0.45	0.43	0.43
% No religion (2011)	27.75	26.53	27.90	24.74
% Religion not stated (2011)	7.26	7.23	7.26	7.18

Source: Office for National Statistics, 2011 Census, Table KS209EW.

Stated Religion for those living in East Hertfordshire District at 2011 (Count)

	East Hertfordshire District	Hertfordshire	East of England	England
All usual residents (2011)	137,687	1,116,062	5,846,965	53,012,456
Christian (2011)	86,393	650,129	3,488,063	31,479,876
Buddhist (2011)	435	5,502	22,273	238,626
Hindu (2011)	616	21,508	54,010	806,199
Jewish (2011)	454	21,345	34,830	261,282
Muslim (2011)	989	30,730	148,341	2,660,116
Sikh (2011)	161	5,048	18,213	420,196
Other religion (2011)	440	5,072	24,981	227,825
No religion (2011)	38,205	296,046	1,631,572	13,114,232
Religion not stated (2011)	9,994	80,682	424,682	3,804,104

Source: Office for National Statistics, 2011 Census, Table KS209EW.

Ethnicity:

- In 2011, the percentage of the East Herts population that were in **a minority ethnic group (i.e. not White-British) was 9.75%.**
- This compares to 6.68% in 2001.
- The largest minority ethnic groups in 2011 were:
    - White – other (4.04%)
    - White – Irish (1.14%)
    - Indian (0.73%)
    - White and Asian (0.62%)

Ethnic group populations (Count) for those living in East Hertfordshire District at 2011

	East Hertfordshire District	Hertfordshire	East of England	England
All usual residents (2011)	137,687	1,116,062	5,846,965	53,012,456
White: English/Welsh/Scottish/Northern Irish/British (2011)	124,266	902,006	4,986,170	42,279,236
White: Irish (2011)	1,566	17,260	55,573	517,001
White: Gypsy or Irish Traveller (2011)	57	1,149	8,165	54,895
White: Other (2011)	5,567	57,080	260,286	2,430,010
Mixed or multiple ethnic group: White and Black Caribbean (2011)	622	8,899	37,222	415,616
Mixed or multiple ethnic group: White and Black African (2011)	210	3,250	15,388	161,550
Mixed or multiple ethnic group: White and Asian (2011)	854	8,703	32,226	332,708
Mixed or multiple ethnic group: Other (2011)	528	6,645	27,280	283,005
Asian or Asian British: Indian (2011)	999	28,848	86,736	1,395,702
Asian or Asian British: Pakistani (2011)	213	12,302	66,270	1,112,282
Asian or Asian British: Bangladeshi (2011)	282	5,608	32,992	436,514
Asian or Asian British: Chinese (2011)	516	8,462	33,503	379,503
Asian or Asian British: Other (2011)	671	17,361	58,871	819,402
Black/African/Caribbean/Black British: African (2011)	590	19,722	69,925	977,741
Black/African/Caribbean/Black British: Caribbean (2011)	300	8,713	33,614	591,016
Black/African/Caribbean/Black British: Other (2011)	94	2,966	13,903	277,857
Other ethnic group: Arab (2011)	134	2,359	10,367	220,985
Other ethnic group: Any other ethnic group (2011)	218	4,729	18,474	327,433

Source: Office for National Statistics, 2011 Census, Table KS201EW.

Ethnic group percentages for those living in East Hertfordshire District at 2011

	East Hertfordshire District	Hertfordshire	East of England	England
% of White: English/Welsh/Scottish/Northern Irish/British (2011)	90.25	80.82	85.28	79.75
% of White: Irish (2011)	1.14	1.55	0.95	0.98
% of White: Gypsy or Irish Traveller (2011)	0.0414	0.1030	0.1397	0.1036
% of White: Other (2011)	4.04	5.11	4.45	4.58
% of Mixed or multiple ethnic group: White and Black Caribbean (2011)	0.45	0.80	0.64	0.78
% of Mixed or multiple ethnic group: White and Black African (2011)	0.15	0.29	0.26	0.30
% of Mixed or multiple ethnic group: White and Asian (2011)	0.62	0.78	0.55	0.63
% of Mixed or multiple ethnic group: Other (2011)	0.38	0.60	0.47	0.53
% of Asian or Asian British: Indian (2011)	0.73	2.58	1.48	2.63
% of Asian or Asian British: Pakistani (2011)	0.15	1.10	1.13	2.10
% of Asian or Asian British: Bangladeshi (2011)	0.20	0.50	0.56	0.82
% of Asian or Asian British: Chinese (2011)	0.37	0.76	0.57	0.72
% of Asian or Asian British: Other (2011)	0.49	1.56	1.01	1.55
% of Black/African/Caribbean/Black British: African (2011)	0.43	1.77	1.20	1.84
% of Black/African/Caribbean/Black British: Caribbean (2011)	0.22	0.78	0.57	1.11
% of Black/African/Caribbean/Black British: Other (2011)	0.07	0.27	0.24	0.52
% of Other ethnic group: Arab (2011)	0.10	0.21	0.18	0.42
% of Other ethnic group: Any other ethnic group (2011)	0.16	0.42	0.32	0.62
% of Any other than White British (Derived variable) (2011)	9.75	19.18	14.72	20.25
% of Any other than White (Derived variable) (2011)	4.5	12.4	9.2	14.6

Source: Office for National Statistics, 2011 Census, Table KS201EW.

Health, Wellbeing, Disability and Unpaid Care:

- Life expectancy in Hertfordshire is improving and is higher than the England average
- It varies between men and women and between smaller areas according to deprivation levels.
- The principal causes of death in Hertfordshire are: heart disease and stroke, dementia and Alzheimer's disease, cancers, and respiratory diseases.
- These conditions are also principal causes of disability and ill health.

- The life expectancy at birth for a resident in East Herts between 2015 and 2017 was 81.7 years for men and 85.2 years for women (higher than the East of England figures of 80.4 for men and 83.7 for women).
- Between 2000-2002 and 2015-2017, life expectancy for men increased by 3.7 years in East Herts.
- **In 2011, 953 people in East Hertfordshire District stated that their general health was "very bad".** That was **0.69%** of the resident population.
- **18,045** people stated that they had a long-term health problem or disability that limited their day-to-day activities to some extent. That was **13.1%** of the resident population.
- **In 2011, 12,799 people in East Herts stated that they provide unpaid care.** That was **9.30%** of the resident population.

Sexual orientation

- It is difficult to know the sexual orientation of the East Herts population because the question was not asked in the 2011 Census.
- In 2016, estimates from the Annual Population Survey (APS) showed that just over 1 million (2.0%) of the UK population aged 16 and over identified themselves as lesbian, gay or bisexual (LGB).
- 0.5% of the population identified themselves as "Other", which means that they did not consider themselves to fit into the heterosexual or straight, bisexual, gay or lesbian categories.
- 4.1% either refused to answer the question, or said they did not know.
- 1.2% of the population identified as LGB in the East of England.
- Estimates at the county and district level are not considered statistically reliable.
- (Source: Annual Population Survey 2016)

Community Safety data:

Data from the Countywide Strategic Assessment

Unless otherwise stated, data in this report is based on offences recorded between 01/01/2018 and 31/12/2018.

Domestic Abuse

Across Hertfordshire, the number of recorded 'notifiable' offences flagged with an aggravating factor of Domestic Abuse has increased 4.8%, when compared to the previous year; from 10309 to 10800. However, the total number of non-crime incidents fell by 4.3%.

The top Domestic Abuse crime type recorded in 2018 was Assault – without Injury – Common assault and battery; accounting for 19.1% of the total (2060 Offences).

Domestic Abuse offences per Community Safety Partnership (CSP)

	Number of Offences 2017	Number of Offences 2018	% Change	Rate per 1000 population 2018
East Herts CSP	943	980	4.1%	6.6621346

Domestic Abuse non crimes per CSP

CSP	Number of Offences 2017	Number of Offences 2018	% Change from last year	Rate per 1000 population
East Herts CSP	845	737	-13.1%	5.01019714

Hate Crime

The offences that are covered as "Hate Crime" are Race/Ethnicity, Faith/Religion, Homophobic, Transphobic and Disability.

Hate Crime offences per CSP

CSP	2016	2017	2018	Rate per population 2018
East Herts	147	178	163	1.10808973
Total (All Herts)	2095	2181	2075	1.75713439

Anti-Social Behaviour (ASB)

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

CSPs across Hertfordshire constabulary are using the six new powers that came into effect in 2014 effectively they are implementing and using all of the interventions at their disposal

(CBOs, Community Protection notice, Public space protection order, closure power, dispersal power and civil injections).

ASB incidents in East Herts

CSP	2016	2017	2018	Rate per population 2018
East Herts	2837	3206	2556	17.3759347
Total (All Herts)	31573	35212	26348	22.3117961

Community Safety projects undertaken in East Herts 2018/19

East Herts Community Safety Partnership (CSP) undertakes a range of projects aimed at supporting vulnerable individuals and groups at risk of crime:

Op Stomp

Op Stomp was developed by East Herts CSP to reduce the number of vulnerable people who become victims of crime, in particular burglary. Vulnerable people are offered a visit from local police or partner agencies to assess their property and provide a tailor made crime prevention package. This may range from memo cameras on the inside of the front door, upgrading of security or gardening to make the property look less appealing to an opportunist rogue trader. The funding also allows for proactive work to be undertaken which may help to identify a potential victim of crime, through house to house surveys and promotion of Neighbourhood Watch.

A range of Op Stomp activities have taken place over 2018/19. 653 houses have been visited, and 432 signed up to OWL messaging. In addition officers have given talks about "Protect Your Money" focussing on scams, crime prevention advice and distraction thefts at ATM machines. These have been given at 24 different locations and attended by 1063 members of the public. Venues include Care Homes, over 60's clubs, Rotary groups and U3A.

Op Stomp reassurance visits to schools responded to ASB increases and night time seasonal crime / reassurance during the winter evenings.

OPALS (Older People in the Locality) & Neighbourhood Watch

In addition to reducing crime in the district, these schemes aim to protect vulnerable people and engage at risk groups. There have been two OPALS events (in Ware & Bishop's Stortford) with over 150 attendees. Neighbourhood Watch now has 15,000 households on OWL (Online Watch Link) which is a 26% coverage on the district. In 2018/19 1800 new households were added (accounting for 3%).

Gangs – Spot the Signs community training
This project identified community champions to raise awareness, reassure the community and refer concerns to the CSP for individuals thought to be at risk of joining a gang. To date partners have updated that they have delivered the 'spot the signs' message to 47 individuals (including shops, parish councils, sports coaches and partner agencies).
150 parents and teachers also received a briefing on spot the signs in Bishop's Stortford. Spot the signs training has been delivered to councillors, who are delivering spot the signs messages. Councillors had spot the signs training delivered.

Other community initiatives:
East Herts Council undertakes a range of initiatives which promote equality and diversity. These are just some examples of the range of work we have carried out this year:

A Dementia Friendly Council:
The Council established the Dementia Friendly (DF) Action group in July 2018 with a variety of organisations and people living with dementia and their carers. In March 2019, the partnership was recognised by the Alzheimer's Society as a Dementia Friendly Community. The Council provides leadership to the partnership to ensure people living with dementia are understood, supported and respected.

The Council is proud to have inspired and created a whole new community of interest by:

- encouraging collaborative working across forty organisations
- challenging attitudes to dementia and promoting inclusivity and normalisation as the golden threads
- providing a variety of activities as a result suggestions from and consultation with people living with dementia, their carers and their representatives
- making significant changes to our working practices and looking at ways to mainstreaming the work.

The Council has prioritised taking steps that make real differences to people's. Examples include:

- 25 activities/events during Dementia Action Week by the Council and partners
- all 350 licenced taxi drivers licensed by the Council have received a Dementia Friends guide and dementia issues are is now covered in new taxi driver training
- over 70 staff and councillors have attended a Dementia Friends session since July 2018 with more sessions to come. The Council's induction programme covers Dementia Friends digital signing-in information
- Home Instead Care Homes facilitated 42 care givers to achieve City & Guilds-accredited training in dementia care
- over 400 people received Dementia Friends information through publicity, linked to the City & Guilds-approved training, in supermarkets, other public places and secondary school pupils
- using the Council's social media presence to spread the Dementia Friendly message

- Hertford Theatre's Marketing Manager was interviewed on the local Bob FM radio station in November 2018 to promote the Dementia Friendly film screenings
- an "Understanding Dementia" event and a "Living Well with Dementia" surgery brought in ten services that were previously working in silos and are now working together and sharing resources
- a monthly updated diary of Dementia Friendly activities/events is sent to all clients.

Mental Health First Aiders:
The council has trained 22 Mental Health First Aiders for staff to seek support from if they are experiencing problems. A Mental Health First Aider's role is to listen in a non-judgemental way, provide staff with reassurance and signpost them to local sources of support if needed.

Social Prescribing in East Herts:
The East Herts Social Prescribing Service (SPS) is a ground-breaking project to help people in the district suffering from loneliness, anxiety and isolation. The service won the Dr Joan Crawley Award 2019 for Public Health Excellence. The primary aim of the SPS is to help vulnerable, lonely, isolated, anxious residents to connect with others and support them to improve their wellbeing, self-confidence and happiness. The service has received more than 200 patient referrals from GPs and other health professionals. Our social prescribing coordinator contacts these residents to agree a joint plan of action to encourage them to consider joining a wide range of local social and activity community groups. A follow-up meeting is arranged 12 weeks later to reflect on how the resident is currently feeling and offered further support if needed.

The majority of referrals who now attend a local weekly social group say they are feeling better about their general wellbeing and happiness. And as a result some are attending their GP surgeries less frequently. The Council works collaboratively with numerous established community groups and refer our patients/residents to the most appropriate venue based on their interests and locality. A prime example of such a group is the Apton Road Day Centre where residents can participate in a wide range of activities such as arts and crafts, gentle Yoga sessions, and Spanish lessons.

Support for settled status applications:
East Herts was granted a small amount of revenue funding from central government to assist with Brexit preparations. We estimate 4000 EU nationals are living in the district and, following recommendations from a Scrutiny Task and Finish Group, the Citizen's Advice Service (CAS) were commissioned to provide face to face support for supporting eligible residents with their applications. Research undertaken by the CAS at a national level indicated 10% of EU residents living in the UK may need assistance with the application process. Applying this logic to East Herts suggest that up to 400 individuals may have benefit from such a service. This of course is merely an estimate as we have very little insight about the skills and abilities of EU residents living within the district. Our main source of insight is through employers and business owners many of whom indicated EU nationals in their

employment would not need any time of support to make an application for settled status. The service was launched on 31 March 2019 and involved a part time worker in CAS providing face to face assistance in Hertford and Bishop's Stortford. To date only 21 individuals have been supported. This is lower than expected however it has provided some useful information and insight into a hitherto largely unidentified community within the district.

Community Grants:
The Council awards community grants to projects which will improve the health and wellbeing of East Herts residents. Many of these also promote equality. Examples of the grants awarded in 2018/19 are:

- Hertford Heath Village Hall Management Committee received a grant to fund weekly low-cost tai chi classes for up to 40 people over age of 50 at the village hall for 1 year.
- Children's Integrated Playschemes (CHIPS) received a grant to fund the delivery of extra sports and physical activity sessions for 160 children with additional needs at Sele Family Centre and Kingshill Infants School.
- Herts Musical memories received a grant to fund the delivery of weekly singing groups for up to 82 people with dementia and their carers in Sele Farm Community Centre and Bishop's Stortford Baptist Church.
- Pro Action Herts received a grant to fund the delivery of a Youth Engagement Volunteer Programme - sports activities and accredited workshops to upskill 30 marginalised young people (aged 11 to 19) from the Ware Trinity estate at the Christ Church Hall in Ware and King George Playing fields.
- Learners Community Library received a grant to start up a new monthly Access to Musical Intervention session and equipment loan service for up to 300 people with dementia, mild cognitive impairment and carers with the aim of becoming a Playlist for life Help Point at Herts and Essex Hospital in Bishop's Stortford.
- Para Dance UK received a grant to train new dance instructors who will then set up 4 inclusive dance groups for 28 children (5-18) with special educational needs in the East Herts area.
- Ace Hounds Friendship Dogs – Recovery Dogs for Mental Health received a grant to expand a Visiting Dogs (animal assisted activity) Programme in Bishop's Stortford for up to 50 isolated, older people per year.
- Bishop's Stortford Parkinson's Support Group received a grant to deliver a 6 month programme of activities (Boxing for Fitness, singing, healthy nutrition) for 20 club members living with Parkinson's and other neurological conditions and their carers at the Baptist Church in Bishop's Stortford.