

# **Derby City Council Diversity Peer Challenge (Excellent Level)**

23-25 March 2011

# Introduction

- We would like to thank staff at Derby City Council for all the work they have put into preparing for this challenge
  - We would like to express our appreciation of the work of Ann, Tariq and Sarah in helping us prepare for the challenge and for their support while we were here
  - We have been well received and made welcome
  - People have been open and honest
  - What you hear is what we have been told, read and seen
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# The Challenge

- Designed to assess Derby City Council's own self assessment at Excellent level
  - Not an inspection but an external assessment by critical friends
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# The challenge

The equality framework for accreditation as an excellent authority focuses on 5 themes:

- knowing your communities and equality mapping
  - place shaping, leadership, partnership and organisational commitment
  - community engagement and satisfaction
  - responsive services and customer care
  - modern and diverse workforce
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# The Team

- Cllr John Whelan – London Borough of Lambeth
  - Simon Lee - Stockton-on-Tees Borough Council
  - Nick Stephenson – Swindon Borough Council
  - Banji Adewumi – Whipps Cross University Hospital Trust
  - Ernest Opuni – Review Manager LGID
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# Derby City Council

**The detail.....**



## Knowing your communities and equality mapping

### **Strengths:**

- Good data sharing across partnerships
  - Council works with partners to understand and share data then plan action e.g. health inequalities
  - Knowledge of resident need informs service delivery e.g. re-commissioning of dementia services
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# Knowing your communities and equality mapping

## **Areas for consideration:**

- Need for more effective equality mapping of all protected characteristics e.g. sexual orientation and transgender
  - More active use of all available data to inform EIA process
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# Place shaping, leadership, partnership and organisational commitment

## Strengths:

- Clear evidence of strong commitment to Equality and Diversity across the three political groups
  - Council works effectively with partners to deliver appropriate and effective services to all residents of Derby e.g. Derby County FC
  - Budget setting subject to effective and inclusive EIA process
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# Place shaping, leadership, partnership and organisational commitment

## Strengths:

- Council is proactive in seeking to transfer assets to the community e.g. Derby Theatre
  - The Council has prioritised raising aspirations amongst BME communities e.g. PRI
  - The Council effectively challenges other service providers to promote the interests of disabled and other vulnerable groups
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# Place shaping, leadership, partnership and organisational commitment

## Areas for consideration:

- The extent to which the organisation feeds back to people it has consulted with could be more consistent
  - Overall EIA process needs strengthening to clearly demonstrate better outcomes and be more accessible to residents and community groups
  - No agreed corporate approach to procurement and commissioning demonstrated
  - Ensuring the strong strategic leadership is sustained
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# Community engagement and satisfaction

## Strengths:

- Elected Members show understanding of and sensitivity in dealing with communities e.g. Roma communities, Muslim burials, Sikh community group
  - Active involvement of community representatives in EIA process
  - Effective use of community fora
  - Council effectively takes the leadership role around Community Cohesion e.g. PVE
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# Community engagement and satisfaction

## Areas for consideration:

- Fora representation / membership could be more uniform and comprehensive
  - Council needs to maintain levels of involvement despite spending constraints
  - Not clear how scrutiny consistently influences equalities activities
  - Maximise the opportunities provided by cohesion function becoming part of Chief Execs Department
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# Responsive services and customer care

## Strengths:

- Many examples of exemplary service development
  - EIAs are embedded, used appropriately and deliver better services
  - Examples of using community intelligence to drive better services
  - Officers feel empowered to provide flexible and responsive services
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# Responsive services and customer care

## Areas for consideration:

- Positive view and use of EIA not uniform across the organisation
  - Council needs to fully embed equality and diversity considerations in emerging procurement and commissioning processes
  - Current ICT initiatives under development need to be accelerated, continued and embedded e.g. CRM, DORIS
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# Modern and diverse workforce

## Strengths:

- Evidence of both corporate and specialist diversity training for both officers and Members
  - Evidence of good practice in supporting employees e.g. reasonable adjustment and employee networks
  - Innovative recruitment programmes
  - Employee involvement in EIA e.g. staff suggestion scheme
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## Modern and diverse workforce

### **Areas for consideration:**

- Inconsistent application of policy across Council and Partnerships
  - Staff monitoring across all protected characteristics could be improved
  - Opportunities exist for better coordination of training and development in equalities
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**Derby City Council  
Equality Framework for Local Government  
'Excellent' Challenge**

**Overall conclusion**

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# C O N G R A T U L A T I O N S

This team recommends that Derby City Council has completed a satisfactory self assessment against the criteria for an ***excellent authority*** as set out in the Equality Framework for Local Government

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