



DERBY CITY COUNCIL

Equality Framework for Local Government – our journey to excellent

7 March 2011

one Derby one council



Contents

Page

1	Introduction	3
2	A snapshot of Derby	3
3	Our Council	5
4	The equality journey	11
5	Getting to excellent	15
	• Knowing our community and equality mapping	15
	• Place shaping, partnership and organisational Development	16
	• Community engagement and satisfaction	20
	• Responsive services and customer care	22
	• Modern and diverse workforce	27
6	Moving on from excellent – action planning	30
7	Conclusion	31

1 Introduction

Welcome to Derby and the Council's self assessment report, giving you a flavour of our journey towards us becoming an excellent council in equality and diversity. When we made the formal commitment to achieve excellent in the Equality Framework for Local Government a few years ago, little did we know what lay ahead of us all in local government and the challenges we would be facing with major cuts and job losses. And to top that, we are also in temporary accommodation for two years while we wait for our main home at the Council House to be refurbished – a challenge in itself!

But, equality and diversity is a key part of life at the Council whatever the circumstances and has to go on. It supports us through the bad times and makes us very proud when things are going well.

So, here is our story...

2 A snapshot of Derby

Derby is the country's most central city and we are home to the UK's leading aerospace company, hosting Rolls-Royce Civil Aerospace. We are a famous rail centre of expertise too, with Bombardier based here and Toyota Motor Manufacturing UK is just on our doorstep. The Royal Crown Derby factory is here and we have been recognised as being of national importance by the Museums, Libraries and Archives Council giving us 'designated' status for our collection of Joseph Wright paintings. Our local football team is Derby County, the Rams, based at Pride Park Stadium and we work very closely with them on lots of community initiatives. And, we have been named one of 10 'must see' places by a national magazine because of the quality of our real ale!

We are a compact city with a clearly defined city centre and distinct neighbourhoods. We have a modern Westfield Shopping Mall at one end of the city centre and at the other end is our more traditional Cathedral Quarter area. We have a strong identity, clear boundaries and are surrounded by attractive countryside. The River Derwent flows through Derby and we have over 800 hectares of municipal parks, many being used for community events such as the annual Derbyshire Pride festival on Bass Recreation Ground, Darley Park classical concerts, GLEAM, Derby's Festival of Light starting from Arboretum Park and the Caribbean Carnival on Osmaston Park. Our main centre for the Arts is Quad, based in Derby's Market Place and this is also used for major national conferences throughout the year. We are very proud of our Derby Feste, already recognised as one of the most spectacular weekend festivals of its kind in the Midlands.

So, who lives in Derby? We are a population of 240,100 with 121,500 men and 122,600 women. We are expecting our population to go up by 17% in the next 30 years, with people over 70 increasing by some 41%. Although we have an ageing population, like the rest of the UK, we have a slightly younger profile than the

national average. Derby University and Derby College, also give us quite a large student population in Derby. We have a Royal School for Deaf Children in the city and many of the students stay and make Derby their home, so we have one of the highest populations of Deaf People in the country. We also have a very active LGBT community in Derby with several gay bars and clubs. We estimate we have about 15,846 lesbians, gay men and bi-sexual people living in Derby, according to the National Audit Office suggestion of 6.6% representation of the population.

We are a city of diverse cultures and communities, who respect each other's beliefs and traditions. The Derby City Place Survey 2008 told us that 77.1% of people believed people from different backgrounds got on well together in their local area. This was above the Unitary Council average.

According to the 2001 Census, nearly 16% minority ethnic people live in Derby, including 8.4% Asian people, of which 4% are Pakistani and 3.8% Indian and 1.8% Black or Black British people, of which 1.4% are African Caribbean. Irish people make up 1.4% of our community. We know our community profile has changed since the Census, as new communities join us, for example people from Poland, Bosnia, Africa, Kosovo, Iraq, and Turkey and we also have a Roma community. In fact there are about 180 nationalities represented in Derby and around 71 languages spoken, the main non English languages being Punjabi, Urdu and Polish, followed by French. People's religion include Christian 67.4%, Muslim 4.5%, Sikh 3.2%, and people with no religion at 15.9%.

Our Community Safety Partnership did an exercise in 2008 to show the profile of the city and although this was experimental, it did show us how our city had changed. This is included in our evidence portfolio.

The last Census also identified that nearly 19% disabled people live in Derby, that's 42,862 disabled people, which is above the national average. The more recent May 2010 Nomis Labour Market statistics found that the total number of people in Derby receiving a disability related benefit was 13,070. The number of Derby residents claiming Carers Allowance increased by 510 between May 2000 and May 2010 to 2,100 claimants, this is 1.2% of the population and is similar to the percentages claiming in the East Midlands – 1.2% and Great Britain – 1.1%. Going back to the Census, 16,100 residents were providing 1-19 hours of care, 2,746 providing 20-49 hours of care and 4,884 residents providing 50 or more hours of care a week.

In the period September 2008 and August 2009 all pupils at the end of Key Stage 4 achieving 5 plus A*-C reached 67.3% in Derby compared to 69.8% in England. In the same academic year 75% of pupils achieved Level 4 or above in Key Stage 2 English, 74% in Maths and 84% in Science.

We were ranked 69th most deprived local authority in England by the 2007 Index of Multiple Deprivation. Despite significant overall improvements in quality of life, some parts of Derby do experience disproportionately lower levels of health and life expectancy, as well as higher rates of unemployment and crime.

In July 2009, the average house price in Derby was approximately £104,400, this is significantly cheaper than the East Midlands average house price of £122,900 and of England and Wales £155,900.

Between July 2009 and June 2010 the employment rate in Derby was 71.2% compared to a national figure of 70.4%

Derby's economy has traditionally been based around manufacturing and engineering. We have successfully transformed our traditional manufacturing capabilities into a high skill economy which competes on a global scale. Nearly 37% of employed residents are in upper tier occupation groups, which is higher than neighbouring cities, but below the regional average of 39.5%. The highest percentage of employment is within the 'public administration, education and health' industry group with 28.5% of all employees. 17.6% are employed in manufacturing, compared to a regional average of 15.3%, heavily influenced by the presence of large companies such as Roll-Royce and Bombardier.

Recent research has found that Derby is the 12th biggest contributor to the UK economy. Chilwell based chartered accountancy firm UHY Hacker Young has put together a table of UK cities and how much they generate for the economy. Using statistics for the year to 1 January 2009, it calculated that Derby generated £22,594 per head, 0.5% up on the previous 12 months when we stood at £22,487. This was £1,491 above the UK average of £21,103, which is good news for Derby.

3 Our Council

We are a Unitary Council providing education, social services, highways and transportation, arts and cultural events, refuse collection and recycling and parks

Derby has been twinned with the German city of Osnabruck since 1976 and is one of the few cities, which has envoys to strengthen the links. A few years ago, we organised a twinning event in Osnabruck to celebrate the European Year of Disabled People and several members from our Disabled People's Diversity Forum went there. Our local LGBT groups have also taken part in an exchange visit there too. Derby has friendship links with Kapurthala in Punjab, India, Haarlem in the Netherlands and Foncquevilliers in France. The city has also joined Derbyshire County Council and South Derbyshire District Council in a link with Toyota City in Japan and in 2004 Derby signed a Memorandum of Understanding with Chanzhi City in China.

We have 51 Councillors representing 17 wards. Currently the Council is composed of:

- 18 conservative members
- 1 Independent member
- 17 Labour members
- 15 Liberal Democrat members

At the moment we operate a Leader/Cabinet style of government and the Leader is Councillor Harvey Jennings. His area of responsibility covers:

- Overall corporate strategic co-ordination and leadership
- Corporate policies and strategies, including equality and diversity
- Policy, Performance and Communication
- Lead partnership liaison with city partners including Derby City Partnership, Derby and Derby Community Safety Partnership
- Emergency planning and business continuity
- Lead partnership liaison with local, regional, national and international partners
- Economic development, regeneration and tourism, including City Centre Management
- Property Services including Markets School Meals and in house catering

The Council Leader is Minority Communities Champion and chairs our Minority Communities Diversity Forum. There are seven other Cabinet members and here are their respective portfolios:

Planning & Environment - Cllr Matthew Holmes (Deputy Leader)

- Strategic planning and transport
- Buildings of heritage and importance
- Land drainage
- Spatial Strategy
- Local Development Framework
- Natural Environment
- Environmental health, food health & safety and trading standards
- Climate Change / The Environment & Energy

Neighbourhoods - Cllr Christopher Poulter

- Community Cohesion
- Community participation & empowerment (including Neighbourhood Boards & Forums)
- Streetpride
- Highways & Footpath maintenance including Derby Roads contract
- Traffic Management
- Car Parking
- Waste Management & Recycling
- Fly Tipping
- Street Cleaning and lighting
- Fleet Management
- Health & Safety
- Public Toilets
- Parks & grounds maintenance
- Cemeteries & crematorium

Adult Social Care & Health - Cllr Roy Webb

- Older peoples social services
- Supporting people
- Adult learning
- Health services partnerships – adults

- Joint commissioning (adult health)
- Health improvement planning
- Assessment & care planning including fairer charging – adults
- Disability & sensory services – adults
- Learning disability & mental health services – adults
- Support for carers
- Third sector adult support including Derby Compact

Resources - Cllr Sean Marshall

- Corporate human resources including training & development and equality and diversity
- Employee payments (payroll) & income tax
- External employment initiatives
- Customers Services including Derby Direct
- Council Tax & Business Rates
- Information & Communication Technology & Telephony
- Procurement
- Legal & Democratic Services
- Financial Services, Audit & Risk Management
- Capital & revenue budgets
- Housing & Council Tax benefit administration
- Derwent New Deal for Communities programme and succession strategy

Councillor Sean Marshall is also Gender and Sexuality Champion and chairs our Gender and Sexuality Diversity Forum

Children & Young People - Cllr Evonne Williams

- Designated lead member for Children & Young People's Services
- Schools, learning & improvement
- School organisation & capital programme
- Development & co-ordination (schools related)
- Social development & inclusion (schools related)
- Performance & commissioning
- Building Schools for the future / primary capital programme
- Local Education Partnership
- Integrated youth support
- Locality services including social care services for vulnerable children & families
- Safeguarding
- Reception social care services (initial response)
- Education welfare
- Early years provision, child care & family learning
- Integrated disabled children's service
- Fostering & adoption
- Residential & leaving care
- Specialist teaching & psychology services
- Children in care
- Children's quality assurance

- Admissions & awards
- Children & Young People strategic support

Housing & Advice - Cllr Philip Ingall

- Private sector housing
- Housing strategy, performance & development
- Housing management client (including Derby Homes Single Shareholder Vote)
- Housing advice, including Housing Options service
- Tackling homelessness
- Community legal services
- Derby Advice

Leisure & Culture - Cllr Alan Grimadell

- Leisure centres & coaching
- Sport-related grants
- Museums
- Libraries
- Arts & outdoor events
- Derby Live programme
- Theatres
- Physical Activity Strategy including B Active

We have Conservative Mayor – Councillor Amar Nath and a Liberal Democrat Deputy Mayor - Councillor Maggie Hird who is also our Disabled People's Champion and Chair of our Disabled People's Diversity Forum.

From May 2011 we will be revising our leader and cabinet option and adopting the 'strong leader' model.

Currently, the Council has five Scrutiny Commissions and these are Scrutiny Management Commission, Children and Young People's Scrutiny Commission, Adults, Health and Housing Scrutiny Commission, Neighbourhoods Scrutiny Commission and Safer Communities Scrutiny Commission, which acts as the Crime and Disorder Committee Commission and scrutinises the functions of the Community Safety Partnership.

[Derby Community Safety Partnership](#) - CSP - is our community safety partnership and was formed in 2003, with the merger of the Youth Offending Service; Drug and Alcohol Action Team; Crime and Disorder Reduction Partnership; Domestic Violence Partnership and Anti-Social Behaviour Team. In 2007, the Partnership expanded to include the Community Cohesion Unit. The CSP has changed significantly over the past three years. The scope of their work has moved beyond the remit of only community safety issues, although this still remains central to their work, to build stronger and safer communities. We believe the two go hand-in-hand. We know that strong communities – where people get on well together, respect one another, have good networks and community relations – are the communities where crime and anti-social behaviour are likely to be low. More information about the Community Safety Partnership will be given later in our story

and in some of the case studies. Hot off the press though is that their 'Bottle It' programme, which has been devised by the Community Safety Partnership and NHS Derby City under the Healthy Schools initiative, has been recognised by Mentor UK under its national bi-annual CHAMP Awards for its work within four pilot secondary schools in the city which is now being offered to all schools across the city. The 'Bottle it' campaign aims to educate young people about the harm that alcohol misuse can cause and it has recruited and trained nearly 200 pupils to become 'peer mentors' and deliver lessons to younger pupils, challenging their attitudes about drinking and raising awareness of the dangers of alcohol misuse.

We are also very proud of the second only Family Justice Centre in the country and this service prides itself in the services for the LGBT community who are going through domestic abuse, even winning an award from our local Derbyshire Friend for their commitment to work on same sex domestic violence. You will be visiting the Family Justice Centre during the site visit. The Centre was officially opened on 19 June 2009. It houses representatives from a wide range of agencies and voluntary sector organisations who all work together to support people experiencing domestic violence, honour based violence, stalking and harassment. In its first year the centre saw 520 clients, all survivors of some form of abuse. Each month the advocate team alone receive approximately 30-40 new referrals and at any one time are working with about 80 high risk clients. Last year the Family Justice Centre also received the Criminal Justice Award – Excellence in partnership working for which we are very proud. There is some more information in the evidence portfolio, but here are is an example of just two of the comments from customers...

'The service has helped me rebuild my life and focus on the future. My family and I have been through some terrible times and you gave me the extra strength to forge forward and change things and now my children and I are all happy again and safe'

'It has given me confidence and courage to be able to realise all these years I had a voice, but was unable to express it. I felt there was always someone on hand to listen to me and understand my problems and direct me to the relevant agencies'

Each year, we sponsor [Show Racism the Red Card](#) where we team up with Derby County Football Club and Show Racism the Red Card organisation. With our sponsorship, they are able to produce [Derby County Show Racism the Red Card posters](#) for us to distribute in all Derby Schools. Several schools are also invited to attend an afternoon at Derby County Football Club for an 'audience' with some key players who are asked questions by the young people about any experience of racism. They are also shown a DVD - Show Racism the Red Card which includes famous football stars sharing their experiences of racism. Our Mayor always attends the event to show the Council's commitment to stamping out racism. To get commitment from all Directorates from the Council, we ask each one to chip in for the cost of sponsorship and this works very well.

This [Derby Telegraph news article](#) demonstrates how beneficial these events are for the young people.

We do work very closely with Derby County Football on lots of areas – our LGBT employee network works with them each year on International Day against Homophobia where we are the only football club where the rainbow flag is jointly hoisted by the Derby County Football Club Chief Executive and the Mayor of Derby. A representative of Derby County Football Club also sits on our Derby Equality and Diversity Network which we talk about later on.

Another initiative with Derby County Football in the Community is [The Movement Derby](#). This is a scheme to encourage girls in Derby to get active and has been nominated for a national award. They are up for the Coca-Cola Community Club of the Year award – the prizes will be presented on 20 March 2011 at the Football League Awards 2011 at a gala ceremony at The Brewery London. The scheme started in 2009 to address the high percentage of inactive girls in Derby. It uses innovative methods including the website, street dance programme and a magazine edited by girls to help 11 to 16 year olds lead happy, healthy and active lifestyles. More information about this is in the evidence portfolio in the PALS magazine Feb 2011.

Derby County Football Club's home is Pride Park Stadium and disabled people from our Diversity Forum were fully involved in the design of the stadium. The Council also facilitated a Disabled Supporters Group and they too were involved in the design and the group is still going strong.

[Derby City Partnership](#) is our Local Strategic Partnership and is chaired by the Leader of the Council, with a Vice Chair from the Private Sector and a Vice Chair from the Voluntary and Community Sector. The Partnership was set up in 2002 and is responsible for delivering Derby's Local Area Agreement, which focuses on our priorities for Derby. One of its key priorities is the meaningful involvement of the community and this will be demonstrated as we tell our story.

Derby City Partnership has awarded a two year contract to Community Action Derby, to provide support and improve communication to people who represent the community and voluntary sector on a wide variety of partnership groups in Derby, from Neighbourhood Boards to Partnership Executives. This project will ensure that the local knowledge, experience and voice of this vibrant and diverse sector are heard, to enhance and influence strategic planning across the city.

With the support of [Derby Homes](#), who manages our Council housing as an ALMO, Derbyshire Police and Derbyshire Fire and Rescue Service, our model of neighbourhood working has now been successfully rolled out across the whole city. This is supported by neighbourhood managers who lead partnership working across each of 17 neighbourhood Forums. The Neighbourhood Working Framework allows local people to influence decisions and become more active in their neighbourhoods as well as providing a way to identify and respond to key neighbourhood priorities.

Back to inside the Council, we have a Chief Executive's Office, and four Directorates, Adults, Health and Housing, Children and Young People's, Neighbourhoods and Resources each headed up by a Strategic Director who meet weekly at Chief Officers Group - COG.

We are going through a major Transformation Programme at the moment, 'one Derby, one Council', and so our structures are changing by the hour, but the Project Lead for the Programme will be explaining this during the site visit and there is some information about the programme in the evidence portfolio.

Our Derby Plan 2011-2026 – a vision for Derby's future and the [Council Plan](#) have just been finalised and [the report](#) went to full Council on 2 March 2011. The previous [Cabinet report](#) on the Plans describe how we developed them through the 'three wishes' campaign which we ran in Summer 2010 and forms one of our case studies. In a nutshell the message in both Plans is that all people in Derby enjoy...

- a thriving sustainable economy
- achieving their potential
- good health and well-being
- being safe and feeling safe
- a strong community
- an active cultural life

In addition the Council Plan also includes...

- good quality services that meet local needs
- a skilled, and motivated workforce.

There is a list of indicators against each outcome and these will be moved to business plans, with the content of the Council Plan being streamlined to focus on what we want to achieve and how we will measure success. Business planning workshops have been running throughout January and February 2011, so Directorates can set actions to support the Plan. It goes without saying that one of the indicators is to continue working with the Equality Framework! The Plans will be monitored through our performance management tool - DORIS

4 The equality journey

You have a picture of Derby and of our Council and now we'll focus on our equality journey at the Council.

In early 2004, we reviewed the way we looked at Equality and Diversity and decided to close our Equalities Unit. After years and years of equality initiatives introduced by the Unit, including earning Level 2 of the old Race Equality Standard, we felt we were ready to start to mainstream equalities into everyone's everyday work. Adopting the Equality Standard for Local Government gave us the ideal opportunity and framework to do this, with each Directorate taking an active role in steering equalities forward within their department.

As a starting point, each Director and their Senior Management Teams signed up to an Equality Standard Commitment Charter to demonstrate their

commitment to working up the five levels of the Standard. All three political leaders also signed up to the Charter and presented it to the Mayor at a full Council meeting. This then set the scene for our equality journey to begin up the levels of the Standard. In fact, lots of other councils liked our idea of the commitment charter and we ended up sending out lots of examples to them.

We found the Equality Standard a great tool to work with to help us structure and focus our equality work. We set up our Equality and Diversity Task Group made up from representatives from each Directorate and chaired by a Director and this still operates today and reports to our Chief Officer Group.

We were delighted to be presented with Level 3 of the Equality Standard on 2 July 2008 by Edgehill Centre for Policy Studies after a very rigorous external assessment. We were planning to go up all the five levels, but then the Equality Standard was replaced with the Equality Framework for Local Government and we were classed as 'Achieving' - so the only way up was to excellent and so our new journey began.

We commissioned a Consultant - Jo Somerset - from the former IDeA to give a day's presentation/training to our Cabinet members, Chief Officers and other Senior Managers about the journey we needed to follow to get to excellent – this got everybody on board and ready for the challenge.

One of the best things about following the Equality Standard was that we went to an all embracing Equality and Diversity Scheme straight away, well before the Equality Act. We are now on our second three year [Equality and Diversity Plan 2009-2012](#) and lots of Councils have asked us for advice on how we did it. We did it with the help of Derby's community and voluntary sector, our Diversity Forums and our employee networks and Directorate representatives all working together and respecting each others contribution. The Plan is reviewed through Departmental Senior Management Teams, resulting in a yearly report of actions done and actions outstanding. The Plan also includes a list of planned equality impact assessments to be done over the life of the Plan.

Another extremely useful tool in our equality and diversity journey has been equality impact assessments. We designed an [Equality Impact Assessment Toolkit](#) about five years ago and although we have tried to update it several times, we haven't quite found a toolkit that we like as much as ours yet – but we are still looking. In the meantime, the toolkit has been invaluable for all the EIAs we have been doing around the budget and restructuring procedures. We have issued our toolkit to other councils and public sector agencies who have also liked our style and tweaked it a bit to make it theirs. All our [Equality Impact Assessments](#) are published on our website and we were complemented about this in particular by the Level 3 Assessors.

We do have a good reputation for equality and diversity and it does give us a great deal of pleasure to share our experience and knowledge with others – we are regularly asked to speak at events and conferences and of course we also like to learn from others too. We are by no means perfect, but we do

recognise when we get things wrong and put things in place to put it right, which we feel is our strength.

We adopted the social model of disability many years ago and work to this model and also encourage and explain about it to other agencies. More details about the social model is in our [Equality and Diversity Policy](#)

Sharing information and getting support from others was the basis of us being founder members of [Derby Equality and Diversity Network](#) – a local group we set up about five years ago comprising people who work on equality and diversity in both the public and private sector and voluntary sector. We work really well together as a group and pool resources, putting on events such as a procurement and equality workshop, an equality impact assessment workshop for the voluntary sector and our latest event was an extremely successful Equality Action training event about the new Equality Act. We produce an annual multi faith calendar, again by all chipping in a few pounds and these are circulated amongst groups in the city. You will meet a few members during the site visit and we have included some of our information in the evidence portfolio.

We value the networking between us and other authorities and in particular Leicester City Council and Leicestershire County Council who we have been working closely with on our submission for excellent in equality. We have bounced ideas off each other, shared documents, discussed equality impact assessing and consultation and just been there for each other for support, particularly in these challenging times. We are also part of the East Midlands Equality Network and Derbyshire Equality Network – our Lead on Equality and Diversity peer assessed South Derbyshire's submission for Achieving of the Equality Framework.

Our Lead on Equality and Diversity sits on the East Midlands Hate Crime Scrutiny Panel run by the Crown Prosecution Service because of her knowledge around hate crime and equality groups. She was one of a very few selected from the previous local Hate Crime Panel.

Our Access Officer and our Public Realm Project Manager were keynote speakers at a national conference at Derby Quad on 3 March 2011 on ['sharing the street - where are we going?'](#)
– We have done lots of work with our Disabled People's Diversity Forum on street works in Derby and from experience and lessons learnt we know what works well and what doesn't. A few members of the Diversity Forum attended too to take part in the debate and to show support our Leader of the Council opened the event. Feedback from the conference was that it went really well, with other councils and their councillors wanting to repeat the good working relationship we have with disabled people in Derby, in their cities too.

We are never scared to fight a battle and regularly use our equality duties to do this with help from our Diversity Forum members – for example challenging Network Rail who did not want to install a lift to all platforms at Derby Railway Station – we have one now. We stopped cycling and rickshaws from using

pedestrian areas, because of the hazards to visually impaired people and other disabled people. We tackled the local hospital about inadequate disabled people's car parking facilities and also when they refused to install a lift in an extension – this went right up to the then Office of the Deputy Prime Minister, who supported us, so the hospital had to install the lift. We negotiated with a local market stall and a shop when we were told they were selling gollies, which were causing offence to some people. We also challenged Best Companies when they refused to include sexuality and disability in their national employer questionnaire. We don't always win, but we always have a go!

We were one of the first employers in Derbyshire to be awarded the fit for work award and the positive about disabled people logo and also in the early 90's we were challenged in the Magistrates and Crown Court by taxi drivers who did not like our policy on introducing wheelchair accessible hackney carriages – we won and were one of the first councils to have such a policy. We received a lot of criticism about our yellow hackney carriages to start with, but the colour yellow was chosen because our local visually impaired people told us this colour was best for them to recognise, so we listened to them.

Now when the taxi trade want to use a different style of vehicle, we ask representatives from our Disabled People's Diversity Forum to check them out for the Taxi Licensing Committee.

Another two firsts for Derby is the recent landmark High Court case about fostering, sexuality and religion. We stuck to our equality principles and policies when two prospective foster parents could not accept same sex relationships because of their religious belief. The High Court found in our favour, and this has generated lots of media interest, but also unfortunately lots of homophobic comments towards the Council. The second first is that our Police are prosecuting some men for inciting sexuality hatred, when they were charged with issuing offensive flyers in the area just before the Derby Pride event. We are waiting to hear the court verdict.

Despite all the challenges happening in our Council at the moment we did get a reprieve in January 2011 when we found out that we had reached number 38 in the Stonewall Workplace Equality top 100 Index. Last year we just missed out at 111 – our first attempt and the highest newcomer ever – but to jump 73 places has blown us away. We have now been asked to speak at Stonewall's National Workplace Conference on how we did it and at a local LGBT equality conference. Other employers have been in touch for help with their work around sexuality and of course we are happy to help. Our Council are so pleased with this ranking from Stonewall that it was announced in full Council to a round of applause. Getting to this position involved completing a very detailed questionnaire and providing lots of evidence about our employment practices and also about how we support the LGBT community in Derby. There was also an employee questionnaire for LGB employees to complete. And, another highlight for January is that we have retained our Investors in People Award, which is great for us, particularly with so many job losses and low morale around.

5 Getting to excellent

The next section of this narrative is going into more detail about the work we have done around equality and diversity with a series of case studies around the five areas of the Equality Framework. This will also link into some of the visits and meetings during the three day site visit.

Each Directorate completed their own Equality Framework self assessment template by meeting with Heads of Services and other key officers and provided a series of case studies and examples of good practice to demonstrate their area of equality and diversity. The completed templates were shared with our Equality and Diversity Task Group members and with Directorate's Senior Management Teams to take forward to our submission.

- **Knowing our community and equality mapping**

Between our partners and ourselves we do have a huge range of data and evidence on the equality profile of our communities and their changing needs. Until relatively recently, this information has not been effectively co-ordinated. We have addressed this through the development of comprehensive shared evidence base using the Council's data warehouse and the state of the city report. Wherever possible the data is analysed by six equality areas and over time to identify the changing needs of Derby's communities. The data profile is the first stage in this process. Our next stages will be to integrate the qualitative evidence into the shared evidence base and state of the city report. The long term vision is to update the shared evidence base and accompanying publications annually to make sure the changing needs are identified and responded to quickly through strategic plans. This development is being overseen by our Derby City Partnership Strategic Intelligence Group. Locally, confidence mapping has been done to try to identify sections of the community that may have low confidence. This is used by all partners to appropriately target initiatives to make sure that they are appropriate for communities and will meet their needs.

Derby Community Safety Partnership carries out neighbourhood profiling, which looks at both national and local information to build up pictures of the Derby neighbourhoods. This is used by neighbourhood boards and forums in their priority setting and they are monitored to make sure local needs are being met. These profiles help to inform other services for example planning, the Local Development Framework and the new Derby Plan. The success of these profiles has led to requests from other services to inform their own service delivery for example our Street Pride Service. The Community Safety Partnership also produces several, intelligence and needs assessments, which are designed to highlight emerging priorities and problems in the communities and suggest the impact they might have in different areas. This information is shared with partners to enable a collaborative response to meet the needs of communities. The Drug and Alcohol needs assessment do lots of extensive community consultation to make sure that the diverse needs of these communities are met within local treatment services.

Our Child and Adolescent Mental Health Service CAMHS needs assessment highlighted the needs of children with mental health issues – the assessment was completed in September 2009 showing need in relation to mental health for the 0-18 population. The work has been used to plan commissioning of services, for example implementing schools counselling service for children at transition and in secondary schools to support minority ethnic groups, piloting a tier 4 outreach programme linked to Young People's Safe Speak to improve provision for vulnerable groups.

- **Place shaping, leadership, partnership and organisational commitment**

Our new Derby Plan organised through Derby City Partnership had extensive consultation and involvement through the 'three wishes' campaign. The aim of this campaign was to consult as widely as possible with those who live, work, or visit the city on their wishes for Derby. There was a mass campaign using 'wish cards' to collect people's three wishes for Derby's future. People were asked to think what their life would be like in 2026 and make three wishes, one for themselves, one for their neighbourhood and one for Derby. Wish cards were distributed to every house in the city and through partner organisation's public buildings and also at the Derby Pride event. Groups were also targeted through the creation of a [three wishes for Derby DVD](#) so that everyone had a voice. Groups included in this were Deaf volunteers from the Arboretum café, Eastern European Migrants Advice Committee, English Churches Housing Group – alcohol rehabilitation, Mackworth Estate Community Association, Derby Pride – Lesbian, Gay, Bisexual and Transgender community, Steps for the Future – performance group for people with learning difficulties, Women's Work – supporting street workers who are drug or alcohol dependent. We will be showing the DVD during the site visit to the State of the City Forum. Consultation events were also held with other groups, such as Derby City Partnership Board/Cities groups, 50+ Forum, Arts Forum, DCP staff workshop, Derby Community Action Health and Social Care Forum, young people from a primary school, young people from a college, Voices in Action - Children and Young People's Forum, Muslim Forum – the real difference to Derby people will be seen in the delivery of the Derby Plan and whether it improves the quality of life in Derby.

We have very active Diversity Forums – Minority Communities, Disabled People's and Gender and Sexuality, as well as our young people's forum – Voices in Action and our Older People's Forum to keep us on board on topical issues affecting equality groups. Elected members sit on these groups along with representatives of the relevant communities. Each Forum is chaired by an elected member and the vice chair is a community representative. The Forums are being reviewed currently to see if we can make them even more effective with greater outcomes and a working group will be set up of Forum members to see this through.

We are very lucky in that we do have a great voluntary and community sector in Derby who work very closely with us on lots of equality initiatives. Our Equality and Diversity Action Plan was produced with the community groups and we always have volunteers to help us with our Equality Impact Assessments – this says a lot about our relationships and we value their help tremendously. At the end of the

day we want to get things right and shape our services to the people who use them, but we can't do this alone, so we don't.

Here's how we shaped our Christmas lights switch on for Derby to make them a bit more inclusive and a bit more representative of Derby...

GLEAM, Derby's festival of Light took place over two weekends last November starting with a unique light and music performance that marked the beginning of a spectacular series of events in Derby city centre. David Sillito, BBC News and Entertainment, reviewed the event on 15 November and said 'In Derby they have been experimenting with new technology that leaves behind plastic Santas and flashing reindeer far behind'

Derby Surtal Asian Arts led a community lantern parade winding its way into the city centre from Arboretum Park culminating in vibrant dance and music performances influenced by Indian, African and Far East Asian cultures. The Festival's finale was the Christmas lights switch on.

We are leading on a Hate Crime Learning Difficulty Sub Group comprising partners from the Police, Safeguarding, Supporting People, carers, people with learning difficulties, Community Safety Partnership, commissioning team managers, equality, and school representatives.

The group's aims are to raise the profile of hate crime against people with learning difficulties, by educating professionals, establishing what the best reporting method should be used, making sure people with learning difficulties can recognise when they are a victim of a hate crime or incident, and to help people with learning difficulties be safe when in the community through the Safe Places Scheme. Over 300 people with learning difficulties will be trained to:

- understand hate crime
- know how to report it
- know how to use the safe place cards.

Over 300 professionals will be trained to:

- understand hate crime
- understand their responsibility as a professional when it comes to reporting hate crime
- know about the safe places scheme.

We are currently working on a publicity campaign, which should happen around when you come on the site visit. The officer leading on this project and one of our Learning Difficulty Partnership Board Ambassadors will be having a meeting with you and showing you the latest DVD produced by voice UK – 'Bully for you'.

Derby Homes, our arms length management organisation - ALMO has won an award for a training DVD they did that also delivers a powerful message about anti social behaviour and learning difficulties. The team that produced the DVD won the Social Landlords Crime Nuisance Group's award for exemplary practice by a team in resolving anti social behaviour incidents or issues in a specific neighbourhood and delivering measurable results. The DVD is a dramatisation of

the Fiona Pilkington case and was written, acted out, and produced by staff from the Derby Homes Neighbourhood Safety Team.

We are also looking at an additional sub group to particularly look at and scrutinise hate crimes against disabled people.

We have a Derby Street Pastors Project, which was the church response, in partnership with Community Safety Partnership, Police, Pubwatch, and ourselves, to alcohol related incidents and community safety with the Derby night time economy. The Street Pastors are recruited from within 38 churches in Derby and it reports to the Trustees of Derby City Mission. In 2009 they were awarded the Community Achievement Award. They spoke with 18,347 people on the streets and disposed of 4,396 bottles and gave away 1,405 pairs of flip flops to stop girls cutting feet on broken glass. In violent incidents, they were able to persuade 850 people to walk away from a fight and prevent them being arrested. They have also developed a satellite project which works with young people and families in danger of joining and pressure from street gangs in the Austin area of Derby.

We produce Your Derby – a magazine that goes out to all households in Derby and is on our website. We produced a specific [Your Derby Partnership edition](#) which highlights some of the partnership work we do under the headings of the 2020 Vision of Derby City Partnership:

- City for Children and Young People
- City Growth
- City for Stronger, Safer, Cleaner Communities
- Cultural City
- Healthy City

We always celebrate International Women's Day and jointly organise events with our Gender and Sexuality Diversity Forum members. Our poster for this year's event is in the evidence portfolio. We always make sure the event is accessible to as many women and men as possible and we have a BSL interpreter available. This year's event had Kavita Oberoi as one of the guest speakers – she was on The Secret Millionaire TV programme. Derby College hosted the event for us at the Roundhouse. The event was very successful with workshops, lots of stands and lots of support for women.

Last year our International Day of Disabled People focused on disabled people who wanted to become councillors – this had been a manifesto commitment from the Council. We organised an evening hosted by the Mayor with a BSL interpreter present, where disabled people could meet other disabled councillors and also hear from our Democratic Services about the procedures for becoming a councillor. We also had some display stands of technical equipment to show disabled people what was available to assist them if they came into public office. Three disabled people were interested in becoming councillors after the evening had ended. We ran a similar event for minority ethnic women a few years ago and that resulted in one of the women being successful in joining our Standards Committee.

Every year we have a Holocaust Memorial Week with a programme of events organised by the Derby Holocaust Memorial Day Working Group. The programme of events is included as evidence.

Other partnership projects include:

- Business and Enterprise Centre – a project to create a purpose built Business and Enterprise Centre to stimulate a culture of enterprise in Derby, promoting the formation of new businesses and creating skilled workforce. The project was designed to fill a gap in Derbyshire’s business support infrastructure. There was no dedicated facility where enterprise skills could be developed and new business idea explored. The centre was created with a strong business ambiance, rather than being linked to academia.
- Making Derby Work – this project was set up to identify skills and recruitment shortages within key industries relevant to Derby and to influence training provision to make sure unemployed people are able to access the skills needed for those jobs. Our Regeneration Team are the accountable body and it is delivered by Job Centre Plus. A Making Derby Work event is planned during the site visit.
- Raising Aspirations – this project was set up with JET – Jobs Education and Training - to develop and enhance the skills of mainly minority ethnic, women and young people and Pakistani job seekers and help them to overcome barriers to employment. This project was chosen by Government Officer of the East Midlands as the regional Champion for this year’s Equal Opportunities Specialist Project Leader Award - more information is in the evidence portfolio.
- Avenues for Advancement – this project involved Derbyshire Enterprise Coaching, Derbyshire Enterprise and Business Link and targeted the city wards of Normanton, Arboretum and Sinfin for people who were economically inactive. These included minority ethnic communities, particularly Asian women without Level 2 qualifications. At the end a Dragon’s Den competition was held which invited locally formed social enterprises to compete to win a donated laptop for their business. They had to present their business sustainability ideas and explain how the laptop would benefit their business. More information is included in the evidence portfolio.
- Leap Forward Project – working with secondary schools focussing on Pakistani children aged 14-16 and aiming to improve their engagement in positive and responsible activities in turn improving their life skills and chances. Again Jet was involved in this project and there are more details in the evidence portfolio.
- YMCA – the aim of this project was to address the lack of vocational training facilities and a lack of appropriate training opportunities for socially and educationally disadvantaged people. The main aims were to create a vocational training centre offering recognised vocational and basic skills provision open for use by July 2009. The project has been very successful and the YMCA was awarded the Provider of the Year award by the Derbyshire Learning and Development Consortium. They also won the Derby Homes

Partner Organisation Award in recognition of their 'Home to Work' project. A whole range of partners were involved in this project and more information is in the evidence portfolio.

- DASH and Derwentio Partnership – Local Lettings Agency – the Decent and Safe Homes Project – DASH - and Derwentio Property Management were voted as a commended finalist for 2010 in the Public Service/not for Profit category of the prestigious Landlord & Lettings Awards. The project starts in the Derbyshire area, but the vision is to have developed a robust model of delivery, which can be rolled out across the East Midlands. The alliance of two services is unique in the country and the result will be a targeted service which offers private rented housing to individuals and families who are experiencing housing difficulty. The Partnership was established with particular emphasis on the prevention of homelessness and the sustainability of tenancies. By working together, DASH and Derwentio feel they can provide the region with an efficient all encompassing scheme that provides good quality well managed accommodation to those in housing need. More information is in the evidence portfolio.

Each year we are very active in our Derby Pride event which is held on one of our city centre parks – Bass Recreation Ground and we supply the BSL interpreters for the event as well as city council stands – last year we sponsored the quiet area. Our Mayor always opens the event and visits all the stand holders to show the Council's commitment to LGBT equality.

We also take the lead in the city on International Day against Homophobia which we mentioned earlier and start off with the Mayor of Derby raising our rainbow flag, followed on by other agencies raising their's too. We produced posters for those who didn't have flag poles, so they could display their commitment to the day. As mentioned earlier, Derby County Football Club is one of our partners on the day and so are members of Derby Equality and Diversity Task Group and people from Derby University.

- **Community engagement and satisfaction**

We have already mentioned our Diversity Forums which we use to help us in shaping our policies and services and we have volunteers from these groups who take part in our equality impact assessments. We have a very active young people's forum Voices in Action and each year they have a conference to get key people in the city to make pledges – the pledges are then monitored through our performance management tool – DORIS. We have attached the presentation from the last Voices in Action conference.

We have a good relationship with the community and voluntary sector in Derby and we have attached the Compact in the evidence portfolio. You will be meeting the officers who work with voluntary and community sector grants as part of the site visit. They actually won an award a few years back for the good relationships they had with the voluntary and community sector.

[Having your say](#) is a link on our website giving details and opportunities for consultation and people's views. Other agencies can include their consultation events and documents as well.

We feel it is really important to involve local people as part of our decision making process on decisions that affect them. To help us do this, we have set up various consultation forums/groups that make it easy for local people to give us their views including:

- Derby Reach Out Panel – made up of 1,200 local people who give us their views about Council services through regular postal/online questionnaires
- Derby Snapshot Online Panel – the quick and easy way for people to give us their views about various issues through short online surveys
- E-mail Group – the e-mail alert system about events/consultations
- Neighbourhood Forums
- Plain Talking Group – a way for people to give us their views on the publications we produce and how they can be improved
- Your City Your Say – an on-line service to help people find out about Derby consultations to take part in.

The Autumn 2010 edition of [Your Derby](#) includes an article about the different ways people can let us know about our services. Your Derby goes out to every household and is available in a range of formats as required.

We have recently held our budget consultation event chaired by the Leader of the Council and the meeting was extremely well attended by our Diversity Forum members and Older People's Forum. Some volunteers from the Forums are part of the budget equality impact assessment working party and also our grants to voluntary sector equality impact assessment group. The information from the consultation is included in the [Cabinet budget report](#) and is on pages 15 and 59-66 of the link. A copy of the Equality Impact assessment is included in the evidence portfolio.

Every year since 1995 our Derby City Partnership organises [Inspiring Derby Week](#) – we are planning this year's at this moment. It is a week of celebrations to celebrate partnership working through a range of events including visits and tours to partner organisations in Derby, including Rolls Royce, Kedleston Hall, and Smith Clockmakers of Derby. There are drop in sessions and learning taster sessions, giving people the chance to learn a new language, explore new communities or try a new style of dance. More information is included in the evidence portfolio.

Our Be Inspiring project fund was launched in January 2010 and offered grants to help organisations meet the challenge of raising the aspirations of young people in Derby. Grants totalling £234,054 were awarded to voluntary and public sector organisations. The fund aims to support organisations to take on new projects to create positive outcomes for young people aged 10-19 years by helping them achieve:

- increased skills
- improved level of education
- improved employment prospects

- increased confidence, self esteem and ambition

More information about this project is in the evidence portfolio.

- **Responsive services and customer care**

Derby was judged positively under the Oneplace assessment system. Partners across the city, including the Council, NHS Derby City and Derbyshire Constabulary, were judged to provide 'good quality of life for many' with no weaknesses in the public services we deliver. Partners who work together to deliver public services through Derby City Partnership received no 'red flags' in the assessment of work across the city, indicating that there are no aspects of performance where the Oneplace assessors were concerned that more should be done. We were assessed as 'performing well'.

The Oneplace assessors praised the city's partners for their work in a number of areas, including:

- services for children and young people – 'Derby is generally a good place for children and young people to grow up. Children are healthier, less obese and more active'
- stronger communities – 'public services in Derby are working well with local communities to help people get along together'
- safer communities – 'crime is lower than in other cities and crime rates are falling'
- cleaner communities – 'streets are cleaner with low levels of litter, graffiti and flytipping'
- city growth – 'Derby City Partnership has a good understanding of the local economy and has a strong and well established economic partnership... Derby has revitalised the city centre thanks to the investment brought about by Derby Cityscape Ltd'
- housing – 'Housing in Derby is generally good. Almost all council homes meet the government's national standard for decent homes'
- culture – 'Derby has a vibrant and diverse cultural scene. Residents' satisfaction with parks and open spaces and with museums and galleries is among the best in the country'
- adult social care – 'care services for older people are improving. They have more choice on how they receive social care so they can stay independent in their own home'

The [Your Derby](#) Winter 2010 gave householders more details of the oneplace assessment.

The YMCA Derbyshire in partnership with our Housing Options, Supporting People, Children and Young People's Services, Youth Offending Service, Mansfield Mediation and Derby Homes set up Derby Crash Pads to reduce the reliance on bed and breakfast accommodation.

The project enables 16 and 17 year olds to be safely accommodated for a 14 day period while they engage in an intensive, targeted mediation, support and guidance programme provided by a range of professionals with the ultimate aim of 'preventing youth homelessness'

Derby Teenage Pregnancy Partnership - young people encourage their Peers to Stay Safe – A group of Derby young people were given the chance to advise their peers about the risks of alcohol and sexual health at a workshop at Quad. The workshop aimed to consult young people on what messages they felt other young people needed to know and how best they could be delivered.

Over the course of three sessions, the group were encouraged to evaluate existing alcohol and risky sexual behaviour. They then worked with artists to respond to the information in a visual way, creating artwork that expressed their attitudes towards the issues.

Our performance management system is called DORIS as previously mentioned and this is where our targets and aims and objectives go including our manifesto commitments, business planning Derby Plan and Council Plan and Children and Young People's Plan. A Cabinet report of [Performance Quarter 3 reporting](#) is included in the evidence portfolio. This covers employment equality objectives, as well as service related ones.

In [Your Derby](#) Summer 2010 we did an article for householders on our performance – our Annual report 2009/2010. Our designers make sure that anything we produce contains diverse images of our community, is in plain language, interesting to read and is available in a range of formats. – In this edition we also slipped in an article on page 12 about why equality monitoring is so important, so our customers know we just aren't being nosy when we ask about them – we do it so we can provide a better service.

We see procurement and equality as very important in making sure anyone who delivers services for us delivers it in a fair and inclusive way. We have a series of equality questions that bidders need to answer, but if they do not answer these very well, rather than just say 'no' we have had Directors of businesses in to talk to our Lead on Equality and Diversity and find out much more. An example of some feedback from a Director is included in the evidence portfolio.

Another initiative of our new Chief Executive is Derby Streetpride – this service deals with refuse collection, potholes, missed bins, street cleansing, fly tipping, graffiti, dog fouling, dog wardens, parks, skip permits and much more. Some more information about Streetpride is in [Your Derby](#) Summer 2010 on page 12. We have also set up a Roma Task Group, following a few issues we had to deal with and this involves partners from Neighbourhood management, Streetpride, private sector housing, benefits and advice, environmental health, Children and Young People's Services, Community Safety Partnership and Police. The purpose of the task group is to:

- support the establishment of a community support group
- review and update advice and guidance requirements for the Roma community
- identify underlying causes of the problems the community are experiencing and make proposals to tackle these
- develop cross service action plans in relation to the environment, anti social behaviour, housing, health and children's services.

The same edition of Your Derby on page 3, contains information about our new libraries – we have been building several new libraries and all these have involved disabled people at the design stage so we get the access right.

There is also some information on page 9 about our new centre for children with autism - The Shine Centre and also on page 14 about our new support for people with dementia – in the form of eight monthly dementia cafes. There is also more information about our dementia support in the evidence portfolio.

Our Community Safety Partnership developed a [Welcome to Derby guide](#) And this gives lots of useful information and contacts for people new to the city. A hard copy is in the evidence portfolio.

Our main customer point of contact is Derby Direct and it is temporarily based at 1 Albion Street, until the refurbishment of the Council House is complete. You will be visiting Derby Direct during the site visit. It has been designed to mirror what the customer services will look like in the new Council House. It was important during the design that the building was made as accessible as possible. There is a disabled people's toilet and automatic doors as well as induction loops. Deaf people can use the minicom or they can text Derby Direct.

There has been some excellent customer feedback on the building and in the meet and greet system we have. Customers have told us that the staff are friendly and approachable and they like being helped.

Some examples of customer feedback on Derby Direct

The following are comments we recently received from a customer feedback exercise on the Streetpride self service and from our 'have your say' forms

- The telephone service was excellent; my issue was clearly understood and the reaction was swift and effective.
- Received my permit very quickly
- I use the Streetpride service regularly and have never had to wait long in the queue
- Very efficient and helpful
- I recently visited the Council House as I have lost my full time job. I was feeling stressed and upset. I don't know the names of the two ladies who helped me but I am very grateful for their work and help. I left the Council House feeling a less stressed

There is a letter in the evidence portfolio from a customer complementing a member of staff.

We've also had several members of staff who have received a 'working wonders' award. For me, this embodies the culture and attitude in Derby Direct of a positive outlook and a willingness to go that extra mile for our customers, two examples...

- Mrs Stephenson recently wrote to the Chief Executive to give praise for Gemma Gaskin's help recently. Mrs Stephenson had applied for a tip permit to clear her mother's house as she had recently moved to a residential home. Mrs Stephenson lived in Norwich and had travelled on a Saturday to clear the house having asked for the tip permit to be sent to her mother's Derby address; Mrs Stephenson's sons had also travelled from London and York to help. When she got to the house, the tip permit hadn't arrived. She called the Streetpride number and spoke to Gemma. As it was so urgent Gemma offered to make a new permit and drop it off at the house as it was on her way home. Mrs Stephenson stated in her letter 'such willingness to help beyond the call of duty is rare nowadays and has certainly produced one very satisfied customer.'
- Helen Doran saw a young mother on Housing Benefits reception who wrote to the Council after her visit to say 'the day I met Helen, I couldn't believe how she made me feel. I was so low and emotional I felt invisible to the world and that my daughters would be better off without a mum who couldn't even keep a roof over their heads, because of this amazing person, I feel I want to wake up every day'

Our Derby Advice is very active in the community and you will be meeting them and some of the partners they work with during the site visit. A recent initiative includes advice sessions for the Roma community in Derby. This has been very successful with many people coming to the sessions for help and advice.

We work very closely with our local disabled people's advice and information service – Disability Direct – set up in 1993 to fill a gap in Derby for information for disabled people and carers. We were one of the founder members and the organisation - whose idea started in someone's front room – now has new offices on Pride Park and 67 staff. Disability Direct has been highlighted as one of 18 good practice examples of user led organisations and commissioning in the [National Skills Academy - Social Care](#) – page 21 – where Disability Direct has highlighted the good working between us.

Our Adults and Health Services have added lots of examples of their work on our Sharepoint site which you will have access to during the site visit.

Examples include:

- Dementia strategy and services
- Extra Care Housing
- Carers support
- Adult Learning Difficulty Resource Directory

- Stroke Project including multi agency training in communication
- GOLD drop in service for people with learning difficulties
- Learning Difficulties Partnership Board and Ambassadors
- Day service modernisation
- Aspect Project – facilities for people with learning difficulties
- Personalisation
- Liberation Day
- Changing places toilet in conjunction with Westfield Shopping Mall
- Telecare monitoring system – ‘Just checking’ to support around 42 people with dementia.
- Carers breaks demonstrator site
- New over 50’s centre in the Eagle Centre Market

And lot’s more!

Our Children and Young People’s Service also have lots of evidence to show on equality and these examples are included as evidence, such as:

- Darley Barn – a fully accessible converted barn used by lots of young people, including disabled young people – there will be a site visit here during your visit.
- Breaking the cycle and consultant’s evaluation – case study with a young mum and daughter
- Shine Centre for children with autism
- Roma Support Strategy
- Youth Service Curriculum Policy magazine containing lots of examples of partnership working
- Oasis floating support project case study
- Engage Programme
- Partnership working with HMP Nottingham
- Derby Teenage Pregnancy Partnership

We receive some really good feedback about our Disabled People’s Facilities Grants and this is included in the evidence portfolio.

In 2008 we opened Milestone House which provides holistic assessment and support services for single people over 19. It comprises a single point of entry assessment service and 35 emergency bed spaces. It makes referrals to other hostel provision in the city and provides access to a community psychiatric nurse. It also makes referrals to other agencies that can assist with access to training, education and employment – so helping the homeless person back into society. Milestone House was a finalist in the Inside Housing Award 2008 in the meeting the needs of vulnerable people category.

Other examples of our Adults Health and Housing Directorate are included in the evidence portfolio.

In 2005, in conjunction with NHS Derby City, the Council’s Sport and Leisure Service engaged partners in developing a multi-agency physical activity strategy – B-active. In addition to the usual services directly involved in sport,

PE, recreation and exercise, key representatives from other areas of the council got involved. The be-active scheme has gone from strength to strength and a DVD is included in the evidence portfolio. Projects involved include:

- Physical Literacy Pilot – this involved a local infants school and resulted in significant improvement in physical activity
- B-active Sportsability clubs – set up to offer after school opportunities for disabled children and young people
- B-active goes green – gives children aged 8 to 12 the opportunity to take part in non traditional physical activities in parks and open spaces
- The movement – we have already mentioned this very successful project about the partnership with Derby County Football Club to increase the participation of physical activity of young girls aged 11 to 16
- bfit@work to encourage our employees to do more physical activity – more information in the evidence portfolio.

Our Springwood and Queen's Leisure Centres have achieved Inclusive Fitness Accreditation for making their premises and equipment accessible for disabled people. [Your Derby](#) Winter 2010 page 12 shows some new accessible gym equipment.

We have a communications toolkit on Derbynet, so that staff can see how they need to produce documents in accessible formats for everyone. It is our policy to always include a minicom number when a voice number is mentioned to make sure we are accessible for Deaf People.

We do monitor a whole range of our services into equality groups so that we can improve our services and this includes our customer complaints service. Equality objectives are included in any strategies we do and in our business plans and progress is monitored through our DORIS System. Equality Impact Assessments are now everyday business, which shows how much we have moved on from our Level 3 Assessment.

A challenge we face at the moment is that our extremely pro-active Access Officer is retiring in March and so we are working with disabled people to work out how best to replace the work he did. We are doing this through an equality impact assessment and monitoring progress over the next six months.

- **Modern and Diverse workforce**

As a diverse city, we believe strongly that our customers want people like them to provide services at the Council, so we do all we can to try to match the profile of our city in our workforce. Every year we compile our [employment statistics](#) so that we can see the profile of our workforce. Our employment targets are monitored through our DORIS system and we are in the top quartile of Councils' performance in the number of minority ethnic employees, women and disabled people at senior positions. Our employment statistics also identify for us where we need to do better and a few years ago,

we spotted that despite the number of minority ethnic employees going up, one particular group of employees – Pakistani people – were going down in numbers – so we needed to do something about it. In conjunction with our Minority Communities Diversity Forum and JET – who you will find out more about during the site visit – we set up the Pakistani Recruitment Initiative. More information about the scheme and the successful results are included in the employment statics report on page 7.

The employment statistics report goes to Chief Officer Group and also to each of the Diversity Forums and to the employee networks. Departmental Senior Management Teams also discuss the findings within their Directorate.

We have three employee networks – Disabled People's, Black Employees Support Network and Lesbian, Gay, Bisexual and Transgender Network. Each Network has its own work programme, but the networks also do lots of work together - known as our Tri-network events. We have shared the publicity material too as this proved to be more cost effective than having separate materials. The employee networks regularly help us with equality impact assessments, particularly on employment related ones. More information about the networks is included in the evidence portfolio and you will see it when you have access to our Derbynet intranet site. Our LGBT employee network helped us to get to number 38 in the Stonewall Equality Workplace Index, which we are all very proud of.

The [Equality and Diversity](#) section of our jobs and careers website advertises our employee networks, Pakistani Recruitment Initiative and our job seekers registers for disabled people and minority ethnic people. It also flags up our guaranteed interview scheme for disabled people who want to use this scheme. We have an on-lone recruitment system, but will make reasonable adjustments for any disabled applicants who need to apply in another way.

We have taken effective action to address pay inequalities. In common with most local authorities, we had historical anomalies in our pay structure arising from bonus payments that were negotiated in the 1960's and 70's before the Equal Pay and Sex Discrimination Acts. These have now been corrected by the removal of the discriminatory bonus schemes. Settlements have been reached with the women that were excluded from these schemes. A system of recruitment and retention payments that is consistent with the equal pay legislation has been adopted to address demonstrable market issues. The system is maintained for us by an external consultant to make sure of strict impartiality.

We have recently conducted a pay audit that shows that our pay structure now contains no significant discrepancies other than those justified by the externally scrutinised system of recruitment and retention payments and a slight imbalance in respect of additions to pay for predominantly women employees in work areas where the pattern of work attracts enhancements for regular working outside office hours.

Now that we have completed this investment in correcting our historic gender-related pay issues, on-going consideration is being given to the introduction of a wholly new pay structure. A comprehensive and robust equality impact assessment will be completed before any changes are adopted.

Here are some other employment related initiatives and more information about them is included in the evidence portfolio...

- Positive Steps Management Training for minority ethnic employees
- Succession Pool for people aiming for Head of Service and Director roles
- Equality Impact Assessment Training
- Equality in Action Training
- Induction training – equality and diversity section
- Managers' Induction Programme – equality and diversity
- Disability Equality Training
- Prayer/quiet room/breast feeding room for employees
- Weekly In Brief newsletter for employees – includes lots of equality information
- Equality Impact Assessments done on a whole range of employment policies
- Disability Equality at Work form for disabled employees to tell us they are disabled people and what reasonable adjustments they may need – self declaration
- Disability Leave for disabled employees needing time out of work for treatment or appointments to do with their impairment
- Arranged for the Macmillan Cancer Awareness Bus to be located at work to help and advise employees affected by cancer in some way. Seventy five people visited the bus
- Customer Care training for employees with equality embedded in the training
- Managing Individual Performance Scheme – MIPS
- Leading Manager Scheme
- Right to Flexible Working
- Carer's rights
- Derby Workstyle Reasonable Adjustments – moving to temporary accommodation was particularly worrying for our many disabled employees, so we designed a new form for them to tell us what adjustments they needed in the temporary accommodation – we managed to co-ordinate a whole range of reasonable adjustments for people – we did have some snags, but managed to resolve them eventually.
- Competency Framework
- Religious and belief guidelines
- Employee Survey – equality questions
- Employment equality monitoring including religion or belief and sexuality
- Positive about Disabled People logo
- Stonewall top100 logo – number 38
- Achieving Level of Equality Framework - former Level 3 of Equality Standard

- Carefirst – telephone/minicom counselling service
- Remote working
- Worklife balance
- Working Wonders Scheme for employees nominated for going that extra mile
- Disabled people working at Derby City Council – managers and employee guidelines – follows the social model of disability, not medical model
- Basic Skills training for front line employees – we signed the Skills Pledge in April 2009, making a commitment to encourage and support all staff to achieve Level 2 qualifications, particularly in basic skills, maths, English and ICT. The target for the initial taster sessions were employees who deliver refuse collection, street cleansing, grounds maintenance and other direct services. The scheme has been very successful and more information is in the evidence portfolio.

During the site visit you will have access to our Derbynet where these policies and documents are. When we revise or have new policies – equality impact assessments are done and we have staff briefings to let managers and employees know about them – we also have articles in our Leading Manager magazines and in our weekly bulletin – sample copies are included in the evidence.

When our new Chief Executive started with us, he set up Change Champion Groups under the One Derby One Council programme. One of these Change Champion Groups focuses on equality and diversity. The groups gather evidence of good practice and see how it can be done here in Derby. A report from the Equality and Diversity Change Champions is included in the evidence portfolio, as well as an edition of In touch which explains more about the Change Champions.

6 Moving on from excellent – action planning

Following the self assessment procedure, we recognise we still have work to do and here are some of the actions we will be taking forward to include in our Equality and Diversity Plan review in April 2011.

Knowing your community and equality mapping

- Continue to build on the shared evidence base, so we have even more data to work with
- The Performance Partnership Support Group to take on more of a role in respect of reviewing and challenging performance on equality objectives

Place Shaping, leadership, partnership and organisation commitment

- Deliver the Derby Plan and Council Plan

Community engagement and satisfaction

- Review the workings and outcomes of the Diversity Forums
- Continue monitoring the equality impact assessment of the budget and community grants
- Review the Equality Impact Assessment toolkit with members of the Diversity Forums

Responsive services and customer care

- Continue to monitor the refurbishment of the Council House to make sure it is fully accessible for disabled people and other users
- Review and evaluate the Equality Impact Assessment of the arrangements in place following the retirement of the Access Officer

Modern and diverse workforce

- Continue capturing the LGBT and Sexuality of our employees, so that we have most employees' equality information
- Achieve an even higher Stonewall ranking in 2012 – higher than our current 38
- Explore arrangements for an LGBT or tri network mentoring scheme.

7 Conclusion

And so together with our partners and community and voluntary organisations, over the last two and half years we have worked up from 'achieving' and now we feel we are ready to be assessed and validated to see if we can formally claim to be excellent in equality and diversity. Achieving excellent would be a great way to acknowledge all our employees' hard work, particularly in these challenging times and all the community and voluntary groups that have helped us develop our policies and the way we do things.

We hope this self-assessment demonstrates to you that, we like to go that extra mile, in the way we deliver our services, work with partners and community organisations and employ people. We hope, that when you have a look at our examples of case studies, speak to our employees and partners and the community and voluntary organisations we work with that you will see that we do our best to make a difference.

Ann Webster
Lead on Equality and Diversity
8 March 2011