

Scarborough Borough Council



Equalities and Diversity Annual Report 2013-14



great place to live, work & play

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1. Introduction

- 1.1 Scarborough Borough Council believes that equal opportunities and diversity are central to all its functions and services. We are committed to ensuring that there are vibrant, sustainable and cohesive communities in Scarborough Borough, in which all people can play as full a part as they wish. We will challenge, change and implement structures to remove the barriers that prevent people from participating in the issues that affect their lives.
- 1.2 We will consider the needs and aspirations of all our customers, residents, visitors and employees, regardless of age, sex, gender identity, disability, sexual orientation, race, socio-economic group, religion or belief, physical abilities, or learning abilities, or any other characteristic.
- 1.3 In 2010, the Council published its Corporate Equalities and Diversity Plan which sets out how we intend to fulfil our obligations under the Equality Act 2010 and brings together the range of equality and diversity initiatives and projects that the Council, with the help of its partners, is working on into a single coordinated equality programme for the next three years to ensure that our commitments become reality
- 1.4 The Equality Act 2010 replaced previous antidiscrimination laws with a single act, bringing together, harmonising and in some respects strengthening equality law. The Act includes a new Public Sector Equality Duty, replacing previous separate duties relating to race, disability and gender equality, which came into force from April 2011.
- 1.5 This Annual Equalities Report sets out what we have done over the past year to achieve our equality objectives and meet the requirements of the Equality Act 2010. It also includes an analysis of data obtained from surveys and consultation looking at satisfaction with Council services and how this differs between equality groups. This information will be used to help us make targeted improvements to our services and inform our future plans.
- 1.6 This report also contains information relating to equalities monitoring of the Council's workforce and employment issues information, to provide a comprehensive picture of the Council's work relating to Equalities and Diversity.

2. Key Equality Challenges

- 2.1 The Council faces a number of key equality challenges. Changing demographics mean that the Borough is becoming more diverse and this brings opportunities as well as challenges in maintaining cohesive communities. We need to recognise and value the contribution that diverse groups make to our Borough. The publication of the 2011 census data illustrates the changes in the demographics of the Borough over the last ten years.
- 2.2 The population nationally is ageing, and the Borough already has a larger than average older population. Census data shows that between 2001 and 2011 the proportion of the population in the Borough aged 60 years and over increased from 27.5% to 31.3%, compared to 22.4% average for England.
- 2.3 In addition, there is a larger population who are disabled compared to national figures. The percentage of people with a limiting long term illness increased from 21.6% in 2001 to 22.4% in 2011, compared to an average for England of 17.6%.
- 2.4 Census data also shows changes within the Borough's population in terms of ethnicity and religion/belief.
- 2.5 The Borough is becoming more diverse, with the proportion of White ethnic group falling from 99% of the population in 2001 to 97.5% in 2011. In terms of place of birth, the percentage of the Borough's population born outside the UK has risen from 2.9% in 2001 to 3.9% in 2011.

- 2.6 The breakdown in terms of religion is as follows:

	2001	2011
Christian	78.9%	66.7%
Other Religious Group	0.8%	1.4%
No religion	12.5%	24.5%
Religion not stated	7.9%	7.4%

- 2.7 These present challenges to the Council to ensure that its services address specific needs.
- 2.8 Within the Borough are a number of areas of severe deprivation. In 2010, Scarborough Borough is ranked **85** out of **326** Local Authorities for average overall deprivation score falling with the bottom 30% of most deprived local Authority areas. The Borough was ranked **56** out of **336** for local concentration of deprivation, indicating that there are 'hotspots' of deprivation.

- 2.9 Within Scarborough, there are **8** Lower Super Output Areas¹ (**11.3%** of LSOAs) within the bottom 10% and **14** LSOAs (**19.7%** of LSOAs) within the bottom 20% of most deprived areas in the country for overall deprivation. The **8** LSOAs within the bottom 10% of all LSOAs in England fall within the Wards of:
- Castle (3 LSOAs - 006a, 006b, 0010a)
 - Eastfield (3 LSOAs - 012a, 012b, 012c)
 - North Bay (1 LSOA 006d)
 - Woodlands (1 LSOA - 007d)

¹ The Index of Multiple Deprivation (IMD) is based on small area geography known as Lower Super Output Areas (LSOAs). These areas have between 1000 and 3000 people living in them and in most cases they are smaller than wards. There are 32,482 LSOAs in England and 71 within the Scarborough Borough.

3. Corporate Equalities and Diversity Aims and Objectives

3.1 Our Corporate Equalities and Diversity aims and objectives are set out in our Corporate Equalities and Diversity scheme and are as follows:

3.2 Aim

Scarborough Borough Council is committed to the provision of high quality, relevant services free from discrimination and delivered in a way which is accessible to all sections of the community. As a major employer within the area, we are also committed to the principle and achievement of providing equality of opportunity in employment at the workplace to existing and potential employees. We wish to set an example to others who provide goods and services by promotion and publicity of policies and practices, which are designed to encourage equality of opportunities.

3.3 Objectives

Our Equality Objectives are:

As a Community Leader, we will:

- Work to develop a culture which values the diversity of people from all sections of society, and to promote community cohesion
- Set an example to others who provide goods and services by promotion and publicity of policies and practices, which are designed to encourage equality of opportunities, and eliminate all forms of discrimination, whether direct or indirect.
- Work to ensure that issues such as race, sex, gender identity, age, disability, religion or belief, and sexual orientation are not barriers to the receipt of services.

As a Service Provider, we will continue in our commitment to achieving equality for all those who live in, work in and visit the area of the Borough by ensuring that:

- Our services are accessible;
- Our services are flexible and responsive to the needs of the community;
- Users of our services are treated fairly and all complaints are dealt with in accordance with our Equalities Scheme and Equality policies;
- There is consultation within the community on the way in which services are planned and delivered;
- Systems are in place to monitor our services and plans are implemented to achieve continual improvement;
- The results of consultations and monitoring are published and the public has access to the information provided;
- All contracts are monitored to comply with the Council's Equalities and Diversity Scheme and Equal Opportunities Policy;
- Councillors and employees receive training to raise the awareness of equality and diversity issues and the Council's policies and procedures, to enable them to understand their responsibilities for equality and expected standards of behaviour.

- Individuals and communities are encouraged to report all forms of discrimination

As an employer, we are committed to eliminating discrimination in employment through the establishment of good employment practices applied equally to all employees. All employees will:

- Have equality of opportunity in recruitment and selection, redundancy, retirement and redeployment, grievance and disciplinary procedures, performance appraisal, career development and training;
- Be consulted on the way in which policies are developed and implemented;
- Have any complaints fairly and properly investigated;

We will:

- Ensure policies are in place to meet the varying needs and work/life responsibilities of employees.
- Take positive action to achieve a workforce which is representative of the community we serve.
- Ensure that, where a service or function is transferred under the Transfer of Undertakings (Protection of Employment) Regulations 2006, arrangements are put in place to ensure compliance with the Council's Equality policies.

4. Progress against equality objectives

4.1 In order to meet our equality objectives as detailed above, we have developed a three year action plan against which we monitor our progress regularly. Overall we have made good progress towards achieving our equality objectives and details of progress made against the action plan are set out in appendix 1 of this report.

4.2 Key Successes

4.3 In addition to working to deliver our Equalities and Diversity Action Plan, we have worked to deliver positive outcomes in relation to equality and diversity, including economic disadvantage. Some of our key successes are outlined below:

- We provide support through our sports and leisure facilities to a wide range of groups, with specialist equipment being available for those with disabilities. A wide range of sessions are available, many aimed at target groups, including a range of outreach work. This includes initiatives such as; Adopt a School, Girls only sessions, work with local hospital through a Weight Management Group and a Neurological Group, Easyline sessions, work with police on 'Copalot' scheme.
- The Leisure Savers Scheme provides discounted admission to sports and leisure facilities for Students, juniors, over 60s and those in receipt of certain benefits and other initiatives, action is taken to promote social inclusion and ensure that opportunities for participation are available for everyone. A Residents Card is also in operation.
- Assisted refuse collections help a wide range of residents with mobility problems to ensure that their refuse and recycling can be collected.
- We are working to meet affordable development targets, with 259 homes on site and due for completion in 2014/15.
- We have met Homelessness targets of no more than 147 households to become homeless during the year, with 83 households becoming homeless in 2013/14.
- We have adopted the Living Wage, for our lowest paid staff to help towards alleviating wage poverty. In the longer term, our aspiration is to encourage other employers in the borough to do the same, not only by setting a direct example to others, but by making it a preferred criteria in our procurement process for those businesses we buy goods and services from.
- We have provided support for the development of a community led network for the Castle/North Bay wards. The Castle community network has been supported with a Community Asset Transfer (The Base), undertaking community led consultation, and as a partner in the government 'Our Place' Programme.
- A Partnership Plan for regenerating and improving East Whitby (Action Eastside) has been developed and work is on-going re its implementation.
- We successfully implemented the Changing Lives programme to support 24 individuals, with a waiting list for support services.

- Phase 2 of the Job Match programme was launched in 2013. To date 236 people have been placed into employment and 99 apprenticeships secured.
- The Choices4energy Service has continued to support 'fuel poor' households. 'Choices4Energy' operates out of a shop in Scarborough town centre, backed up by a mobile caravan unit which tours the rural areas of the borough. The advice shop and mobile unit provide face to face advice for residents on how to stay warm, reduce their energy bills and carbon footprint, as well as being a source of information on ECO funding and 'Green Deal', the new government initiative designed to help business and home owners to employ more green technologies in their properties. The success of the service has led to funding for a further 12 month period being secured.
- We have awarded grants to support community, voluntary and not for profit organisations operating services. Our approach to awarding these grants has been reviewed to ensure that funds are targeted in the most effective manner. A number of grants are now awarded on the basis of a three year service level agreement to provide organisations with financial security over a longer term.

5. Take up of Services/Monitoring Data

5.1 Over the last twelve months we have undertaken a range of consultation exercises and satisfaction surveys, which have included questions in relation to protected characteristics/equality groups, i.e, gender, race, religion or belief, age, disability, etc. By collecting this data we can monitor take up of and satisfaction with our services by equalities group. This enables us to identify areas for improvement and ensure that we are providing fair access.

5.2 The following provides further details of satisfaction with and take up of our services. It should be noted that in some cases the number of respondents from a particular equality group/protected characteristic is too low to provide statistically meaningful results.

5.3 Local Area Survey

5.4 In Spring 2014, a Local Area Survey was undertaken to gather information on peoples' perceptions of the local area, priorities, and the services they receive. The information gathered through the survey was broken down by equalities group/protected characteristic to enable us to determine priorities. Details from the survey are attached at appendix 2.

5.5 Detailed consideration has been given to three main areas, i.e, gender, disability and age. The numbers of responses received in relation to religion, ethnicity and sexual orientation are too low to provide statistically accurate results.

5.6 In general, the differences in satisfaction with services between equality groups are not felt to be of concern.

5.7 In respect of gender, the main areas where there were gaps in satisfaction were as follows:

	Male	Female
Customer First Centres	61%	49.7%

5.8 Whilst there was also found to be a difference in satisfaction levels with the planning service, the number of respondents were too low for statistical accuracy.

5.9 In respect of age, where significant variations were seen, again, the numbers of respondents were too low for accurate statistical analysis.

5.10 In respect of disability, the main areas where there were gaps in satisfaction were as follows:

	With Disability	Without a Disability
Customer First Centres	62.7%	49.9%
Parks and Open Spaces	62.8%	72.4%

5.11 There are also clear differences in usage of some services, with people with a disability less likely to use services including sports and leisure facilities, theatres and concert halls, and parks and open spaces.

5.12 **User Satisfaction and other on-going Surveys**

5.13 **Benefits User Satisfaction Survey**

5.14 The Council's Benefits Service undertakes an on-going User Satisfaction Survey to identify areas for improvement. Data is analysed by gender, and disability. Whilst respondents are also asked for information re race, religion and sexual orientation, numbers of respondents in these groups are too low to provide meaningful data.

5.15 Full details of the analysis are shown as appendix 3.

5.16 Key issues are:

- A relatively high percentage of claimants, 43%, have a disability/limiting long term illness, compared to 22.4% of all residents in the Borough (2011 census).
- Overall respondents with a disability/limiting long term illness showed significantly lower levels of satisfaction with the telephone service, 77.7%, compared to 94.4% of respondents without a disability/limiting long term illness.
- The lowest levels of satisfaction tend to be with the Benefits Claim form – overall 73.4% of respondents were very/fairly satisfied with the form, with levels being broadly similar across all equality groups.

5.17 **Car Parking User Satisfaction Survey**

5.18 An on-going survey is undertaken of users of the Council's car parks, and further details are provided in appendix 4. Men were slightly more dissatisfied with the service than women, and there were slightly higher levels of dissatisfaction in the over 50 years old age groups.

5.19 In addition to questions about satisfaction with the car parks, specific questions were also asked about parking for the disabled:

5.20 10% of respondents (12) were blue badge holders and were therefore eligible to park in bays designated as parking for the disabled - the Blue Badge scheme allows drivers of passengers with severe mobility problems to park close to where they need to go.

5.21 These respondents were asked:

Do you consider the number of disabled parking spaces in the car park to be sufficient?

- 8 respondents, 66.7%, stated that they did not consider there to be enough disabled parking spaces; this is an improvement on last year when 83.3% felt that there were not enough disabled parking spaces.

Are the disabled parking spaces in the best position for your needs?

- 8 respondents, 66.7%, stated that they did consider the disabled parking spaces to be in the best position for their needs.

5.22 **Housing Options Service**

5.23 An on-going survey is undertaken to determine levels of satisfaction amongst users of the Council's Housing Options Service. This service works with anyone who is either homeless or threatened with homelessness to try and enable them to stay in their homes or to help find them alternative accommodation.

5.24 A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service.

5.25 Full details of the analysis are shown as appendix 5.

5.26 Key issues are:

- A relatively high percentage of service users, 34.8%, have a disability/limiting long term illness. Across the Borough 22.4% of residents have a disability/limiting long term illness (2011 census).
- There was a slight difference in satisfaction between those with a disability/limiting long term illness and those without, 78.3% compared to 94.4%.

5.27 **Tourist Information Centres**

5.28 An on-going survey is undertaken to determine levels of satisfaction amongst users of the Council's Tourist Information Centres. A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service.

5.29 Full details of the analysis are shown as appendix 6.

5.30 Key issues are:

- Overall satisfaction with the service is high at 96%, with only small differences between equality groups. Men are generally more satisfied than women with the service, at 96.6% compared to 89.5%.

5.31 **Customer First Service**

5.32 An on-going survey is undertaken to determine levels of satisfaction amongst users of the Council's Customer First Centres. A satisfaction rating is calculated based on whether users are very/fairly satisfied or dissatisfied with the service.

5.33 Overall satisfaction with the service over the last four years is as follows:

- 2010/11 83.6%
- 2011/12 75.9%
- 2012/13 83.3%
- 2013/14 68.1%

5.34 Key issues are:

- The majority of respondents were aged 60 or over

- The survey looked at satisfaction with a range of aspects of the service and this showed that satisfaction was lowest with 'explanation of how the query would be resolved' at 52.9% overall satisfaction.
- There were no significant differences in satisfaction with the service by gender; generally females showed slightly higher levels of satisfaction with different aspects of the service
- Those aged 35-49 tended to be least satisfied with the service, however, it should be noted that this result was based on a small number of respondents
- Those with a disability tended to be more satisfied with the service overall at 80%, compared to 60.4% satisfaction of those people who did not have a disability

5.35 Full details of the analysis are shown as appendix 7.

6. Providing Equal Opportunities for our employees

- 6.1 Monitoring of the workforce in relation to a number of issues including pay, recruitment and selection, disciplinary, grievances, leavers and training and promotion has taken place and a detailed analysis is set out below.
- 6.2 Our monitoring includes ethnicity, gender, disability and age. Sexual orientation and religion/ belief are now included in the monitoring of applicants for posts. Work is on-going to look at introducing monitoring of these strands in relation to all aspects of our workforce in the future. This improvement in the range of data available will enable the Council to define equalities objectives more effectively.
- 6.3 It should be noted that in some areas the numbers of employees are too small to draw statistically valid conclusions from the data.
- 6.4 The data used to compile this report is from a number of sources, including:-
- ◆ Data Extracts from HR/Payroll system.
 - ◆ Data Extracts from the Council's Performance Management Framework.
 - ◆ Analysis of recruitment monitoring forms.

6.5 Local Performance Indicators

- 6.6 The following are key local performance indicators, with results shown for the last five years:

		2009/10	2010/11	2011/12	2012/13	2013/14
LPI ED3	Percent of top paid 5% of staff who are women (based on FTEs)	25.10%	25.64%	27.03%	25.81%	28.13%
LPI ED4	Percent of top paid 5% of staff who are from an ethnic minority (based on FTEs)	0.00%	0.00%	0.00%	0.00%	0.00%
LPI ED5	Percent of top paid 5% of staff who have a disability (based on FTEs)	10.26%	10.26%	13.33%	12.00%	3.13%
LPI ED6	Percent of employees with a disability	3.30%	3.18%	3.91%	3.71%	5.90%
LPI ED7	Percent of employees from an ethnic minority community	0.22%	0.21%	0.33%	0.23%	0.50%

- 6.7 This illustrates that:
- There has been an increase in the percentage of women employed at the higher pay levels.
 - The percentage of staff overall with a disability has now increased to 5.9%, however the latest data² shows that 26.5% of the working population have a disability/limiting long term illness.
 - The percentage of employees from an ethnic minority has increased

6.8 Overall staff numbers

² Nomis Jan 2012 – Dec 2012

- 6.9 Scarborough Borough Council had a headcount of 985 people in post as at March 2012. This had reduced to 780 people in post by March 2013, with 784 people in post in March 2014. The significant reduction in staff numbers is due in part to the TUPE transfer of a number of employees following outsourcing of the Spa Service. Staff numbers by Service were as follows:-

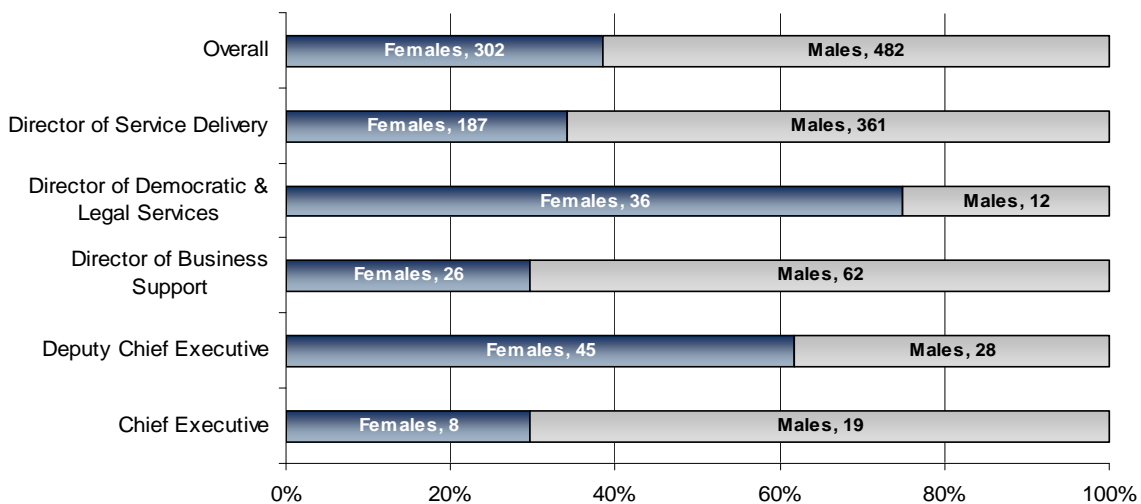
Service	Head Count	% of people in post
Chief Executive	27	3.4%
Deputy Chief Executive	73	9.3%
Director of Business Support	88	11.2%
Director of Democratic & Legal Services	48	6.1%
Director of Service Delivery	548	69.9%
	784	100.0%

- 6.10 Analysis shows that as at March 2014, 656 are permanent employees (644 in 2013), with 127 being employed on temporary, casual, seasonal and fixed term contracts (136 in 2012). The largest proportions of non-permanent employees are employed within the Service Delivery Directorate.

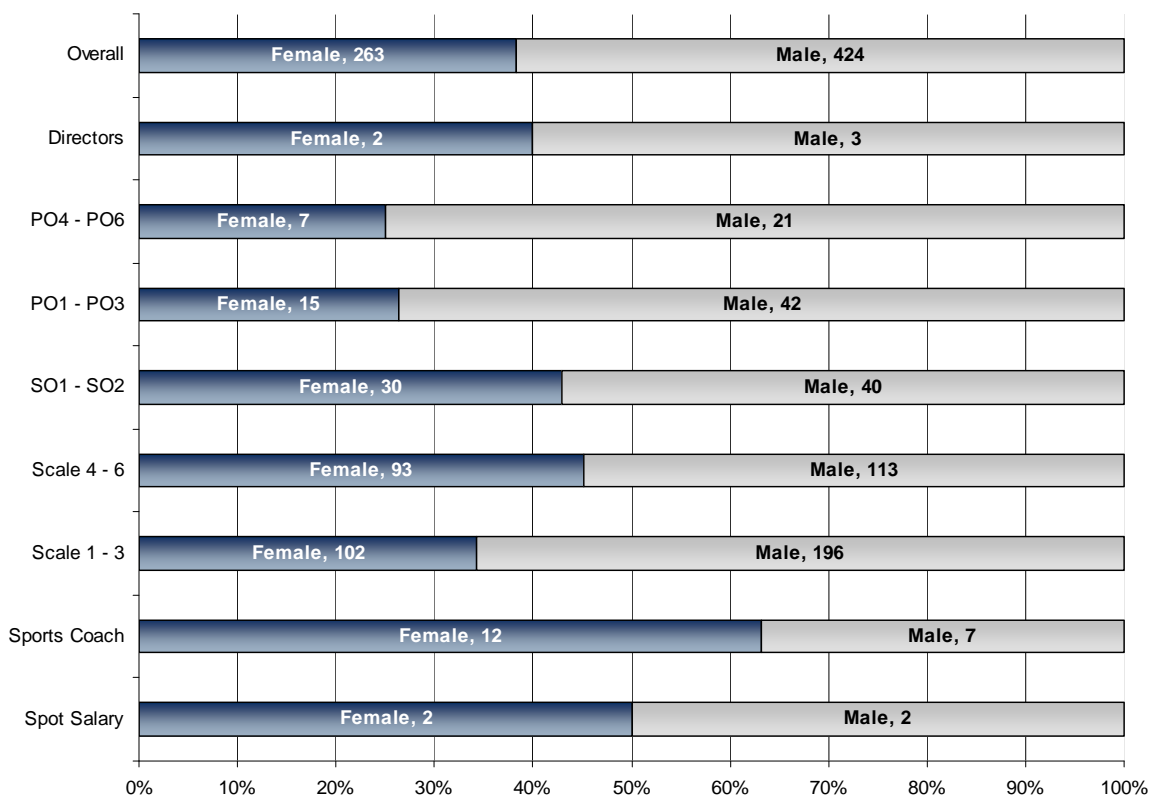
Service	Permanent employees		Fixed Term / Seasonal / Temporary		Casual		Total employees
	No.	%	No.	%	No.	%	
Chief Executive	22	81.5%	4	14.8%	1	3.7%	27
Deputy Chief Executive	68	93.2%	5	6.8%			73
Director of Business Support	85	96.6%	3	3.4%			88
Director of Democratic & Legal Services	46	95.8%	1	2.1%			48
Director of Service Delivery	435	79.4%	57	10.4%	56	10.2%	548
	656	83.7%	70	8.9%	57	7.3%	784

6.11 Gender

- 6.12 Analysis shows that overall 38.5% (38.7% in 2013) of the workforce, including permanent, temporary, casual, seasonal and fixed term contract employees, is female and 61.5% (61.3% in 2013) are male. Breakdown by service shows the following:-



6.13 Analysis of grade by gender



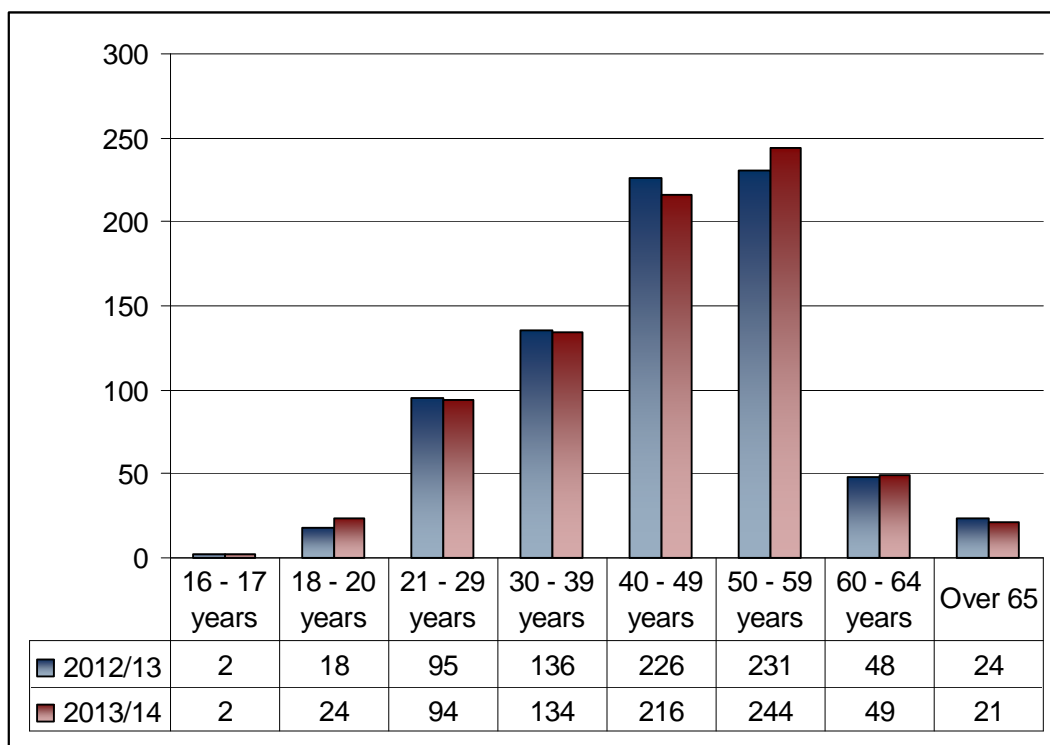
6.14 These tables show that at Scales 1 to 3, 65.8% (65.5% 2013) of the employees are male and 34.2% (34.5% in 2013) are female.

6.15 At scales PO1 -3, 73.7% (70.7% in 2013) of employees are male and 26.3% (29.3% in 2013) are female.

6.16 75% (77.8% in 2013) of employees at PO4-6 are male and 25% (22.2% in 2013) are female. The Key Local Performance Indicator on the top-paid 5% of staff shows that 28.13% of this group are female.

6.17 **Age Profile**

6.18 The age profile of the workforce is as follows:-



6.19 The percentage of the workforce over the age of 40 years is as follows:

- 2013/14 - 67.7%
- 2012/13 - 67.9%
- 2011/12 - 70.3%
- 2010/11 - 60.7%

6.20 The average age of the population in Scarborough Borough is 44.2, compared to 42.8 in North Yorkshire.

6.21 The 2011 census population estimates generally show the population to be 'ageing' nationally and this is apparent within the Yorkshire & Humber region, the North Yorkshire County and locally. Over half of the population 52.7% within Scarborough is now aged 45 or over and 23.5% of the population is aged 65 or over. The profile of the population at a district level remains unchanged from that in 2001, with Scarborough continuing to have higher proportions of those aged over 45 and over 60 when compared to the other districts in North Yorkshire.

6.22 **Disability Profile**

6.23 5.9% (3.71% in 2013) of employees stated that they have a disability. Analysis by grade shows the following:-

	Employees stating they have a disability
Sports Coach	0
Scale 1 - 3	10
Scale 4 - 6	7
SO1 - SO2	4
PO1 - PO3	2
PO4 - PO6	2
Directors	0
	25

6.24 There is representation across all grade bands, with the exception of Sports Coaches and Directors.

6.25 By service the number of employees declaring they have a disability is as follows:

Service	Employees stating that they have a disability	
	No	%
Chief Executive	1	5.6%
Deputy Chief Executive	3	6.0%
Director of Business Support	2	3.6%
Director of Democratic & Legal Services	2	5.4%
Director of Service Delivery	17	6.5%
Overall	25	5.9%

NB these statistics are based on the annual workforce survey, to which not all employees responded.

6.26 **Recruitment and selection**

6.27 Analysis has taken place of recruitment monitoring forms completed by job applicants. 981 forms were received and 63 appointments were made.

6.28 Analysis shows of the 981 job applicants who returned a recruitment monitoring form during 2013/14, 39.7% (38.5% in 2012/13) of applicants were female and 60.3% (61.5% in 2012/13) of applicants were male.

6.29 Of the appointments made, 36.5% (51.9% 2012/13) were female and 63.5% (48.1% 2012/13) were male, i.e., male applicants show a slightly higher success rate than female applicants.

6.30 The highest proportion of applicants for posts was in the 18 – 24 years of age band. The percentage of applicants in each age band was as follows:-

Age Applicants	2012/13		2012/13	
	No	%	No	%
Under 18 years			13	1.3%
18 - 24 years	192	24.0%	274	28.1%
25 – 29 years	88	11.0%	152	15.6%
30 - 34 years	62	7.6%	92	9.4%
35 - 39 years	57	7.1%	62	6.4%
40 – 44 years	109	13.6%	81	8.3%
45 - 49 years	103	12.9%	82	8.4%
50 – 54 years	75	9.4%	107	11.0%
55 – 59 years	72	9.0%	77	7.9%
60+ years	43	5.4%	34	3.5%

6.31 Looking at appointments to posts the figures are as follows:

Age	Appointments			
	2012/13		2013/14	
	No	%	No	%
Under 18 years			4	6.3%
18 - 24 years	29	40.8%	24	38.1%
25 – 29 years	4	5.6%	10	15.9%
30 - 34 years	4	5.6%	6	9.5%
35 - 39 years	5	7.0%	4	6.3%
40 – 44 years	7	9.9%	2	3.2%
45 - 49 years	7	9.9%	2	3.2%
50 – 54 years	8	11.4%	5	7.9%
55 – 59 years	3	4.2%	5	7.9%
60+ years	4	5.6%	1	1.6%

6.32 In terms of disability, 3.1% of applicants declared they had a disability compared to 2.7% in 2012/13.

6.33 Analysis also shows the following:

- In terms of ethnicity, 98.5% of applicants stated that they were White, 0.5% were Mixed, 0.2% were Asian, 0.6% were Black, 0.1% were Chinese and 0.1% were other.
- Religion or belief – 53.2% of applicants stated that they were Christian, 46.3% stated they held no religious belief, 0.2% Jewish, 0.2% Muslim and 0.2% other.
- Sexuality – 96.8% of applicants described themselves as heterosexual, 2.1% gay/lesbian and 1.1% of applicants were bisexual.

6.34 **Leavers**

6.35 Analysis of those leaving the authority showed that of the 173 who left during April 2013 to March 2014, 73.4% were male and 26.6% were female.

Reason for leaving/ Employee status	Casual	Established Full Time/part time	Fixed Term Full Time / Part time	Seasonal Full Time / part time/ variable	Temporary Full Time	Grand Total
Compulsory Redundancy		10				10
Death In Service		1				1
Dismissed Through Capability				1		1
Dismissed Through Gross Misconduct		2				2
Dismissed Through Ill Health		2				2
Dismissed: SOSR	3	1		2		6
Expiration Of Temporary/FTC			3	75	1	79
Resigned - Voluntary	18	26	2	14		60
Retirement - Early		4				4
Retirement - Ill Health		1				1
Retirement - Normal		4				4
TUPE (Transfer Of Undertaking)		3				3
Grand Total	21	54	5	92	1	173

6.36 Further analysis shows:

Leavers by Gender	Male	127	73.4%
	Female	46	26.6%
	Total	173	

Leavers by Disability (where declared)	Yes	7	4.4%
	No	152	95.6%
	Total	159	

Leavers by age group	Under 18 years		
	18 - 20 years	15	8.67%
	21 - 29 years	54	31.21%
	30 - 39 years	16	9.25%
	40 - 49 years	22	12.72%
	50 - 54 years	20	11.56%
	55 - 59 years	13	7.51%
	60 - 64 years	16	9.25%
	65+ years	17	9.83%
Total	173		

Leavers by status	Casual	21	12.1%
	Established Full Time / part time	54	31.2%
	Fixed Term Full Time / Part time	5	2.9%
	Seasonal Full Time / part time/ variable	92	53.2%
	Temporary Full Time	1	0.6%
	Total	173	

6.37 **Disciplinary**

6.38 Analysis of the 4 (8 in 2012/13) disciplinary proceedings against employees which reached formal stages of the proceedings (i.e HR involvement), showed that 100% (62.5% in 2012/13) were male and none (37.5% in 2012/13) female. None declared having a disability.

7 Key Issues and Future Priorities

- 7.1 The Council will continue to face challenges with difficult decisions being made in respect over financial matters in the foreseeable future. Mainstreaming equalities will continue to be our priority.
- 7.2 We are committed to delivering further on the actions contained within our Corporate Equalities and Diversity Scheme. Changes to the Equality Framework for Local Government have now been introduced and we need to re assess our position against this.
- 7.3 In addition we will continue to focus on:
- Developing training and support for our employees
 - Improving our monitoring and equality mapping processes to enable us to focus our resources
 - Identifying where changes are needed to improve customer experience and satisfaction with our services
 - Setting employment equality outcomes, to ensure we have a workforce which is representative of our communities
- 7.4 Key issues which have been identified from each of the User Satisfaction Surveys and consultation exercises will be fed back to the services concerned for their consideration and for appropriate action to be taken.
- 7.5 A new Corporate Equalities and Diversity Scheme is currently being developed and will take into account the issues which have been raised by the analysis in this report.

Appendix 1 – Progress against our Equalities and Diversity Action Plan

1. Knowing Your Communities and Equality Mapping

Ref	Action	What we have achieved
1.1	<p>Utilise a corporate equal opportunities monitoring form and database for results</p> <ul style="list-style-type: none"> Covering all equality strands Database developed for results 	<p>A Form and database have been developed and were in place by April 2010 - completed</p> <p>On-going monitoring and reporting of results is now taking place. Consideration is being given to the appropriateness of collection of data relating to protected characteristics.</p>
1.2	<p>Equality monitoring to be utilised in areas of customer information and in all consultation</p> <ul style="list-style-type: none"> Consultation questionnaires to include equality monitoring Customer First to integrate equalities monitoring into Customer intelligence database. 	<p>A Form and database have been developed and were in place by April 2010 - completed</p> <p>On-going monitoring and reporting of results is now taking place</p> <p>A new CRM system is now in place and improved monitoring will be developed with further implementation of the system.</p>
1.3	<p>Service areas to utilise equality monitoring in relation to equalities areas</p> <ul style="list-style-type: none"> Work with all Heads of Service, Managers and relevant staff about the need to capture data, so the long-term impacts can be assessed. Guidance on what to do with the data, what the results mean and how they can improve service delivery. Information disaggregated and analysed by equalities group Data to be shared across the Council. 	<p>A Form and database have been developed and were in place by April 2010 - completed</p> <p>This was further rolled out across additional services as surveys were reviewed and/or introduced in new areas.</p> <p>On-going monitoring and reporting of results is now in place, including actions taken to improve service delivery. Discussions are taking place with individual services in respect of the data as appropriate.</p>

Ref	Action	What we have achieved
1.4	Community Information System to be utilised by officers and members <ul style="list-style-type: none"> • To contain information about our communities • Information to be disaggregated and analysed by equalities group 	The CIS was launched in April 2010 and has since been maintained and updated. Improvements to the range of data is on-going. Where possible, data is disaggregated and analysed by equalities group/protected characteristic. In addition, the system contains data re mosaic customer profiling.
1.5	Work with Partners to agree common approach to equalities monitoring <ul style="list-style-type: none"> • Agree with partners standard equalities questions • Develop protocol • Amend monitoring form and processes 	Although some work has been undertaken, further improvements can be made.
1.6	Further intelligence obtained re underrepresented groups, especially BME and Faith Communities <ul style="list-style-type: none"> • Work with BME VCS to identify groups • Work to build links with BME groups and Faith Communities 	Work was being undertaken through with the Programme Director of the Yorkshire and Humber Regional Forum BME VCS programme in order to gain further intelligence in relation to BME and faith communities, however, this work has ceased due to lack of funding.
1.7	Review Equality Outcomes and evaluate on a regular basis <ul style="list-style-type: none"> • Review both corporate and service level corporate outcomes • Evaluate achievement of outcomes and reasons for non-achievement • Develop action plans to address issues Implement/monitor/review	This report provides the means by which equality outcomes are reviewed annually. The action plan is being considered in the light of the revised Equality Framework for Local Government.
1.8	Corporate and Service level groups regularly review performance against equality objectives	Reviewed through this report.
1.9	Benchmarking of equalities performance against other organisations <ul style="list-style-type: none"> • Benchmarking against public and private sector organisations • Review/learn from best practice • Develop plans for improvement • Implement/monitor/review 	The deletion of the National Indicator Set has affected our ability to undertake this action. However, work is on-going to benchmark our performance against other organisations.

Ref	Action	What we have achieved
1.10	Develop mechanisms to highlight equality success <ul style="list-style-type: none">• Press releases• Consider introduction of equality news letter	<p>This is an on-going process. Press releases over the last year have covered a wide range of issues, including:</p> <ul style="list-style-type: none">• Regeneration initiatives in Eastfield and Barrowcliff• New affordable homes, including in rural areas• Home Improvements Agency• Choices 4 Energy, a service offering energy efficiency advice to our residents and working to reduce fuel poverty in the Borough. <p>The introduction of an equality newsletter is not considered to be a priority at the current time.</p>

2. Place shaping, Leadership, Partnership and Organisational Commitment

Ref	Action	What we have achieved
2.1	<p>Publish and promote Corporate Equalities and Diversity Scheme</p> <ul style="list-style-type: none"> • Scheme made available via the Council's website • Hard copies sent to individuals / organisations / community groups • Press Release to publish availability of scheme 	<p>The Corporate Equalities and Diversity Scheme was approved by Cabinet on 15 March 2011 and was made available on the Council website and as a hard copy on request.</p> <p>The scheme is reviewed annually and this report is the third annual review. A new scheme is currently being developed and will be presented for consultation shortly.</p>
2.2	<p>Raise awareness and provide assistance in the implementation of the scheme at all levels within the Council</p> <ul style="list-style-type: none"> • Heads of Service / managers / Members to be consulted • Scheme available for staff on Council Intranet • Awareness raising of the Scheme as part of Equalities and Diversity awareness initiatives • Training programme developed and on-going 	<p>The Scheme has been made available on the Council's intranet and website.</p> <p>A Training programme has been implemented and is on-going, which includes involving the staff in undertaking Equality Impact Assessments of their service areas.</p> <p>There is now a need to review training needs and develop a new approach.</p>
2.3	<p>Review Corporate Equalities and Diversity Scheme and Plan when the new Equality Bill becomes law</p> <ul style="list-style-type: none"> • Scheme reviewed and updated • Action plan reviewed and updated 	<p>The Scheme and plan was updated following publication of statutory guidance on the Equalities act, with the final scheme being presented to Cabinet on 15 March 2011.</p> <p>Scheme is currently being reviewed and will be presented for consultation shortly.</p>
2.4	<p>Ensure resources are allocated for improving equality practices as part of the Financial Plans and Strategy</p>	<p>This is an on-going requirement. All budget decisions are now formally assessed for their impact on equalities.</p>
2.5	<p>Procure goods and services so as to positively address equalities issues</p> <ul style="list-style-type: none"> • Equality and Diversity is included within all contracts and commissioning agreements where equality is an issue in delivering the service • Scheme made available for Contractors • Council to monitor Contractor/supplier to ensure they are meeting their commitments 	<p>A range of advice and guidance documentation has been developed and made available to officers, contractors/suppliers. The documentation will now be reviewed to ensure that all aspects comply with the Equality Act 2010.</p> <p>All contracts contain clauses relating to Equality and Diversity issues. Advice is provided to contractors to assist them with meeting their obligations under the Equality Act.</p> <p>On-going monitoring takes place to ensure requirements are fulfilled.</p>

Ref	Action	What we have achieved
2.6	<p>Promote Diversity awareness through positive attitudes and behaviours</p> <ul style="list-style-type: none"> • Increase use of images of people from equality groups in all promotional material, press releases, external communications and internal and external publications • Promote use of Hearing Loops, language line, etc 	<p>This is on-going work. Hearing loops are available in Customer First and the Council Chamber. A portable hearing loop is available with Regeneration Services.</p> <p>The use of a wide range of images in publications is encouraged.</p>
2.7	<p>Monitoring of Performance in accordance with the Council's Performance Management Framework:</p> <ul style="list-style-type: none"> • Local Performance Indicators established • Appropriate targets and performance measures set in conjunction with Services. • Information gathered and analysed. • Results published on website and Intranet • Information reviewed annually. 	<p>Performance Monitoring is on-going which includes regular monitoring of PIs relating to equalities issues.</p> <p>PIs for employment issues in relation to equalities have been developed and are monitored and reported on. An Annual report is produced in each year which contains section on equalities. An annual report on equalities issues relating to employment was produced and considered annually by Scrutiny Committee and is now being incorporated into the full Annual Report on all Equalities and Diversity issues.</p>
2.8	<p>Improve understanding of equalities agenda of Council employees and Members</p> <ul style="list-style-type: none"> • Develop and implement training programme • Develop online training through 'Learning Pool' • Documentation available on Porthole • Training on appropriate language • Training on new equalities act implications • Further training on corporate equalities scheme • Embed use of 'equalities implications' section on cabinet reports 	<p>On-going training programme is in place, with refresher training provided as required. This does need reviewing and a new approach implementing.</p> <p>A range of documentation is available on porthole; this includes guidance on language, Equality Act 2010 and the Corporate Equalities and Diversity Scheme.</p> <p>Currently consideration is being given to developing an online learning package which will be made available via the Learning Pool.</p> <p>The importance of the use of the Equalities Implications Section on Cabinet reports has been stressed to all report authors.</p>
2.9	<p>Develop stronger relationships with voluntary sector</p> <ul style="list-style-type: none"> • Develop/maintain database of contacts and maintain communication • Consider development of six-monthly equalities forum 	<p>A database of contacts is in place and updated regularly.</p>

3. Community Engagement and Consultation

Ref	Action	What we have achieved
3.1	<p>Identify local groups within the Borough and develop a network of communication</p> <ul style="list-style-type: none"> • Develop a directory of local groups/organisations • Utilise and build on existing consultation processes such as the Area Forums initiative • Develop electronic communication links via the Council website • Work with partner organisations, neighbouring Local Authorities and voluntary groups to establish closer communication links with groups • Utilise national and local demographic data to identify and target specific groups such as migrant workers 	<p>An initial directory was in place by March 2011; this needs to be expanded to include more groups and organisations.</p> <p>The North Yorkshire Equalities Group has now been discontinued.</p> <p>The latest census figures for 2011 have now been received and will be used to help us identify and target specific groups and consider changes to the demographics of the Borough which have taken place.</p>
3.2	<p>Work with BME VCS Regional Programme for Yorkshire and the Humber to identify vulnerable groups in the area</p>	See 1.6
3.3	<p>Identify procedures for publishing results of consultation and improving feedback</p> <ul style="list-style-type: none"> • Consider and use various formats/methods 	Feedback from consultation exercises is published on the Borough Council website at www.scarborough.gov.uk . In addition, a summary of issues relating to equalities is published in this annual report.
3.4	<p>Improve consistency of approach to proactive engagement with community /residents</p> <ul style="list-style-type: none"> • Revise community engagement strategy 	The Communications Strategy has been redrafted.
3.5	<p>Consider establishing equalities forum</p>	Links to 2.9

4. Responsive Services and Customer Care

Ref	Action	What we have achieved
4.1	Prioritise Equality Impact Assessments for the most relevant policies, service areas and functions <ul style="list-style-type: none"> Analysis of consultation and feedback to identify priorities Identify the relevance and priority of all policies, functions and services 	<p>A programme for undertaking EIAs has been in place since April 2010. The programme was developed as a result of prioritising all service areas and policies/strategies which need to be covered.</p> <p>The programme is subject to regular, on-going monitoring and review.</p>
4.2	Produce a timetabled programme of Equality Impact Assessments <ul style="list-style-type: none"> Produce timetable from action above and in consultation with Senior Managers. Programme reviewed and updated in line with introduction of new policies, projects and major changes to services 	
4.3	Produce guidelines and training for Members, Heads of Service, Managers and other relevant staff on undertaking EIAs <ul style="list-style-type: none"> Produce guidance and templates for undertaking EIAs and disseminate through the Council Identify training needs and deliver training as required 	<p>EIA assessment templates have been revised in the light of the Equality Act 2010. Training has been provided to a number of Managers and staff on undertaking EIAs. There is now a need to revise and publish documentation/ guidance for undertaking EIAs.</p>
4.4	Undertake EIAs <ul style="list-style-type: none"> Current policies to be assessed Services to undertake Impact Assessments on policies and functions as they are developed 	<p>This is an on-going process as changes to service delivery, policies, financial decisions, etc, should be impact assessed for equalities. The 3-year rolling programme has been reviewed in light of new Equality Act 2010 Legislation and EIAs are now focused on new policies, changes and budgetary considerations as they are developed and implemented.</p>
4.5	Consultation on EIAs Extend consultation on draft EIAs to include: <ul style="list-style-type: none"> Trade Unions Voluntary Sector Staff 	<p>We aim to continually improve processes and consultation on Equality Impact Assessments and processes are currently being introduced to ensure that all sectors are consulted on EIAs.</p>
4.6	Publish results of Impact Assessments <ul style="list-style-type: none"> Via Council website Other formats available on request 	<p>This is an on-going process. Completed EIAs are published on the Council's website and are available in other formats on request.</p>

Ref	Action	What we have achieved
4.7	Review process of Equalities Impact Assessments to ensure that they meet requirements for assessing the effects of equality under the Equality Act 2010	<p>We have completed a review of our current EIA process and paperwork and have made a number of amendments to ensure that we meet the requirements of the Equality Act 2010.</p> <p>The process and documentation will be subject to on-going review thereafter.</p>
4.8	Review completed Equalities Impact Assessments to ensure compliance with Equalities act 2010	All completed EIAs are reviewed as policies/strategies are updated.
4.9	Identify any barriers to accessing Council services <ul style="list-style-type: none"> • Via consultation and monitoring arrangements • Consider language needs, cultural differences • Promote an environment where people can feedback barriers they are facing in accessing our service or in treatment they have received. • 	This is part of our on-going processes, both through undertaking EIAs and through analysis of comments, compliments and comments. Issues are also highlighted through analysis of customer satisfaction surveys and consultation exercises.
4.10	To use the information we gather from our customers and employees to make improvements towards equality for all groups <ul style="list-style-type: none"> • Via Equality Impact Assessments • Monitoring feedback from complaints • Monitoring feedback from consultation and community engagement inc customer satisfaction monitoring, etc 	As above 4.9
4.11	Identify the service needs of people with disabilities <ul style="list-style-type: none"> ○ Via consultation and monitoring arrangements and monitor feedback from complaints ○ Develop actions outlining the services people have identified as having difficulty accessing. ○ Use the mystery shopper techniques to monitor service delivery e.g. requests for alternative formats. 	As above 4.9

Ref	Action	What we have achieved
4.12	<p>Identify any physical barriers to accessing Council buildings/services and those managed/leased by the Council</p> <ul style="list-style-type: none"> • Via consultation and monitoring arrangements • Look at signage, reception areas, accessibility, seating, lighting and colour contrasts of walls, doors, floors and handles within Council buildings • Ensure loop systems are working, staff are trained. • Review access to polling stations and procedures for people who may need assistance • Work with local disabled people and community groups to develop the concept of ‘mystery shopper’ to make spot checks on services. • Promote an environment where people can feedback barriers they are facing in accessing our service or in treatment they have received. 	<p>The Customer First Centre within the Town Hall is DDA compliant.</p> <p>Current office accommodation at the Town Hall is not ideal – part of the Town Hall is a listed building and there are issues with disabled access to large sections of the building and office accommodation. Consideration is currently being given to changes to the main office accommodation and access/DDA compliance will be considered.</p> <p>Other main council buildings utilised by customers include Filey Evron Centre and Whitby Customer First, plus TICs.</p> <p>Polling Stations – the Council is required by law to review Polling Places at least every 4 years. The last review was undertaken in 2011. Extensive consultation was undertaken as part of the review process including with Whitby DAG. In addition, consideration was given to DDA issues, and all comments re access were carefully considered.</p>
4.13	<p>Set priorities for the Disability Access Capital programme for Council buildings.</p> <ul style="list-style-type: none"> • Analysis of consultation and feedback to identify priorities 	<p>The main Customer First facility is DDA compliant</p> <p>Analysis of consultation, comments and complaints has not identified any significant issues in respect of disability access to Council premises.</p>
4.14	<p>Meet Targets for Local Performance Indicator L ED8 - (ex-BVPI 156) – Council buildings accessible to disabled people</p> <ul style="list-style-type: none"> • Provide targets for the next 3 years with the aim of reaching and maintaining top quartile performance. 	<p>This PI is no longer required to be reported by local authorities; therefore it is not possible to make comparisons with others. However, good progress has been made and 85% of council buildings are now accessible. There are issues with a small number of buildings due to their listed status.</p>
4.15	<p>Promote and provide information in accessible formats</p> <ul style="list-style-type: none"> • Adopt a corporate approach to availability of documentation in range of formats • Statement on all letters and documents that it can be made available in other formats • Develop guidelines for departments including producing information in accessible formats e.g. large print • Promote availability of translation and interpretation services 	<p>Documents are available in alternative formats on request and a range of documents now contain a statement to this effect.</p> <p>A translation facility is now available on the website.</p> <p>Language line is also available.</p>

Ref	Action	What we have achieved
4.16	<p>Promote the different methods of accessing Council services</p> <p>Produce a leaflet about the different methods of accessing our Services we provide to assist people from equalities groups, e.g. Home Visits, Pull-out Service for waste collection, the Internet, translation/alternative formats.</p>	<p>Consideration was being given to the development of a leaflet and whether this would be cost effective / good use of resources. It is felt to be more appropriate for information to be incorporated into new and existing documents as they are developed and reviewed.</p>
4.17	<p>Development of Documentation re Equalities and Diversity Issues in relation to procurement</p> <p>Support and advice provided for contractors/suppliers</p> <ul style="list-style-type: none"> • Develop documentation providing advice and guidance to contractors and suppliers re their obligations • Develop guidance for officers on ensuring contractors and suppliers meet their obligations • Incorporate clauses into tendering and contract documents • Embed • Monitor and Review 	<p>Documentation has been published and is available on website – May 2010 – completed. Documentation includes:</p> <ul style="list-style-type: none"> • A guidance booklet • Draft templates for Equalities and Diversity policies, procedures and action plans • Frequently asked questions <p>This now needs to be monitored and reviewed in the light of the Equality Act 2010.</p>
4.18	<p>Monitor services and employment processes for discriminatory practices</p> <ul style="list-style-type: none"> • Links to 4.9 above • Monitor complaints/analyse by equalities strand • Monitor disciplinaries, grievances, and other HR procedures 	<p>Data published annually</p>
4.19	<p>Evaluation of commissioned/ procured services</p> <p>Links to 4.9/4.16 above</p>	<p>See 4.9/4.16</p>
4.20	<p>Improve participation rates in civic /public life of equalities groups</p> <ul style="list-style-type: none"> • Analysis of current profile • Development of actions to improve • Implement/monitor/review • Guide to becoming involved developed • Dispatched to representatives from Equalities Groups 	<p>A profile of current members is available. A guide to participation has been developed and sent to a range of groups.</p>

5. A Modern and Diverse Workforce

Ref	Action	What we have achieved
5.1	Review equal opportunities policy to ensure compliance with legislation and best practice <ul style="list-style-type: none"> • Review of policy • Inclusion of relevant legislation and duties 	<p>The Equal Opportunities Policy has been updated in conjunction with the Council's Recruitment and Selection policy (see below) to include provisions of the Equality Act 2010.</p>
5.2	Review recruitment and selection procedures and promote employment opportunities for equality groups <ul style="list-style-type: none"> • Review monitoring of applicants • Review where posts are advertised 	<p>The Council's Recruitment and Selection Policy has been updated and Guidelines written for managers e.g. pre –employment medical screening process has been updated in accordance with Equality Act 2010 and templates on interview questions and assessment documents now included.</p>
5.3	Ensure that training and information on equalities and diversity issues is provided for all staff <ul style="list-style-type: none"> • Development of leaflet and fact sheets about the scheme and incorporate into equalities and diversity awareness initiatives • Deliver staff training and awareness sessions as part of equalities and diversity training 	<p>This is an on-going process</p> <p>A leaflet for staff was developed and published by June 2010 – completed</p> <p>Funding enabled a “Competent Manager Programme” to be delivered between April 2012 and March 2013, which included equality and diversity awareness training for managers. The funding is no longer available and there is now a need to review all equalities and diversity training across the organisation (including Member training).</p>
5.4	Monitoring of workforce, inc training opportunities, promotions, recruitment, etc, and analysis by equalities groups <ul style="list-style-type: none"> • Local Performance Indicators established • Information gathered and analysed. • Appropriate targets and performance measures set in conjunction with Services. • Results published on website and Intranet • Information reviewed annually. 	<p>An Annual report is prepared and published each year</p> <p>The Council's Workforce Planning process is currently under review.</p> <p>Procurement and installation of a new HR IT system will enable improved and more timely production of management information. This was scheduled to take place in 2013 but has been delayed for technical reasons.</p>

Ref	Action	What we have achieved
5.5	<p>Review recruitment and selection procedures and promote employment opportunities for people from equality groups</p> <ul style="list-style-type: none"> • Develop a range of information about how we would support future employees e.g. reasonable adjustments • Sign up to 'Mindful Employer' • Sign up to the ✓✓ Disability Symbol • Consider colour contrast on application form and provide the application form in alternative formats e.g. large print • Develop ways to encourage feedback from disabled staff • Review monitoring of applicants • Review where posts are advertised 	<p>HR are working pro-actively with managers to encourage the provision of reasonable adjustments to improve opportunities for the return to work of employees on long term sickness absence. These include phased returns to work, redeployment and/or modification of roles. The Council's Sickness absence policy has been updated to highlight these provisions and training has been provided for managers.</p> <p>New manager's guidelines on Recruitment and Selection promote the "Positive about Disabled people" scheme. The guidelines also include further promotion of objective recruitment by inclusion of guidance on the use of competencies as part of the selection process.</p> <p>Application forms can now be completed online and facilities are available to increase font sizes and provide the information in 13 different languages.</p> <p>All posts now advertised online to widen access</p>
5.6	<p>Review support for employees from equality groups including monitoring of support requests, provisions made and improvements needed</p> <ul style="list-style-type: none"> • E.g. requests for screen reading equipment, carers leave, etc • Monitoring system to be established 	<p>Improved Monitoring in place by April 2010 – completed</p> <p>Monitoring and review is an on-going process. Policies are in place such as carers leave, job share scheme etc. The right to request flexible working now extends to all employees.</p>

Ref	Action	What we have achieved
5.7	<p>Promote non-traditional jobs</p> <ul style="list-style-type: none"> • Through council's website • Targeted publications • Schools and colleges 	<p>This work is on-going.</p> <p>The Council is promoting the employment of apprentices and continues to work closely with schools and colleges in relation to career events and work experience programmes.</p> <p>We are adopting a more flexible approach to the recruitment of apprentices. Until recently we had worked largely with NYCC in recruiting apprentices through the Real Start scheme, however these apprenticeships were largely administration based and only for 12 months. Our intention is to offer more flexibility in terms of occupations and the duration of the apprenticeships and source the learning providers ourselves, working directly with local colleges. For example, we have a horticultural apprentice currently undertaking a two year apprenticeship which we arranged with Askham Bryan College and we are currently working with Yorkshire Coast College in the recruitment of an apprentice joiner at Whitby Harbour which would be a two year apprenticeship. Other apprenticeships are also being considered in vehicle maintenance and asset management.</p>

Local Area Survey Results 2014 Analysis by Equality Group

Satisfaction with Street Cleansing

	% Satisfied		% Dissatisfied	
Male	59.8%	Average	24.7%	Average
Female	59.3%	Average	26.2%	Average
Borough Average	59.5%		25.5%	

	% Satisfied		% Dissatisfied	
18 - 24	63.6%	Average	29.4%	High
25 - 29	81.5%	Very High	6.6%	Very Low
30 - 39	57.8%	Average	26.8%	Average
40 - 49	55.3%	Average	25.5%	Average
50 - 59	60.1%	Average	27.1%	Average
60 - 64	56.9%	Average	26.9%	Average
65 - 74	55.1%	Average	28.2%	High
75+	59.9%	Average	22.8%	Low
Borough Average	59.5%		25.5%	

	% Satisfied		% Dissatisfied	
With Disability	58.9%	Average	26.9%	Average
Without Disability	60.2%	Average	23.3%	Average
Borough Average	59.5%		25.5%	

	% Satisfied		% Dissatisfied	
Owned outright	58.6%	Average	26.5%	Average
Buying on Mortgage	63.5%	Average	19.4%	Low
Rent from Housing Association / Trust	66.2%	High	16.9%	Very Low
Rent from Private landlord	67.0%	High	25.7%	Average
Other				
Borough Average	59.5%		25.5%	

	% Satisfied		% Dissatisfied	
Full-time employment	67.2%	High	18.5%	Very Low
Part-time employment	55.3%	Average	26.8%	Average
Self employed	70.3%	High	15.8%	Very Low
Full-time education	45.7%	Low	54.3%	Very High
Unemployed	43.7%	Very Low	13.4%	Very Low
Permanently sick / disabled	50.4%	Low	41.0%	Very High
Retired	60.0%	Average	24.8%	Average
Looking after the home	57.0%	Average	30.5%	High
Other	63.9%	Average	31.2%	High
Borough Average	59.5%		25.5%	

Satisfaction with Refuse Collection Service

	% Satisfied		% Dissatisfied	
Male	78.7%	Average	12.7%	High
Female	83.1%	Average	8.2%	Low
Borough Average	81.0%		10.4%	

	% Satisfied		% Dissatisfied	
18 - 24	73.1%	Low	16.1%	Very High
25 - 29	63.0%	Low	30.3%	Very High
30 - 39	73.8%	Average	15.4%	Very High
40 - 49	79.9%	Average	9.1%	Low
50 - 59	82.9%	Average	9.5%	Average
60 - 64	82.3%	Average	8.4%	Low
65 - 74	87.6%	Average	4.8%	Very Low
75+	92.1%	High	3.0%	Very Low
Borough Average	81.0%		10.4%	

	% Satisfied		% Dissatisfied	
With Disability	83.8%	Average	7.0%	Very Low
Without Disability	79.4%	Average	11.2%	Average
Borough Average	81.0%		10.4%	

	% Satisfied		% Dissatisfied	
Owned outright	84.7%	Average	9.1%	Low
Buying on Mortgage	77.7%	Average	12.7%	High
Rent from Housing Association / Trust	77.6%	Average	13.5%	Very High
Rent from Private landlord	79.3%	Average	12.7%	High
Other				
Borough Average	81.0%		10.4%	

	% Satisfied		% Dissatisfied	
Full-time employment	76.4%	Average	18.5%	Very High
Part-time employment	81.1%	Average	6.5%	Very Low
Self employed	80.2%	Average	5.7%	Very Low
Full-time education	45.7%	Very Low		
Unemployed	52.6%	Very Low	18.6%	Very High
Permanently sick / disabled	74.6%	Average	15.6%	Very High
Retired	90.1%	High	4.5%	Very Low
Looking after the home	79.6%	Average	11.5%	High
Other	79.0%	Average	12.8%	High
Borough Average	81.0%		10.4%	

Satisfaction with Doorstep Recycling Service

	% Satisfied		% Dissatisfied	
Male	57.2%	Average	12.0%	Average
Female	59.0%	Average	12.6%	Average
Borough Average	58.2%		12.3%	

	% Satisfied		% Dissatisfied	
18 - 24	52.9%	Low	17.6%	Very High
25 - 29	43.7%	Low	23.8%	Very High
30 - 39	56.3%	Average	15.0%	High
40 - 49	53.0%	Average	11.3%	Average
50 - 59	59.4%	Average	14.1%	High
60 - 64	64.3%	High	11.9%	Average
65 - 74	64.2%	High	7.1%	Very Low
75+	66.4%	High	4.1%	Very Low
Borough Average	58.2%		12.3%	

	% Satisfied		% Dissatisfied	
With Disability	63.7%	Average	13.4%	Average
Without Disability	55.7%	Average	13.1%	Average
Borough Average	58.2%		12.3%	

	% Satisfied		% Dissatisfied	
Owned outright	62.1%	Average	12.7%	Average
Buying on Mortgage	56.6%	Average	14.4%	High
Rent from Housing Association / Trust	56.4%	Average	20.0%	Very High
Rent from Private landlord	49.3%	Low	16.8%	Very High
Other				
Borough Average	58.2%		12.3%	

	% Satisfied		% Dissatisfied	
Full-time employment	56.1%	Average	18.6%	Very High
Part-time employment	51.5%	Low	14.3%	High
Self employed	42.3%	Very Low	23.1%	Very High
Full-time education	100.0%	Very High		
Unemployed	22.2%	Very Low	9.2%	Low
Permanently sick / disabled	58.7%	Average	24.1%	Very High
Retired	67.0%	High	7.6%	Very Low
Looking after the home	61.5%	Average	9.3%	Low
Other	77.6%	Very High	3.7%	Very Low
Borough Average	58.2%		12.3%	

Satisfaction with Mini Recycling Centres

	% Satisfied		% Dissatisfied	
Male	73.6%	Average	4.2%	Low
Female	72.6%	Average	5.4%	High
Borough Average	73.1%		4.9%	

	% Satisfied		% Dissatisfied	
18 - 24	62.6%	Low	4.0%	Low
25 - 29	81.5%	High	5.2%	Average
30 - 39	68.9%	Average	4.0%	Low
40 - 49	68.5%	Average	8.9%	Very High
50 - 59	76.2%	Average	5.2%	Average
60 - 64	77.5%	Average	4.6%	Average
65 - 74	78.8%	Average	1.3%	Very Low
75+	73.1%	Average	4.0%	Low
Borough Average	73.1%		4.9%	

	% Satisfied		% Dissatisfied	
With Disability	66.1%	Low	6.5%	Very High
Without Disability	72.2%	Average	5.2%	Average
Borough Average	73.1%		4.9%	

	% Satisfied		% Dissatisfied	
Owned outright	78.5%	Average	3.2%	Very Low
Buying on Mortgage	71.7%	Average	6.0%	High
Rent from Housing Association / Trust	69.1%	Average	8.9%	Very High
Rent from Private landlord	56.7%	Low	6.7%	Very High
Other				
Borough Average	73.1%		4.9%	

	% Satisfied		% Dissatisfied	
Full-time employment	71.0%	Average	5.8%	High
Part-time employment	73.9%	Average	9.3%	Very High
Self employed	64.2%	Low	2.8%	Very Low
Full-time education	54.3%	Very Low		
Unemployed	26.1%	Very Low	3.8%	Low
Permanently sick / disabled	46.6%	Very Low	10.8%	Very High
Retired	78.7%	Average	2.3%	Very Low
Looking after the home	65.3%	Low	3.5%	Very Low
Other	83.0%	High	3.0%	Very Low
Borough Average	73.1%		4.9%	

Usage - Mini Recycling Centres

	% used within 6 months		% never used / Used longer ago	
Male	81.8%	Average	14.8%	Average
Female	79.6%	Average	13.3%	Average
Borough Average	80.6%		14.0%	

	% used within 6 months		% never used / Used longer ago	
18 - 24	73.1%	Low	19.7%	Very High
25 - 29	76.3%	Average	11.8%	Low
30 - 39	77.0%	Average	17.8%	Very High
40 - 49	82.1%	Average	14.1%	Average
50 - 59	87.4%	Average	8.6%	Very Low
60 - 64	87.1%	Average	9.4%	Very Low
65 - 74	85.3%	Average	11.6%	Low
75+	70.5%	Low	20.9%	Very High
Borough Average	80.6%		14.0%	

	% used within 6 months		% never used / Used longer ago	
With Disability	79.4%	Average	15.2%	Average
Without Disability	79.8%	Average	14.0%	Average
Borough Average	80.6%		14.0%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	84.8%	Average	11.0%	Low
Buying on Mortgage	79.8%	Average	14.4%	Average
Rent from Housing Association / Trust	58.2%	Very Low	26.2%	Very High
Rent from Private landlord	69.7%	Low	25.2%	Very High
Other				
Borough Average	80.6%		14.0%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	80.8%	Average	14.8%	Average
Part-time employment	82.3%	Average	13.4%	Average
Self employed	77.4%	Average	12.8%	Average
Full-time education	54.3%	Very Low	0.0%	Very Low
Unemployed	56.8%	Very Low	26.7%	Very High
Permanently sick / disabled	62.8%	Low	23.2%	Very High
Retired	80.9%	Average	14.2%	Average
Looking after the home	68.4%	Low	15.7%	High
Other	85.5%	Average	14.5%	Average
Borough Average	80.6%		14.0%	

Satisfaction with Sport / Leisure Facilities

	% Satisfied		% Dissatisfied	
Male	24.0%	Low	24.0%	Average
Female	31.3%	High	20.1%	Average
Borough Average	27.8%		22.0%	

	% Satisfied		% Dissatisfied	
18 - 24			18.4%	Low
25 - 29	54.8%	Very High	25.4%	High
30 - 39	33.4%	High	26.3%	High
40 - 49	23.6%	Low	33.2%	Very High
50 - 59	33.5%	High	22.6%	Average
60 - 64	32.7%	High	14.4%	Very Low
65 - 74	29.3%	Average	16.4%	Very Low
75+	20.6%	Very Low	9.7%	Very Low
Borough Average	27.8%		22.0%	

	% Satisfied		% Dissatisfied	
With Disability	24.6%	Low	23.4%	Average
Without Disability	29.1%	Average	22.0%	Average
Borough Average	27.8%		22.0%	

	% Satisfied		% Dissatisfied	
Owned outright	29.6%	Average	19.1%	Low
Buying on Mortgage	33.2%	High	25.5%	High
Rent from Housing Association / Trust	27.9%	Average	13.9%	Very Low
Rent from Private landlord	17.0%	Very Low	30.4%	Very High
Other				
Borough Average	27.8%		22.0%	

	% Satisfied		% Dissatisfied	
Full-time employment	26.2%	Average	30.5%	Very High
Part-time employment	35.6%	Very High	20.5%	Average
Self employed	40.5%	Very High	23.7%	Average
Full-time education	8.7%	Very Low	45.7%	Very High
Unemployed	6.5%	Very Low	28.3%	Very High
Permanently sick / disabled	4.8%	Very Low	23.6%	Average
Retired	27.0%	Average	14.2%	Very Low
Looking after the home	51.5%	Very High	3.5%	Very Low
Other	29.7%	Average	19.6%	Low
Borough Average	27.8%		22.0%	

Usage of Sport / Leisure Facilities

	% used within 6 months		% never used / Used longer ago	
Male	40.9%	Average	51.8%	Average
Female	37.4%	Average	49.1%	Average
Borough Average	39.1%		50.4%	

	% used within 6 months		% never used / Used longer ago	
18 - 24	23.4%	Very Low	60.8%	High
25 - 29	74.6%	Very High	14.2%	Very Low
30 - 39	62.2%	Very High	29.9%	Very Low
40 - 49	44.3%	High	44.5%	Low
50 - 59	38.7%	Average	49.6%	Average
60 - 64	29.7%	Low	59.1%	High
65 - 74	33.5%	Low	57.0%	High
75+	12.8%	Very Low	81.5%	Very High
Borough Average	39.1%		50.4%	

	% used within 6 months		% never used / Used longer ago	
With Disability	19.6%	Very Low	68.5%	Very High
Without Disability	42.0%	Average	46.6%	Average
Borough Average	39.1%		50.4%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	33.6%	Low	58.5%	High
Buying on Mortgage	48.2%	High	41.2%	Low
Rent from Housing Association / Trust	19.0%	Very Low	73.4%	Very High
Rent from Private landlord	49.9%	Very High	37.3%	Very Low
Other				
Borough Average	39.1%		50.4%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	53.7%	Very High	37.9%	Low
Part-time employment	46.1%	High	32.7%	Very Low
Self employed	52.9%	Very High	33.3%	Very Low
Full-time education			45.7%	Low
Unemployed	16.4%	Very Low	67.2%	Very High
Permanently sick / disabled	4.3%	Very Low	81.1%	Very High
Retired	24.2%	Very Low	69.3%	Very High
Looking after the home	49.2%	High	46.4%	Average
Other	24.7%	Very Low	60.7%	High
Borough Average	39.1%		50.4%	

Satisfaction with Museums / Galleries

	% Satisfied		% Dissatisfied	
Male	40.2%	Average	8.3%	Average
Female	41.6%	Average	9.5%	Average
Borough Average	40.9%		8.9%	

	% Satisfied		% Dissatisfied	
18 - 24	13.7%	Very Low	13.7%	Very High
25 - 29	25.4%	Very Low	12.7%	Very High
30 - 39	44.6%	Average	15.9%	Very High
40 - 49	38.2%	Average	7.8%	Low
50 - 59	41.2%	Average	9.8%	Average
60 - 64	48.9%	High	4.3%	Very Low
65 - 74	55.7%	Very High	3.3%	Very Low
75+	50.1%	High	5.5%	Very Low
Borough Average	40.9%		8.9%	

	% Satisfied		% Dissatisfied	
With Disability	40.6%	Average	9.1%	Average
Without Disability	40.6%	Average	7.5%	Low
Borough Average	40.9%		8.9%	

	% Satisfied		% Dissatisfied	
Owned outright	50.1%	High	7.4%	Low
Buying on Mortgage	33.8%	Low	11.2%	High
Rent from Housing Association / Trust	34.4%	Low	14.9%	Very High
Rent from Private landlord	27.9%	Very Low	2.7%	Very Low
Other				
Borough Average	40.9%		8.9%	

	% Satisfied		% Dissatisfied	
Full-time employment	31.5%	Low	9.7%	Average
Part-time employment	49.9%	High	8.7%	Average
Self employed	40.7%	Average	8.7%	Average
Full-time education	8.7%	Very Low		
Unemployed	21.5%	Very Low	8.2%	Average
Permanently sick / disabled	25.5%	Very Low	14.9%	Very High
Retired	51.3%	High	4.3%	Very Low
Looking after the home	33.0%	Low	16.2%	Very High
Other	41.6%	Average	3.8%	Very Low
Borough Average	40.9%		8.9%	

Usage of Museums / Galleries

	% used within 6 months		% never used / Used longer ago	
Male	36.9%	Average	45.8%	Average
Female	30.5%	Low	47.5%	Average
Borough Average	33.6%		46.7%	

	% used within 6 months		% never used / Used longer ago	
18 - 24			72.7%	Very High
25 - 29			36.5%	Low
30 - 39			36.1%	Low
40 - 49	28.1%	Low	44.2%	Average
50 - 59	30.7%	Average	49.8%	Average
60 - 64	37.3%	High	40.9%	Low
65 - 74	40.2%	High	40.5%	Low
75+	27.2%	Low	53.0%	High
Borough Average	33.6%		46.7%	

	% used within 6 months		% never used / Used longer ago	
With Disability	26.0%	Low	53.6%	High
Without Disability	31.7%	Average	48.1%	Average
Borough Average	33.6%		46.7%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	34.9%	Average	44.9%	Average
Buying on Mortgage	28.8%	Low	45.6%	Average
Rent from Housing Association / Trust	16.8%	Very Low	66.5%	Very High
Rent from Private landlord	22.7%	Very Low	61.7%	Very High
Other				
Borough Average	33.6%		46.7%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	29.0%	Low	51.4%	High
Part-time employment	30.6%	Average	40.2%	Low
Self employed	28.1%	Low	52.9%	High
Full-time education			91.3%	Very High
Unemployed	8.1%	Very Low	79.0%	Very High
Permanently sick / disabled	18.4%	Very Low	53.0%	High
Retired	33.1%	Average	47.0%	Average
Looking after the home			44.7%	Average
Other			56.0%	High
Borough Average	33.6%		46.7%	

Satisfaction with Theatres / Concert Halls

	% Satisfied		% Dissatisfied	
Male	37.2%	Average	22.8%	High
Female	40.9%	Average	18.6%	Low
Borough Average	39.1%		20.6%	

	% Satisfied		% Dissatisfied	
18 - 24	41.0%	Average	13.7%	Very Low
25 - 29	19.8%	Very Low	31.0%	Very High
30 - 39	32.9%	Low	22.1%	Average
40 - 49	31.8%	Low	29.7%	Very High
50 - 59	44.2%	High	18.8%	Average
60 - 64	45.4%	High	19.9%	Average
65 - 74	46.5%	High	14.3%	Very Low
75+	46.0%	High	14.7%	Very Low
Borough Average	39.1%		20.6%	

	% Satisfied		% Dissatisfied	
With Disability	36.4%	Average	20.6%	Average
Without Disability	38.4%	Average	19.4%	Average
Borough Average	39.1%		20.6%	

	% Satisfied		% Dissatisfied	
Owned outright	46.0%	High	17.9%	Low
Buying on Mortgage	27.3%	Very Low	26.7%	Very High
Rent from Housing Association / Trust	32.0%	Low	16.7%	Low
Rent from Private landlord	35.0%	Low	16.8%	Low
Other				
Borough Average	39.1%		20.6%	

	% Satisfied		% Dissatisfied	
Full-time employment	30.2%	Low	27.1%	Very High
Part-time employment	42.3%	Average	16.5%	Low
Self employed	36.2%	Average	22.1%	Average
Full-time education	45.7%	High		
Unemployed	17.1%	Very Low	17.2%	Low
Permanently sick / disabled	33.4%	Low	22.4%	Average
Retired	46.4%	High	15.1%	Very Low
Looking after the home	27.9%	Very Low	13.1%	Very Low
Other	27.2%	Very Low	21.9%	Average
Borough Average	39.1%		20.6%	

Usage of Theatres / Concert Halls

	% used within 6 months		% never used / Used longer ago	
Male	45.0%	Average	37.9%	Average
Female	44.9%	Average	34.0%	Average
Borough Average	45.0%		35.8%	

	% used within 6 months		% never used / Used longer ago	
18 - 24			51.1%	Very High
25 - 29			43.7%	High
30 - 39	42.0%	Average	31.7%	Low
40 - 49	48.4%	Average	32.3%	Low
50 - 59	45.2%	Average	30.9%	Low
60 - 64	53.8%	High	30.8%	Low
65 - 74	51.0%	High	32.7%	Average
75+	40.4%	Low	44.8%	High
Borough Average	45.0%		35.8%	

	% used within 6 months		% never used / Used longer ago	
With Disability	33.9%	Low	50.5%	Very High
Without Disability	45.1%	Average	33.4%	Average
Borough Average	45.0%		35.8%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	48.3%	Average	34.9%	Average
Buying on Mortgage	41.8%	Average	35.2%	Average
Rent from Housing Association / Trust	19.2%	Very Low	55.0%	Very High
Rent from Private landlord	31.9%	Very Low	47.4%	Very High
Other				
Borough Average	45.0%		35.8%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	38.6%	Low	41.1%	High
Part-time employment	41.1%	Average	30.1%	Low
Self employed	52.9%	High	29.7%	Low
Full-time education			45.7%	Very High
Unemployed	33.9%	Low	40.4%	High
Permanently sick / disabled	31.3%	Very Low	51.2%	Very High
Retired	48.6%	Average	35.2%	Average
Looking after the home			40.5%	High
Other			51.4%	Very High
Borough Average	45.0%		35.8%	

Satisfaction with Parks and Open Spaces

	% Satisfied		% Dissatisfied	
Male	74.0%	Average	9.8%	Average
Female	70.5%	Average	8.9%	Average
Borough Average	72.2%		9.3%	

	% Satisfied		% Dissatisfied	
18 - 24	61.0%	Low	12.4%	Very High
25 - 29	76.2%	Average	7.1%	Low
30 - 39	65.6%	Low	16.0%	Very High
40 - 49	70.7%	Average	8.7%	Average
50 - 59	71.9%	Average	12.2%	Very High
60 - 64	79.1%	Average	6.1%	Very Low
65 - 74	78.2%	Average	5.9%	Very Low
75+	75.2%	Average	4.2%	Very Low
Borough Average	72.2%		9.3%	

	% Satisfied		% Dissatisfied	
With Disability	62.8%	Low	13.4%	Very High
Without Disability	72.4%	Average	8.0%	Low
Borough Average	72.2%		9.3%	

	% Satisfied		% Dissatisfied	
Full-time employment	71.5%	Average	7.4%	Low
Part-time employment	68.7%	Average	12.8%	Very High
Self employed	75.7%	Average	16.9%	Very High
Full-time education	100.0%	Very High		
Unemployed	26.8%	Very Low	9.6%	Average
Permanently sick / disabled	48.4%	Very Low	17.3%	Very High
Retired	78.7%	Average	4.8%	Very Low
Looking after the home	74.5%	Average	8.6%	Average
Other	59.2%	Low	26.2%	Very High
Borough Average	72.2%		9.3%	

Usage of Parks and Open Spaces

	% used within 6 months		% never used / Used longer ago	
Male	82.7%	Average	7.4%	Low
Female	81.2%	Average	11.6%	High
Borough Average	81.9%		9.6%	

	% used within 6 months		% never used / Used longer ago	
18 - 24	88.6%	Average	7.6%	Low
25 - 29	94.4%	High	5.6%	Very Low
30 - 39	84.5%	Average	8.6%	Low
40 - 49	84.2%	Average	3.4%	Very Low
50 - 59	82.4%	Average	10.0%	Average
60 - 64	82.0%	Average	9.5%	Average
65 - 74	78.6%	Average	11.2%	High
75+	67.3%	Low	20.7%	Very High
Borough Average	81.9%		9.6%	

	% used within 6 months		% never used / Used longer ago	
With Disability	69.5%	Low	19.0%	Very High
Without Disability	83.5%	Average	8.0%	Low
Borough Average	81.9%		9.6%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	80.6%	Average	10.8%	High
Buying on Mortgage	85.8%	Average	6.4%	Very Low
Rent from Housing Association / Trust	61.6%	Low	23.2%	Very High
Rent from Private landlord	84.9%	Average	5.4%	Very Low
Other				
Borough Average	81.9%		9.6%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	87.1%	Average	5.2%	Very Low
Part-time employment	84.7%	Average	7.0%	Very Low
Self employed	82.2%	Average	8.1%	Low
Full-time education	100.0%	High		
Unemployed	50.4%	Very Low	23.0%	Very High
Permanently sick / disabled	58.1%	Very Low	15.0%	Very High
Retired	76.4%	Average	14.5%	Very High
Looking after the home	84.4%	Average	6.3%	Very Low
Other	93.5%	High	6.5%	Very Low
Borough Average	81.9%		9.6%	

Satisfaction with Maintenance of Grass verges

	% Satisfied		% Dissatisfied	
Male	55.9%	Average	21.4%	Low
Female	52.8%	Average	26.4%	Average
Borough Average	54.3%		24.1%	

	% Satisfied		% Dissatisfied	
18 - 24	41.0%	Low	23.8%	Average
25 - 29	71.1%	Very High	15.6%	Very Low
30 - 39	55.9%	Average	22.0%	Average
40 - 49	51.3%	Average	21.6%	Low
50 - 59	54.5%	Average	25.1%	Average
60 - 64	53.3%	Average	27.4%	High
65 - 74	55.3%	Average	27.8%	High
75+	58.4%	Average	24.9%	Average
Borough Average	54.3%		24.1%	

	% Satisfied		% Dissatisfied	
With Disability	54.2%	Average	25.0%	Average
Without Disability	52.8%	Average	24.3%	Average
Borough Average	54.3%		24.1%	

	% Satisfied		% Dissatisfied	
Owned outright	53.2%	Average	26.6%	High
Buying on Mortgage	55.6%	Average	23.6%	Average
Rent from Housing Association / Trust	65.3%	High	18.3%	Low
Rent from Private landlord	58.4%	Average	18.5%	Low
Other				
Borough Average	54.3%		24.1%	

	% Satisfied		% Dissatisfied	
Full-time employment	59.1%	Average	20.3%	Low
Part-time employment	45.5%	Low	26.2%	Average
Self employed	49.0%	Low	24.7%	Average
Full-time education	45.7%	Low	54.3%	Very High
Unemployed	36.4%	Very Low	7.2%	Very Low
Permanently sick / disabled	53.8%	Average	20.8%	Low
Retired	58.2%	Average	25.7%	Average
Looking after the home	68.0%	High	12.5%	Very Low
Other	44.5%	Low	37.1%	Very High
Borough Average	54.3%		24.1%	

Satisfaction with Car Parking Enforcement

	% Satisfied		% Dissatisfied	
Male	23.0%	Average	35.8%	Average
Female	21.8%	Average	41.0%	Average
Borough Average	22.4%		38.4%	

	% Satisfied		% Dissatisfied	
18 - 24	3.7%	Very Low	40.8%	Average
25 - 29	14.2%	Very Low	54.8%	Very High
30 - 39	24.8%	High	34.4%	Low
40 - 49	21.1%	Average	39.5%	Average
50 - 59	28.7%	Very High	36.6%	Average
60 - 64	25.3%	High	43.6%	High
65 - 74	26.4%	High	34.2%	Low
75+	26.6%	High	33.5%	Low
Borough Average	22.4%		38.4%	

	% Satisfied		% Dissatisfied	
With Disability	24.5%	Average	44.8%	High
Without Disability	21.5%	Average	39.2%	Average
Borough Average	22.4%		38.4%	

	% Satisfied		% Dissatisfied	
Owned outright	26.0%	High	40.4%	Average
Buying on Mortgage	23.4%	Average	44.6%	High
Rent from Housing Association / Trust	22.5%	Average	31.2%	Low
Rent from Private landlord	14.2%	Very Low	29.1%	Low
Other				
Borough Average	22.4%		38.4%	

	% Satisfied		% Dissatisfied	
Full-time employment	19.1%	Low	41.0%	Average
Part-time employment	21.7%	Average	44.5%	High
Self employed	22.0%	Average	43.5%	High
Full-time education			100.0%	Very High
Unemployed	6.6%	Very Low	23.7%	Very Low
Permanently sick / disabled	27.0%	High	33.8%	Low
Retired	30.5%	Very High	34.4%	Low
Looking after the home	16.8%	Low	41.9%	Average
Other	17.9%	Low	61.3%	Very High
Borough Average	22.4%		38.4%	

Usage of Council Car Parking

	% used within 6 months		% never used / Used longer ago	
Male	60.0%	Average	33.3%	Average
Female	59.1%	Average	30.2%	Average
Borough Average	59.5%		31.7%	

	% used within 6 months		% never used / Used longer ago	
18 - 24	26.3%	Very Low	69.3%	Very High
25 - 29	82.9%	Very High	11.8%	Very Low
30 - 39	64.6%	Average	26.7%	Low
40 - 49	62.8%	Average	29.4%	Average
50 - 59	63.7%	Average	24.8%	Low
60 - 64	60.5%	Average	30.2%	Average
65 - 74	60.6%	Average	29.9%	Average
75+	53.0%	Low	37.4%	High
Borough Average	59.5%		31.7%	

	% used within 6 months		% never used / Used longer ago	
With Disability	55.0%	Average	34.9%	Average
Without Disability	60.1%	Average	30.6%	Average
Borough Average	59.5%		31.7%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	57.0%	Average	32.9%	Average
Buying on Mortgage	68.0%	High	21.4%	Very Low
Rent from Housing Association / Trust	51.6%	Low	44.4%	Very High
Rent from Private landlord	41.3%	Very Low	53.2%	Very High
Other				
Borough Average	59.5%		31.7%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	60.3%	Average	31.4%	Average
Part-time employment	58.9%	Average	28.1%	Low
Self employed	75.7%	Very High	20.0%	Very Low
Full-time education			0.0%	Very Low
Unemployed	40.5%	Very Low	59.5%	Very High
Permanently sick / disabled	43.7%	Very Low	50.2%	Very High
Retired	57.3%	Average	32.9%	Average
Looking after the home	40.4%	Very Low	36.5%	High
Other	61.3%	Average	34.0%	Average
Borough Average	59.5%		31.7%	

Satisfaction with Public Conveniences

	% Satisfied		% Dissatisfied	
Male	18.8%	Low	44.9%	High
Female	22.9%	Average	36.3%	Low
Borough Average	20.9%		40.5%	

	% Satisfied		% Dissatisfied	
18 - 24	7.9%	Very Low	31.3%	Low
25 - 29	18.3%	Low	32.5%	Low
30 - 39	21.3%	Average	38.9%	Average
40 - 49	20.4%	Average	40.0%	Average
50 - 59	23.1%	High	42.0%	Average
60 - 64	24.0%	High	46.0%	High
65 - 74	25.1%	High	42.3%	Average
75+	23.0%	Average	46.0%	High
Borough Average	20.9%		40.5%	

	% Satisfied		% Dissatisfied	
With Disability	20.0%	Average	44.3%	Average
Without Disability	21.8%	Average	38.2%	Average
Borough Average	20.9%		40.5%	

	% Satisfied		% Dissatisfied	
Owned outright	24.0%	High	43.3%	Average
Buying on Mortgage	20.0%	Average	41.4%	Average
Rent from Housing Association / Trust	28.8%	Very High	33.1%	Low
Rent from Private landlord	13.7%	Very Low	32.5%	Low
Other				
Borough Average	20.9%		40.5%	

	% Satisfied		% Dissatisfied	
Full-time employment	17.6%	Low	36.5%	Low
Part-time employment	17.0%	Low	41.0%	Average
Self employed	33.1%	Very High	44.5%	Average
Full-time education			54.3%	Very High
Unemployed	36.9%	Very High	24.2%	Very Low
Permanently sick / disabled	15.5%	Very Low	48.6%	High
Retired	26.6%	Very High	44.2%	Average
Looking after the home	23.9%	High	25.5%	Very Low
Other	13.8%	Very Low	54.0%	Very High
Borough Average	20.9%		40.5%	

Usage of Public Conveniences

	% used within 6 months		% never used / Used longer ago	
Male	61.7%	High	28.6%	Low
Female	48.6%	Low	38.5%	High
Borough Average	55.0%		33.6%	

	% used within 6 months		% never used / Used longer ago	
18 - 24	41.0%	Very Low	46.6%	Very High
25 - 29	65.0%	High	29.4%	Low
30 - 39	50.2%	Average	34.8%	Average
40 - 49	55.0%	Average	32.7%	Average
50 - 59	61.5%	High	28.5%	Low
60 - 64	56.8%	Average	32.6%	Average
65 - 74	60.1%	Average	29.1%	Low
75+	48.6%	Low	39.7%	High
Borough Average	55.0%		33.6%	

	% used within 6 months		% never used / Used longer ago	
With Disability	56.5%	Average	35.9%	Average
Without Disability	54.8%	Average	32.6%	Average
Borough Average	55.0%		33.6%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	59.0%	Average	27.5%	Low
Buying on Mortgage	55.5%	Average	35.0%	Average
Rent from Housing Association / Trust	49.6%	Low	40.6%	High
Rent from Private landlord	42.3%	Low	46.0%	Very High
Other				
Borough Average	55.0%		33.6%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	49.0%	Low	37.1%	High
Part-time employment	57.9%	Average	29.7%	Low
Self employed	69.6%	Very High	22.2%	Very Low
Full-time education	54.3%	Average	45.7%	Very High
Unemployed	66.5%	High	28.8%	Low
Permanently sick / disabled	47.4%	Low	43.3%	Very High
Retired	58.8%	Average	30.5%	Low
Looking after the home	38.2%	Very Low	52.2%	Very High
Other	50.9%	Average	41.1%	High
Borough Average	55.0%		33.6%	

Satisfaction with Dog Warden Services

	% Satisfied		% Dissatisfied	
Male	44.1%	Average	44.1%	Very High
Female	47.3%	Average	15.4%	Very Low
Borough Average	45.7%		30.1%	

	% Satisfied		% Dissatisfied	
18 - 24				
25 - 29	50.0%	Average		
30 - 39				
40 - 49	50.0%	Average	50.0%	Very High
50 - 59	60.9%	Very High	39.1%	Very High
60 - 64	25.2%	Very Low	50.4%	Very High
65 - 74	52.0%	High	36.0%	High
75+	21.4%	Very Low	42.8%	Very High
Borough Average	45.7%		30.1%	

	% Satisfied		% Dissatisfied	
With Disability	49.4%	Average	26.9%	Low
Without Disability	45.1%	Average	29.1%	Average
Borough Average	45.7%		30.1%	

	% Satisfied		% Dissatisfied	
Owned outright	63.8%	Very High	36.2%	High
Buying on Mortgage	19.3%	Very Low		
Rent from Housing Association / Trust	53.2%	High		
Rent from Private landlord	71.2%	Very High	28.8%	Average
Other				
Borough Average	45.7%		30.1%	

	% Satisfied		% Dissatisfied	
Full-time employment	55.5%	High	12.8%	Very Low
Part-time employment				
Self employed	100.0%	Very High		
Full-time education				
Unemployed				
Permanently sick / disabled				
Retired	50.8%	High	49.2%	Very High
Looking after the home			100.0%	Very High
Other			100.0%	Very High
Borough Average	45.7%		30.1%	

Usage of Dog Warden Service

	% used within 6 months		% never used / Used longer ago	
Male	3.2%	Low	94.7%	Average
Female	3.9%	Average	92.9%	Average
Borough Average	3.5%		93.7%	

	% used within 6 months		% never used / Used longer ago	
18 - 24			96.0%	Average
25 - 29			88.9%	Average
30 - 39	5.9%	Very High	94.1%	Average
40 - 49			95.9%	Average
50 - 59	2.9%	Low	93.8%	Average
60 - 64	6.4%	Very High	89.3%	Average
65 - 74	2.5%	Very Low	94.4%	Average
75+	5.2%	Very High	93.0%	Average
Borough Average	3.5%		93.7%	

	% used within 6 months		% never used / Used longer ago	
With Disability	5.9%	Very High	90.1%	Average
Without Disability	2.9%	Low	94.7%	Average
Borough Average	3.5%		93.7%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	2.5%	Very Low	94.1%	Average
Buying on Mortgage	3.2%	Low	95.4%	Average
Rent from Housing Association / Trust			95.2%	Average
Rent from Private landlord	6.7%	Very High	89.0%	Average
Other				
Borough Average	3.5%		93.7%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment			94.9%	Average
Part-time employment	3.2%	Low	95.4%	Average
Self employed			93.4%	Average
Full-time education				
Unemployed			96.4%	Average
Permanently sick / disabled			84.7%	Low
Retired	2.7%	Low	94.2%	Average
Looking after the home			95.3%	Average
Other			72.7%	Low
Borough Average	3.5%		93.7%	

Satisfaction with Customer First Centres

	% Satisfied		% Dissatisfied	
Male	61.0%	High	2.3%	Very Low
Female	49.7%	Average	10.7%	Very High
Borough Average	54.5%		7.1%	

	% Satisfied		% Dissatisfied	
18 - 24	50.0%	Average		
25 - 29	24.2%	Very Low	18.9%	Very High
30 - 39	65.8%	High	5.8%	Low
40 - 49	49.3%	Low		
50 - 59	52.3%	Average	12.3%	Very High
60 - 64	58.4%	Average	2.7%	Very Low
65 - 74	67.7%	High	8.6%	High
75+	63.7%	High		
Borough Average	54.5%		7.1%	

	% Satisfied		% Dissatisfied	
With Disability	62.7%	High	13.0%	Very High
Without Disability	49.9%	Average	6.3%	Low
Borough Average	54.5%		7.1%	

	% Satisfied		% Dissatisfied	
Full-time employment	43.4%	Low	7.8%	Average
Part-time employment	74.6%	Very High	5.0%	Very Low
Self employed	53.1%	Average	13.1%	Very High
Full-time education				
Unemployed	100.0%	Very High		
Permanently sick / disabled	35.0%	Very Low	33.3%	Very High
Retired	79.0%	Very High	1.8%	Very Low
Looking after the home	57.4%	Average		
Other	50.0%	Average		
Borough Average	54.5%		7.1%	

Usage of Customer First Centres

	% used within 6 months		% never used / Used longer ago	
Male	23.3%	Average	62.6%	Average
Female	23.7%	Average	57.8%	Average
Borough Average	23.5%		60.1%	

	% used within 6 months		% never used / Used longer ago	
18 - 24			56.7%	Average
25 - 29			43.7%	Very Low
30 - 39			59.7%	Average
40 - 49			66.9%	High
50 - 59	19.0%	Low	62.1%	Average
60 - 64	30.0%	Very High	58.8%	Average
65 - 74	28.8%	High	54.9%	Average
75+			68.2%	High
Borough Average	23.5%		60.1%	

	% used within 6 months		% never used / Used longer ago	
With Disability	25.1%	Average	57.9%	Average
Without Disability	22.3%	Average	61.7%	Average
Borough Average	23.5%		60.1%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	20.5%	Low	65.7%	Average
Buying on Mortgage	22.5%	Average	59.0%	Average
Rent from Housing Association / Trust	32.6%	Very High	56.3%	Average
Rent from Private landlord	29.4%	High	54.7%	Average
Other				
Borough Average	23.5%		60.1%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment			58.3%	Average
Part-time employment	20.3%	Low	66.7%	High
Self employed			59.7%	Average
Full-time education			45.7%	Low
Unemployed			63.2%	Average
Permanently sick / disabled	20.0%	Low	52.7%	Low
Retired	24.5%	Average	63.4%	Average
Looking after the home			68.7%	High
Other			61.3%	Average
Borough Average	23.5%		60.1%	

Satisfaction with Tourist Information Centres

	% Satisfied		% Dissatisfied	
Male	67.5%	Average	1.5%	Very Low
Female	74.3%	Average	2.6%	High
Borough Average	71.1%		2.1%	

	% Satisfied		% Dissatisfied	
18 - 24	100.0%	Very High		
25 - 29	43.9%	Very Low		
30 - 39	78.2%	Average		
40 - 49	60.8%	Low		
50 - 59	71.4%	Average	4.7%	Very High
60 - 64	72.8%	Average	2.2%	Average
65 - 74	79.0%	High	3.8%	Very High
75+	67.6%	Average	2.0%	Average
Borough Average	71.1%		2.1%	

	% Satisfied		% Dissatisfied	
With Disability	77.3%	Average	6.5%	Very High
Without Disability	74.0%	Average	1.5%	Very Low
Borough Average	71.1%		2.1%	

	% Satisfied		% Dissatisfied	
Owned outright	77.7%	Average	2.0%	Average
Buying on Mortgage	68.8%	Average	4.6%	Very High
Rent from Housing Association / Trust	77.7%	Average		
Rent from Private landlord	100.0%	Very High		
Other				
Borough Average	71.1%		2.1%	

	% Satisfied		% Dissatisfied	
Full-time employment	75.6%	Average	1.6%	Very Low
Part-time employment	89.6%	High	3.9%	Very High
Self employed	63.1%	Low	7.5%	Very High
Full-time education				
Unemployed				
Permanently sick / disabled	78.2%	High		
Retired	76.1%	Average	1.5%	Very Low
Looking after the home	81.2%	High		
Other	80.5%	High		
Borough Average	71.1%		2.1%	

Usage of Tourist Information Centres

	% used within 6 months		% never used / Used longer ago	
Male	26.3%	Average	57.3%	Average
Female	27.4%	Average	54.9%	Average
Borough Average	26.9%		56.1%	

	% used within 6 months		% never used / Used longer ago	
18 - 24			64.8%	High
25 - 29			69.7%	High
30 - 39			57.0%	Average
40 - 49	16.3%	Very Low	63.8%	High
50 - 59	25.3%	Average	58.2%	Average
60 - 64	37.3%	Very High	47.3%	Low
65 - 74	37.8%	Very High	42.3%	Low
75+	31.7%	High	49.6%	Low
Borough Average	26.9%		56.1%	

	% used within 6 months		% never used / Used longer ago	
With Disability	33.3%	High	53.8%	Average
Without Disability	25.2%	Average	58.3%	Average
Borough Average	26.9%		56.1%	

	% used within 6 months		% never used / Used longer ago	
Owned outright	35.3%	Very High	46.7%	Low
Buying on Mortgage	16.9%	Very Low	69.1%	High
Rent from Housing Association / Trust	23.6%	Low	53.0%	Average
Rent from Private landlord	19.6%	Very Low	72.1%	Very High
Other				
Borough Average	26.9%		56.1%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	16.5%	Very Low	72.4%	Very High
Part-time employment	19.6%	Very Low	60.2%	Average
Self employed			55.4%	Average
Full-time education			45.7%	Low
Unemployed			43.2%	Low
Permanently sick / disabled			63.4%	High
Retired	39.2%	Very High	41.4%	Very Low
Looking after the home			70.7%	Very High
Other	26.1%	Average	66.8%	High
Borough Average	26.9%		56.1%	

Satisfaction with Planning Services

	% Satisfied		% Dissatisfied	
Male	25.1%	Very Low	24.0%	Average
Female	59.1%	Very High	28.9%	High
Borough Average	38.2%		25.9%	

	% Satisfied		% Dissatisfied	
18 - 24				
25 - 29				
30 - 39	33.3%	Low	53.1%	Very High
40 - 49	76.9%	Very High	23.1%	Low
50 - 59	49.4%	Very High	13.7%	Very Low
60 - 64	38.3%	Average	19.4%	Low
65 - 74	36.7%	Average	43.3%	Very High
75+	52.9%	Very High		
Borough Average	38.2%		25.9%	

	% Satisfied		% Dissatisfied	
With Disability	45.1%	High	15.3%	Very Low
Without Disability	39.5%	Average	24.4%	Average
Borough Average	38.2%		25.9%	

	% Satisfied		% Dissatisfied	
Owned outright	50.1%	Very High	26.8%	Average
Buying on Mortgage	41.8%	Average	18.8%	Very Low
Rent from Housing Association / Trust				
Rent from Private landlord	14.2%	Very Low	55.0%	Very High
Other				
Borough Average	38.2%		25.9%	

	% Satisfied		% Dissatisfied	
Full-time employment	36.6%	Average	29.2%	High
Part-time employment	70.2%	Very High	29.8%	High
Self employed	8.1%	Very Low	16.8%	Very Low
Full-time education				
Unemployed				
Permanently sick / disabled				
Retired	48.2%	Very High	18.4%	Very Low
Looking after the home	42.6%	High	32.8%	Very High
Other	100.0%	Very High		
Borough Average	38.2%		25.9%	

Usage of Planning Services

	% used within 6 months		% never used / Used longer ago	
Male	10.7%	Very High	80.9%	Average
Female	5.8%	Very Low	88.4%	Average
Borough Average	8.1%		84.8%	

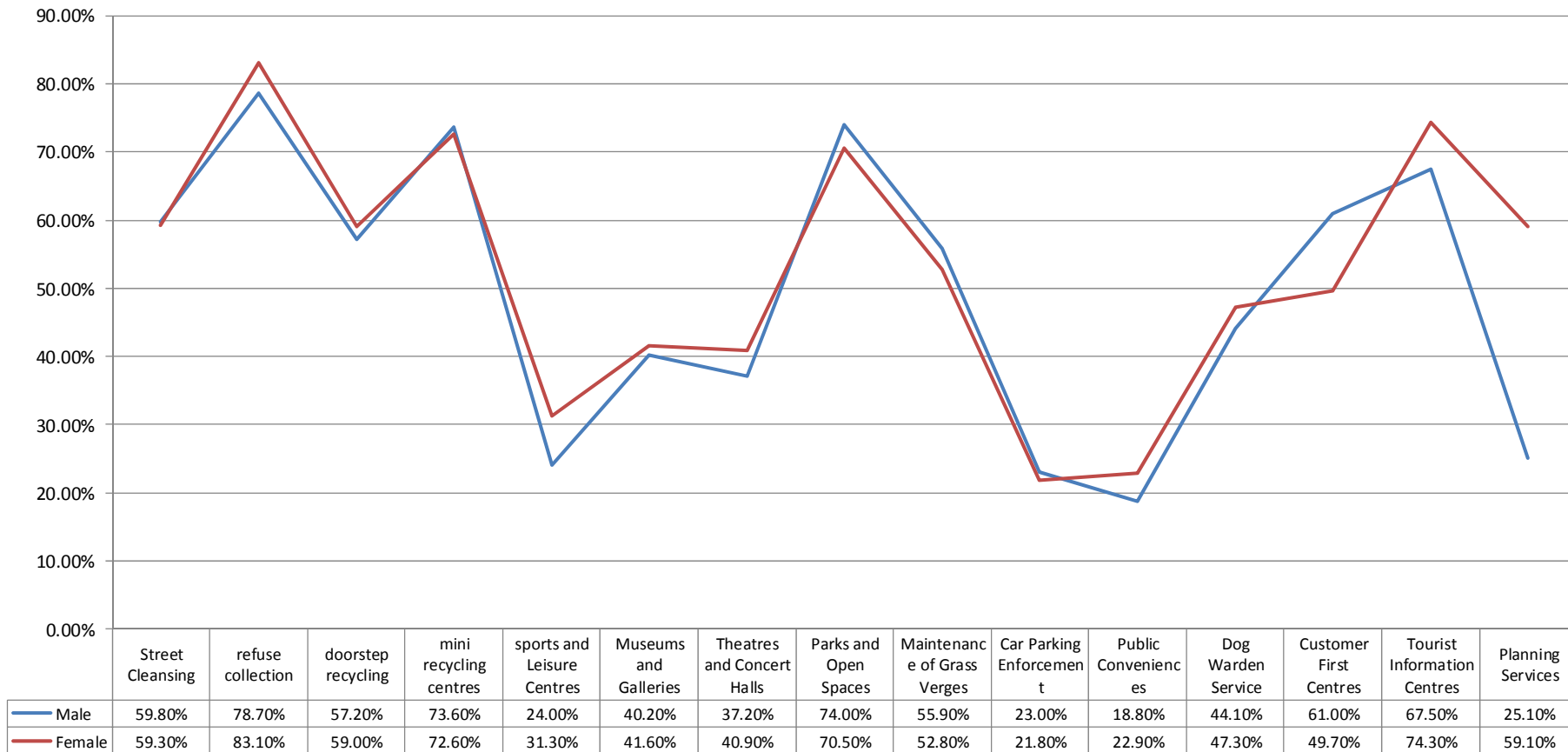
	% used within 6 months		% never used / Used longer ago	
18 - 24			80.5%	Average
25 - 29			78.6%	Average
30 - 39			89.8%	Average
40 - 49			88.8%	Average
50 - 59	8.5%	Average	81.1%	Average
60 - 64	11.4%	Very High	80.5%	Average
65 - 74	7.5%	Average	85.1%	Average
75+	7.1%	Low	90.3%	Average
Borough Average	8.1%		84.8%	

	% used within 6 months		% never used / Used longer ago	
With Disability			90.5%	Average
Without Disability	9.7%	High	84.0%	Average
Borough Average	8.1%		84.8%	

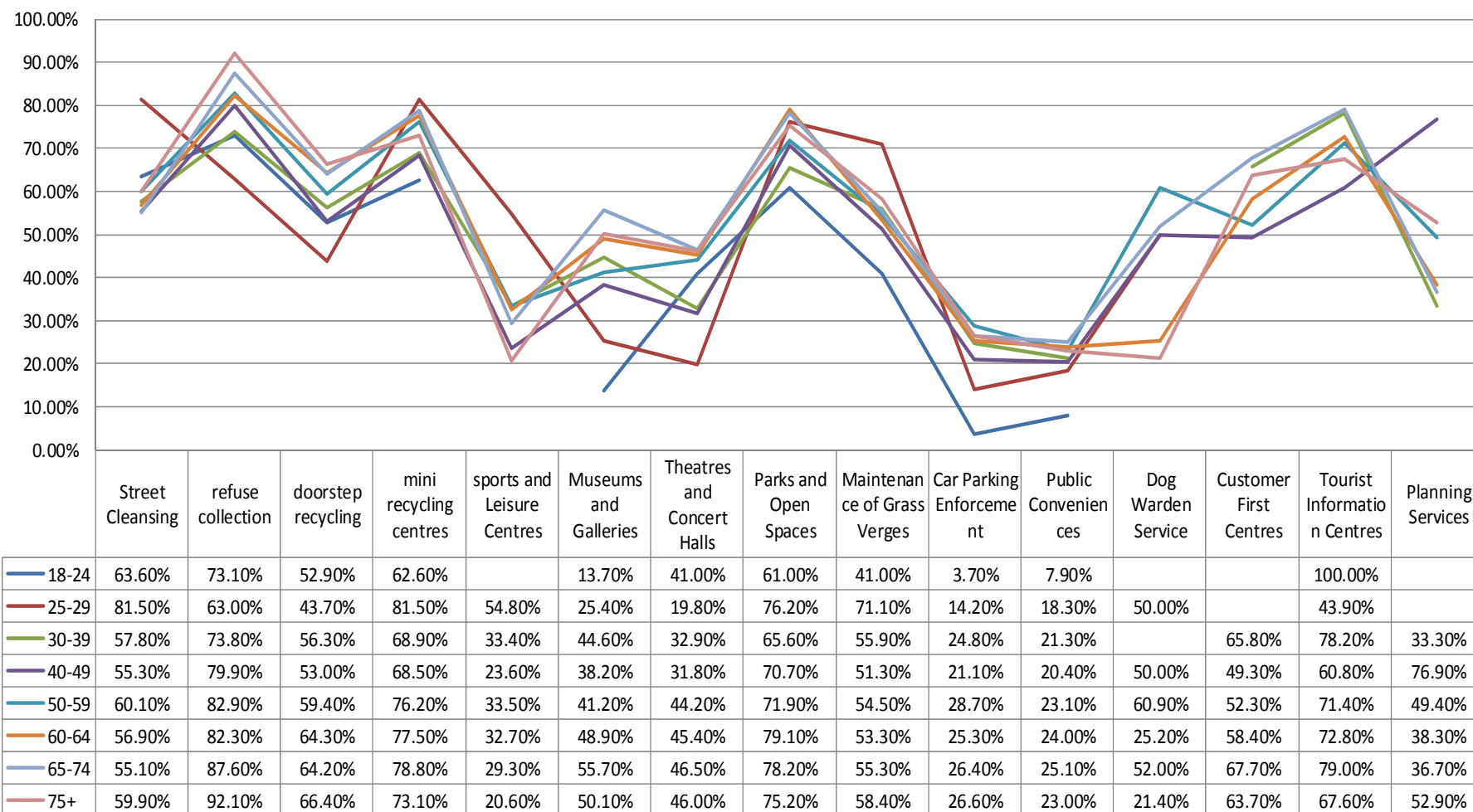
	% used within 6 months		% never used / Used longer ago	
Owned outright	7.9%	Average	84.7%	Average
Buying on Mortgage			82.7%	Average
Rent from Housing Association / Trust			94.6%	High
Rent from Private landlord			91.3%	Average
Other				
Borough Average	8.1%		84.8%	

	% used within 6 months		% never used / Used longer ago	
Full-time employment	9.0%	High	83.3%	Average
Part-time employment			87.2%	Average
Self employed	16.5%	Very High	78.8%	Average
Full-time education			45.7%	Very Low
Unemployed				
Permanently sick / disabled			92.3%	Average
Retired	7.9%	Average	87.2%	Average
Looking after the home	4.8%	Very Low	93.6%	High
Other			92.3%	Average
Borough Average	8.1%		84.8%	

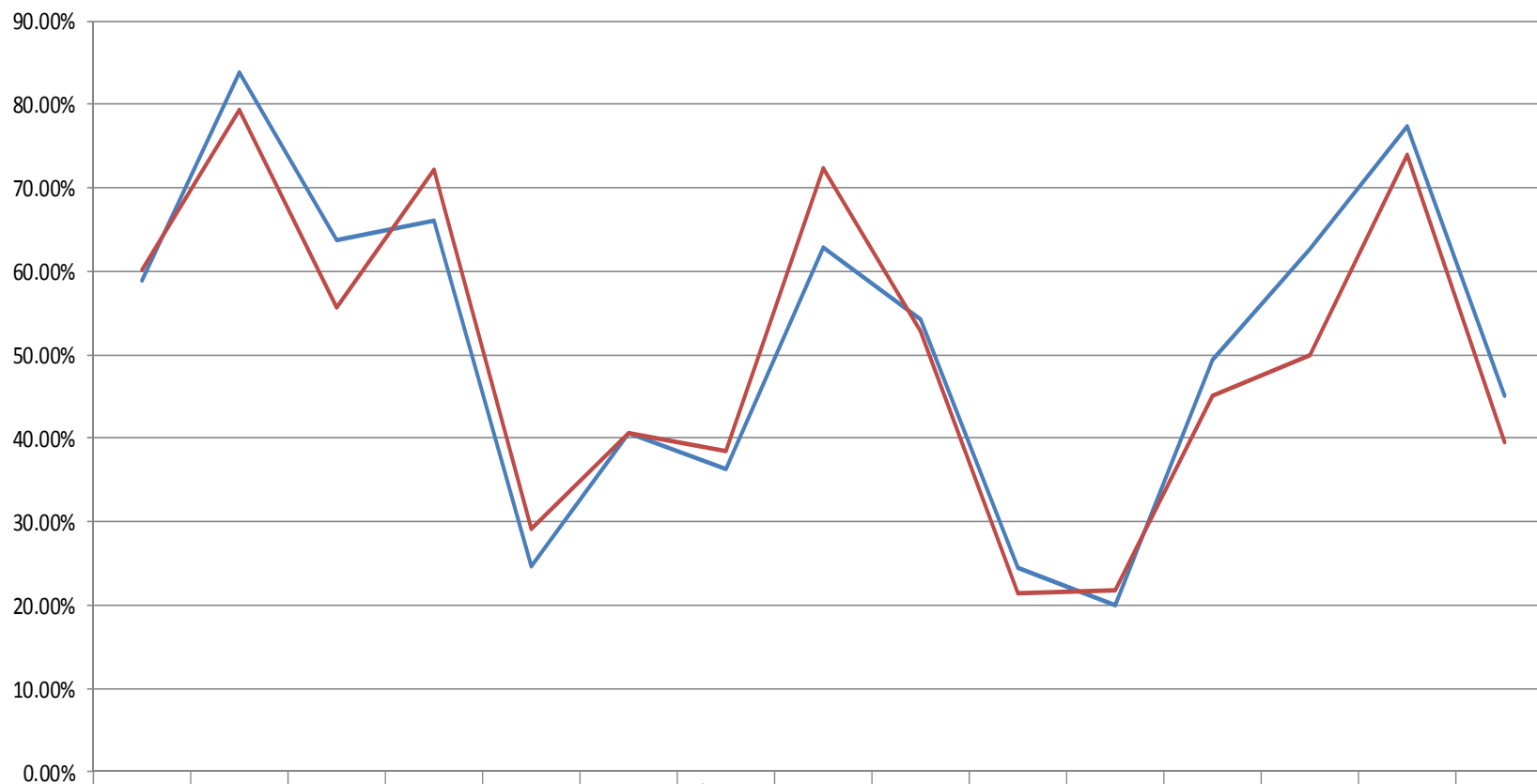
Satisfaction with Council Services - Analysis by Gender



Satisfaction with Council Services - Analysis by Age

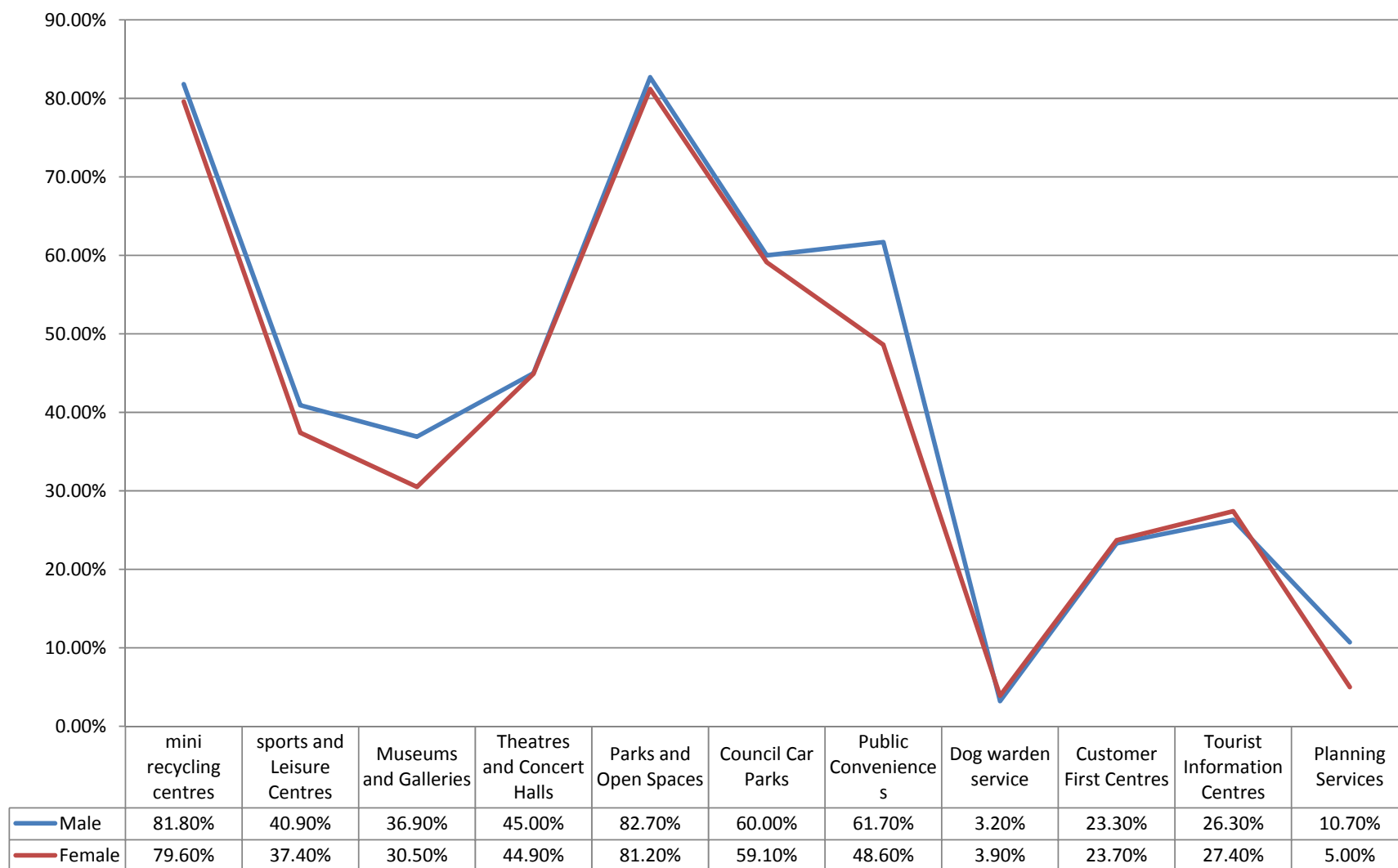


Satisfaction with Council Services - Analysis by with/without Disability

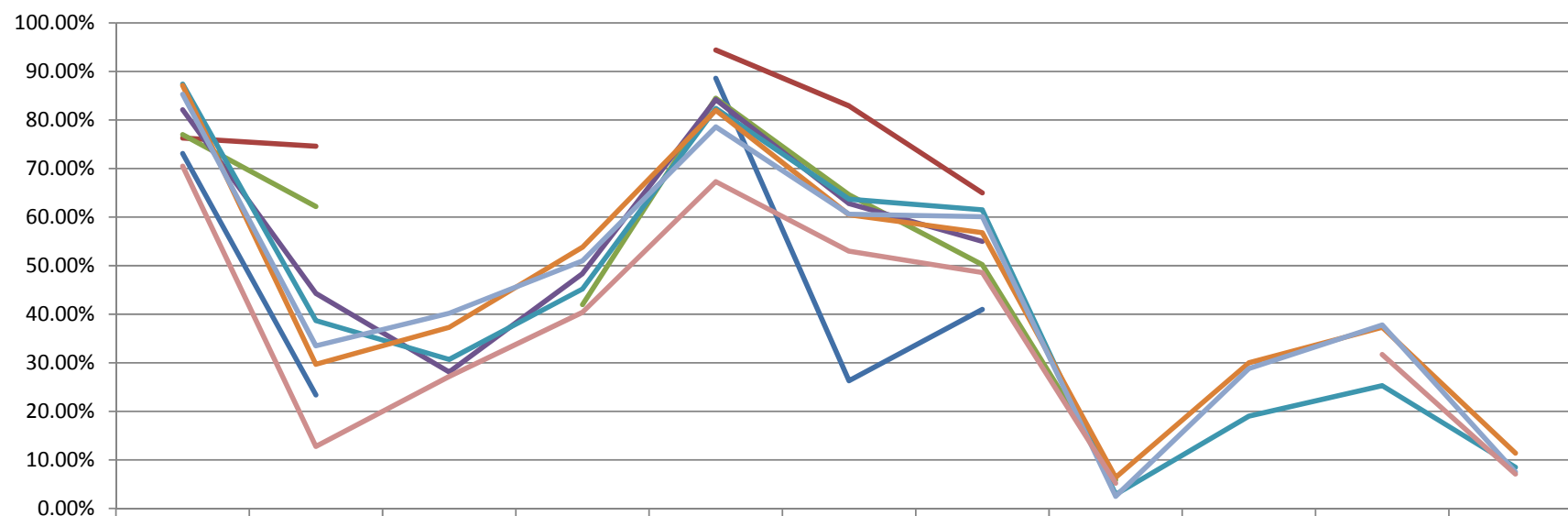


	Street Cleansing	refuse collection	doorstep recycling	mini recycling centres	sports and Leisure Centres	Museums and Galleries	Theatres and Concert Halls	Parks and Open Spaces	Maintenance of Grass Verges	Car Parking Enforcement	Public Conveniences	Dog Warden Service	Customer First Centres	Tourist Information Centres	Planning Services
with disability	58.90%	83.80%	63.70%	66.10%	24.60%	40.60%	36.40%	62.80%	54.20%	24.50%	20.00%	49.40%	62.70%	77.30%	45.10%
without disability	60.20%	79.40%	55.70%	72.20%	29.10%	40.60%	38.40%	72.40%	52.80%	21.50%	21.80%	45.10%	49.90%	74.00%	39.50%

Analysis of Usage by Gender - % used within the last 6 months

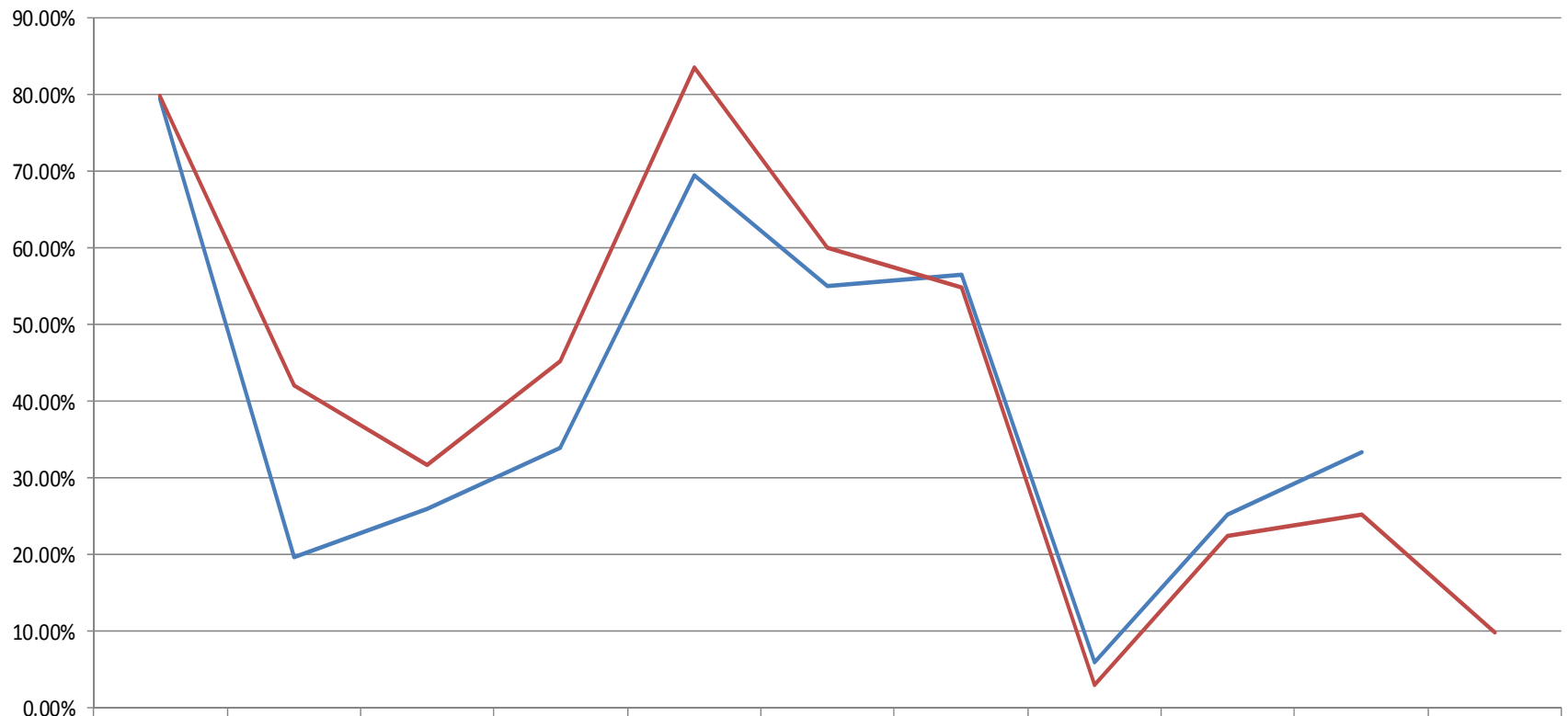


Analysis of Usage by Age - % used within the last 6 months



	mini recycling centres	sports and Leisure Centres	Museums and Galleries	Theatres and Concert Halls	Parks and Open Spaces	Council Car Parks	Public Convenience s	Dog warden service	Customer First Centres	Tourist Information Centres	Planning Services
18-24	73.10%	23.40%			88.60%	26.30%	41.00%				
25-29	76.30%	74.60%			94.40%	82.90%	65.00%				
30-39	77.00%	62.20%		42.00%	84.50%	64.60%	50.20%	5.90%			
40-49	82.10%	44.30%	28.10%	48.40%	84.20%	62.80%	55.00%			16.30%	
50-59	87.40%	38.70%	30.70%	45.20%	82.40%	63.70%	61.50%	2.90%	19.00%	25.30%	8.50%
60-64	87.10%	29.70%	37.30%	53.80%	82.00%	60.50%	56.80%	6.40%	30.00%	37.30%	11.40%
65-74	85.30%	33.50%	40.20%	51.00%	78.60%	60.60%	60.10%	2.50%	28.80%	37.80%	7.50%
75+	70.50%	12.80%	27.20%	40.40%	67.30%	53.00%	48.60%	5.20%		31.70%	7.10%

Analysis of Usage by With/Without a Disability % used within the last 6 months



	mini recycling centres	sports and Leisure Centres	Museums and Galleries	Theatres and Concert Halls	Parks and Open Spaces	Council Car Parks	Public Conveniences	Dog warden service	Customer First Centres	Tourist Information Centres	Planning Services
with disability	79.40%	19.60%	26.00%	33.90%	69.50%	55.00%	56.50%	5.90%	25.10%	33.30%	
without disability	79.80%	42.00%	31.70%	45.10%	83.50%	60.10%	54.80%	2.90%	22.30%	25.20%	9.70%

Appendix 3

Benefits User Satisfaction Survey 2013/14

The following shows what percentage of respondents were from each of the equality groups:

Gender	No. of Responses	%
Male	65	43.3%
Female	85	56.7%

Age Group	No. of Responses	%
16 - 24	16	10.9%
25 - 34	22	15.0%
35 - 44	20	13.6%
45 - 54	19	12.9%
55 - 59	12	8.2%
60 - 64	19	12.9%
65 - 74	23	15.6%
75 - 90	15	10.2%
90+	1	0.7%

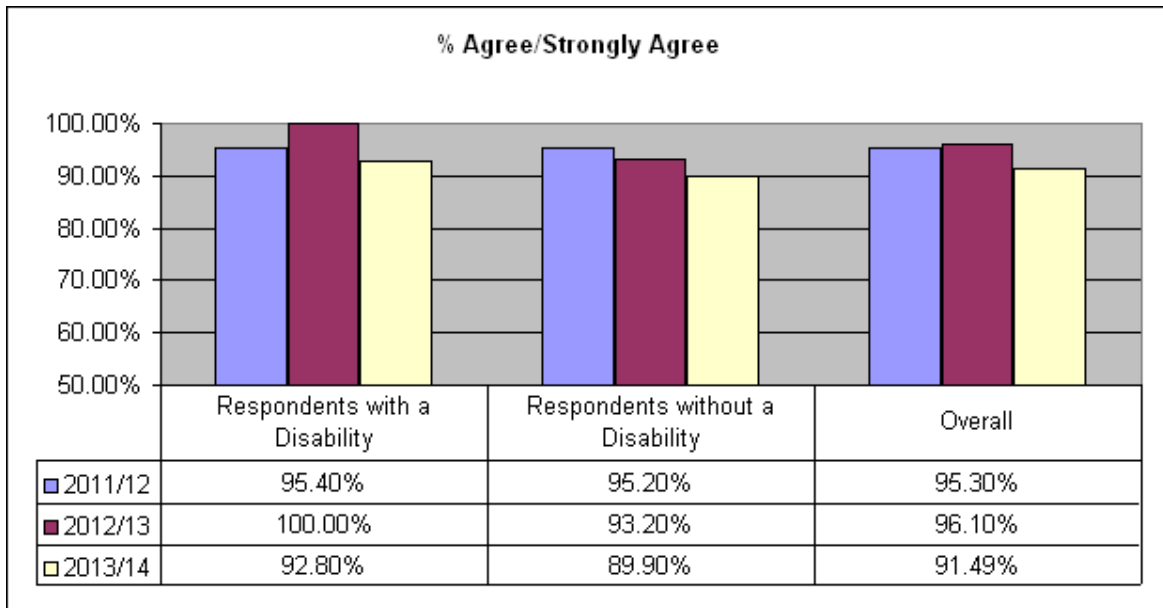
Disability	No. of Responses	%
Yes	63	43.2%
No	83	56.8%

Ethnicity	No. of Responses	%
White: British	145	96.7%
White: Any other White background	2	1.3%
White, British, African	1	0.7%
Polish	1	0.7%
Italian	1	0.7%
Other		

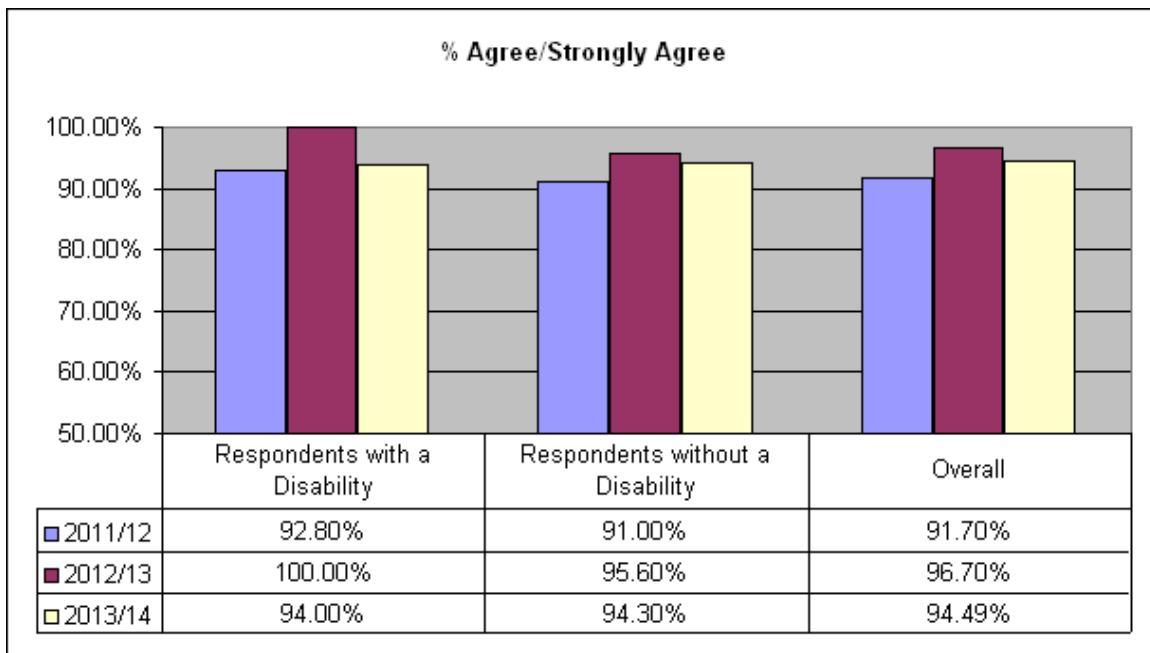
The following tables detail satisfaction with aspects of the service, analysed by equality group.

ANALYSIS BY DISABILITY

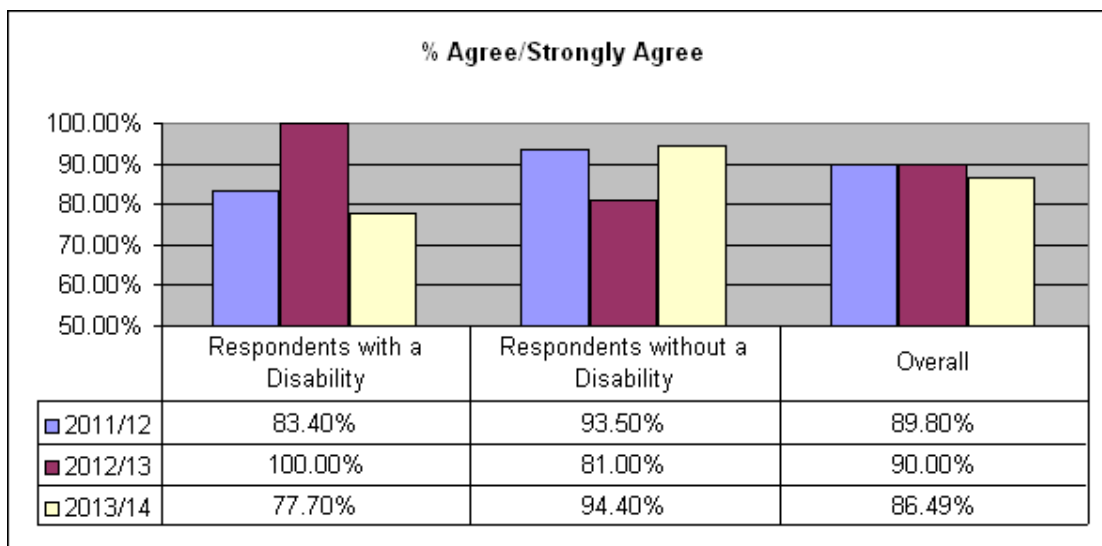
- Overall I am satisfied with the ways in which I can contact the local authority benefits office



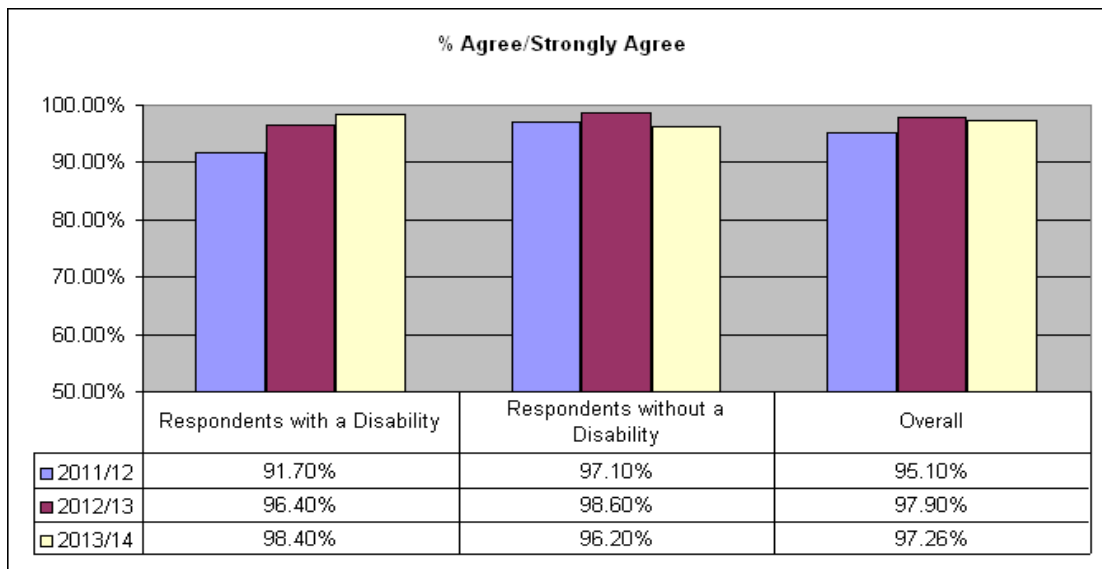
- Overall I am satisfied with the experience of visiting the local authority benefits office:



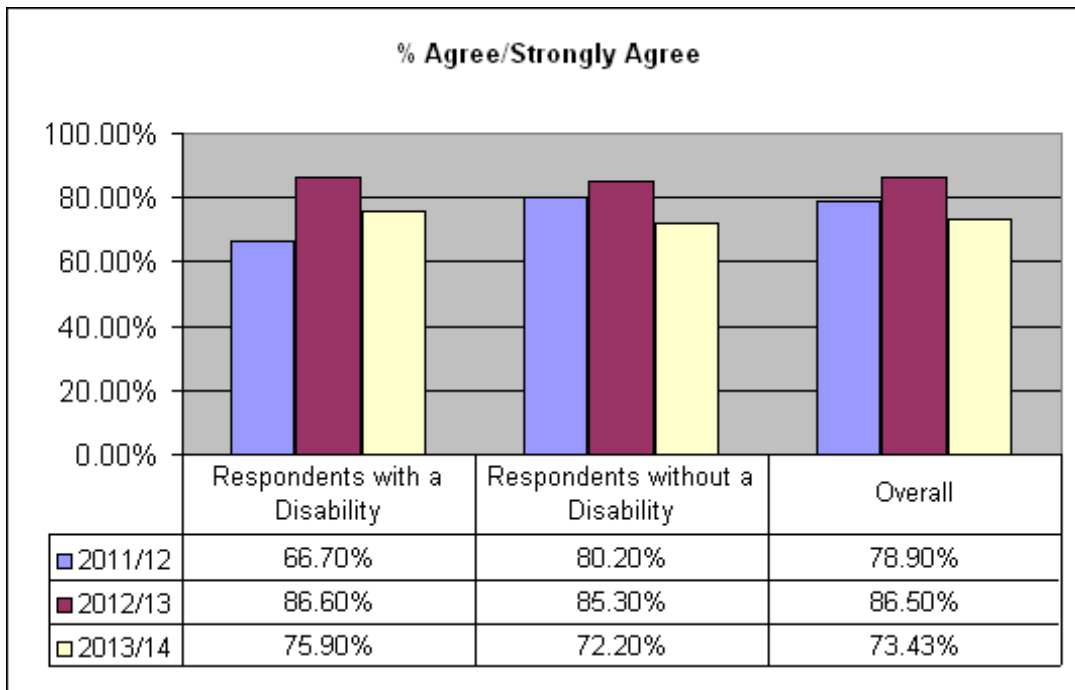
- Overall I am satisfied with the telephone service provided by the local authority benefits office



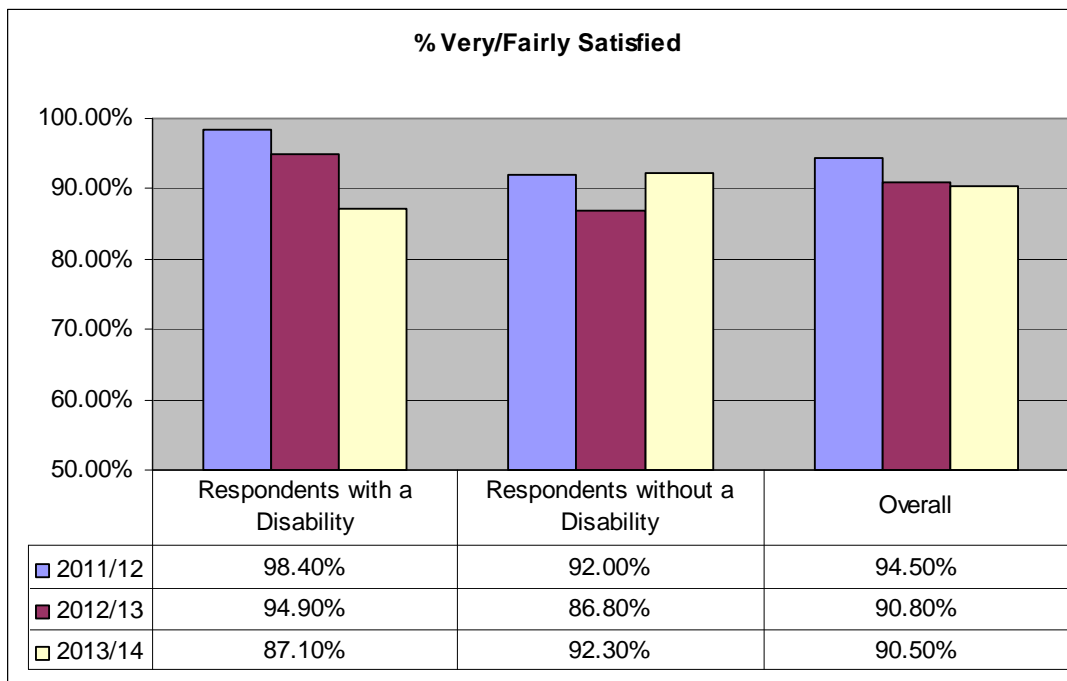
- Overall I am satisfied with the service provided by the staff in the local authority benefits office:



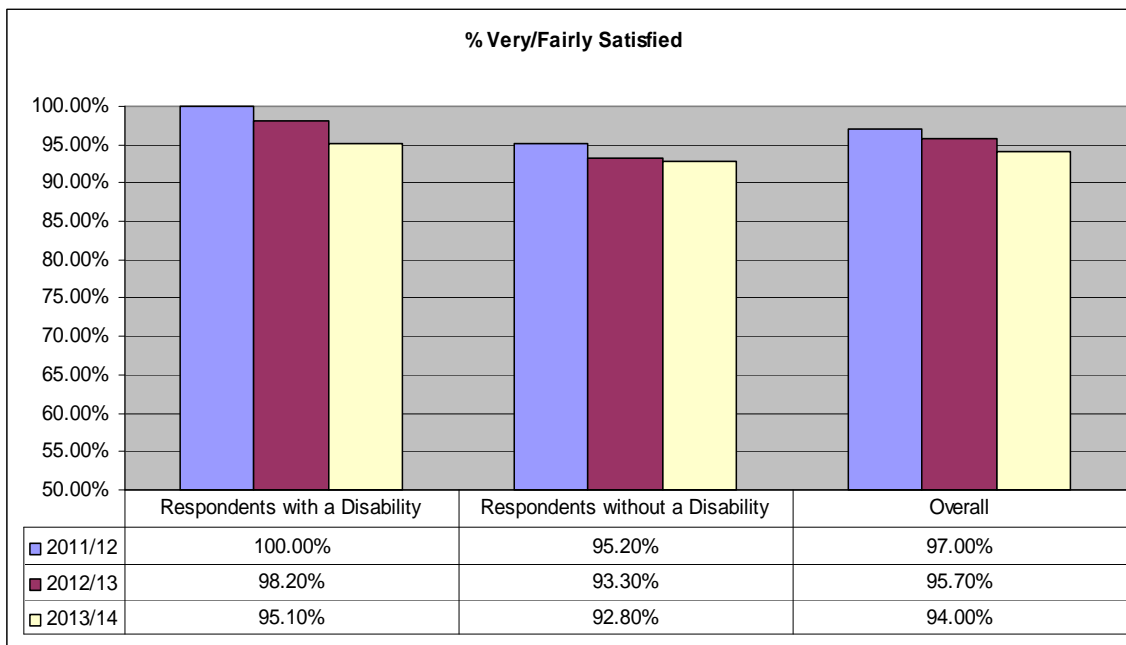
- Overall I am satisfied with the Housing/Council Tax Benefit Claim form:



- Overall I am satisfied with the amount of time it took to tell me whether or not my claim was successful or not:

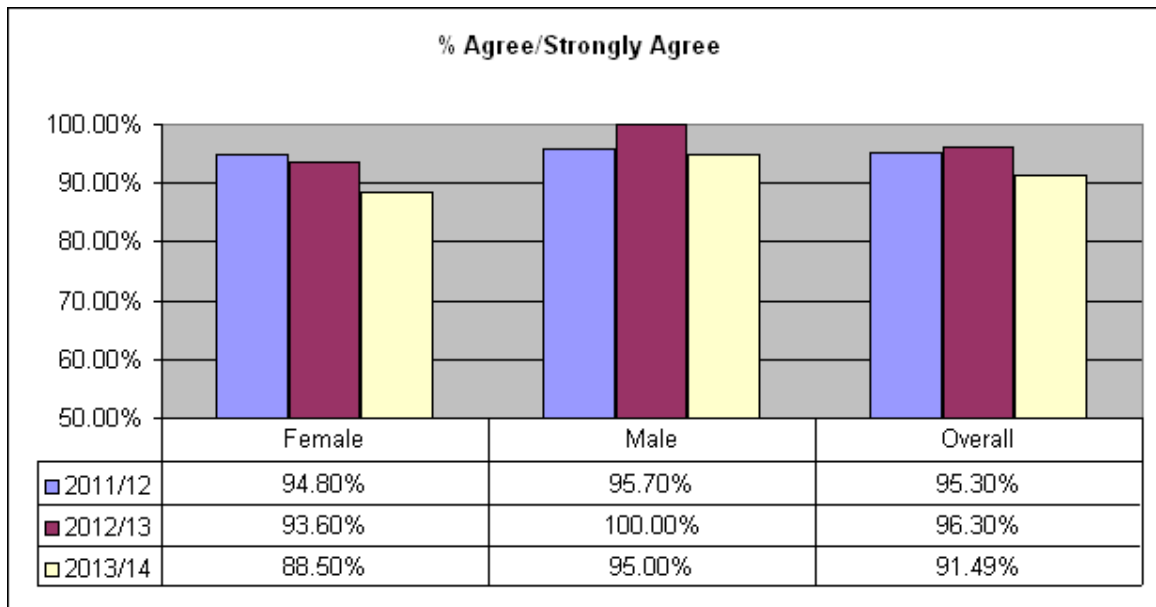


- Taking everything into account, how satisfied are you with the service you received from your local authority benefits office?

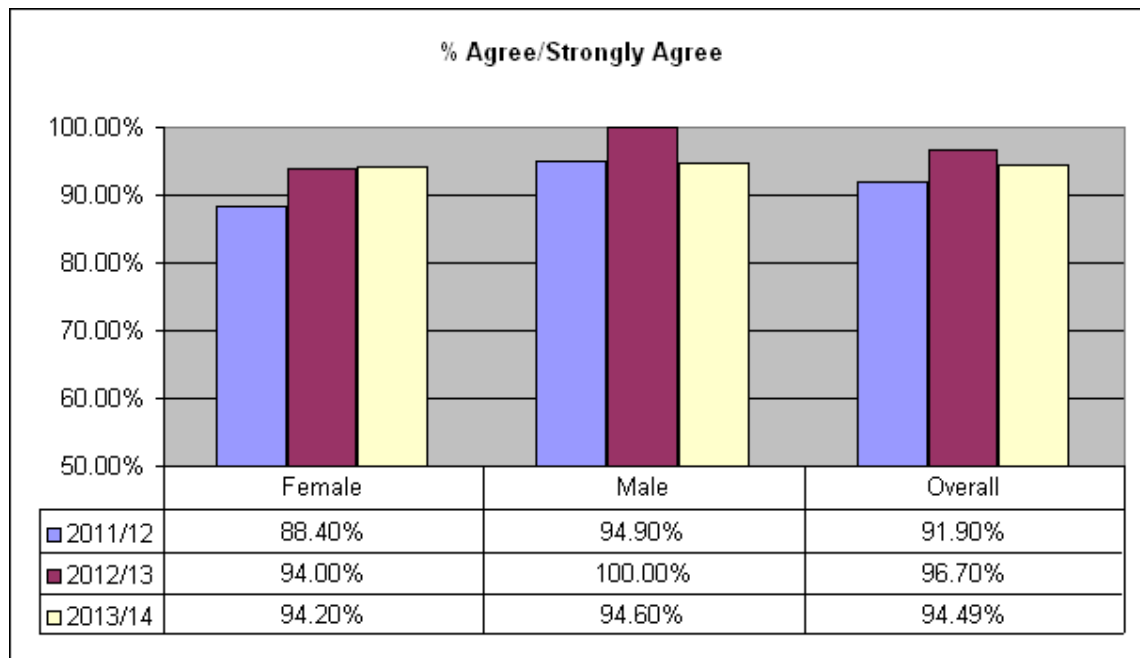


ANALYSIS BY GENDER

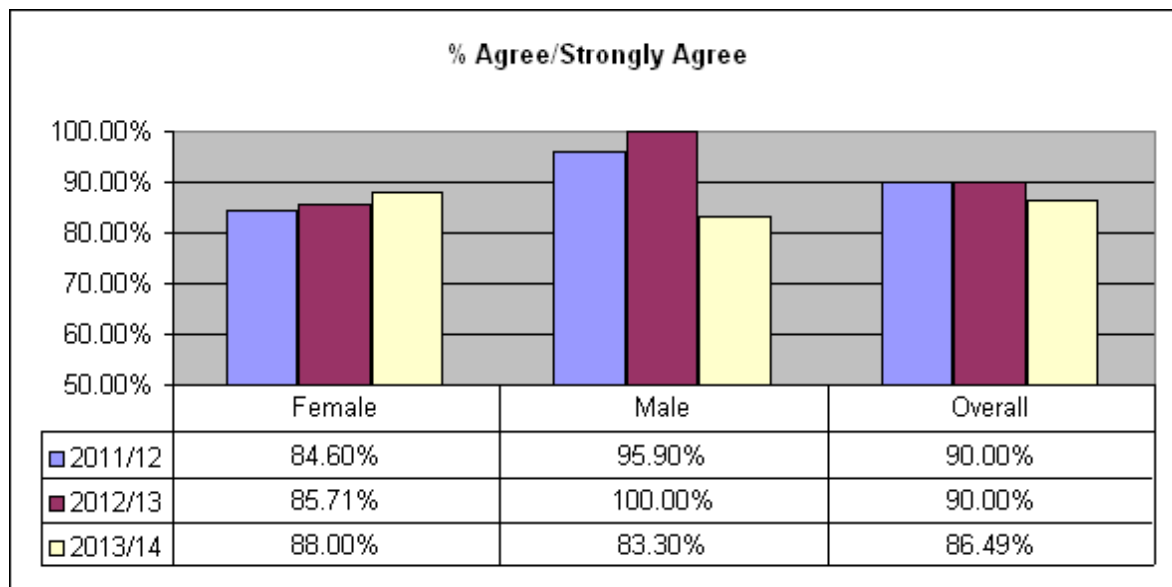
- Overall I am satisfied with the ways in which I can contact the local authority benefits office:



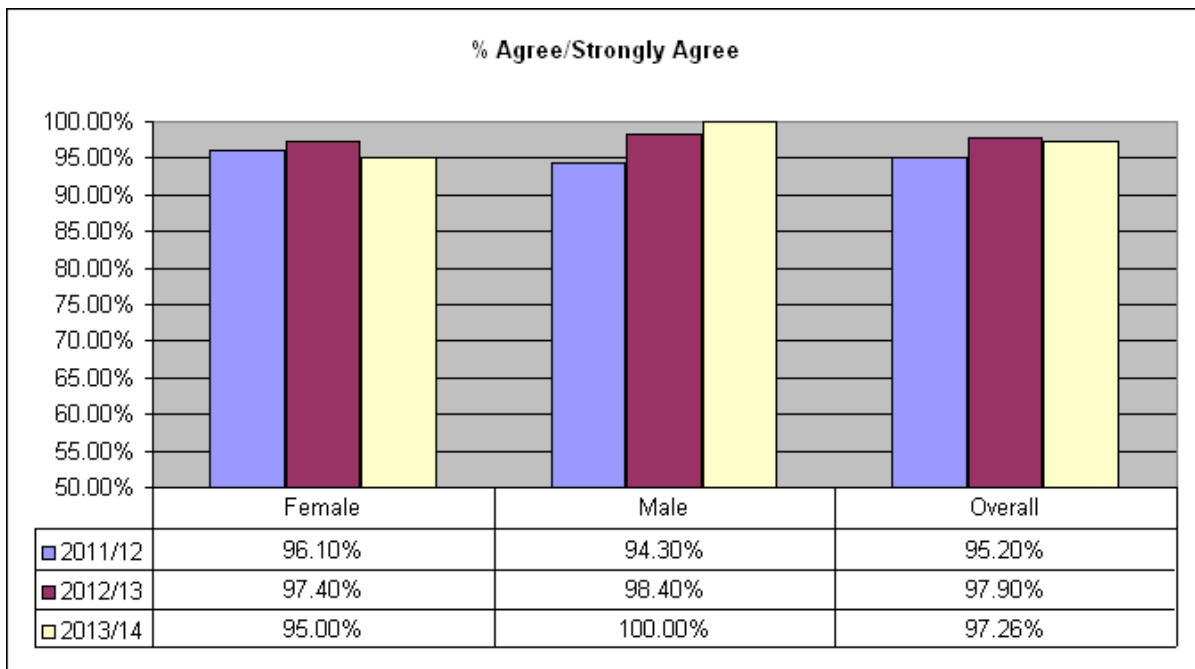
- Overall I am satisfied with the experience of visiting the local authority benefits office:



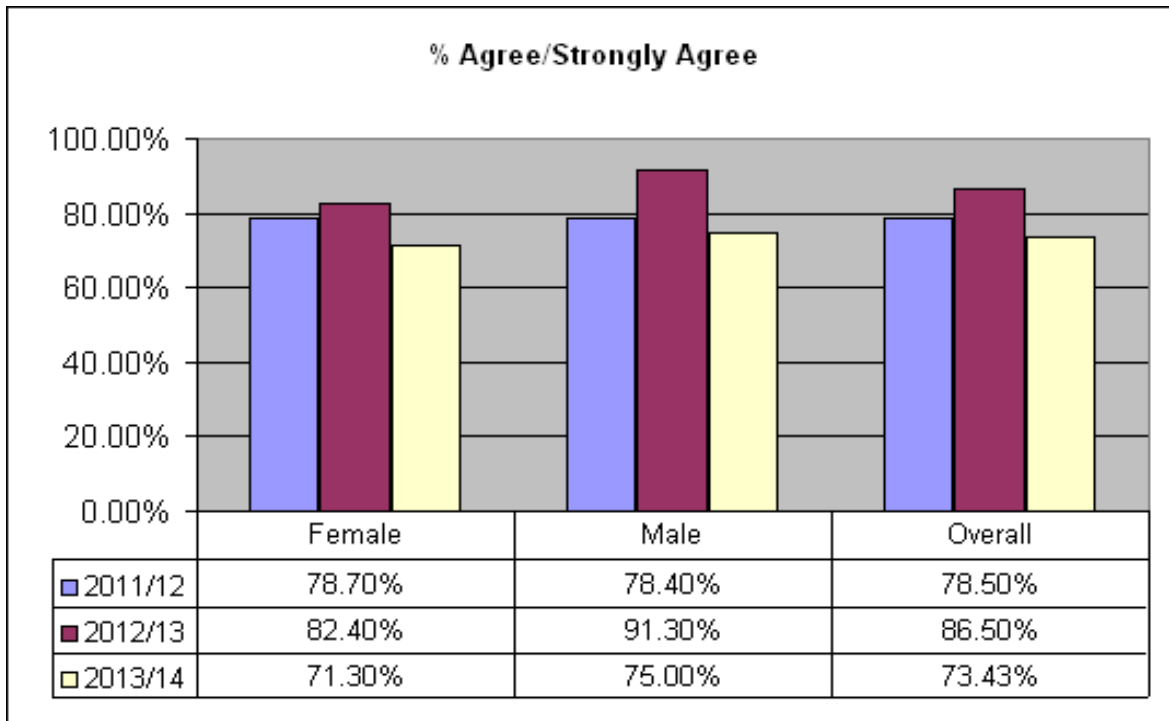
- Overall I am satisfied with the telephone service provided by the local authority benefits office



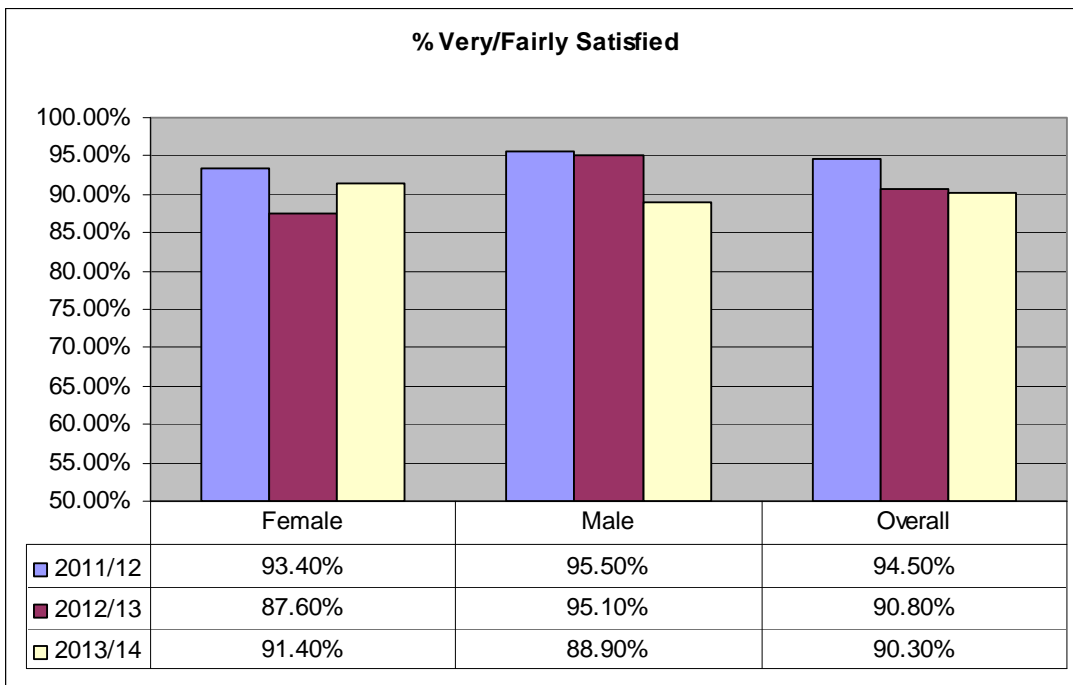
- Overall I am satisfied with the service provided by the staff in the local authority benefits office:



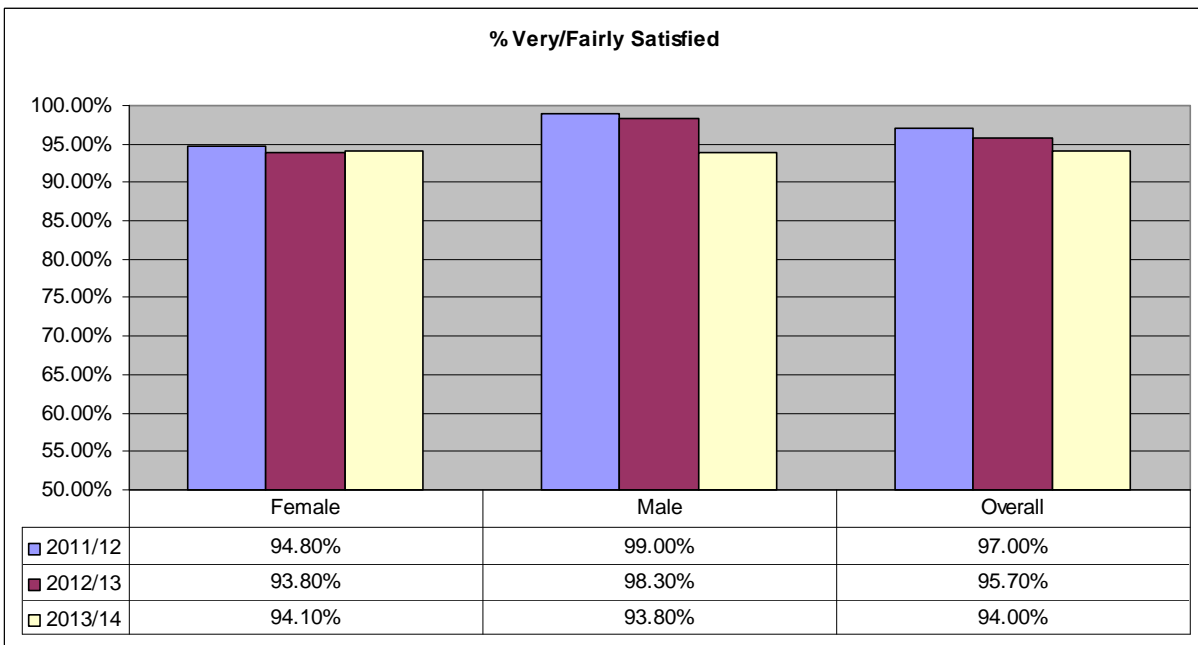
- Overall I am satisfied with the Housing/Council Tax Benefit Claim form:



- Overall I am satisfied with the amount of time it took to tell me whether or not my claim was successful or not:



- Taking everything into account, how satisfied are you with the service you received from your local authority benefits office?



Appendix 4

Car Parking User Satisfaction 2013/14

The following shows what percentage of respondents were from each of the equality groups:

- Are you male or female?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Male	146	57.70%	36	56.30%	69	53.9%
Female	101	39.90%	26	40.60%	51	39.8%
Unknown/Not stated	6	2.40%	2	3.10%	8	6.3%

- To which age group do you belong?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Under 18	1	0.40%				
18 – 24	17	6.70%	3	4.70%	20	15.6%
25 – 34	34	13.40%	10	15.60%	24	18.8%
35 - 49	64	25.30%	14	21.90%	37	28.9%
50 - 59	73	28.90%	23	35.90%	25	19.5%
60+	59	23.30%	14	21.90%	18	14.1%
Unknown/not stated	5	2.00%			4	3.1%

- Do you have a long term illness or disability?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
With Disability	20	7.90%	9	14.10%	8	6.3%
Without Disability	220	87.00%	51	79.70%	110	85.9%
Unknown/not stated	13	5.10%	4	6.30%	10	7.8%

- To which of the following groups do you consider you belong?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
White	239	94.50%	62	96.90%	100	78.1%
Polish/Eastern European			1	1.60%	1	78.60%
Mixed	3	1.20%			4	77.70%
Black	3	1.20%			8	70.10%
Asian			1	1.60%	4	58.90%
Chinese					5	59.30%
Unknown/not stated	8	3.20%				

- How would you describe your faith/religion?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Christian	158	62.50%	39	60.90%	65	64.10%
Buddhist					3	42.90%
Hindu	1	0.40%			1	71.40%
Jewish			1	1.60%	3	71.40%
Sikh					1	71.40%
No religion	63	24.90%	17	26.60%	40	62.60%
Unknown/not stated	31	12.30%	7	10.90%		

- Which of the following best describes how you think of yourself?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Heterosexual / Straight	165	65.20%	43	67.20%	98	64.40%
Gay / Lesbian	4	1.60%	2	3.10%	4	63.40%
Bisexual	1	0.40%				
Prefer not to say	50	19.80%	10	15.60%	19	60.30%
Unknown/not stated	33	13.00%	9	14.10%		

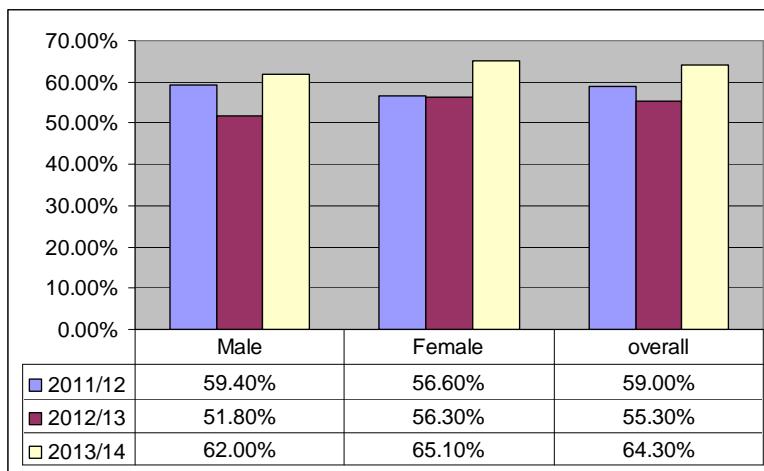
Satisfaction with the Service

The overall satisfaction rating for the service is as follows:

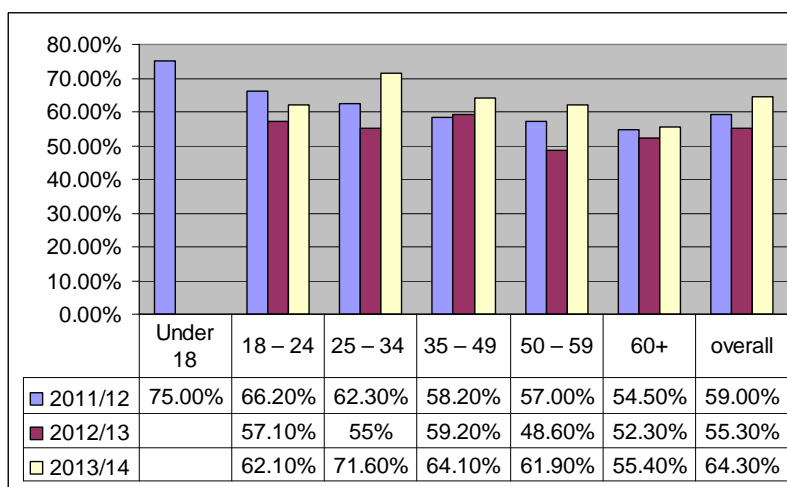
- 2011/12 59.0%
- 2012/13 55.3%
- 2013/14 64.3%

The following tables detail satisfaction with the service, analysed by equality group.

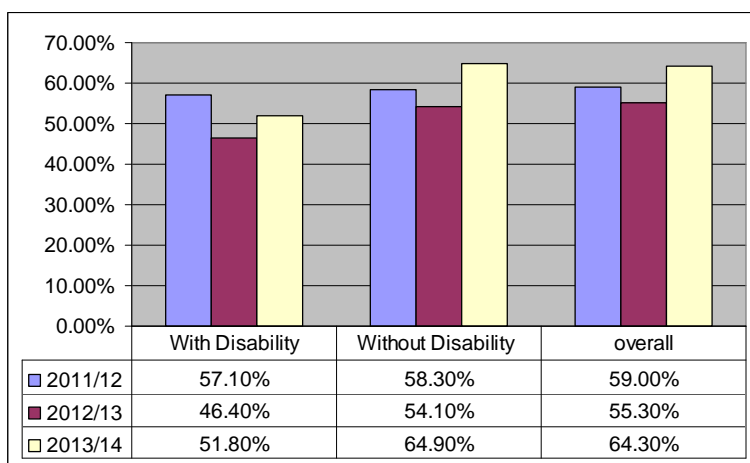
- OVERALL SATISFACTION - ANALYSIS BY GENDER**



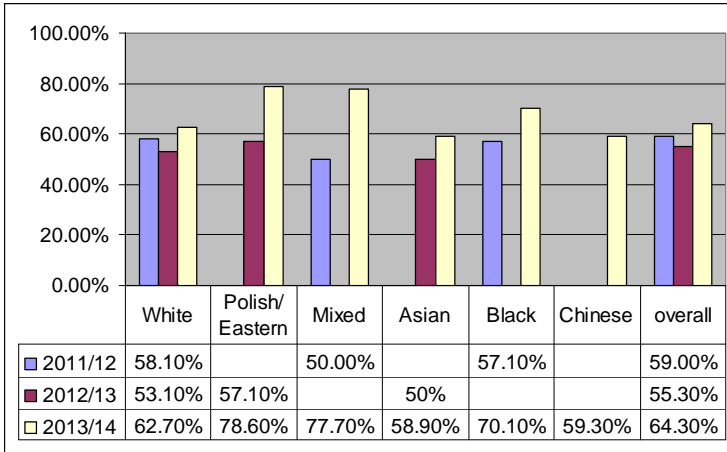
- OVERALL SATISFACTION - ANALYSIS BY AGE GROUP**



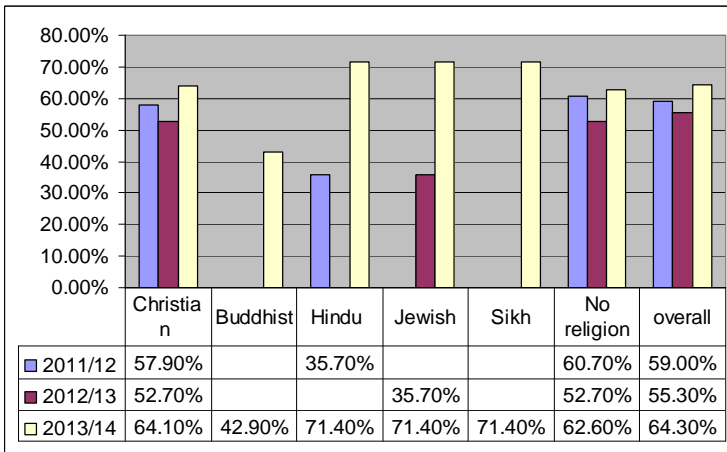
- OVERALL SATISFACTION - ANALYSIS BY DISABILITY**



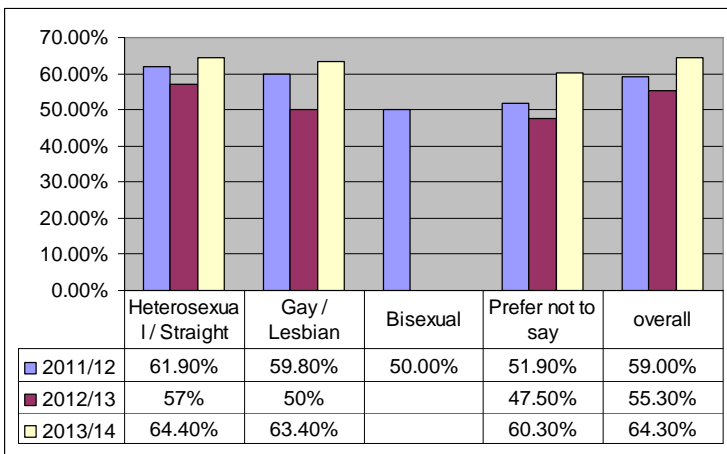
• **OVERALL SATISFACTION - ANALYSIS BY RACE/ETHNICITY**



• **OVERALL SATISFACTION - ANALYSIS BY FAITH/RELIGION**



• **OVERALL SATISFACTION - ANALYSIS BY SEXUAL ORIENTATION**



Appendix 5

Housing Options Service User Satisfaction

ABOUT OUR CUSTOMERS

The following shows what percentage of respondents were from each of the equality groups:

- Are you male or female?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Male	22	37.30%	21	48.80%	36	54.50%
Female	36	61.00%	21	48.80%	28	42.40%
Unknown/not stated	1	1.70%	1	2.40%	2	3.00%

- To which age group do you belong?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Under 18	1	1.70%	1	2.30%		
18 – 24	6	10.20%	5	11.60%	8	12.10%
25 – 34	4	6.80%	6	14.00%	6	9.10%
35 – 49	17	28.80%	17	39.50%	25	37.90%
50 – 59	13	22.00%	6	14.00%	12	18.20%
60 +	16	27.10%	8	18.60%	13	19.70%
Unknown/not stated	2	3.40%			2	3

- Do you have a long term illness or disability?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
With Disability	26	44.10%	15	34.90%	23	34.80%
Without Disability	30	50.80%	27	62.80%	40	60.60%
Unknown/not stated	3	5.10%	1	2.30%	3	4.50%

- To which of the following groups do you consider you belong?

	2011/12		2012/13		2012/13	
	No.	%	No.	%	No.	%
White	57	96.60%	39	90.70%	63	95.50%
Mixed	1	1.70%	1	2.30%		
Chinese	1	1.70%				
Unknown			3	7.00%	3	4.50%

- How would you describe your faith/religion?

	2011/12		2012/13		2012/13	
	No.	%	No.	%	No.	%
Christian	29	49.20%	22	51.20%	34	51.50%
Buddhist	1	1.70%			2	3%
Jehovah's Witness	1	1.70%				
No religion	17	28.80%	12	27.90%	18	27.30%
Other	9	15.30%	7	16.30%	9	13.60%
Unknown/not stated	2	3.40%	2	4.70%	3	4.50%

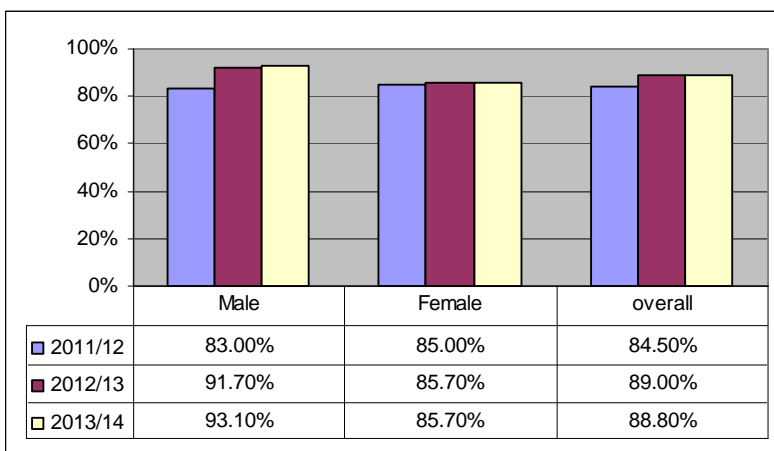
SATISFACTION WITH THE SERVICE

The overall satisfaction rating for the service was:

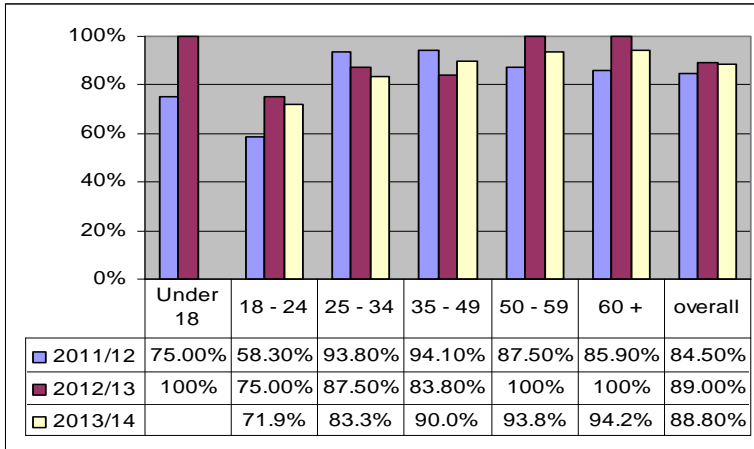
- 2011/12 84.5%
- 2012/13 89.0%
- 2013/14 88.8%

The following tables detail satisfaction with the service, analysed by equality group.

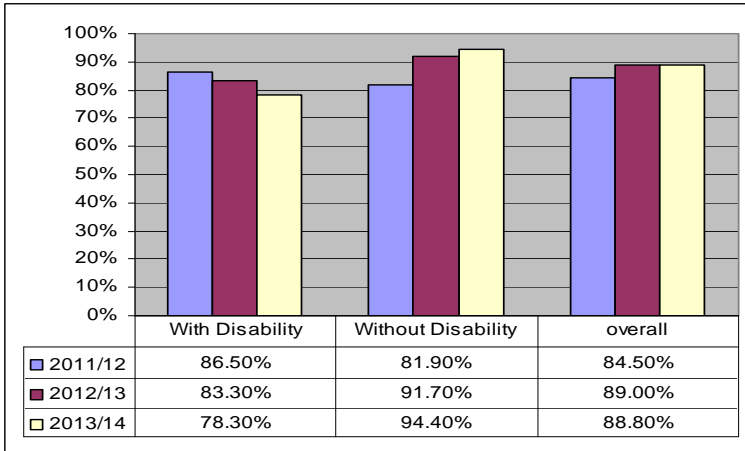
• OVERALL SATISFACTION - ANALYSIS BY GENDER



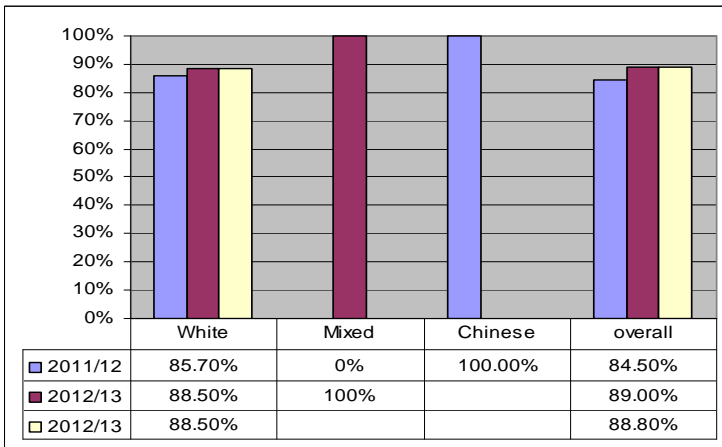
• **OVERALL SATISFACTION - ANALYSIS BY AGE GROUP**



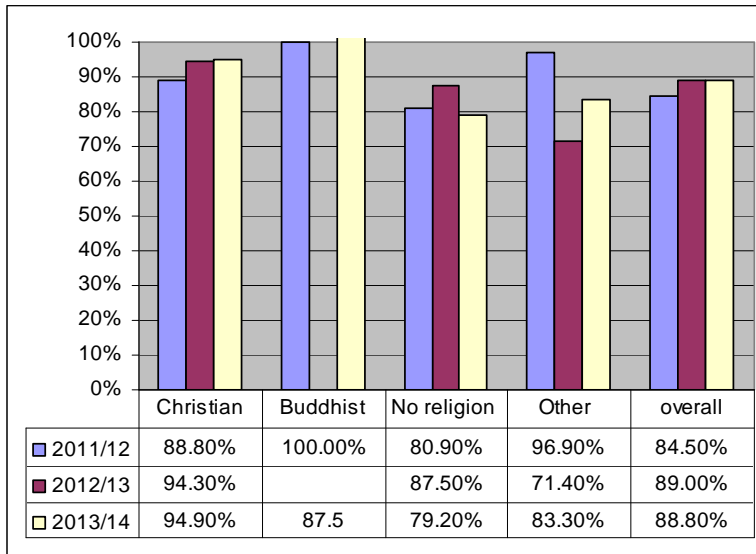
• **OVERALL SATISFACTION - ANALYSIS BY DISABILITY**



• **OVERALL SATISFACTION - ANALYSIS BY RACE/ETHNICITY**



- **OVERALL SATISFACTION - ANALYSIS BY RELIGION/BELIEF**



Tourist Information Centres Customer Satisfaction Survey

About Our Customers

- Are you male or female?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Male	76	43.7%	23	37.1	37	44.6%
Female	89	51.1%	39	62.9	46	55.4%
Unknown/not stated	9	5.2%				

- To which age group do you belong?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Under 18					2	2.4%
18 – 24	2	1.1%			1	1.2%
25 – 34	11	6.3%	3	4.8	6	7.1%
35 – 49	40	23.0%	13	20.6	12	14.3%
50 – 59	29	16.7%	13	20.6	14	16.7%
60+	86	49.4%	34	54	49	58.3%
Unknown/not stated	6	3.4%				

- Do you have a long term illness or disability?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
With Disability	29	16.7%	8	13.6	14	17.9%
Without Disability	135	77.6%	51	86.4	64	82.1%
Unknown/not stated	10	5.7%				

- To which of the following groups do you consider you belong?

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
White	167	96.0%	62	100	78	92.9%
Mixed					1	1.2%
Black					2	2.4%
Other					3	3.6%
Unknown/not stated	7	4.0%				

- **How would you describe your faith/religion?**

	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Christian	115	66.1%	44	73.3	58	75.3%
Jehovah's Witness	2	1.1%				
No religion	33	19.0%	12	20	15	19.5%
Other	6	3.4%	3	5.0	3	3.9%
Buddhist			1	1.7	1	1.3%
Unknown/not stated	18	10.3%				

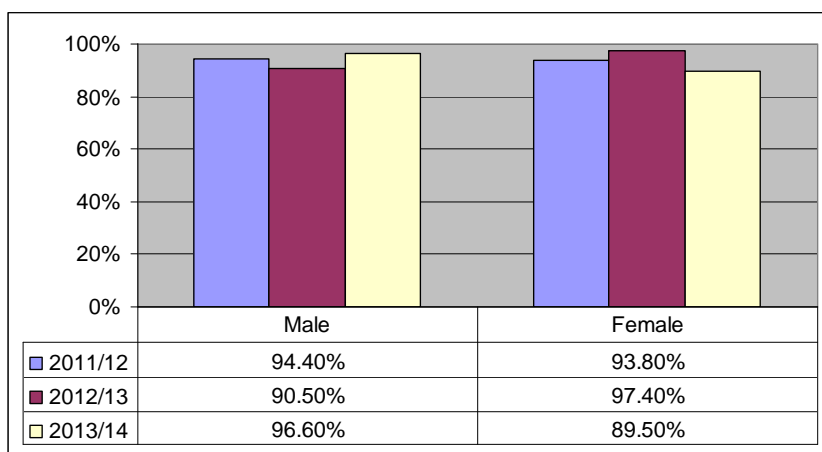
Satisfaction Rating

The overall satisfaction rating for the service was

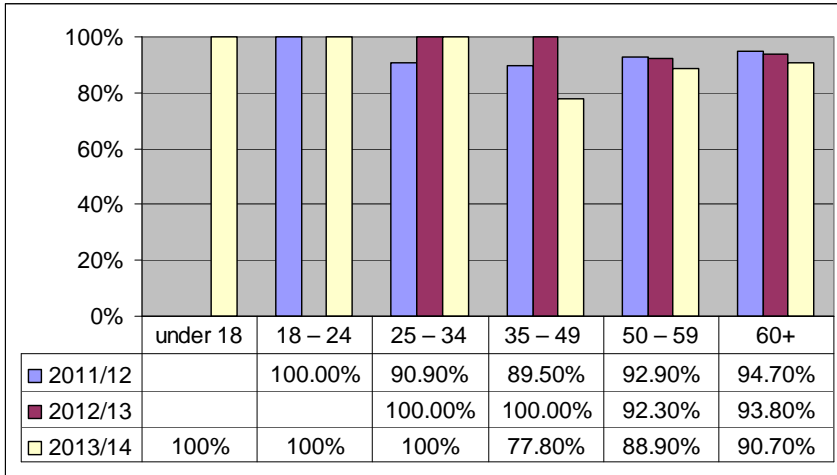
- 2011/12 91.9%
- 2012/13 94.0%
- 2013/14 96.1%

The following tables detail satisfaction with the service, analysed by equality group.

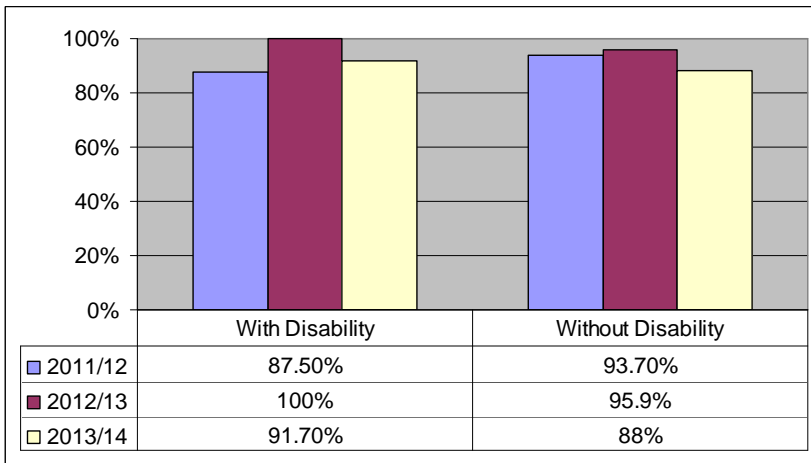
- **OVERALL SATISFACTION - Analysis by Gender**



• **OVERALL SATISFACTION - Analysis by Age Group**



• **OVERALL SATISFACTION - Analysis by Disability**



- **Religion/Belief and Ethnicity** – numbers are too small to give statistically accurate results.

Appendix 7

Customer First User Satisfaction Survey

About Our Customers

- Are you male or female?

Gender	2012/13		2013/14	
	No. of Responses	%	No. of Responses	%
Male	44	56.4%	42	58.3%
Female	34	43.6%	30	41.7%

- To which age group do you belong?

Age Group	2012/13		2013/14	
	No. of Responses	%	No. of Responses	%
18 – 24	1	1.3%	1	1.4%
25 – 34	3	4.0%	4	5.6%
35 – 49	12	16.0%	11	15.3%
50 – 59	22	29.3%	16	22.2%
60 +	37	49.3%	40	55.6%

- Do you have a long term illness or disability?

Disability	2012/13		2013/14	
	No. of Responses	%	No. of Responses	%
Yes	16	21.6%	16	23.9%
No	58	78.4%	51	76.1%

- To which of the following groups do you consider you belong?

Ethnicity	2012/13		2013/14	
	%	No. of Responses	%	No. of Responses
White	69	95.8%	68	95.8%
Mixed	1	1.4%		
Black			1	1.4%
Other	2	2.8%	2	2.8%

- How would you describe your faith/religion?

Religion	2012/13		2013/14	
	%	No. of Responses	%	No. of Responses
No Religion	19	27.9%	21	29.6%
Christian	42	61.8%	47	66.2%
Buddhist	1	1.5%		
Other	6	8.8%	3	4.2%

- Which of the following best describes how you think of yourself?

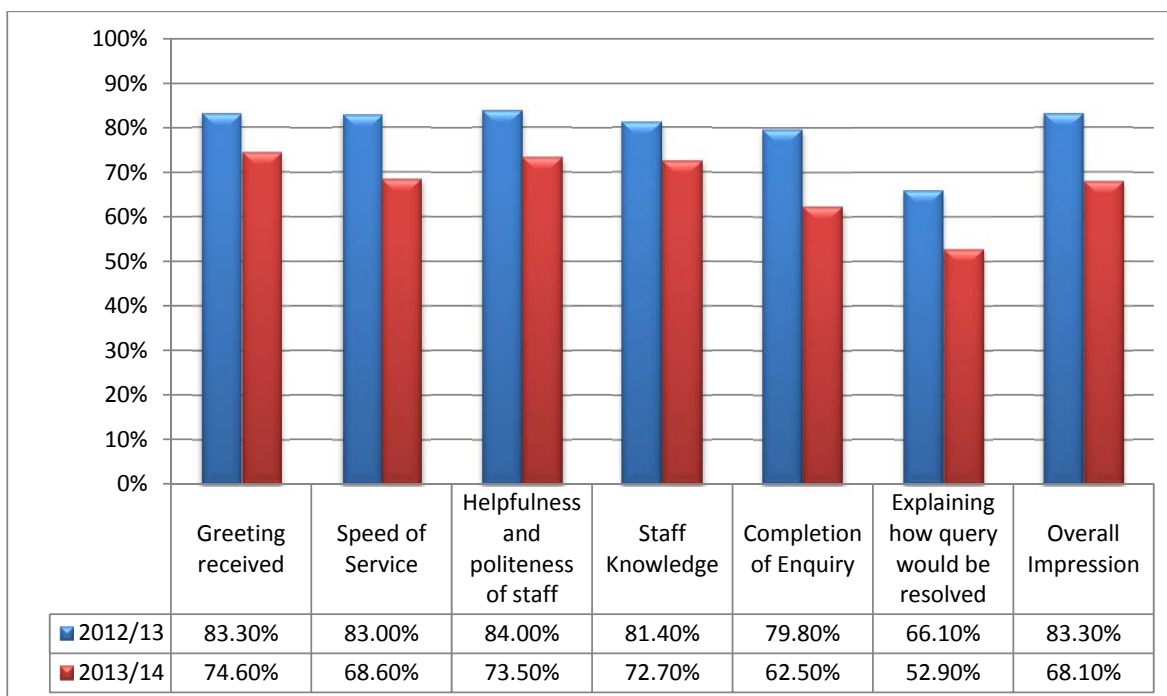
Sexual Orientation	2012/13		2013/14	
	No. of Responses	%	No. of Responses	%
Heterosexual / straight	60	85.7%	54	84.4%
Gay / lesbian			1	1.6%
Bi-sexual			1	1.6%
Prefer not to say	9	12.9%	5	7.8%
Other	1	1.4%	3	4.7%

Satisfaction Rating

The overall satisfaction rating for the service was

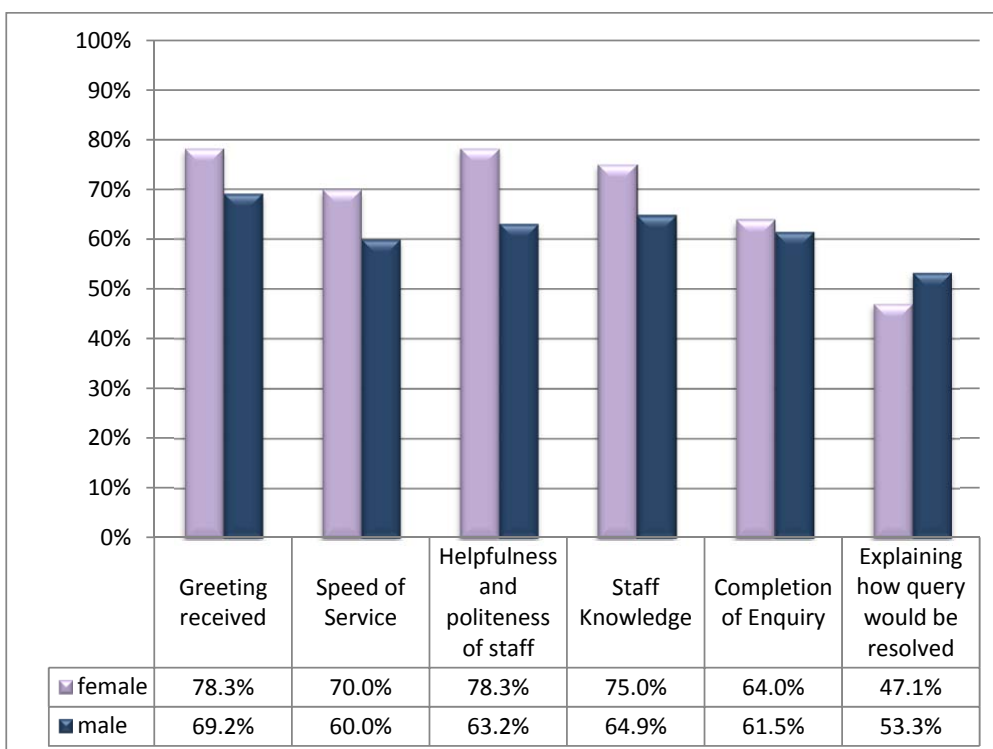
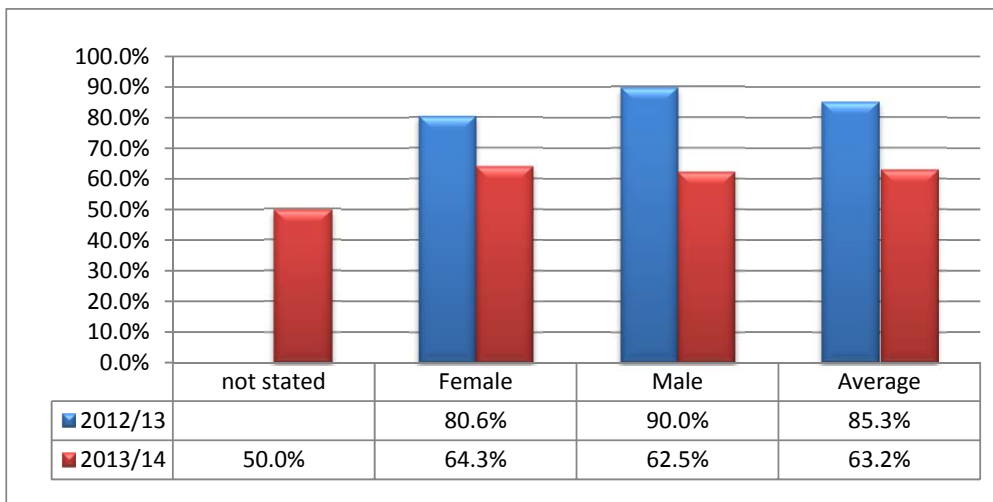
Annual Summary	2010/11	2011/12	2012/13	2013/14
Greeting received			83.3%	74.6%
Speed of Service	81%	79%	83.0%	68.6%
Helpfulness and politeness of staff	89%	79%	84.0%	73.5%
Staff Knowledge		72%	81.4%	72.7%
Completion of Enquiry			79.8%	62.5%
Explaining how query would be resolved	78%	69%	66.1%	52.9%
Overall Impression	83.6%	75.9%	83.3%	68.1%

- Satisfaction levels with aspects of the Service in 2013/14 compared to 2012/13

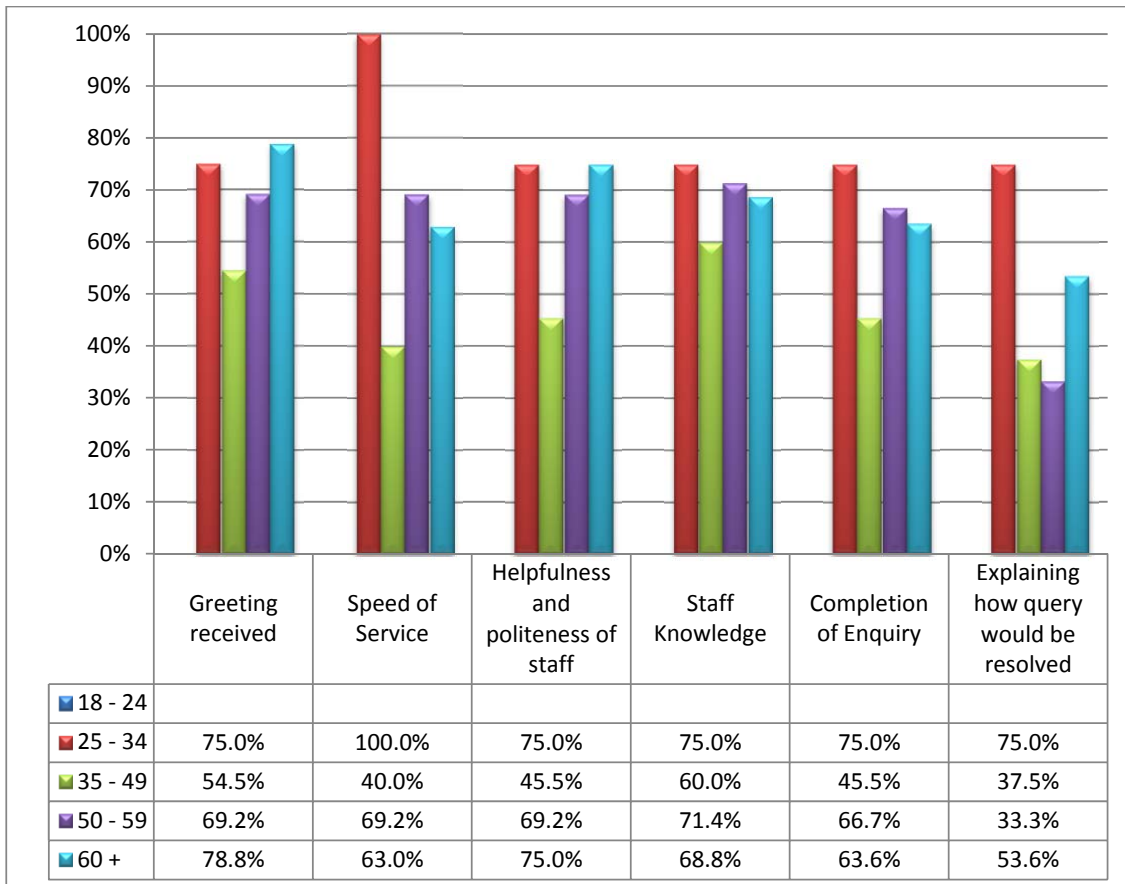
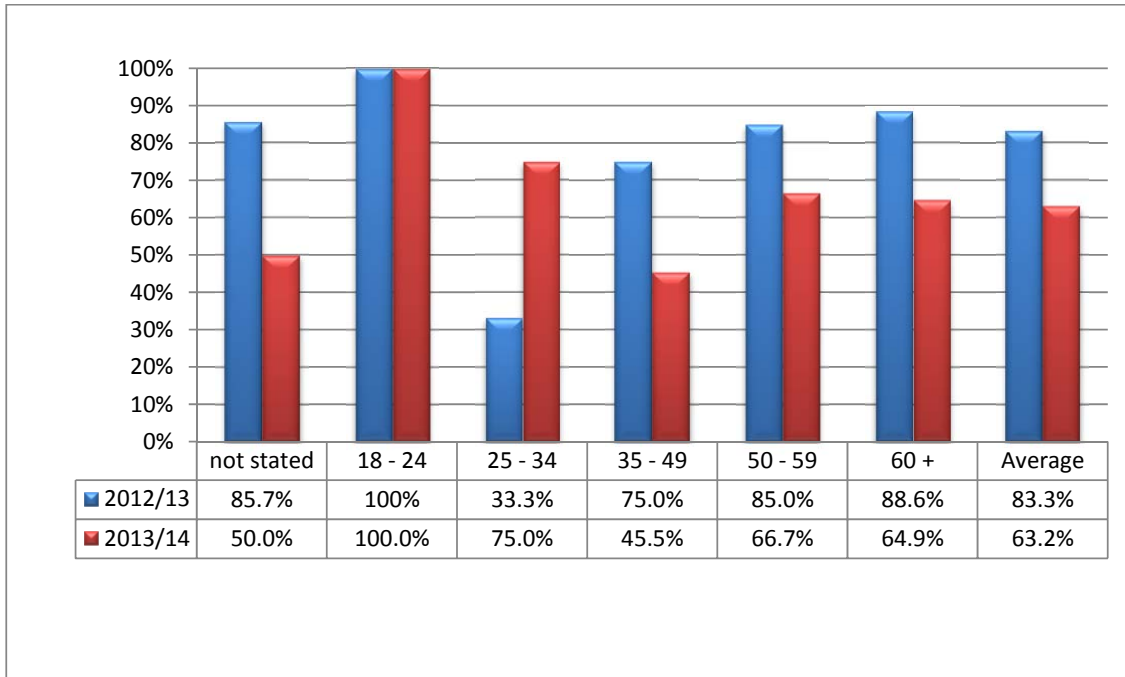


The following tables detail satisfaction with aspects of the service, analysed by equality group.

- **Analysis by Gender**



• Analysis by Age



Nb: aged 18-24 responses excluded as only 1 respondent

• Analysis by Disability

