



PLYMOUTH
CITY COUNCIL

OUR COMMITMENT TO EQUALITY AND DIVERSITY

Policy and Intelligence Team



INTRODUCTION



The diversity of our city is one of our greatest strengths and assets. Equality is integral to our commitment to transforming our services so that we are one Council - one team serving our city.

As Portfolio Holder for Safer and Stronger Communities, and in the spirit of our One Council commitment, it has been my pleasure and my privilege to play my part in ensuring we deliver better outcomes for all our diverse communities by working towards the elimination of discrimination; advancing equality of opportunity and fostering good relations.

In particular I am proud of:

- Our plan to help the 10,500 children in our City who are living in poverty, who are more likely as a result to experience ill health or violence.
- Our new memorial to honour the victims of the Holocaust which will serve as a permanent reminder to future generations of the importance of religious tolerance.
- The welcome we have extended to Syrian refugee families and our Refugee Integration Service which aims to deliver help and assistance to all newly arrived refugees in our City.

A handwritten signature in black ink, appearing to read 'Dave Downie'. The signature is written in a cursive style and is positioned above a horizontal line that extends to the right.

Cllr Dave Downie

Portfolio Holder for Safer and Stronger Communities

FORWARD



As Plymouth City Council's Chief Executive it is my responsibility to ensure that we all put equality and diversity at the core of our work. Over the last 18 months we have done a great deal to promote Equality but we still have a lot to do if we want to live up to our shared vision.

I am proud that we have been able to publish data that shows that our Gender Pay gap compares well with our sector, an achievement which reflects our commitment to the living wage.

In October we worked with Plymouth Argyle Football Club to host an event run by Show Racism the Red Card. Pupils from four local primary schools visited Home Park to participate in workshops exploring racism and stereotypes, and the nature of hate crime.

We have incorporated British values alongside celebrating and valuing local diverse communities in the schools empathy programme we created and developed under our Welcoming City banner. It aims to help pupils understand and empathise with different beliefs and we are currently running a pilot in 4 local schools delivered by our partner Hope in the Heart.

I look forward to continuing to work towards our vision to be one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone.

A handwritten signature in black ink, appearing to read 'Tracey Lee', with a small dot at the end.

Tracey Lee
Chief Executive

The Public Sector Equality Duty

The Equality Act 2010 extended statutory protection across 9 'protected characteristics'. It recognised new forms of discrimination and introduced the Public Sector Equality Duty (PSED).

As an Authority listed in Schedule 19 of the Act we are subject to the PSED. The PSED consists of a general equality duty, supported by specific duties which are imposed by secondary legislation.

Due regard – Equality Impact Assessments

Those subject to the PSED must, in the exercise of their functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct;
- advance equality of opportunity between people who share a protected characteristic, and those who do not, and;
- promote good relations between people who share a protected characteristic and those who don't.

The Equality Act says that we must exercise due regard to equality when we make decisions, in a way that is reasonable and proportionate to the decision being taken. To discharge this duty we remain firmly committed to conducting Equality Impact Assessments (EIAs) on all member decisions taken in the context of our [Leader's scheme of delegation](#) to ensure they do not adversely impact on our diverse communities.

Some of the more high profile EIAs carried out over the past 12 months include:-

Our [Plan for Libraries](#)

Our [People Strategy](#)

Our [2018/19](#) budget.

Specific Equality Duties

The aims of the PSED are supported by specific duties set out in separate regulations made by the Secretary of State. They were most recently set out in the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. Listed authorities in England are required:

- at least annually from 31st March 2018, to publish information about their employees and other persons affected by their policies and practices to demonstrate compliance with the general duty;
- at least every four years, prepare and publish one or more objectives that they think are needed to further any of the aims of the General Equality Duty; and
- to publish gender pay gap information relating to their employees; the form and content of this publication is set out in a schedule to the regulations.

This report covers the period from January 2017 until April 2018 to account for the change in statutory reporting periods introduced by the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

Our equality information

Alongside this document we have revised and republished our [Summary Equality Profile](#) which includes data and intelligence about our workforce, residents and service users covering all the protected characteristics from the Equality Act 2010.

- Age
- Disability
- Faith, Religion and Belief
- Gender, including Marriage, Pregnancy and Maternity
- Gender Reassignment
- Race
- Sexual Orientation including Civil Partnership

Information is arranged under these headings including in each case:

- A pen picture explaining the main barriers to equality experienced by people sharing each protected characteristic.

- Monitoring data covering our workforce.
- Demographic and other key statistical data about our diverse communities.
- Relevant recent policy and research.

This information is updated regularly to keep it as current as possible. The [Plymouth Report](#) is a useful source of further data about our diverse communities.

Our equality and diversity objectives

Following initial consultation with over 50 organisations and individuals representing diverse communities we published refreshed draft objectives in January 2016, to:

1. Reduce the gap in average hourly pay between men and women by 2020.
2. Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.
3. Increase the number of people who believe people from different backgrounds get on well together in targeted neighbourhoods by 2020.

In line with our commitment to put citizens at the heart of decision making we consulted the wider community through an online survey during February and March 2016. We asked people to tell us if they agreed with our proposed objectives and invited them to comment. Over 400 people responded and they were overwhelmingly positive. They told us:

“I do the same job as a man so why should I be paid less”, and, “there is no reason to have inequalities in the workplace in the 21st Century”.

“If people can feel safe to report incidents, then the true figures will be more likely to emerge” and, “this needs strong leadership from key organisations in the city”.

“Plymouth needs to be encouraged to become more cohesive and accept diversity of all types”, “one community together as equals”, and, “you cannot force people to get on; however you can help to create an atmosphere where we accept and respect difference”.

1. Based on the metric we used to establish our baseline when we adopted this objective in 2016 we have closed the gap so that the difference between the average hourly basic pay of men and women is 0.3 per cent in favour of women. From April 2018 we will adopt the methodology required by the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.
2. In the 12 months up to the end of January 2018 there have been 417 hate crime/ incidents recorded by the Police, this an increase of 25 (6.4 per cent) on the 12 months to the end of January 2017. Between April 2017 and January 2018 there have been 360 hate crime/ incidents compared to 309 during the same period in 2016/17, an increase of 51 (14 per cent).
3. We were not able to measure our progress against our third objective in 2017 because we did not run any citywide surveys. However in 2018 the Plymouth City Survey has been distributed to 8,000 households in partnership with Marketing Means, a local independent research company. The Survey will build a picture of residents’ perceptions and feelings about the city, their community and their life and the data collected will help us understand our progress and direction of travel around community cohesion. The work is on track with initial results available to the Council and the Office of the Police and Crime Commissioner. The final report is due April 2018.

Except as noted we intend to maintain these objectives until 2020 setting annual SMART performance targets in line with our corporate target setting process. to track our delivery.

Our Gender Pay Gap information

Plymouth City Council (PCC) has over 250 employees and is required by law to publish an annual gender pay gap report that reports specific figures about our gender pay gap.

The Council is committed to the principle of equal opportunities and equal treatment for all employees. It has a clear policy of paying employees equally for the same or equivalent work, regardless of their gender. The Council operates a comprehensive job evaluation scheme to ensure that rates of pay are fair and based solely on the work being done.

Our Gender Pay Gap data for this year shows a gap between the average hourly pay of men and women, median rates show a gender pay gap in favour of women. The mean average standard hourly rate of pay for female employees is 2.6 per cent **lower** than that of male employees with the median average standard hourly rate of pay for female employees being 3.3 per cent **higher** than that of male employees.

Plymouth City Council is confident that men and women are paid equally for doing equivalent jobs across the organisation. The gender pay gap is not a pay issue because our pay structure is gender neutral by design. Our analysis of the mean hourly pay gap shows that our pay gap is driven by the structure of our workforce.

Plymouth City Council's workforce consists of significantly more women than men, with a larger number of women filling part time roles within the Council. There are more women in the lowest paid quartile than the highest paid. Analysis of the quartiles illustrates that the gap is a result of a higher number of women in part-time roles in the lowest paid quartiles. Plymouth City Council continues to take targeted action to reduce the gender gap through workforce planning processes. Our Gender Pay Gap figures have been calculated using the mechanisms that are set out in the legislation.

A report setting out all the data required by regulations is published alongside our [statement of accounts](#).

Progress towards meeting our Equality Duty

The PSED requires that we publish information to show that we are compliant with the Equality Act General Duty, the sections that follow describe some of the work we are doing to promote equality, tackle discrimination and to encourage good relations between different groups.

Plymouth City Council's Corporate Plan

Plymouth City Council and its partners are committed to the vision to become 'one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone'.

To achieve this the [Corporate Plan](#) sets out values which underpin all policies, which are;

- Democratic
- Responsible
- Fair
- Partners

Reducing health inequalities and prioritising inclusive communities are central to our Corporate Plan which sets out our corporate vision.

Ambitions

And our ambitions set out how we will deliver competent, community based council services to the people of Plymouth

- Pioneering Plymouth
- Growing Plymouth
- Caring Plymouth
- Confident Plymouth

The Plymouth Plan

Plymouth's award winning [Plymouth Plan](#) is a ground-breaking strategic plan which looks ahead to 2034. It's a shared direction of travel for the long term future of the city bringing together a number of strategic planning processes into one place, including [Plymouth and South West Devon Joint Local Plan](#) to ensure complete synergy between 'people' and 'place'. Each policy set out in the plan is guided by one of more complementary principles. These principles anchor the plan and put people at the heart of it.

There are five specific 'measures of success' which the Plan sets out that will help to deliver the Citywide vision to all our residents.

- Plymouth has a reputation as a welcoming and multicultural city with diverse communities
- Plymouth offers a diverse cultural experience with a major events programme
- People get the best start to life, enjoy a better quality of life and increased life expectancy
- More residents are contributing to and involved in their community
- Plymouth has good quality neighbourhoods where people feel safe and happy

Welcoming City

Our Welcoming City agenda was born out of a recognition that if Plymouth is to fulfil its city vision of a 'vibrant waterfront city where an outstanding quality of life is enjoyed by everyone' we must continue to build a welcoming, multicultural city where agencies and communities work together to promote the benefits of diversity and challenge unfair discrimination.

To ensure that we deliver against this aspiration the Chief Constable of Devon and Cornwall Police has agreed to be Welcoming City champion on behalf of our One Plymouth group. Our Safer Plymouth Partnership has responsibility for oversight of the delivery of a six point action plan to:-

- Deliver a schools empathy programme
- Conduct a residents survey

- Develop a Welcoming City narrative
- Promote Community Cohesion
- Tackle Hate Crime
- Deliver a self assessment toolkit for statutory agencies

Health and Wellbeing

Our Fairness Commission recommended improving fairness and addressing inequality by improving the health and wellbeing of Plymouth people. Our 10 year plan to improve health [Thrive Plymouth](#) will involve working with partners and communities to support positive health-enabling choices.

We recognise there are four behaviours which lead to four diseases which cause 54 per cent of deaths in the city. If we can be free from tobacco, drink safely, be physically active and eat healthily we will feel better now and live longer healthier lives. We want to organise the efforts of society to improve health and wellbeing.

Population prevention is about the whole population making positive changes, big or small, to their lifestyle choices. This is because lots of people with a small risk of getting a disease can cause just as much ill health as a small number of people with a large risk. So everyone making even a small change will help Plymouth Thrive.

Common risk factor is based on the fact that one unhealthy behaviour can be the basis of many diseases, and that several of these unhealthy behaviours tend to cluster in individuals and in less affluent groups. Focusing on these common risks and how they cluster is more effective.

Context of choice acknowledges that despite an understanding of what is unhealthy, and good intentions to be healthier, change is hard to achieve. This is because we all make choices in settings we often don't control, where the healthy choice can be harder than the unhealthy one. We want Plymouth to be a place where the healthy choice is always the easy choice.

Our Workforce

Equality monitoring data covering the demographic breakdown of our workforce, as well as our recruitment processes and staff leaving the organisation is included in our [Summary Equality profile](#).

During December 2017 and January 2018 Plymouth City Council ran an Equality Campaign based on Stonewall's 'What's It Got To Do With You' campaign to encourage our employees to update their personal information held on Council systems. This has increased the knowledge that we have about our workforce and will be reflected in our Workforce Equality Report.

In addition the Council have renewed their commitment to being a Disability Confident Employer. We have undertaken, and successfully completed, the Disability Confident self-assessment and are undertaking all of the core actions required to be a Disability Confident Employer. We will continue to work towards this criteria to maintain, or improve, our accessibility prior to our next review due in October 2019.

Overall the results of our staff survey questions around Equality and Diversity show that we performed above the Local Authority benchmark figure. An increasing proportion of respondents felt that they were treated with fairness, dignity and respect and that they were able to report bullying harassment or discrimination.

Staff in our Transformation and Change Directorate, which is currently undergoing a restructure, recorded a small decrease in their perception of being treated with fairness, dignity and respect. Our Executive Office, which was in a similar position at the time of our last survey, increased its score this time by 18 per cent.

Asked if they had experienced behaviour that they would describe as bullying, harassment or discrimination 29 per cent of those who responded did not answer this question. Of those who did 89 per cent responded that they had not experienced any behaviour of this nature.

We have recently introduced new online equality training resources for elected members, managers and staff as well as a specific resources for staff completing equality impact assessments.

Our Customer Feedback

Plymouth City Council is committed to the highest standards of customer service. To this end we have published our Customer Service standards and performance aims. We are committed to treating all our customers with fairness and respect and encourage our customers to give feedback about our performance.

Over the last two years we have opened a new first stop shop in the city centre with extended opening hours. Our contact centre has set and achieved a target of answering 95 per cent of all calls which represents a 23 per cent improvement. Over the same period we have reduced average waiting time to 45 seconds from over 5 minutes. To facilitate this service improvement we no longer collect equality data from telephone enquiries. At our first stop shop we have a facility for customers to record their equality data and their satisfaction with how their enquiry was dealt with by our staff. However as providing this feedback is optional very limited equality data has been collected.

Our primary mechanism for collecting customer feedback is through our online systems. Over the last 12 months we have introduced a new customer management system. Firm step has the capacity for customers to record their personal data, ensuring that they are not asked to do so on multiple occasions. However at this point the Equality module is not live.

As we have no robust data to use as evidence, our summary equality profile will not include customer data this year. We will address this over the next 12 months and publish new data in April 2019.

Our Equality Work

We have a range of programmes, projects, initiatives and services which we deliver against our Equality and Diversity Policy. Over the last year we have:

- Commissioned a Refugee Integration Service to promote the integration of Syrian Refugees relocating to the UK.
- Responding positively to Dame Louise Casey's report on isolation and segregation in the UK.
- Responded positively to the Government's Race Disparity Audit by conducting local analysis of the issues it raises about outcomes for BAME people.
- Supported One Plymouth to further developing our Welcoming City agenda to respond to the recent peer review.
- Commissioned Hope in the Heart to deliver a Schools Empathy Programme.
- Re-commissioned Plymouth Octopus Project to increase capacity in our Community and Voluntary Sector.
- Developed a range of online training to equip councillors, managers and staff with a better understanding of how equality and diversity can be embedded in their day to day practice.
- Renewed our commitment to be a disability confident employer until 2019.
- Improved our engagement with disabled people through regular engagement with Plymouth Area Disability Action Network.
- Continued to provide employment opportunities for young people through our apprenticeship programme.
- Continued to improve the quality of our Equality Impact Assessments.

Our planned activities for 2018/19.

We remain absolutely committed to pushing our equality and diversity agenda. Commitments we have already made include:-

- Our Corporate Management Team will consider a report about our equality outcomes and performance around our workforce and services in the context of our forthcoming customer experience peer review.
- We will consider our equality monitoring data and how we can improve to collection rates to ensure it is robust.
- We will publish new SMART targets for our Equality Objectives in line with our corporate target setting process.
- We will continue to work closely with Plymouth Area Disability Action Network around physical access to council buildings and events and consider how we should respond to the recommendations in the UN report on Disability Rights that relate to Local Government.
- We will consider how we should respond to the Race Disparity Audit in the light of our local evidence base.
- We will continue to support One Plymouth to deliver our shared Welcoming City Agenda.

Challenges we face in 2018/19.

- Challenges which we can anticipate in 2018/19 include:-
- Despite falling funding we remain committed to protecting and investing in essential front line services across the city to ensure the resources we have are specifically targeted at those most in need in our community.
- Our successful transformation programme has helped us to make the savings we needed to make from other service areas. In many cases we have looked to alternative delivery vehicles and we need to ensure that our commitment to equality and diversity is embedded in these new partnerships and relationships.
- We no longer have the luxury of dedicated personnel to deliver our equality work so we must work even harder to ensure that equality is everyone's responsibility and that we embed it in everything we do.

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