



Equality and Diversity

Annual Report

2017-2018



CHESTERFIELD
BOROUGH COUNCIL



ARE WE ACCESSIBLE TO YOU?

If not, ask us

- ✓ We want everyone to be able to understand us.
- ✓ We want everyone to be able to read our written materials.
- ✓ We aim to provide what you need for you to read, talk, and write to us.

On request we will provide free:

- ✓ Language interpreters, including for British Sign Language.
- ✓ Translations of written materials into other languages.
- ✓ Materials in braille, large print, on tape, in Easy Read.

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1. Introduction from Cllr Sharon Blank, Cabinet Member for Governance



Welcome to Chesterfield Borough Council's Equalities Annual Report for 2017/18. This report highlights the work we have been doing over the last year to promote equality with our partners and the wider community.

Our organisational vision is "Putting Our Communities First". Chesterfield Borough Council is committed to treating people fairly in everything we do as a service provider, employer and community leader. We want to ensure that our employees and the people we serve receive fair treatment in all aspects of our work.

In the current climate, our work in promotion of equality is becoming more of a challenge, but is also increasingly important - as you will see in this report, working with partners in the community is now an essential part of how we do this. We are very proud of our achievements over the last year, including our continued promotion of equalities and celebration of diversity within our services, as well as out in the wider community.

The Equality and Diversity Forum continues to promote equality and diversity in the wider community, and has organised a number of activities and events over the year on a range of locally relevant themes. We have now completed the first year of the Equality and Diversity Action Plan which is part of the Equality and Diversity Strategy launched during 2017, and we are confident that this framework is enabling us to continue to meet the changing needs of our communities in Chesterfield.

We believe we are continuing to make a real difference to the quality of life of our residents, businesses and visitors. We would like to take this opportunity to highlight some of our key equalities achievements and outcomes during the year.



2. Equality and Diversity Strategy – Action Plan Progress

Our current Equality and Diversity Policy and Strategy outlines our corporate equality objectives between 2017 and 2019, and the way in which we plan to achieve them, including a set of corporate principles. The Policy and Strategy provide a framework for the Council to continue to ensure that the services we provide are fair and meet the needs of the local community, and that we discharge our responsibilities under the Equality Act 2010.

In addition to reporting on our progress in implementing the strategy through these annual reports, progress is also monitored via the corporate performance management framework. The Equality and Diversity Forum also have a role in scrutinising our performance in delivering the strategy.

During 2017/18 we have completed following activities which make up the action plan for the first year of the Strategy:

Continue to work in partnership with communities to organise a range of equality themed awareness activities and events, through the Equality and Diversity Forum.

During 2017 and 2018, the Equality and Diversity Forum have worked together to plan and deliver a number of community events. These have helped us to work with residents to create communities which challenge discrimination and embrace difference, and to work in partnership with other organisations, the voluntary sector, and local businesses to promote, recognise and celebrate difference within the context of fairness and equality.

You can read more about these activities in the Equality and Diversity Forum section later in this report.

Outcome: - Working with residents to create communities which challenge discrimination and embrace difference, and working in partnership with other organisations, the voluntary sector, and local businesses to promote, recognise and celebrate difference within the context of fairness and equality.



Review the corporate arrangements for equalities monitoring in line with best practice.

To support the Council to monitor and assess the impact of our work, we have reviewed the way that we collect equalities monitoring information about our customers. Equalities monitoring continues to be an optional part of the majority of our consultations and engagement with customers, but where customers choose to provide such information, we are able to use it to look at trends in the way that customers use our services and how satisfied they are with them. Whilst reviewing our equality monitoring arrangements, we were able to take advice from our equality partners to ensure that the way that equality monitoring questions are asked is inclusive. For example, we have amended the way that we ask about gender based on expert advice.

Outcome: - Being able to monitor and assess the impact of our strategies, policies, programmes, projects and commissioning on equality, and, where appropriate, improve upon any adverse impacts. Being open and transparent, publishing and ensuring easy access to equality information and outcomes.

Review the data set collected and published as part of the Public Sector Equality Duty in line with best practice

Since the Public Sector Equality Duty was introduced in 2010, each January, we have published a set of information about the way that different groups access our services and how satisfied they are with them. In order to ensure that we continue to demonstrate good practice, this year we have undertaken a review of the information we collect and publish as part of the Public Sector Equality Duty. We have compared the information that we publish with that of similar local authorities and are confident that we are meeting the Duty and also providing information that is useful and accessible to our communities.

Outcome: - Monitoring and assessing the impact of our strategies, policies, programmes, projects and commissioning on equality, and, where appropriate, improve upon any adverse impacts. Being open and transparent, publishing and ensuring easy access to equality information and outcomes.



Providing equality advice and support to the town hall refurbishment project to improve accessibility.

Ongoing support has been provided to ensure that the town hall remains accessible to employees and customers during the refurbishment, including considering reasonable adjustments in temporary office accommodation, and lift use and disabled access to the town hall while certain areas are out of use.

Outcome: Ensuring that we are meeting the needs of our employees during the town hall refurbishment, including temporary and longer term arrangements. Ensuring that the town hall is as accessible as possible for employees, tenants and wider public.

Review the Equality Impact Assessment process in line with best practice.

We have taken account of best practice examples and feedback from our own employees to improve the way we undertake equality impact assessment. Although we found our Equality Impact Assessment (EIA) process to be robust, we have made a number of improvements to the toolkit and assessment form to make the assessment more transparent and accessible for members, employees and the wider public. The toolkit provides step by step support for employees in measuring the impact of policies and procedures, and also further support is given by the Policy Team in completing EIAs.

Outcome: - Ensuring an evidence and needs based approach is taken in all decision making through the development and completion of Equality Impact Assessments for strategies, policies, programmes and projects and our commissioning activities.

3. Chesterfield Equality and Diversity Forum

During 2017/18 Chesterfield Equality and Diversity Forum have continued to work together to share ideas and best practice, be a 'critical friend', and raise awareness in the community of equality and diversity. One of the most important contributions of the forum is the successful engagement with the wider community, and at the beginning of this year, the Forum held a workshop looking at demographics and locally relevant topics to develop a plan of activities and events for the year. This resulted in another year of excellent educational and awareness raising activities led by the forum. The forum has

acted as a critical friend for many of the Council's services during the year and has played a key role in the scrutiny and development of equality impact assessments which inform the Council's decision making process.

A message from Sarah Roy, Chair of Chesterfield Equality and Diversity Forum



It is a great pleasure to be chairing the Equality and Diversity Forum again this year and I think that we have made excellent progress in the last 12 months, working together to meet the aims that we agreed as a forum last year and to make Chesterfield an even more diverse and welcoming town. Our training opportunities and awareness-raising events have been very popular and feedback has shown that those attending felt that they have better understanding of equality issues as a result, which is what we hoped for!

We have been proud to work closely with Derbyshire LGBT+ throughout the last year to deliver a series of training days for professionals and the public as well as holding a sensory impairment awareness day at the Assembly Rooms and an event at the Town Hall to mark International Women's Day. Yet again, our Holocaust Memorial Day speaker was well-received and we have already begun planning for 2019, when the theme will be "Torn From Home" We will be reflecting on what happens when individuals, families and communities are driven out of or torn from their homes because of persecution, alongside the continuing difficulties survivors face as they try to find and build new homes when the genocide is over.

I would like to thank all our Forum members who have been involved this year for their hard work and dedication and am really looking forward to getting stuck in to the task of making the plans we have made together become reality. So, watch this space – we are really going to be putting equality and diversity at the heart of Chesterfield communities this year.

3.1. Equality and Diversity Forum meetings and engagement

A key aim of the Forum is to raise awareness of equalities and issues affecting local people. The Forum now has over 200 members who receive regular information about the meetings, events and equalities news, and a core

membership of around 25 people who regularly attend the meetings and actively support the organisation of events and activities. Some of the participants represent a community group, or statutory organisation, while others are there as individuals from the community with an interest in promotion of equality and diversity.

During 2017/18 there were high levels of engagement at the meetings with a variety of issues being considered including an initial workshop to plan equality and diversity events, training and activities, followed by ongoing planning throughout the year. Participants also took part in a workshop to develop the CBC Equality and Diversity Strategy and Action Plan and associated action plan for the next two years.

3.2. Equality and Diversity Forum events and activities

During 2017/18 the Equality and Diversity Forum have continued to organise, host and support a number of events throughout the year on a range of equality themes that are relevant to the community. We continued to work on these events in partnership with a number of organisations to maximise the impact we can all make in the community and to pool our limited resources. We would like to thank all those who have given up their time to support and help plan the following events that have taken place over the past year. Events during 2017/18 included:

Sensory Impairment Awareness Event

During September the Forum held a sensory impairment awareness event at the Assembly Rooms in the Market Hall. The event consisted of a series of workshops including:

- Deaf-initely Women gave a talk about their organisation, which is a group of deaf women who give each other emotional resilience to cope within their working and family lives. Deaf-initely Women provides opportunities for deaf women to gain confidence in trying new experiences.
- Guide Dogs Chesterfield gave a talk about Guide Dogs, including the training process, how dogs are paired with their partner, and also a personal perspective about how Guide Dogs can enable a person to be independent. Two 'off duty' Guide Dogs also joined us for the morning.
- Deaf and Hearing Support delivered an interactive workshop about communicating effectively with deaf and hearing impaired people, including lip-reading activities and finger spelling.
- Sight Support Derbyshire, who gave a talk about the work of their organisation, which provides essential support and services to blind and



partially sighted people to help them to become independent. There was also a practical demonstration of the resources and aids available for people with sight impairment.

The workshops were very well received, and participants expressed an interest in taking part in future similar workshops, which we hope to be able to organise in the forthcoming year.

LGBT+ Training Sessions



The Forum was successful in bidding for some funding

from the Derbyshire Community Leadership Fund which we put towards holding four LGBT (Lesbian, Gay, Bisexual and Trans) awareness and training sessions between August and November. These sessions were delivered by Derbyshire LGBT+ and provided an understanding of LGBT issues and practical ways of supporting people, as well as equality law in relation to LGBT. The sessions were free to attend and open to all, and were designed to be of particular use to those providing services for local people. The final session focussed in particular on the needs of older lesbian, gay, bisexual and transgender people in the local community.

Derbyshire LGBT+ is Derbyshire's only LGBT specific support service, which supports anyone who is Lesbian, Gay, Bisexual and Transgender or anyone who is having issues with their sexual identity or gender identity, this includes family and friends.

A total of around 120 people attended the training sessions, which we hope will have a positive impact on the understanding of LGBT issues, and the way that local services are delivered.



Holocaust Memorial Day 2018



The Holocaust Memorial Day activities continue to be very well supported by local communities, drawing in large audiences. The theme set by the Holocaust Memorial Day Trust for 2018 was 'The Power of Words', which explored how language has been used in the past, and how it is used in the present day by individuals, corporations, community organisations or the state.

In keeping with this theme, the Equality and Diversity Forum organised for author Sarah Matthias to be the key speaker at the event which took place on the evening of 29th January 2018.

Sarah Matthias is the author of 'A Berlin Love Song' which focusses on the Romani sufferings during the Second World War. An estimated 220,000 to 500,000 Romanis were killed by Nazis and collaborators between 1939 and 1945, which is sometimes referred to as the forgotten Holocaust. During the event, Sarah gave a talk about the research she undertook while writing the book, taking questions and holding a discussion about lessons learned and opportunities to foster community cohesion.



Sarah Matthias, author

The event was also attended by Waterstones, who made Sarah's book available for sale on the evening.

International Women's Day 2018

In celebration of inspirational women, the Equality and Diversity Forum held an open event in March this year to coincide with International Women's Day. This was particularly significant at Chesterfield Borough Council this year as we welcomed a female Leader and Mayor, Cllr Tricia Gilby and Cllr. Maureen Davenport.

During the morning of the event, there was a drop in art therapy taster session facilitated by the Elm Foundation which is a local charity that offers a range of services to support those affected by Domestic Abuse. Also during the morning, motivational speaker, Beverley Burton led two equipped2succeed sessions which are designed to enable people to develop the thinking and behaviours to



continuously improve, achieve, overcome challenges as well as maintain balance in life and wellbeing.

Later in the day there were a series of short talks from local inspirational women in Chesterfield including: Sally Goodwin, Chief Executive of SV2, an organisation which supports victims of sexual violence; Councillor Tricia Gilby, the first female leader of Chesterfield Borough Council and Beverley Burton, founder of equipped2succeed.



Attendees at the International Women's Day event



Sally Goodwin, Cllr Tricia Gilby, Beverley Burton, Cllr Maureen Davenport and Mrs Liz Archer (Mayor and Mayoress of Chesterfield)

Each of the speakers talked about their personal journey and people who had inspired them along the way. This was followed by a question and answer session where attendees took the opportunity to ask the panel of speakers a range of questions about their experiences.

A networking lunch closed the event. This was provided by Gussie's Kitchen, a community volunteer led social eating project where every week dedicated volunteers cook a fresh, healthy low cost meal for the community at St. Augustine's Church.

To mark International Women's Day, the Town Hall was also illuminated purple in the evening.

4. Promoting equality and diversity through our services

Throughout the year, a range of activities and developments take place in the Council's services which contribute towards our commitment to embrace diversity and treat everyone fairly.

4.1. Customer services

The Council's Customer Services has retained its accreditation against the Customer Service Excellence standards and for the first time, done so with no

partial compliances. Retaining the accreditation gets harder each time as we have to prove that not only do we continue to deliver good customer service but we have also improved since the last assessment.

The Customer Service Excellence standards consist of 5 key areas:

- Customer Insight
- The Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality of Service

Through our case studies and evidence, we were able to demonstrate that there had been a high standard and overall improvement in the customer service delivery over the five areas, and a commitment to continual improvement providing a quality customer service to our customers.

4.2. Community Development

Our community development activity continues to contribute to the promotion of health, wellbeing and equality in the wider community.

During 2017/18 we continued to support and facilitate the successful financial inclusion partnership project, “Health, Wealth and Wellbeing” which takes an outreach approach to providing people with information and advice in their local community. This year, activities took place in Grangewood, Rother, Old Whittington and Mastin Moor. This project involved Chesterfield Borough Council’s Housing Services, Affordable Warmth, Citizens Advice, Severn Trent Water, Job Centre Plus, Derbyshire Stop Smoking Service, Live Life Better Derbyshire, Derbyshire Unemployed Workers Centre, and the Fire Service.

The ‘Holiday Hunger’ project in Barrow Hill continues to be a success, where packed lunches and activities are provided for local children during the school holidays. This project is designed to support nutrition for children who are likely to eat significantly less than they would during the school term when they have access to food in school.

We continue to be a key partner in the ‘Time 4 U Café’ events. These are free multi- agency events aimed at facilitating members of the community to access information and advice from a range of health and wellbeing agencies within their own communities. Events are designed to be non-threatening and relaxing. The free beauty treatments, crafts, cookery activities, crèches, lunches incentivise attendance to the event and encourage interaction with the health and wellbeing agencies.

CBC continues to be a key partner in the Chesterfield Dementia Action Alliance (currently chairing the group) which is made up of representatives from local organisations and is committed to working towards Chesterfield being a dementia friendly place.

4.3. Other community and voluntary sector funding

During 2017/18 Chesterfield Borough Council awarded £239,544 of funding via service level agreements to key community and voluntary sector organisations. This included Derbyshire Unemployed Workers Centre, Citizens Advice Bureau, Derbyshire Law Centre, Links and Shopmobility. Many of these organisations are facing unprecedented levels of demand due to the vast range of austerity issues impacting on our communities.

4.4. Sport and leisure

We continue to provide inclusive activities in our leisure centres and in the community to improve access to sport and leisure and reduce inactivity. During the last year, we have introduced swimming lessons aimed specifically at supporting the needs of autistic children at the Healthy Living Centre.

We continue to run our Walking for Health programme, which provides free social walks for anyone new to physical activity or who may have a health condition. This programme also includes Buggy Walks for parents/carers and walks in partnership with a local group who offer support for people experiencing mental health issues. This year, the Chesterfield Walking Festival also included two health walks to support participation by people with a range of abilities and conditions.

We also continue to provide Health Referral opportunities at the leisure centres for people with a qualifying health condition to become more active using the Council's facilities to improve their health.

4.5. Parks and open spaces

Chesterfield's parks continue to provide excellent facilities for the community and visitors. We are proud to hold 5 Green Flags which recognise the best parks and green spaces across the country with one of the key considerations being accessibility. We continue to invest in our smaller local parks aiming to make them as accessible and appropriate as possible. Parks provide outlets to play sport (football, petanque, cricket, walking football, netball) and informal recreation and we also maintain many equipped play areas, several of which have had makeovers and new facilities.



A growing number of people are holding events on our parks and this has recently attracted an Eid picnic by members of the Muslim community as a celebration of the end of Ramadan. We also continue to host Chesterfield Pride, now in its third year which continues to grow year on year. As part of the walking festival we hosted a roll and stroll event designed for people with physical and learning disabilities, and also a dementia walk.

We aim to instil ownership and pride at a young age by involving infants and junior school groups with bulb planting their local park. This has helped contribute towards the 80,000 spring bulbs planted to make Chesterfield a brighter borough.

4.6. Housing

During 2017/18 the Housing Service worked with elected members, tenants and officers to deliver a sustainable business plan to ensure the ongoing financial security of the Service. This included a consultation exercise that revised and updated the tenancy agreement, changed the rent collection year from 48 to 52 week to match universal credit payments and changed a number of repairing responsibilities. This work ensured that the Housing Service could start to consider some larger financial programmes such as the development of a five year new build programme of Council Housing and begin the planning of a number of Estate Regeneration Scheme to upgrade the estate environments.

The service also began the programme of refurbishment of its sheltered accommodation schemes for elderly people by beginning the transformation of Brocklehurst Court, with further refurbishments due to take place at The Glebe and Catherine Court in the coming year. Other work to the older person scheme included repainting to dementia friendly guidelines, increasing the range of social activities at schemes and the replacement of all Careline alarms older than five years to meet the latest technological standards.

We redesigned and procured our Garden Assistance scheme for elderly and disabled tenants – with the service now being free to some qualifying tenants.

We continue to be part of the Syrian Vulnerable Persons Resettlement Scheme which is a national scheme that prioritises help for survivors of torture and violence, and women and children at risk or in need of medical care. As a

participating district, we have supported the resettlement of a number of families who are settling well locally.

4.7. Apprenticeships town and improving our economy

As part of the Skills Action Plan (2017-2020), during 2017/18 we have continued to work with Chesterfield College and other partners to deliver the Apprentice Town initiative in Chesterfield. During the last year we have developed a web resource for Apprentice Town, which provides a central point of information about apprenticeships for local businesses and residents. A wealth of information can be accessed via this resource including, live vacancies, case studies and information about the apprenticeship levy. Through the Apprentice Town initiative we have started to develop an apprentice ambassador network supported by 10 employer ambassadors and delivered a number of events to help raise awareness of apprenticeships including the Employability and Skills Conference in October 2017 and the Apprentice Round Table event in February 2018.

People in work have also benefitted from skills investment through the Sheffield City Region Skills Bank initiative, through which local employers have accessed funding to up-skill their existing workforce and drive business growth. To date, Skills Bank has contributed £356,743 to the skills development of 498 learners across 40 employers in Chesterfield. The D2N2 Skills Local programme has delivered training to the value of £97,947 to 24 businesses in Chesterfield; providing upskilling to 135 individuals.

Local labour clauses have been agreed on 100% of eligible developments during 2017/18 to bring more work into the local labour market. In the last year we have delivered 3 meet the buyer events, linking the local supply chain with major developments which have seen nearly £3m of contracts being awarded to local businesses. At least 51 jobs and 4 apprenticeships have been created as a result of 'local labour' activity and links have been developed between developers, local schools and the College to support work experience and careers development activity.

We want to support all young people in our communities to gain employment, further education and develop their skills and continue to work closely with partners ensure young people have access to programmes that can support this. This has included Sheffield City Region's Ambition and Talent Match Projects where 344 young people have benefitted from support, helping 33% of those engaged secure employment.

4.8. Arts and culture accessibility

The Theatres Access Group continues to deliver its action plan to improve access at the Council's Theatres. We continue to provide performances with audio description, signed performances and touch tours to improve accessibility for people with disabilities.

Over the last year, we have worked in partnership with Working with Matinee Project/Arts Derbyshire to deliver four film showings in a relaxed environment for people with dementia and their carers. These have been well-attended with Singing in the Rain being the most popular, drawing in 150 people to watch.

During December, we held an event at the Winding Wheel to promote social inclusion. The event, which was attended by around 150 was an afternoon of music for people who are lonely or socially isolated, with lots of information available about local community and social groups.

Chesterfield Museum continues to run its memory boxes project for people with dementia. The memory boxes contain items designed to inspire conversations about people's personal interests with friends and caregivers. During 2017/18, the Museum loaned out 41 memory boxes.

Between February and May 2018, the Museum hosted an exhibition called 'Other Stories' by Derbyshire LGBT+ (supported by the Heritage Lottery Fund). This exhibition charted the social history of lesbian, gay, bisexual and transgender communities in Chesterfield and North Derbyshire. This was the first time a museum in Derbyshire has hosted an LGBT+ history exhibition. In the lead up to the opening, the Museum held an event for local lesbian, gay, bisexual and transgender communities to come forward with their stories and pictures for the exhibition.

4.9. Equalities training for our staff

We continue to deliver a Corporate Equality Induction to all new employees and Councillors, and an Equality Refresher Course to update the Council's existing employees about our equality values and the role they play in ensuring that the Council continues to promote equality in accordance with the Equality Act 2010.



We are now able to offer the three mandatory equalities training modules in an online format, covering the Equality Act, equality and diversity in Chesterfield's communities, and a guide to reasonable adjustments. Feedback from employees shows that these modules have been effective, with an average of 98% of participating employees stating that the modules either met or exceeded their expectations. In addition, a number of comments were made by employees who completed the modules about how they would apply their learning including:

I didn't have a great understanding of the formal legislation for equalities so understanding this better will help me in my day to day roles.

I learned more about the demographic Chesterfield which will help me be more aware at work

I will be more aware of access needs and what adjustments can be needed, also hidden disabilities.

This module provided some very useful information regarding Chesterfield and how the population is made up. This will prove very useful in my role going forward.

I would now not be afraid to challenge someone's behaviour to another person if I believe it was discriminatory, and will encourage my team to do the same.

This year, we have been developing an additional online training package, which includes a number of equalities training modules which are designed to improve employee's awareness of specific considerations in relation to customer service, for example, dementia, autism and LGBT awareness. We have also delivered a homelessness briefing to Members, a pre-retirement course for employees approaching retirement, and managing stress sessions.

We continue to provide bespoke equality training sessions as required by services, and have recently provided training for employees working in our Theatres to support disabled access and ensure that customers are able to access the range of reasonable adjustments we are able to offer, for example, audio description.

5. Equality impact assessments

The Council is committed to demonstrating that all relevant equality issues have been considered before changes are made to policies, projects, services, functions and strategies, or when new ones are created. Chesterfield Borough Council does this through its robust Equality Impact Assessment (EIA) process. The EIA process enables us to look at our work in depth to see what impact it has on different equality groups, and to mitigate against any potentially negative impacts that are identified. Staff received training in the completion of EIAs ensuring that the process is embedded across all council services.

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During 2017/18 the Council undertook around 40 Equality Impact Assessments (EIAs) for a variety of changes to policies, strategies and projects. These have taken into consideration: best practice, demographic information and employee and customer feedback and other engagement activities. The EIAs were published with the relevant reports to the Council's Cabinet, and can be viewed in the equalities section of our website. Through the EIA process, we have been able to address any negative impacts on sections of the community promote equality by identifying and acting on opportunities to implement positive impacts for groups where possible.

6.0 Looking forward to 2018/19

There is much to look forward to over the next year, as we continue to work with partners to promote equality and diversity in our community and within the organisation. Some of the key activities include:

- Continuing to work in partnership with communities to organise a range of equality and diversity themed awareness activities and events, through the Equality and Diversity Forum.
- Ensuring that translation and interpretation made available by Chesterfield Borough Council meets the needs of local communities by reviewing and revising our current arrangements.
- Reviewing and re-launching our hate crime reporting process.



- Updating the State of the Borough demographic report in line with latest available information.
- Reviewing and updating the package of equality and diversity related training provided for Chesterfield Borough Council employees and Members, including introducing a range of additional awareness raising modules on various themes.
- Launching the revised Equality Impact Assessment process with service briefings / training sessions

7.0 Further information

If you have any comments on our Equalities Annual Report or would like to request further information or copies of any of the documents highlighted in the report please contact:

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