

Summary of Performance against Local Government Equalities Framework
Excellent Criteria

Criteria	Percentage Met or exceeded 2012/13	Percentage Met or exceeded 2013/14	Comments
Collecting Information	90%	100%	This is a strong area for CBC. The extensive demographic work undertaken for the Local development Framework and the Census 2011 partnership with the Office of National Statistics have helped to improve performance in this area. In 2013/14 improvements to the State of the Borough Report, Community Assembly Profiles, Are You Being Served Survey and STAR Survey pushed compliance to 100%.
Analysing and Using Information	75%	100% -	<p>Technically 100% compliance, however further improvement required and some work around embedding. Areas for improvement include demonstrating the use of data in decision making and tracking progress.</p> <p>The robust Equality, Diversity and Social Inclusion Strategy is a strength. The inclusion of equalities in service plans, team plans and value for money assessments also help to meet the criteria.</p> <p>The introduction of Are You Being Served and Housing STAR surveys during 2013/14 have had a positive affect on information analysis and improving evidence of outcomes.</p>
Sharing Information between Partners	100%	100%	Active participation in Derbyshire wide partnerships including the Derbyshire Equality Forum, Derbyshire Community Engagement Group, Derbyshire Lesbian, Gay, Bisexual and Transgender Forum and the Derbyshire Health and Well-being Board help support the criteria in this section. The Chesterfield Equality and Diversity Forum and the North Derbyshire Hate Crime Group also have an important role to play in local information sharing and knowledge management.

Leadership and Vision	100%	100%	The Councils Scrutiny approach which strongly focuses on pre-decision challenge and support has really added value. Regular briefing and training sessions with members around equality issues and the increased involvement in the Equality and Diversity Forum and community events support the criteria. During 2013/14 the Council worked in partnership to support and deliver a range of successful equality and diversity events which helped to cement the Council's role as an equality leader.
Organisational and Partnership Commitment	100%	100%	CBC works in partnership towards action plans in a number of forums, for example the LGBT Forum's Action Plan, The Equality and Diversity Forum's action plan, North Eastern Derbyshire Hate Crime Consultative Group, Financial Inclusion Derbyshire and in its public/private partnership with arvato and Kier. The Council's continued financial and support commitment to community and voluntary organisations in Chesterfield Borough is a good example of commitment to equalities and partnership working.
Equality Analysis	100%	100%	There are a number of examples where Equality Analysis had led to service improvements and increased accessibility e.g. the addition of the Changing Places facility to the Market Hall development, Queen's Park Sports Centre re-development accessibility and reasonable adjustments e.g. increased no. of disabled car parking spaces
Equality Objectives	50%	100%	Technically 100% compliance, however further improvement required and some work around embedding. The equality objectives of the authority are available on the website and Equality, Diversity and Social Inclusion Strategy but no longer explicitly detailed in the Corporate Plan. This has been an area of significant improvement during 2013/14. The Are You Being Served and STAR surveys show clear positive outcomes for communities. The introduction of Community Assemblies and their demographic reach also have a valuable contribution to equality objectives.

			<p>The Equality and Diversity Forum have been extremely active during 2013/14 including leading an advertising board review for the Town Centre, Community Chairing and event support.</p>
Monitoring and Scrutiny	67%	100%	<p>Technically 100% compliance, however further improvement required and some work around embedding. Need to ensure that EIA's are considered alongside reports and project updates when discussing at Scrutiny.</p> <p>The Council is very strong in the Scrutiny aspects of the criteria due to the positive involvement of Scrutiny in Equality and Diversity issues.</p> <p>The Council is now part of the East Midlands Council's Performance Management Network which have strengthened access to benchmarking data.</p> <p>The Are You Being Served Survey and STAR surveys are also valuable performance management and benchmarking tools.</p> <p>For 2014/15 we are actively investigating the use of the LG Inform performance management and benchmarking tool to strengthen this area further.</p>
Effective Communication	67%	67%	<p>This has been an area of investment during 2013/14:</p> <ul style="list-style-type: none"> • Move from Our Town to Your Chesterfield • Developing the Social Media Presence • Improved CBC website • New Customer Service Centre • Launch of Community Assemblies • Re-launched Borough Bulletin • Intranet improvements <p>Communication however remains a challenging area as we need to respond to technology changes and user preferences.</p> <p>Managing the conflicting needs of communities also remains a concern due</p>

			severe financial challenges ahead.
Commissioning and Procuring Services	83%	100%	The commitment to equalities in procurement is stated in the Procurement Strategy which has been revised to ensure that equalities are taken into account when procuring goods and services.
Fostering Good Relations	100%	100%	<p>The Equality and Diversity Forum has developed significantly during 2013/14 and become more pro-active. Community Assemblies have also played a role in building community relationships.</p> <p>There have been several highly successful community events during 2013/14 including:</p> <ul style="list-style-type: none"> • Hate Crime event with the Sophie Lancaster Foundation • Mental Health Awareness • Holocaust Memorial Day • Generations Together – Inter Generational Event with Chesterfield College
Engagement Structures	86%	100%	<p>Technically 100% compliance, however further improvement required and some work around embedding. Need to ensure that there is ample opportunity and early opportunity for equality and diversity issues to be considered in projects.</p> <p>The Equality and Diversity Forum has started to attract a more diverse membership. Community Assemblies have forged links with local schools and the College. The Are You Being Served and STAR surveys also more accurately represented the views of Borough Residents based on demographic characteristics.</p>
Effective Engagement	86%	100%	Detail as above.
Integration of equality analysis into service review	100%	100%	Over the last couple of years real progress has been made in mainstreaming equality and diversity across the Council. Key activities including the Equality and Diversity training programme, EIA clinics and Equality Performance Management Group have assisted in meeting the criteria.

Integration into service planning and delivery	100%	100%	The Council has delivered above and beyond on the majority of the criteria due in part to the actions taken to implement the full requirements of the Equality Act 2010. There is room for improvement around the speed at which services respond or are adapted to meet particular needs.
Service level procurement	17%	57%	The criteria in the section present a significant challenge. Much of the criteria relates to contracted out services. Some significant gaps in data were identified during 2012/14 and have started to be addressed during 2013/14. Improvements include user satisfaction surveys in key services such as waste and recycling, benefits and Council Tax.
Access to Services	67%	100%	<p>Technically 100% compliance, however further improvement required and some work around embedding. It is important to ensure that training is up to date on both equality and customer service issues to ensure a good user experience.</p> <p>Access to services is generally very good across the Council. Information about service users is gathered and any gaps in provision identified. Satisfaction ratings gathered via the Are You Being Served and STAR surveys during 2013/14 were extremely positive.</p>
Human Rights	100%	100%	The Council has a good track record of responding to the needs of customers and continues to achieve good "fairness" ratings in satisfaction surveys.
Workforce Strategy	67%	90%	The Council has excellent equality friendly policies including job share, flexible working, career breaks, reducing hours etc. The diversity of elected members increased at the last election and there is now a sound gender split on the Executive. Some specific training programmes have been developed to address diversity within the workforce these include the Project Academy initiative and Mentoring programmes.
Workforce Monitoring	67%	100%	Technically 100% compliance, however further improvement required and some work around embedding. There are further

			<p>opportunities for utilising HR information and trend analysis.</p> <p>There are now stronger arrangements in place for workforce monitoring. This has provided valuable insights into the issues facing the Council now and in the future with regards to workforce development.</p> <p>Initiatives such as Project Academy, Mentoring, District Council Network leadership scheme and the Council's leadership programme have been launched and will make a significant contribution in 2014/15.</p>
Local Labour Market (CBC Workforce)	50%	100%	<p>Technically 100% compliance, however this is a challenging area to progress from policies and procedures to actual action due to lack of recruitment opportunities.</p> <p>A variety of programmes are in place to increase the diversity of the workforce and encourage under-represented groups to apply for opportunities. Currently external recruitment in local government is restricted by financial challenges however a variety of programmes have been developed to grow our own talent.</p>
HR Policies and Procedures	0%	100% -	<p>This is only one measure - action in place but needs improving. Re-launching the HR Policies working Group is a key action required during 2014/15 to embed.</p> <p>Several Policies have now been strengthened with regards to equality contribution including adoption leave, Maternity, Paternity etc. Several policies are currently under review which will have an impact including capability, sickness.</p> <p>The Great Place: Great Service agile working arrangements will also contribute to this aim during 2014/15.</p>
Staff engagement	40%	100% -	<p>Technically 100% compliance, however further improvement required and some work around embedding.</p> <p>Areas of good practice have been identified in some service areas including Business</p>

			<p>Transformation, Housing, Environmental Services and Leisure. These are now spreading to other areas.</p> <p>The Council is now committed to an annual employee survey and action plan.</p>
Working Environment	100%	100%	<p>Employees have access to occupational health facilities, equality advice and counselling. Health and Safety activities have improved during 2013/14 this included robust workplace inspections and follow up action and an employee survey.</p>
Equal Pay	100%	100%	<p>Equal Pay Audit and Job evaluation scheme are in place.</p>
Harassment and Bullying	100%	100%	<p>Policies and procedures are in place. The Bullying and Harassment Policy has recently been reviewed along with the Dignity and Respect at Work guidance.</p>
Appraisals	100%	100%	<p>Equality and Diversity form part of appraisals at all levels. Equality promotion forms part of the special employee award and success is celebrated through a range of activities throughout the year.</p>
Learning and Development	100%	100%	<p>The Council has a regularly reviewed Equality, Diversity and Social Inclusion Training programme which includes:</p> <ul style="list-style-type: none"> • Induction training • Refresher training • Volunteer and casual staff training • Bespoke service specific training • EIA clinics • Member and Officer briefings sessions • Community workshops