

Document Title: Fair for All 2015-19, Our Strategy for Equality

Organisation: Devon County Council

If you need further information or a different format please email equality@devon.gov.uk, telephone 01392 382260, SMS 0789 610 3530 or write to the Corporate Equality Officer, Devon County Council, County Hall, Topsham Road, Exeter EX2 4QD.

How to stay in touch:

Follow on Twitter [@dccequality](https://twitter.com/dccequality).

Website: www.devon.gov.uk/equality.

Strapline: Challenging Inequality and Celebrating Diversity.

1. Foreword

Equality brings quality for everyone and the creation of a fairer society where everyone can participate and achieve their potential.

Equality is not about treating everyone the same; equality is about valuing a person 'as an equal' regardless of their characteristics and treating people according to their needs in order to achieve an equal or fair outcome. An equal society values human diversity, recognising that diversity brings a range of skills, knowledge, values, styles, perspectives and ideas that secure Devon's future as a place where people want to live, work and prosper, and challenges the inequalities that destroy this diversity in our society and organisations.

Freedom from discrimination and equality of opportunity are basic rights.

Devon County Council is committed to challenging inequality and celebrating diversity to achieve the following Vision (from the Devon Joint Declaration for Equality www.devon.gov.uk/equalitydeclaration):

- People achieve their own potential and a good quality of life.
- Everyone can access our services, facilities or information.
- There is public involvement and influence in decision-making, planning, policy and service delivery.
- Devon is a strong, safe and inclusive community.
- People have trust and confidence in us to report incidents of abuse or discrimination.
- Our workforce, at all levels, is supported and broadly reflects the diversity of the community.

The County Council has changed significantly in recent years due to local government spending reductions. We are providing fewer services directly and encouraging more community action. In response to these changes our Better Together: Devon 2014-2020 vision and new Operating Model were published in 2014. This equality strategy is aligned to Better Together to ensure that our approaches to achieving equality are integrated with our overall direction of travel.

Signed by Councillor Barry Parsons and Phil Norrey, Chief Executive. April 2015.

2. Devon's communities

Please note: All data presented relates to Devon County Council area. There is under-reporting by some groups in the Census.

Total Population for Devon County Council area (excl. Plymouth and Torbay) is 746,399 (Data source: 2011 Census).

Devon is the third largest county by area in England after North Yorkshire and Lincolnshire. The distance from Ilfracombe in north Devon to Dartmouth in the south is around 80 miles, and from Tavistock in the west to Axminster in the east it is 69 miles. Devon is the seventh most scarcely populated county. The population is mainly centred around its 28 market and coastal towns and the city of Exeter. Life expectancy in Devon is generally good but there are pockets of deprivation where life expectancy is reduced by around ten years. Life expectancy for Gypsy and Travellers is the same as those in most deprived areas.

Population change

Inward migration: 31,370.

Outward migration: 27,179.

Net migration - up 4,191.

(Data source: ONS internal Migration, Year to June 2012).

Estimated population size 2018: 786,100 (up 28,048).

Estimated population size 2023: 814,000 (up 55,948) (Data source: Devon County Council).

Age Profile (2013 mid year estimates – ONS – Office for National Statistics)

38,520 people (5.1%) are aged between 0 and 4 years.

85,421 (11.3%) are 5 to 15.

80,734 (10.7%) are 16 to 24.

113,336 (15%) are 25 to 39.

156,235 (20.6%) are 40 to 54.

102,206 (13.5%) are 55 to 64.

129,395 (17.1%) are 65 to 79.

52,205 (6.9%) are aged 80 and over.

Ethnicity Profile

White British people make up 94.9% of the population, equivalent to 708,590 people.

2.5% (18,929 people) are White Other (this includes White Irish, Australian and other European).

2.6% are Black or Minority Ethnic (this includes 8,710 Asian/Asian British, 6,520 Mixed Heritage, 1,413 Black/Black British, 554 Gypsy or Traveller and Other Minority Ethnic people make up the remaining 1,683).

Languages in Devon

Hundreds of community languages are spoken in Devon. Sign Language is the language used by Deaf people, in most cases in Devon this is British Sign Language (BSL). In 2014, the top Translation and Interpreting requests were for: Polish, Lithuanian, Mandarin/Cantonese or written Chinese, Arabic, Bengali, Russian, Turkish, and Romanian was on the rise. *These can vary year on year.* (Information provided by Multilingua – community interpreting agency).

Health Profile – 2011 Census (ONS)

80.8% of people (603,091) said their health was “good or very good”.

14% (104,489) said their health was “fair” and,

5.2% (38,810) said their health was bad or very bad.

Disability Profile – 2011 Census

63,834 people (8.6%) said their day to day activities were limited a lot.

81,345 people (10.9%) said their day to day activities were limited a little.

This means around 1 in 5 people in Devon are disabled.

Carers Profile

666,515 (88.6%) of people provide no care.

56,528 (7.6%) of people provide 1 to 19 hours unpaid care per week.

9,868 (1.3%) of people provide 20 to 49 hours unpaid care per week.

18,488 (2.5%) of people provide 50 or more hours of unpaid care per week.

Gender Identity Profile

48.6% are male.

51.4% are female.

In terms of people who are Transgendered. The Gender Identity Research and Education Society (GIREs) estimate around 1% of people have some degree of gender variance. At some stage about 0.2% may undergo transition. (2011).

Sexual Orientation Profile

A frequently cited estimate is that 5 to 7% of the population are Lesbian, Gay or Bisexual (LGB) this is equivalent to approximately 37,000 to 52,000 people in the Devon County Council area. (Source: Department of Trade and Industry 2004).

Further information about Sexual Orientation (LGB), Gender Identity and Transgender terminology is available from: www.intercomtrust.org.uk/resources/terminology.htm and www.gires.org.uk.

Religion and Belief Profile – 2011 Census

61.5% of people are Christian.

28.5% of people said they have no religion or belief.

8.4% of people did not state a religion or belief.

1.6.% of people said they follow another religion. This includes Buddhism (2,726 people), Islam (with Muslims the largest of the 'other religion' group at 3,091), Hindus (818) and Judaism (685 people).

Car Ownership Profile

There are 13,323 households (27.1%) without a car in Exeter.

There are 56,105 (17.4%) of households without a car in the rest of Devon.

Wards with the Five Most Deprived Areas in Devon

- Newtown, Exeter
- Ilfracombe Central
- Priory, Exeter (contains two most deprived areas)
- Central town, Barnstaple

Wards with the Five Least Deprived Areas in Devon

- Kenn Valley
- Ivybridge Woodlands
- Lower Culm
- Ivybridge Filham
- Woodbury & Lympstone

Unemployment by Age Profile

The largest groups unemployed are the 20 to 29 age range (around 1,300 people). All other age ranges are around the 350 to 450 mark (for example around 400 people aged 30 to 34 are unemployed). There is a slight peak at ages 45 to 54. The 60 plus age group is the lowest age group claiming JobSeekers Allowance (less than 200).

Employment and wages in Devon

Median salary for all is £19,206.

Median salary for men is £24,571.

Median salary for women is £14,500.

(Data source: Annual Survey of Hours and Earnings 2014).

Unemployment at January 2015 was 4,271 (0.9%).

[Data source: ONS Claimant Count].

Further information available from:

Devon Town Profiles: devon.gov.uk/devontownprofiles.

Devon Health & Wellbeing Profiles: devonhealthandwellbeing.org.uk.

Other community data: new.devon.gov.uk/factsandfigures.

Office for National Statistics (Census etc): ons.gov.uk.

3. Our Legal Duties

The Equality Act 2010 protects people from unlawful discrimination in the provision of services and public functions, employment, premises, education and associations (e.g. membership clubs). Some people are more likely than others to experience discrimination.

Under the Equality Act 2010, the County Council is also bound by a Public Sector Equality Duty to give due regard to the need to:

- Eliminate discrimination, harassment and victimisation.
- Advance equality of opportunity (remove or minimise disadvantage; meet people's needs; take account of disabilities; encourage participation in public life).
- Foster good relations between people (tackle prejudice and promote understanding).

We must also publish objectives and information demonstrating how we will meet the above duties.

The Act covers nine Protected Characteristics:

- Age
 - Disability (with Carers protected 'by association')
 - Gender Reassignment
 - Marriage and Civil Partnership (only applies to employment)
 - Pregnancy and Maternity
 - Race
 - Religion and Belief
 - Sex
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- Sexual Orientation.

Some exceptions apply and the Act also allows for 'positive action' in certain circumstances.

Public authorities are legally responsible for complying with the Public Sector Equality Duty in procurement and commissioning activities and the authority remains responsible for functions being carried out by an external provider.

The County Council acknowledges and welcomes its legal duties and uses the legislation and national guidance as a framework to improve or maintain standards and be accountable to the people it serves. However we are not only driven by legislation - our policy and strategies are also in response to local needs.

More information about the Act is available at www.devon.gov.uk/equalitylegislation.

4. Embedding equality

How we embed equality improvement into service delivery (including commissioned services) and policy:

A key part of ensuring we embed good equality practice and improve outcomes for everyone, including minority and disadvantaged groups, is through a process called Equality Impact Assessment. The assessment helps inform policy and service change/delivery, including commissioned services. We provide staff with a toolkit and training, and publish assessments online at new.devon.gov.uk/impact.

Our Equality Policy sets out how we expect staff and Members to understand about equality and operate in a non-discriminatory and inclusive way:

www.devon.gov.uk/equalitypolicy.

We also have a range of policies which support equality including the Acceptable Behaviour Policy, Unacceptable Customer Behaviour Policy, Code of Conduct for Members, 'flexible working' and 'family friendly' benefits for staff, the Competency Framework, Induction for new staff, Communications Toolkit (including a policy and preferred suppliers for translation, interpreting and alternative formats) and an inclusive Engagement Strategy.

Training is provided through an 'Introduction to Equality' workshop for new staff and e-learning module. We also run ad-hoc training and events or develop guidance in response to learning needs. Equality is explicit in our Recruitment and Selection training for managers.

The lead advisor and change manager for equality at the County Council is the Corporate Equality Officer. The Corporate Equality Officer is part of the Equality and Outreach Team which includes the Traveller and Gypsy Liaison Officers. The team sits within the Strategy, Policy and Organisational Change Team within Services for Communities.

The Corporate Equality Officer supports the achievement of equality outside the organisation through a small grants pot which is available for equality related initiatives in the community and voluntary sector. Devon agencies across all sectors are invited to sign up to the 2011 Joint Declaration for Equality. The Corporate Equality Officer also co-ordinates the Devon Equality Partnership, a network for equality practitioners in Devon, and is a member of the South West Equality Network.

We also have an Involvement and Equality Manager for our People Services (health and social care).

The lead Member for equality is Councillor Barry Parsons and the lead officer is the Chief Executive, Phil Norrey.

5. How we will monitor progress

We will be taking a more outcomes based approach to measuring our performance over the next few years.

Where 'hard data' is available we will use this and break it down by relevant obtainable protected characteristics, this includes staff profiles, school pupil data, health and wellbeing measures (via the Joint Strategic Needs Assessment and Public Health Outcomes reports).

In all other areas we will use 'soft data' from opinion surveys, again broken down by relevant protected characteristics. Questions used in the Community Needs Survey 2011 can provide us a basis for measuring many outcomes – these are in “quotation marks” in the performance measure sections of this document. Service satisfaction/complaints including reports of discrimination and bullying may also provide useful insight. Other surveys such as the Crime Survey and Adult Social Care Surveys may be used where necessary.

Each year we will publish a report on our progress in meeting objectives (and outcomes where updated data is available). However, we will not survey communities every year.

Audits provide a means of assessing internal practice in detail:

We have recently carried out audits on Equality Impact Assessments and will continue to monitor these annually.

In 2014 we carried out a major audit of disability access around County Hall and use the annual Two Ticks disability accreditation for recruitment.

Equality Framework and other benchmarking tools:

In 2008 Devon County Council was confirmed at Level 3 of the Equality Standard for Local Government (equivalent to the Achieving level of the Equality Framework for Local Government which replaced the Standard) following a Diversity Peer Challenge.

Owing to resource pressures, we have no plans to undertake another assessment in the immediate future, but use the Framework as a way of guiding our work. The same applies to Stonewall Diversity Champions Workplace Equality Index.

External auditors (for example, Ofsted) also check our approach to equality in practice.

6. Equality stakeholder groups

Embedding equality and monitoring progress is carried out in consultation with key stakeholder groups and organisations.

We have a group of external partners who represent many of the diverse interests within our communities. They are drawn from the voluntary and community sector and are known as the Equality Reference Group: www.devon.gov.uk/erg.

The Equality Reference Group is a 'critical friend' who advises and supports our work on equality and diversity, providing ideas and challenging us on our performance. We hold Surgeries at least six times a year, providing us with an opportunity to consult on aspects of policy and service design (informing the impact assessment), find out about issues affecting communities, and share performance information.

We also have an LGB&T (Lesbian, Gay, Bisexual and Trans) Staff Network and multi ethnic/race equality forum called Excellence Not Excuses.

Equality Reference Group members:

- Devon Faith and Belief Forum
- Devon Senior Voice
- Fawcett Devon (gender)
- Intercom Trust (lesbian, gay, bi and trans)

- Living Options Devon (disability)
- Plymouth and Devon Racial Equality Council
- Young Devon

Visit their websites (links provided above) for further information.

7. Strategic Vision

Better Together is the County Council's strategic vision for Devon.

Website: new.devon.gov.uk/bettertogether.

It has five aims for communities to be:

- Resilient
- Healthy
- Prosperous
- Connected and
- Safe

Resilience is the ability to thrive in a changing world and bounce back from adversity. Resilient people are more likely to enjoy health, happiness and prosperity. Devon already has strong communities, a high number of volunteers and resourceful small businesses.

On average, people in Devon enjoy better health and live longer than those across England and Wales as a whole. However, differences in health exist between Devon's communities.

We will enable people to lead healthy lives in Devon's outstanding environment, support people to live in their own home as part of a supportive community, and focus on reducing inequalities in health.

Devon's prosperity is down to resourceful small enterprises, innovative high value businesses, agriculture and tourism. Devon's employment rate is higher than the UK average. But average wages and productivity are low and skill shortages present a barrier to growth in some parts of the county.

People need to be connected to one another in order to form supportive and inclusive communities. Good digital and transport connections are also essential to enable the economy to grow and to open up opportunities for all.

Everyone needs to feel safe and have the security, confidence and respect to live their life to the full. The overwhelming majority of Devon's families and communities are places in which people can flourish, whatever their circumstances. But where there are risks, carefully targeted support can address the root causes of problems and offer protection from harm.

8. Outcomes, Objectives and Performance Measures by each of the Better Together Themes.

Theme: Resilient

Outcomes:

- More services will be run locally in the way that people want.
- Communities will have greater influence and control.
- Devon will be well prepared for emergencies such as flooding.
- Problems will be prevented or resolved without being dependent on public services.

Performance measures (by protected characteristic):

- “I feel I can get the help and support I need from my family, friends or community”.
 - “I have good access to community activities”.
 - “I can influence decisions affecting the services I use”.
 - “I can influence decisions affecting my local area”.
 - “I know what to do in the event of an emergency”.
 - “Information I need is easy to find and understand”.
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Equality objectives 2015-19:

1. Publish and use guidance on ensuring equality as part of commissioning and procurement processes, with a greater emphasis on working with the voluntary/community sector and guidance on embedding equality into the Market Position Statement.
2. Publish and use guidance on ensuring equality when transferring assets and services to communities (as part of the Community Right to Challenge and service reductions).
3. Regularly promote the Devon, Cornwall and Isles of Scilly Local Resilience Forum 'CLEAR' home emergency plan information, which is available in a range of accessible formats (www.dcisprepared.org.uk/a-clear-plan).
4. Ensure access to information for all in line with legislation (for example, the Care Act).
5. Strengthen links between the Equality Reference Group and Scrutiny Committees.
6. Explore ways of involving and connecting people (including minority and isolated groups) further in political processes, policy and service design.
7. Support smaller, minority/marginalised community organisations with their own grant funding bids.
8. Re-assess the County Council against Pledges 1 & 5 of the British Deaf Association's Sign Language Charter.

Theme: Healthy

Outcomes:

- Children will have the best possible start in life and be ready for school.
- More people will enjoy good health and avoid preventable illnesses.
- More people will lead happy and active lives.
- More people will maintain their health and independence into older age.
- More people will feel valued, respected and included.

Performance measures:

- Joint Strategic and Health Needs Assessments [JSNA/HNA] and Public Health Outcomes reports – protected characteristics data (reported to Devon Health and Wellbeing Board and Scrutiny).
- “I have good access to ‘green’ spaces”.
- “I have good access to health and social care services in Devon”.

Equality objectives 2015-19:

9. Publish the LGB&T (Lesbian, Gay, Bisexual and Trans) Care Homes Toolkit to improve outcomes for older LGB/T people. A 2014/5 Public Health funded initiative in response to the LGB&T Health Needs Assessment.
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10. Ongoing development of Devon Health and Wellbeing webpages and the Joint Strategic Needs Assessment (JSNA) and Health Needs Assessments (HNA) to include information about diversity characteristic groups and inform health strategies.
11. NEW Devon and SDT CCG and Devon County Council to consider equality impacts and partner impacts of health and social care changes collectively.
12. Continue to support Active Devon to promote equality and inclusion and widen access to physical activity and sport opportunities, in order to increase participation by individuals and groups with protected characteristics.

Some more information about Active Devon:

In pursuing its vision of everyone in Devon being active for life, Active Devon seeks to widen access and equality of opportunity across all of its work (within parameters of grant funding agreements). It also promotes specific programmes which seek to address inequality in participation levels, for example Youth Engagement programmes which aim to re-engage and transform the lives of disadvantaged young people, Walking for Health - promoting entry level walks for older people and other under-represented groups, and Opportunity Clubs - a programme focussed on establishing new user-led activity clubs for disabled people.

Theme: Prosperous

Outcomes:

- More young people will lead fulfilling and productive lives.
- More people will find employment, including those furthest from work.
- There will be more new jobs and business start ups, particularly in key knowledge sectors.
- New ways of providing services at lower cost will flourish.
- A great deal of money will be saved and Devon's energy needs will be reduced.

Performance measures:

- Inequality gap measures for NEETs (Not in Education Employment or Training), Key Stage education results, attendance and exclusion.
- "I have good access to lifelong learning".
- "I feel there are good job opportunities for me".
- Salary and employment data including proportion of adults with learning disabilities in paid employment.
- "I can recycle waste easily".

Equality objectives 2015-19:

13. Deliver on reducing inequalities aspects within our Children's Strategy.
14. Help improve women (e.g. returners), carers and disabled people's access to work and training as well as younger and older people, for example through employability skills and confidence building.
15. Increase visibility of equality considerations through work arising from our Strategy for Growth.
16. Continue to use the Love Digital project to engage women around the use of technology in their businesses (subject to external funding).
17. Re-assess the County Council against Pledge 3 of the British Deaf Association's Sign Language Charter.

Please note the County Council's role is to support Schools/Young People but Schools are not accountable to us.

Theme: Connected

Outcomes:

- Communities will be more cohesive and inclusive.
- People will be able to get about the county to meet their basic needs.
- Businesses will grow and people will benefit from digital opportunities.
- Connection to and respect for Devon's environment and heritage will be improved.

Performance measures:

- "I am treated with dignity and respect in the community".
- "I have as much contact as I want with people I like".
- "I can get around easily by public transport".
- "I can get around easily using paths and highways".
- % premises with Superfast Broadband.
- "I have the skills/confidence needed to access information and communicate online".
- "I can access information and communicate online through a device in my home" and "I can access information and communicate online through a device in my local area".

Equality objectives 2015-19:

18. Campaign to prevent pavement parking.
19. 'Digital by Design' Impact Assessment and policy which takes account of disadvantaged groups' access to online information.
20. Support events such as Exeter Respect and Exeter Pride which promote cohesion and diversity, and maintain a corporate presence at the events to improve access to information through community outreach.
21. Target of 90% premises with Superfast Broadband across Devon and Somerset by 2016 (improving outcomes for Deaf people who want to use video relay and reducing social isolation for disabled people who cannot leave their home).
22. Consider further digital skills/needs of minority/disadvantaged groups as part of any relevant commissioned activity (development projects from 2017).

Theme: Safe

Outcomes:

- More people will be empowered to live well and participate.
- Vulnerable people will be better protected from abuse and harm.
- Children in care will have a secure and stable home and go on to lead happy lives.
- Fewer people will be victims of crime, including domestic violence.
- Accidents, injuries and deaths will be kept as low as possible.

Performance measures:

- “I feel safe outside in my local area during daylight/after dark”.
- “I feel safe and respected when looked after by others”.
- Care Leavers in employment education or training data.
- Safeguarding, School Bullying, Domestic Violence, Hate Crime/Incidents and Road Safety data.

Equality objectives 2015-19:

23. Improve health and social care services response to the needs of Lesbian, Gay Bisexual and Trans people (publish a Toolkit and explore further learning needs).

24. Increase cultural capability/competency amongst safeguarding staff and support Black and Minority Ethnic Social Care staff through a range of learning initiatives (for example, discussion, workshops, toolkit): Let's Talk about Race project.
25. Review equality learning and development pathways for staff (particularly social care staff) and plug equality skills gaps.
26. Support promotion of Police and Crime Commissioner Victim Care Unit and other work on hate crime/incidents reporting, referral and reduction initiatives.
27. Improve and regularly promote the Reporting of Incidents of Discrimination system (for staff/service users, including those using commissioned services).

Theme: Workforce and other activity

Performance measures

- Staff equality and diversity profiles: www.devon.gov.uk/monitoring.
- Impact assessment compliance:
 - a) % of reports to Cabinet and Full Council which do not contain/refer to an appropriate impact assessment statement/report (where equality is relevant).
 - b) % of Cabinet and Full Council minutes which do not include appropriate reference to the PSED (where equality is relevant).
- Quality of care measures: I Statements (by protected characteristic groups).
- Complaints data with a discrimination/access issue and reports of incidents of discrimination (staff/service users).
- Access Audits (buildings).

Equality Objectives 2015-19:

- 28.** Through the roll-out of Oracle Self Service, improve percentage of completed records for staff disability and ethnic origin to enable effective workforce monitoring.
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9. Performance Measures

Abbreviations:

CNS = Community Needs Survey.

ASCS = Adult Social Care Survey.

ASOF = Adult Social Care Outcomes Framework.

PHOF = Public Health Outcomes Framework.

Resilient theme:

E1) I feel I can get the help and support I need from my family, friends or community. New question (no baseline).

E1b) Other source of data: ASCS Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

E2) I have good access to community activities. Baseline CNS 2011:55% agree; Fair

E3) I can influence decisions affecting the services I use. Baseline 30% agree; Poor (CNS 2011).

E4) I can influence decisions affecting my local area. Baseline 30% agree; Poor (CNS 2011).

E5) I know what to do in the event of an emergency. Baseline 35% agree; Poor (CNS 2011).

E6) Information I need is easy to find and understand. Baseline 55% agree; Fair (CNS 2011).

E6b) Other source of data: ASCS proportion of service users and carers who find it easy to find information about services.

Healthy theme:

E7) Joint Strategic and Health Needs Assessments [JSNA/HNA] and Public Health Outcomes reports – protected characteristics data. Reports are available at www.devonhealthandwellbeing.org.uk. We have not yet developed a single rating or baseline for areas where there is a complex range of data.

E8) I have good access to ‘green’ (open) spaces. Baseline 85% agree; Good. (CNS 2011).

E9) I have good access to health & social care services in Devon. Baseline 65% agree; Fair (CNS 2011)

Prosperous theme:

E10) Inequality gap measures for NEETs (Not in Education Employment or Training), Key Stage education results, attendance and exclusion.

E11) Salary and employment data including ASCOF (1E) proportion of adults with learning disabilities in paid employment.

E12) I have good access to lifelong learning. Baseline 42% agree; Fair(CNS 2011).

E13) I feel there are good job opportunities for me. Baseline 20% agree; Poor (CNS 2011).

E14) I can recycle waste easily. Baseline 75% agree; Good. (CNS 2011).

Connected theme

E15) I am treated with dignity and respect in the community. Baseline 70% agree; Good. (CNS 2011).

E16) I have as much contact as I want with people I like. Baseline 47.5%; Fair. (PHOF 2013/14 (ASCS)).

E16 old) I am able to meet friends or relatives at least once a week. Baseline 75% agree; Good. (CNS 2011). (To switch to more flexible PHOF question in future).

E17) I can get around easily by public transport. 50% agree; Fair. (CNS 2011).

E18) I can get around easily using paths and highways. Baseline 70% agree; Good. (CNS 2011).

E19) % premises with Superfast Broadband by 2016.

E20) I have the skills/confidence needed to access information and communicate online. New question (no baseline).

E21) I can access information and communicate online through a device in my home. New question (no baseline).

E22) I can access information and communicate online through a device in my local area. New question (no baseline).

Safe theme

E23) I feel safe outside in my local area during daylight. Baseline 80% agree; Good. (CNS 2011).

E24) I feel safe outside in my local area after dark. Baseline 50% agree; Fair. (CNS 2011).

E25) I feel safe and respected when looked after by others. New question (no baseline).

E25 old) I feel safe when looked after by healthcare professionals. Baseline 70% agree; Good. (CNS 2011).

And I am treated with dignity and respect by public services staff. Baseline 70% agree; Good. (CNS 2011).

E26) Care Leavers in employment education or training.

E27) Safeguarding, School Bullying, Domestic Violence (PHOF1.11 DV rate), Hate Crime/Incidents and Road Safety data. Under-reporting data from surveys.

Other measures

E28) Workforce data (gender, age, disability and ethnicity profile for workforce, senior posts, recruitment leavers, grievances etc.)

E29) % of reports to Cabinet and Full Council which do not contain/refer to an appropriate impact assessment statement/report (where equality is relevant). Baseline: 20%; Fair. Source: Internal audit 2013/14.

E30) % of Cabinet and Full Council minutes which do not include appropriate reference to the Public Sector Equality Duty (where equality is relevant). Baseline 66%; Fair. Internal audit 2013/14. Improvements were brought in after this date.

E31) Quality of care measures: I Statements.

E32) Complaints data with a discrimination/access issue and reports of incidents of discrimination (staff/service users).

Equality measures would be based upon views of minority protected characteristic groups and inequality gaps where compared with the population or service users as a whole.

10. Our Challenges

Feedback from communities

In 2011 a Community Needs Survey was carried out, targeting minority and disadvantaged groups to identify equality issues. The results included a larger than average cohort of disabled respondents compared with surveys carried out with the general population (untargeted).

Its main findings were:

Disabled people face numerous barriers including access to employment, transport and many other services. They experienced hate crime and their fear of crime is greater than that of non-disabled people. Although they are more likely to call upon public services than others, they are not very satisfied with information about those services. Services need to provide British Sign Language interpreters. The findings mirror messages received by Living Options Devon from service users through consultations, advocacy, enquiries and the Devon Disability Network.

Age: People aged 20 to 34 showed significant dissatisfaction with their job prospects and with quality of life in general.

Women experience barriers to use of public transport. Women from Black and minority ethnic and certain religious communities have particular needs around domestic violence and abuse.

Men experienced equally high levels of domestic violence and sexual assault as women.

Gay, Lesbian and Bisexual people experienced the highest levels of hate crime/incidents and are also at risk of domestic violence and abuse.

Carers experience many barriers to accessing services such as lifelong learning, cultural facilities and sports and leisure.

Black and minority ethnic people appeared to have different perceptions or outcomes with employment which may warrant further investigation and nearly a third have experienced hate crime.

For further information about the Community Needs Survey please visit www.devon.gov.uk/hearmetoo201203.pdf

We hope to run this survey again during 2015/16.

Findings from corporate level Equality Analysis (Impact Assessment):

Responding to public sector spending cuts

Over the past four years government funding for the County Council has been cut by 27% and with further cuts to follow, it is expected that between 2011 and 2016 government funding will have reduced by 60%*.

[*figures at 30th January 2015]

As a result Devon County Council is finding it harder to balance its budget and still meet its core duties such as protecting children and supporting elderly and vulnerable people. The outlook remains highly challenging: demand for adult social care continues to rise due to our ageing population and in April 2015 we will have additional responsibilities brought in under the Care Act. People are living longer but with more complex conditions such as dementia and chronic illnesses.

Radical new ways of providing services for young people, library users, council care home residents and day service users are well underway – all designed to save money and to focus resources on supporting vulnerable people.

We aim to continue to focus on personalised services that provide flexibility, choice and targeted support and we are broadening the scope by offering communities the opportunity to run many more services and use our facilities. Our main role is to create the right environment for this to happen, intervening directly only where necessary.

Creating a picture of how people are being affected by cuts across the board is incredibly difficult and complex. People are different in terms of their needs and expectations; people's interaction with public services and dependence upon public services vary. Life changing events such as the birth of a child, death of a partner or deterioration in health can alter, sometimes very quickly, a person's dependence on services. Rural isolation may be a dream for some and we need people to live in rural areas to sustain industries such as tourism and farming, but rural isolation poses a challenge when access to services is needed regularly.

Everyone will have been affected by cuts to services to some degree. The vast majority of people will be noticing changes in relation to services provided for all such as roads, street lights and recycling.

They may find they are able to adapt to changes, 'put up with' poorer quality, or meet increases in charges.

Our service level budget impact assessments showed that some groups will be impacted by change more than others:

Vulnerable older and disabled people and their carers are the main beneficiaries of adult social care services and will therefore be the main groups affected by changes in this area. Being vulnerable, they will require support to cope with changes to their care settings, such as the closure of a residential home. The

personalisation agenda aims to improve outcomes giving more flexibility, choice and control but changes to social care (FACS) eligibility affects those who do not qualify as having 'substantial' or 'critical' needs but still require support in carrying out certain tasks or enjoying social interaction. Reduced availability of care provision, including short-term respite opportunities, increases the pressure on those providing care. As a result, their reliance on friends, family or voluntary support increases.

However, the voluntary sector is also experiencing reduced grants and efficiency savings within contracts. Lesbian and gay people are less likely than heterosexual people to have children and therefore can be more dependent upon social care from service providers in later life, current older gay men are also more likely to be bereaved and lonely than lesbian/gay women.

Women continue to take on the majority of caring responsibilities whether this is childcare, looking after an older relative or both and are more affected than men by changes to care support.

Lesbian, gay, transgender people and ethnic minorities can experience more social isolation due to being in a 'minority group' and as a result find it harder to seek sources of support within the community or from family members. Where family support is available, ethnic minority communities are more likely to provide care within the family and without seeking any support from the state, but carers can struggle as a result. These issues can lead to poorer health outcomes including mental health conditions. They may also have a lower trust and confidence with public services due to negative experiences arising from a lack of understanding of their minority needs or discriminatory attitudes (including cultural/religious aspects); if standards drop because of pressures on training or staffing budgets this can have a detrimental effect.

People with sensory impairments or learning disabilities and some ethnic minority groups (English learners) find it harder to access information they need in the right format, including information that helps them be independent and resilient.

Older and disabled people are more likely to be 'digitally excluded'. This poses challenges where budgets are stretched and organisations seek cheaper alternatives such as directing people to find information for themselves on line or avoiding translation and interpreting costs (the County Council has a policy for the use of interpreters and provision of alternative formats).

Library and heritage services are public services, but not used by all. Whilst people may not be dependent upon these services for essential needs, they offer the kind of social and educational opportunities that enrich lives and bring people together. They can also enable people to access information. In 2013/14 there were 2.8 million visits to Devon libraries and 1.6 million online transactions. Of the 131,000 active borrowers, 40% live in rural areas. A higher proportion of young people (26.5%) and slightly higher proportion of women (58%) use the library service compared with the general population. With the switch to internet forms to claim benefits including job seekers allowance and patchy availability of broadband across Devon, the library often provides an essential service for those claiming benefits.

Women, disabled people, older people, lesbian, gay, transgender people and ethnic minorities have a heightened fear of crime/feel less safe when out and about due to prejudice or other vulnerabilities (physical or sensory disability, risk of sexual assault).

Reduced maintenance of street lighting could affect their ability to get around because patchy lighting can affect the sense of feeling safe when out and about in the dark (in the winter this can be during rush hours). Likewise, unmaintained hedges also have a similar affect.

Road safety initiatives have generally assisted younger (particularly young children and young men) and older people and reductions here could increase risks for these groups.

Whilst public transport is provided for all, it is not used by all and profiling within the public transport impact assessment highlights that certain groups are highly dependent upon a good bus service for accessing essential services, education and employment and reducing social isolation:

Disabled people, women, older and younger people and low income households may be more dependent upon others on public transport to get around because they cannot drive or do not have access to a car.

19% of households in Devon do not have a car. Many have no access to a household car for long periods during the day, such as a mother with a young child while her partner is at work. 56% of job seekers are reliant upon bus services and 51% of bus users have an income below £10,000 a year.

Where people rely on public transport, if the transport is not available to reach a service, it is the same as the service itself not existing. Lack of access to a car and alternative transport can also affect people's ability to participate in taking recycling to centres resulting in more waste going to landfill. Wheelchair users experience barriers and concerns when accessing services if an accessible bus is not guaranteed for both their outward and return journeys.

If alternative funding sources cannot be sought, older and disabled people will be disadvantaged if there are cuts to community transport services such as Ring and Ride and Shopmobility as these services have been set up to provide essential access to shops and other services in towns for people with mobility problems.

Reductions to road gritting can affect pregnant women, disabled and older people who fear going out when it is icy need to get to appointments, or rely on visits from carers/emergency services who may find it difficult to reach them when routes are not clear. Reductions in maintenance of public rights of way and verges which are used for pedestrian access can affect disabled people's access, including access in the countryside. It can also affect parents with child buggies. The potential closure of toilets at picnic sites on the A361 and A39 would mean people will need to travel to nearby towns.

Some people need access to a toilet more quickly such as young children, pregnant women and some disabled people; they will need to be informed of changes and alternative facilities so that they can plan the breaks in their journey.

People under the age of 25 and families will have a higher dependence on children's and youth services if they live in a deprived area, are disabled, a single parent or child in care.

In terms of education, generally families interact directly with Schools and their only contact with the local authority will be in relation to admissions, education support needs and transport; disabled children and their families will have a higher dependence upon these services.

A reduction to the public sector workforce has disproportionately affected women because they make up 75% of the overall workforce. In the 2011 Census, 30% of Devon people were employed in the public sector. Nationally, women are also paid less on average than men (however Job Evaluation schemes which are predominant in the public sector seek to equalise pay between men and women). In addition, Women's pensions in the south west are only about 85% that of men's and women are more likely to be in receipt of a state pension and pension top ups.

The County Council is also warning that some of the most vulnerable people in Devon will be hit by the Government's plans to stop funding for local welfare next year.

Since the Crisis Loans and Community Care Grants were abolished under the Welfare Reform Act 2012, local welfare assistance schemes have been run by district councils in the county, using money given to the County Council by the Government.

Data from the Devon Strategic Partnerships Impacts of Welfare Reform study shows that:

- The total welfare income lost to Devon is estimated to be £258m by end of 2015.
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- 6,200 households are affected by the 'bedroom tax'.
- 30,000 private rent tenants are affected by Local Housing Allowance Changes.
- 47,300 households have an increased Council Tax liability averaging £210 per year.
- 10,000 are estimated to lose entitlement to Disability Living Allowance by 2018.
- 16,000 people who previously received Employment Support Allowance are required to seek employment.

The most significant impact has clearly been on low income households – particularly single unemployed, lone parents, non-working couples, large families and disabled people.

People who are ill or have a disability will increasingly see the greatest cumulative impact of welfare changes – impact through loss of Employment Support Allowance (16,000), Disability Living Allowance (12,744) and other 'passport' benefits to which they are entitled.

Those with children will see the biggest impact from changes to the tax credit and benefits system. Youth unemployment remains an ongoing problem in Devon and under 25's most affected by rule changes to Job Seekers Allowance and meeting housing costs.

Rural communities are being affected by housing availability and affordability, access to services and access to employment.

[Analysis extracted from Meeting the Challenge 2015/16 Budget Impact Assessment which was carried out in consultation with the Equality Reference Group].

Analysis of Better Together

In consultation with the Equality Reference Group we considered each of the Better Together themes and aims in relation to the Protected Characteristics. This helped us understand potential barriers to achieving outcomes for all and identify key equality objectives within Fair for All. This is not a definitive assessment, but it draws on the range of community knowledge held by the Equality Reference Group, alongside feedback from the 391 who participated in the Community Needs Survey, to highlight some needs for consideration, particularly in relation to mainstream delivery.

a. Resilient Theme

Volunteering

Volunteering in Devon is strong compared with the rest of the UK however capacity varies, in particular small community organisations lack resources to respond at speed, apply for major grants or compete in commissioning and procurement opportunities and may not be aware of what is available/on offer through lack of connections.

Some groups/organisations may feel marginalised because their interest relates to a minority protected characteristic who's issues are not understood (for example, a gay youth group) or have difficulty applying for grant funding or commissioning opportunities because English is not their first language.

People with the skills needed (including the right attitude to provide appropriate services to minority groups) don't necessary have the time to participate.

Disabled people need greater support to be involved in community/voluntary activities (for example, accessible venues, times at which support services are available, transport to activities, alternative formats). Making adjustments can be seen as a financial burden for small organisations.

People with caring commitments find it difficult to find the time to do additional volunteering and a proportion of Devon's residents will be unable to participate due to a combination of work and family commitments or limiting health problems/disability. The impact of poor access to, affordability and flexibility of childcare for working mums and dads may mean more grandparents would be providing childcare support instead of participating in other community volunteering activities.

We need to be careful about how we 'signpost' people to the voluntary sector, because we will be sending people in to 'nomansland' if it does not have the capacity to respond.

Influence

'Communities of Interest' need to be considered alongside 'Communities of Place'. Minority groups issues can be lost at a local level and therefore Devonwide mechanisms are needed. For example, numbers of Transgendered people are very small. Ethnic minority, disabled and LGB&T people need to feel they have a voice that will be heard, or that their issues will be understood and won't go to a public meeting and speak out about their concerns for fear of prejudice or discrimination.

Despite making up more than half the population, women are significantly under-represented in political leadership roles, although the gap is closing slowly.

Whilst people would like the opportunity to influence services not everyone wants to, or has the capacity to, get involved with formal arrangements. A wide range of opportunities from customer feedback through to

trusted elected representatives and community boards/forums is needed, but they need to be joined up so that voices are heard.

People (particularly disabled people) need information in plain English and accessible formats in good time in order to participate in a meaningful way.

People's trust in engagement processes is lost when they don't receive feedback on how their views have been taken into account and how they are making a difference.

Emergency preparedness

Surveys have shown that people do not know what to do in the event of a major emergency and this can increase risks for people who have additional needs, particularly if they do not have their own home emergency plans.

As a result this was a top equality priority for 2011-14 and public information on emergency preparedness was produced by the Devon Cornwall and Isles of Scilly Local Resilience Forum [LRF] in 2013. A diverse community panel was involved in the project, led by the Corporate Equality Officer, and alternative formats produced. However this has not been widely promoted by statutory agencies including local councils, police and environment agency. Further alternative formats may also be needed.

Do Parish Councils know the needs of disabled and older people who are significantly at risk in their community?

Self help

Information needs to be in easy, plain English - with supporting pictures and few words. This can reduce requests for translations and further advice.

Alternative formats must be provided for disabled people on request (and readily available if there is sufficient need/ease to produce such as large print).

Alternative formats can include large print, hard copy (if digital), audio, Easy Read, BSL - British Sign Language. Foreign language translations should be provided if a person cannot understand the English version.

b. Healthy Theme

Best possible start in life

"Families" needs to include the many different scenarios and structures in addition to the mother/father/children structure.

Children's Centres should be accessible in the broadest sense of the word, building on the examples of positive outreach with Traveller groups in Devon.

Focussing on deprivation alone can mean that some people from wealthier backgrounds who are experiencing isolation, exclusion or abuse may be missed.

The County Council's diminished ability to intervene in schools makes it difficult for us to influence other than through support and advice provided through Babcock LDP.

Good health and avoiding preventable illness

Public Health information needs to be easily accessible in a range of formats (for example, large print and Easy Read) and targeted to relevant groups who need information most of all.

Financial insecurity is a major issue affecting health and people need to be able to access health information and support regardless of their financial resources (i.e. at no cost to the individual).

Income inequalities have a huge influence on healthy lifestyle choices: certain groups are more at risk of low income and becoming stuck in a poverty trap and women earn less on average than men overall.

Men are significantly worse at health self management than women and need information tailored to their needs and more encouragement to seek health advice.

Austerity measures including reduced staffing increases stress which leads to health problems for the workforce.

Happy active lives

People's perception of feeling safe outside can affect their access to outdoor space and cultural or leisure facilities. Sense of safety includes the ability to express identity without perceived potential for, or actual, threat of discrimination, including harassment.

The Community Needs Survey showed that over 80% of people feel safe in their local area during daylight, however 24% reported being a victim of hate crime. People at risk of harassment (in particular, lesbian, gay, bisexual and trans people) will feel more safe in a well known local area than unfamiliar environment and therefore may avoid new environments.

Participation rates of access to the countryside by some diversity characteristics (for example, ethnic minorities) is low.

Low incomes and poor access to transport are major barriers to getting out and about - facilities need to be 'on the doorstep' and affordable or free to be fully inclusive.

Schemes like Living Options Countryside Mobility have been very successful but rely on the maintenance of accessible walks so that they can continue and grow.

Specific activities or conditions may be needed for certain groups, for example disabled people may require reasonable adjustments such as a warmer swimming pool, accessible facilities and wheelchair sports.

Maintaining health and independence into older age

The Reablement Services are already working very well and we should learn from this.

Feeling valued, respected and included

Isolation increases for each diversity characteristic that is present: rurality, ethnic minority, religious minority, lesbian/gay/bisexual, transgender, older age, disability/ill health, low income.

For lesbian, gay, bisexual and trans people a key factor is 'not having to explain themselves' and to be respected with no heterosexist assumptions made. Many gay men fear accessing health and social care services because of the way homosexuality was medicalised and criminalised in the past and transgender people experience a lack of understanding of gender re-assignment amongst staff.

c. Prosperous Theme

Young people leading fulfilling and productive lives

The starting point and potential is different for every person. Young people from minority groups can experience isolation or bullying or other problems which affect their attainment and fulfilment. Accessible, inclusive and appropriate Sex and Relationships Education is vital to improve health and wellbeing outcomes for girls and lesbian, gay and bisexual pupils.

Access to education for Gypsy and Traveller Children (particularly those in transit) is poor where schools refuse short term admission.

People finding employment

People with caring responsibilities find it difficult to access lifelong learning or have the time to improve their knowledge/skills.

Younger people (u30) are at a greater risk of unemployment but older people (50+), once out of work, are unemployed for longer periods.

Benefit restrictions particularly affect women due to the rules surrounding the youngest child and amount of hours worked before benefits stop.

People with mental health conditions, personality disorders, emotional and behavioural problems and communication difficulties are at a very high risk of benefit sanctions resulting in extreme poverty as well as long term unemployment.

Parents of disabled young people sometimes fail to recognise their potential and be over-protective, and therefore not supporting them to find work, gain skills or pursue careers.

New jobs and business start ups and providing services at a lower cost

Poor accessibility of high streets and local shops can create problems for disabled people.

Seasonal work and low wage levels in Devon impact on disposable income and ability for residents to support the economy.

The village shop or pub can often be seen as a 'no go area' for some minority groups because of gossip and prejudice (including 'low level' inappropriate comments) within the community.

Smaller businesses are less likely to employ people with certain diversity characteristics because of perceived cost and inconvenience (for example, women of child bearing age, people with caring responsibilities and disabled people).

Reducing waste and managing energy efficiently

Multiple systems across Devon can be confusing for people. Information needs to be tailored to different needs.

d. Connected theme

Cohesive and inclusive communities

People in minority groups can feel disillusioned and apathetic when they feel that local community groups do not listen to their needs and ignore them; this increases their risk of isolation (links with Resilience – Influence theme).

Getting about to meet basic needs

Poorly maintained roads can be painful for people with physical health problems because of the bumps.

Not everyone owns a car or wants to own a car, particularly people on low incomes or not in work, but Car Share schemes have focussed on getting people to work. Some groups need to get around for other reasons, for example mums with young children, disabled and elderly people going to hospital appointments, social, shopping or leisure days out. People are not always aware of the availability or offer from community transport schemes.

Communities have recently raised concerns about street furniture and parking on pavements and the impact this has on disabled (particularly blind) people. Blind and visually impaired people also need warning of

footpath closures through their networks (Blind/VI organisations) and radio because written notices at sites are inaccessible to them.

Digital opportunities

Whilst there are benefits to online information (reduced cost, ability to produce different formats, adjust settings etc) there are still a significant number of people (particularly older people) who do not have good internet access or skills (including confidence).

Rural areas currently do not have sufficient access to the internet due to poor Broadband connectivity.

Devon is a low wage area and low earners may struggle with internet subscription and equipment, therefore local community resources are needed.

Opportunities for live British Sign Language translation over a webcam are limited due to poor connectivity leaving Deaf people isolated.

The use of Smartphones is increasing at a rapid rate - even with groups such as Homeless people. Apps and mobile friendly websites are useful for reaching people.

Connecting to Devon's environment and heritage

Cycle support schemes enable people to get cycling. However, if routes are not accessible the whole way this can prevent people from using them (for example, gates, obstructions on paths, poor signage/information). Gates need to be wide enough for a full sized cycle and wheelchair platform, not just a regular sized bicycle.

e. Safe Theme

Protecting vulnerable people from abuse and harm

Anecdotal evidence of issues experienced by ethnic minority communities includes stress of caring for elders, not using Interpreters correctly and a lack of information targeted to communities.

Lesbian, gay, bisexual and transgender people have a low trust and confidence in social care services coupled with high levels of mental health problems, a higher risk of suicidal ideation and perpetrating hate crime as a result of internalised phobias. There is a lack of understanding of internalised phobia amongst professionals.

Some ethnic groups have a higher risk of experiencing FGM (female genital mutilation), forced marriage and other forms of abuse or exploitation such as slavery, but are not supported because staff do not know what the signs are and fear being accused as racist when making a safeguarding intervention. It's important to work with affected communities to address the problems within as well as with all communities (because these forms of abuse are not confined to ethnic minority communities).

Children in care

Need to ensure children understand their own cultural background where placed with families of a different ethnic or religious background.

Fewer victims of crime

This area is mainly the responsibility of the Police/Police and Crime Commissioner. Issues for minority groups in terms of reporting can include a lack of trust, fear of bringing shame on the family (for example, when reporting domestic violence), ignorance of British law/rights and lack of accurate information in the correct format.

Hate Crime and Incidents reported to the Police for the period March 2014 to February 2015 in Devon (whole county):

Racist: 424, of which 84% were crime. Up 1.7% on previous year.

Homophobic: 87, of which 84% were crime. Up 14.5%.

Disablist: 71, of which 46% were crime. Up 18.3%.

Religion/belief: 16, of which 75% were crime. Down 15.8%.

Transphobic: 14, of which 64% were crime. Down 22.2%.

Other: 9, of which none were crime. No comparison.-

(An Incident is an act of discrimination, such as a one off incident of verbal abuse, that does not constitute a crime. A Crime would be, for example, physical assault).

Reduced accidents, deaths and injuries

Mixed use paths can be frightening for older people and people with physical or sensory disabilities - particularly where cyclists ride fast.